

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT
DIRECTIVE

No.:	1525
Issued:	6/24/2025
Post Until:	7/24/2025

SUBJECT: TELEWORK POLICY

This Directive supersedes Directive No. 1446

Telework is defined as work at a location other than a regularly assigned County work location. The regularly assigned County work location is frequently referred to as the employee's headquarters. The alternative work location can be at the employee's home or another pre-approved work location.

Management approval of telework is based on factors such as the suitability of the job's duties at an alternate work location and the likelihood of an employee being successful at telework. Some positions and/or job duties may not be appropriate or conducive for telework. Employees do not have a "right" to telework, and this work option may be terminated by the employee, manager, or the County at any time. Termination of an individual's or a group's telework assignment is at the sole discretion of the Department's management, need not be based on cause, and may become effective immediately.

The following are examples of criteria to be applied by the employee's Sr. Probation Director or equivalent when assessing the appropriateness of an employee to telework:

- The ability to demonstrate the required skills for their assignment.
- No unauthorized absences without pay for the past year.
- Shall submit and maintain a current Employee Information Update Sheet (EIUS).
- Must be able to report to an assigned work location or other designated work locations as directed within agreed-upon time frames.
- Reside within an area where reliable high-speed internet service is available, and such service will be provided by the employee at their expense.
- Remain in compliance with mandated and/or annual training.
- No sustained discipline within the last two (2) years with a direct nexus to job performance.
- On-time submission of assigned work per bureau standards.
- Ability to maintain confidentiality requirements.
- Final approval by the teleworker's Sr. Probation Director or equivalent.

SUPERVISOR'S RESPONSIBILITIES

The Supervisor of the Teleworker is responsible for:

- Reviewing and approving all required forms in the Telework packet, including the (continued) *"Teleworker's Agreement," "Teleworking Standards," "Telework Location Home Safety Checklist,"* and the *"Telework Supervisors Checklist"* and submitting it to the employee's Director for final approval prior to the employee's commencement of the teleworking assignment.
- Ensuring that all Teleworking Standards are met, including attending the mandatory training (e.g., County Teleworker Training Module).
- Providing signed and approved packet copies to the Human Resources Division Operations (to be included in the employee's Official Personnel File).
- Tracking the teleworker's performance, including by meeting, and completing the *"Telework Job Performance Survey"*.
- Ensuring completion of the *"Termination of Teleworker's Agreement"* within two (2) business days when the teleworking assignment ends.
- Completing online County Telemanager Training.

TELEWORKER'S RESPONSIBILITIES

The teleworker is responsible for:

- Reviewing and signing the *"Teleworker's Agreement"* and the *"Teleworking Standards,"* which stipulate the County's and Department's conditions and performance standards for the work assignment. Failure to meet the agreement or standards will result in termination from the program.
- Reviewing and signing the Telework Policy *"Information Technology Policy"* including the *"Agreement for Acceptable Use," "Portable Device and Privacy Policy,"* and if applicable to duties, the *"Requests for Criminal Offender Record Information"* (CORI) and California Department of Justice Information Bulletin (No. 20-06-CJIS).
- Completing online County Teleworker Training.
- Completing and submitting the *"Termination of Teleworker Agreement"* to their supervisor within two (2) business days from the day teleworking was terminated.
- Transporting computer equipment to the office for service and asset management purposes when requested to do so by management or Information Systems Bureau (ISB) staff.

**PROBATION DIRECTIVE
TELEWORK POLICY
PAGE 3 OF 3**

Teleworkers and Telemanagers are responsible for ensuring compliance with the County of Los Angeles Telework Program guidelines (DHR PPG#550) as well as this policy.

Questions and inquiries regarding this directive should be directed to the Human Resources Division of the Administrative Services Bureau at (562) 940-2554.



Guillermo Viera Rosa,
Chief Probation Officer

6/24/2025

Date

County of Los Angeles
Probation Department Teleworking Program (Dept. No. 640)

TELEWORKER AGREEMENT

Employee Last Name: _____ First Name: _____

Employee No: _____ Employee Payroll Title: _____

Employee Email Address: _____

Supervisor Name: _____

Supervisor Email Address: _____

Work Assignment (Bureau/Unit): _____

Teleworking is defined as working at a location other than a conventional assigned County office. Telework can be either at the employee's home or another pre-approved work location.

Management approval of telework will be based on the suitability of the job duties and the likelihood of an employee being successful at teleworking. Some positions and/or job functions may not be appropriate for teleworking. Employees do not have a "right" to telework and this work option may be terminated by the employee, manager, or the County at any time. Termination of a teleworking schedule may be based on cause or without cause and become effective immediately.

The teleworker agrees to:

1. Work at the following location:

Location: (Home address or pre-approved work location)

2. Be available during the agreed upon schedule, either at home or the pre-approved work location.

Schedule:

3. Complete work assignments per bureau standards. The supervisor or designee will provide the teleworker with all work assignments.

4. Headquarters will be the County office to which the teleworker is assigned. The headquarters will have a workspace available for use when needed by the teleworker.
 5. The following arrangement regarding availability during work hours and handling of business calls:
 - The teleworker will be available during the agreed upon business hours, either at their home, assigned headquarters, or the pre-approved work location. Any deviation of work hours must be pre-approved by the supervisor or authorized designee.
 - The teleworker will answer the phone promptly when available and return or acknowledge business calls within one (1) hour or as otherwise agreed upon by the supervisor or designee.
 - If applicable, the teleworker shall establish a voice mail message on their county phone that identifies their appropriate job title with the Los Angeles County Probation Department.
 - If applicable, the teleworker is responsible for managing their voicemail inbox to ensure that messages do not exceed the limit.
 - Other:
-
-
-

6. Report to their work location as necessary or within agreed upon time frames to meet operational requirements as determined by the supervisor or manager. This will routinely include picking up relevant materials and accessing required information but is not limited to these routine requirements.
7. Attend all required meetings and mandated and/or annual trainings.
8. The equipment used by the teleworker will be agreed upon by the supervisor and the teleworker.
9. Monitor their e-mail throughout the workday and return or acknowledge messages within one (1) hour or as agreed upon by the supervisor or designee.
10. Request all supplies from their assigned headquarters. Out of pocket expenses for supplies regularly available at the County office will not be reimbursed unless pre-approved by the supervisor in writing.
11. If a technology problem significantly disrupts the teleworker's job duties, the teleworker must notify their supervisor immediately. Teleworkers are responsible for transporting any equipment requiring repair as instructed and continue to be responsible for work assignments. Computer-related problems shall not be considered a reason for late or incomplete work assignments.

12. Confidentiality of Information - *Requests for Criminal Offender Record Information (CORI)*
 - Teleworkers who have access to CORI data must secure all confidential documents that contain case information, including electronic or printed reports, criminal records, handwritten notes, etc. Such documents must be secured when the teleworker is not present. These documents must be included in the case file prior to submission to clerical for requisite processing.
13. Report lost or stolen confidential information stored on electronic media, paper documents, equipment, or files to their supervisor and the Departmental Information Security Officer immediately. Teleworkers shall complete all required paperwork, which includes filing a Police Report and completing a Security Incident Report, within 24 hours.
14. Exercise due care in ensuring the physical security of computer equipment and data storage media. Computer equipment installed or stored in an area that is not secure must be secured by means of equipment locks or secure storage.
15. Computer repair services are to be completed by Probation's ISB only.
16. If applicable, teleworkers are required to conduct Lead or Officer of the Day (OD) duties at their assigned headquarters.
17. Teleworking is an option that management may choose to make available to qualified employees when a mutually beneficial situation exists.
18. All County duties, responsibilities, policies, and conditions of employment remain applicable to telework. Violations may result in preclusion from teleworking, appropriate corrective action, and/or disciplinary action, up to and including discharge.
19. Work hours, overtime compensation and vacation schedule shall conform to the County Code, applicable Memorandum of Understanding provisions, and to terms otherwise agreed upon by the teleworker and the supervisor.
20. All existing policies and procedures regarding requests to work overtime and use of sick-time, vacation, or other leave remain in effect.
21. All applicable policies and procedures pertaining to mileage and parking remain in effect. Mileage and parking will not be reimbursed for trips made between home and assigned work location or assigned work location and home.
22. Meet all Probation Department standards as outlined in Attachment II. Failure to meet and maintain these standards will result in termination from the program. ***All teleworkers are required to complete Attachment II, which specifies the standards for their teleworking assignment.***

23. Complete the County Teleworker Training (00433079) or, if applicable, the County Telemanager Training (00426378) accessible on The Learning Net, before teleworking begins.
24. The Department visiting the teleworker's off-site work location with reasonable notice and a written justification approved by management.
25. The County is not liable for injuries to third persons occurring on the teleworker's premises.
26. The agreed telework location is covered by the County's worker's compensation liability for job-related accidents during business hours.
27. The teleworker's workspace shall be maintained in a safe condition, free from hazards and other dangers to the equipment, and the teleworker shall ensure the appropriate confidentiality of all information and documents per the Telework Location Home Safety Checklist (Attachment III).
28. Additional conditions agreed upon are as follows:

Failure to comply with this agreement may result in preclusion from teleworking, appropriate corrective action, and/or disciplinary action, up to and including discharge.

County of Los Angeles
Probation Department Teleworking Program

TELEWORKING STANDARDS

Last Name: _____ First Name: _____ Employee No: _____

Work Assignment (Bureau/Unit): _____

Teleworkers shall adhere to the existing applicable bureau policies and to the standards outlined below:

1. Complete all required trainings and demonstrate proficiency in the work assignment.
2. Demonstrate a proficiency in accessing and interpreting all required automated systems.
3. Obtain any physical and/or digital files necessary to complete assignments.
4. Submit all completed work assignments on time.
5. Meet the Bureau's work expectations.
6. Any deviation of work hours, including overtime, must be pre-approved in writing/email by the supervisor.
7. Report all hours spent teleworking by recording appropriate telework time codes.
8. Designate a workspace at home or a pre-approved work location to complete assignments that includes a provision for securing documents and maintaining the safety, integrity and confidentiality of all work-related equipment and documents. Please note, the teleworker's designated workspace may be inspected at any time with reasonable notice.
9. Additional Standards:

County of Los Angeles Probation Department Teleworking Program

I have reviewed and agree to the conditions of the Teleworker Agreement and Standards.

EMPLOYEE

Name (Printed): _____ Signature: _____ Date: _____

SUPERVISOR

Name (Printed): _____ Signature: _____ Date: _____

DIRECTOR/MANAGER

Name (Printed): _____ Signature: _____ Date: _____

County Work Location and Teleworker Information:

County Work Location Address (Teleworker's Headquarter)

Teleworker's Home Address

County Telephone Number

Teleworker's Personal Telephone Number

Telework Location Home Safety Checklist

Employee Name	Employee Number
Employee Email	
Supervisor Name	
Telework Location	

#	General	Yes	No
1	Workspace is away from noise, distractions, and is devoted to your work needs?		
2	Workspace accommodates workstation, equipment, and related material?		
3	Floors are clear and free from hazards?		
4	File drawers are not top-heavy and do not open into walkways?		
5	Phone lines and electrical cords are secured under a desk or along wall, and away from heat sources?		
6	Temperature, ventilation, and lighting are adequate?		
7	All stairs with four or more steps are equipped with handrails?		
8	Carpets are well secured to the floor and free of frayed or worn seams?		
Fire Safety			
9	There is a working smoke detector in the workspace area?		
10	Is a multi-use fire extinguisher, which you know how to use, readily available?		
11	Walkways aisles, and doorways are unobstructed?		
13	Workspace is kept free of trash, clutter, and flammable liquids?		
14	All radiators and portable heaters are located away from flammable items?		
15	Do you have an evacuation plan, so you know what to do in the event of a fire?		
Electrical Safety			
16	Sufficient electrical outlets are accessible?		
17	Computer equipment is connected to a surge protector?		
18	Electrical system is adequate for office equipment?		
19	All electrical plugs, cords, outlets, and panels are in good condition. No exposed/damaged wiring?		
20	Equipment is placed close to electrical outlets?		
21	Extension cords and power strips are not daisy chained and no permanent extension cord is in use?		
22	Equipment is turned off when not in use?		

Computer Workstation			
23	Chair casters (wheels) are secure and the rungs and legs of the chair are sturdy?		
24	Chair is adjustable?		
25	Your back is adequately supported by a backrest?		
26	Your feet are on the floor or adequately supported by a footrest?		
27	You have enough leg room at your desk?		
28	There is sufficient light for reading?		
29	The computer screen is free from noticeable glare?		
30	The top of the screen is at eye level?		
31	There is space to rest the arms while not keying?		
Other Safety/Security Measures			
32	Files and data are secure?		
33	Materials and equipment are in a secure place, protected from damage and misuse?		
34	You have an inventory of all equipment in the office including serial numbers?		
35	If applicable, do you use up-to-date anti-virus software and run regular scans?		

Employee Signature

Date

☐ Telework Location Safety Approved

☐ Telework Location Safety Needs Review

Supervisor Signature

Date

Telework Supervisor's Checklist

Teleworker Name	
Department	
Supervisor/Manager	

Item	Date Completed	Supervisor Initials
The employee has read the orientation documents, completed the Telework Training and read the County's Telework Policies.		
The employee has been provided with a schedule and/or guidelines for telework hours. The Teleworker Agreement is finalized and on file.		
Equipment (if any) issued by the County is documented and requirements for care are acknowledged.		
The employee has been informed of the performance expectations.		
The employee has been informed of the requirements for adequate and safe office space at home and certifies that those requirements have been met.		
The employee is familiar with the County requirements and expectations for computer information security and has received a copy of and has read and acknowledged the <i>Information Technology Policy</i> , including the Agreement for Acceptable Use, and the <i>Portable Device and Privacy Policy</i> .		
The employee is up to date on required cybersecurity training.		
The employee has been informed of expectations for responding to phone calls, emails, and instant messages.		
The employee has been provided with Telework Time Code information.		
Other:		

Telework Job Performance Survey

Teleworker Name	
Teleworker's Employee Number	
Teleworker's Email	
Teleworker's Title	
Bureau/Unit	
Name of Supervisor	

1. The methods used to engage and communicate direction with the Teleworker are effective and efficient.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

2. The amount of communication needed to support the Teleworker is reasonable.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

3. The Teleworker's productivity is satisfactory.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

4. The Teleworker is responsive to my calls, emails, and other communications.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

5. The Teleworker is responsive to colleagues, stakeholders, and customers.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

6. Other:

This Survey is to be used to track the Teleworker's performance. If the Survey is unsatisfactory, the Teleworker may be retrained or removed from participation in the County Telework Program until readiness is reassessed.

Employee Signature

Date

Supervisor Signature

Date

**County of Los Angeles
Probation Department Teleworking Program
TERMINATION OF TELEWORKER AGREEMENT**

Last Name: _____ First Name: _____ Employee No: _____

Work Assignment (Bureau/Unit): _____

Telework Assignment Terminated by:

☐ Employee ☐ Department ☐ Mutual Agreement

The Teleworker Agreement signed on ____ / ____ / ____.

Effective ____ / ____ / ____ telework is hereby terminated.

To be completed by Supervisor or Manager

TELEWORKER TERMINATION CHECKLIST - If applicable, the following equipment must be returned within two (2) business days of the termination date:

EQUIPMENT	DATE RETURNED
☐ Laptop and accessories	
☐ Cell phone	
☐ Other:	

Name (Printed): _____ Signature: _____ Date: _____
EMPLOYEE

Name (Printed): _____ Signature: _____ Date: _____
SUPERVISOR/MANAGER

Effective ____ / ____ / ____, **the employee shall report to** _____
(County Work Location Address) as instructed by the supervisor or manager.

Directive Acknowledgement Form

I have received, reviewed, and understand the following Directives:

- Information Technology Policy
- Portable Device and Privacy Policy
- Requests for Criminal Offender Record Information
- Telework Policy

Employee Name (Print)

Employee Number

Employee Signature

Date

Supervisor Name (Print)

Employee Number

Supervisor Signature

Date