

**COCHISE COUNTY**

# **STRATEGIC PLAN: TELECOMMUTING**

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***Public Programs...Personal Service***

# TELECOMMUTING POLICY

## 4 Reasons for Telecommuting:

- (1) Reasonable Accommodation under the ADA.
- (2) Medical Necessity under the FMLA.
- (3) Viral Pandemic with a declared public health emergency.
- (4) A clear and specific business purpose that serves an elected office or department.



COCHISE COUNTY

# SURVEY PARTICIPANTS

School Superintendent

Public Fiduciary

Clerk of the Board

Development Services

Information Technology

Libraries

Legal Defender

Constable

JP-3 and Court Admin.

Risk Management

Health Department

Clerk of the Court

Elections

Engineering

Finance/Procurement

Housing

Facilities

Legal Advocate



## SURVEY QUESTIONS

1. Number of employees telecommuting.
2. Pros and cons of telecommuting.
3. Measurement of productivity/performance.
4. Changes to telecommuting policy.
5. For or against telecommuting.



COCHISE COUNTY

# EMPLOYEES TELECOMMUTING

## Non-Telecommuting Offices:

Clerk of Board

Finance

Clerk of Court

JP-3

Elections

Constable

Facilities

Procurement

Public Works



# EMPLOYEES TELECOMMUTING

## Telecommuting Offices:

School Superintendent

Risk Management

Public Fiduciary

Health Department

Development Services

IT

Libraries

Engineering

Legal Defender

Housing

Court Administration (Probation & Finance)



# PROS & CONS OF TELECOMMUTING

## Pros:

- Health & safety
- Increased morale
- Work/life balance
- Flexibility
- Complex projects
- Less travel time



# PROS & CONS OF TELECOMMUTING

## Pros:

- Technology
- Increased communication
- Online services
- Increased productivity
- Applicant pool
- Reduced office space



# PROS & CONS OF TELECOMMUTING

## Cons:

- Loneliness & Isolation
- Loss of team atmosphere
- Loss of interaction
- Performance management
- Inability to “unplug”



# PROS & CONS OF TELECOMMUTING

## Cons:

- Not amenable to all
- Teams meetings/Technology
- Communication/Collaboration
- Distractions at home
- Motivation



# MEASURING PERFORMANCE

- Reports/Databases
- Task/project completion dates
- Collaboration
- Communication
- Client feedback



# IN FAVOR OR AGAINST TELECOMMUTING

## In favor of telecommuting:

- At appointing authority's discretion
- Productivity, job satisfaction and morale
- Reduced travel costs for employees
- Inclement weather
- Another tool to help employees under certain circumstances.



# IN FAVOR OR AGAINST TELECOMMUTING

## Against Telecommuting:

- In person allows for better coordination, feedback, and assistance when needed
- Accountability to public, in-person service
- Only in favor during pandemic
- Isolation and lack of socialization among staff
- Inability to monitor employees



# COUNTY LIABILITY

- Fair & equal application of telecommuting policy and treatment of employees (Title VII)
- FLSA violations
- Worker's Compensation
- OSHA General Duty Clause



# TELECOMMUTING STUDY: UNIVERSITIES OF GEORGIA & SOUTH FLORIDA

## Overall findings:

- Workers adjusted well to remote work
- Workers experienced ergonomic strain
- Home workspace affects job performance
- Job performance and well-being factors
- Technology - factor in productivity and frustration (e.g. Teams)



## BEST PRACTICES

- Clear policy and fair application
- Telecommuting agreements
- Adequate workspace
- Adequate technology and set-up
- Proper tracking of work hours
- Regular and varied communication
- Performance management



COCHISE COUNTY

# QUESTIONS & DISCUSSION

