

Community Mental Health Partnership of Southeast Michigan/PIHP	CMHPSM Remote Work Policy
CMHPSM Operational Policy	Department: CMHPSM Author: CMHPSM CEO
CMHPSM Leadership Team Approval Date 8/2/2021	Implementation Date 9/13/2021

I. PURPOSE

To establish the expectations, goals, and standards for remote work arrangements that may be appropriate for eligible CMHPSM employees. Remote work has become a common work arrangement and its benefits include increased productivity and accountability, improved staff recruitment and retention, and enhanced staff morale.

II. REVISION HISTORY

DATE	REV. NO.	MODIFICATION
5/18/2016		Original Policy
8/7/2020		Revisions to eligibility, focus on essential duties, add extenuating circumstances section.
9/13/2021		Further revisions and clarifications from 2020.

III. APPLICATION

This policy applies to all CMHPSM staff persons.

IV. DEFINITIONS

Community Mental Health Partnership Of Southeast Michigan (CMHPSM): The Regional Entity that serves as the PIHP for Lenawee, Livingston, Monroe and Washtenaw for mental health, developmental disabilities, and substance use disorder services.

Community Mental Health Services Program (CMHSP): A program operated under chapter 2 of the Mental Health Code as a county community mental health agency, a community mental health authority, or a community mental health organization.

Regional Entity: The entity established under section 204b of the Michigan Mental Health Code to provide specialty services and supports.

Remote Work: the concept of working from home or another location occasionally or on a fully remote, hybrid or occasional basis, also referred to as telecommuting, teleworking, working from home, or off-site work.

V. POLICY

It is the policy of the CMHPSM to consider the option of remote work arrangements when requested by an employee or when the nature of an employee's work requirements and duties are capable of being accomplished through a remote work arrangement. All CMHPSM employees will follow the standards included related to remote work at the CMHPSM.

VI. STANDARDS

A. General Expectations

- i. Employees working remotely must:
 1. Work their full, typical schedule.
 2. Attend all virtual meetings in a virtual capacity.
 3. Attend mandatory in-person meetings in-person.
 4. Achieve the same level of production as in the office.
 5. Maintain equivalent availability for communication and correspondence when working remotely and in-office.
 6. Be available online and by phone for the duration of their usual workday, minus breaks and rest periods.
 7. Respond promptly to communication via messaging app, email, and phone.
 8. Take all required break and rest periods, as if they were in the office.
 9. Communicate consistently regarding their workload and status (break, lunch, working on a project, etc.).
 10. Follow all CMHPSM procedures and policies.
 11. Refrain from using alcohol or illegal drugs.
- ii. All employee handbook requirements remain in place for CMHPSM employees working remotely. Employees who work remotely are encouraged to discuss expectations of the arrangement with household members prior to entering into a remote work agreement.
- iii. Remote work arrangements are not a permanent, universal employee benefit. Each CMHPSM position will be graded for remote work positional eligibility based upon the duties and responsibilities identified as suitable for remote work.
- iv. Individual employees must meet all requirements of the remote work agreement, meet work performance outcomes and maintain compliance with all CMHPSM requirements when working remotely. Employees not meeting all such requirements may have their remote work agreement ended by the CMHPSM.
- v. The CMHPSM has the right to refuse to make remote work available to positions, or employees and retains the right to terminate a remote work arrangement at any time. Employees are never required to work remotely if eligible, unless the CMHPSM has deemed a position to be permanently fully remote for operational purposes.
- vi. The employee's compensation, benefits, work status and work responsibilities will not change due to participation in a remote work arrangement. Likewise, the amount of time the employee is expected to work per day or pay period will not change either.
- vii. Employees should not permit non-work-related events and activities to disrupt

or interfere with scheduled work time. Requests to use Paid Time Off (PTO) or other leave must be approved in the same manner as an employee who does not work remotely.

- viii. In-person meetings identified by the CMHPSM with required in-person attendance shall supersede a remote work agreement. It is expected that employees will physically attend all required in-person meetings if so required by their supervisor or the CMHPSM CEO.
- ix. Employees working remotely must be available by phone and email during the agreed upon business hours or as necessary to accomplish essential duties and responsibilities.
- x. The CMHPSM will supply the employee with appropriate office supplies and reimburse the employee for all other reasonable business-related expenses. Employees must get pre-approval for expenses associated with remote work. Any equipment supplied by the CMHPSM is to be used for business purposes only, unless otherwise specified. Employees must take appropriate action to protect these items from damage or theft.
- xi. The CMHPSM is not responsible for costs associated with initial setup of the employee's home office such as remodeling, furniture or lighting, or repairs or modifications to the home office space.
- xii. The CMHPSM is not responsible for costs associated with establishing, maintaining or utilization of internet service for employees working remotely. Most employees are eligible for a mobile phone with a hot-spot or a standalone hot-spot or jetpack device to support mobile work, these devices and data limits are likely not sufficient for frequent hybrid remote work. A stable internet connection from an employee's remote work site is a requirement of employees electing to work remotely and should be considered when entering into a remote work agreement.

B. Positional Eligibility

- i. Remote work opportunities will be determined for individual positions based upon the essential duties and responsibilities within each employee's job description and other work as assigned. Employees considering a remote work arrangement, should first discuss their interest in remote work with their direct supervisor.
- ii. Only employees whose positions meet the exemption guidelines from the overtime requirements of the Fair Labor Standards Act (FLSA) will be allowed to have a remote work arrangement, unless approved by the CMHPSM CEO.
- iii. Before entering into a remote work agreement, the employee and supervisor will evaluate the suitability of such an arrangement paying particular attention to the following areas: employee suitability; job responsibilities; equipment needs, workspace design, and scheduling and communication considerations; tax and other legal implications.
 - 1. **Fully remote eligible positions** have essential duties and responsibilities which are suitable to be fully completed while working remotely. Individuals in these positions shall be eligible for remote work agreements that provide for up to five days per week of remote work. Fully remote positions must be designated as such by their direct supervisor and the CMHPSM CEO. An approved remote work agreement is required for individuals in fully remote eligible arrangements.
 - 2. **Hybrid eligible positions** are positions with duties which are suitable

to be frequently conducted, completed and monitored remotely. Individuals approved to work remotely would do so one to three days per week and be in the office the remainder of the week. Designation of positions eligible for hybrid remote work require approval by the supervisor and the CMHPSM CEO. A CMHPSM approved remote work agreement is required for individuals in eligible positions electing to work remotely.

3. **Occasional remote work is available to all eligible positions at the CMHPSM**, requests for remote work that occur on an occasional basis must be approved in advance by the employee’s supervisor and do not require the approval of the CEO. Occasional remote work is defined as on average one to three days of remote work per month.
4. **All CMHPSM positions are eligible for extenuating circumstances remote work as described within this policy.**

	Fully Remote	Hybrid
Telecommuting Agreement Required?	Yes	Yes
Eligible for Permanent Office?	No, Fully remote employees would be eligible to use drop in desks.	Potentially, depending on the number of days in the office, CMHPSM operational needs and the requirements of the position.
CEO Approval Needed?	Yes	Yes

C. Individual Eligibility

- i. New employees, employees on probation, employees on a corrective action plan, performance improvement plan or any other status determined to be ineligible by the CMHPSM CEO, may not be considered for remote work arrangements or may have a remote work agreement terminated by the CMHPSM.
- ii. Remote work arrangements may be discontinued at any time at the discretion of the employer. Such changes would typically only occur when an individual’s essential duties or responsibilities change significantly or if an individual is not successfully meeting their essential duties and responsibilities. Every effort will be made to provide thirty (30) days’ notice. However, there may be instances where no notice is possible.

D. CMHPSM Office Space

- i. Employees electing to work remotely on a hybrid basis will not be eligible for permanent assigned office space at the CMHPSM offices, unless the CMHPSM CEO approves such assignment. Office space assignments are at the determination of the CMHPSM and based around business and operational needs. Employees approved for a hybrid remote work arrangement may need

to share CMHPSM office space or utilize a drop-in station while working in the CMHPSM offices for their in office days.

E. Equipment

- i. All computer-based work shall be conducted utilizing CMHPSM equipment and software, following all applicable CMHPSM policies.
- ii. The CMHPSM shall determine, with information supplied by the supervisor and the employee, the appropriate equipment needs, (including hardware, software, and other equipment) for each remote employment, which will be on a case-by-case basis. Equipment supplied by the CMHPSM, will be maintained by the CMHPSM. Equipment supplied by the employee, if deemed appropriate by the CMHPSM, shall be maintained by the employee. The CMHPSM accepts no responsibility for damage or repairs to employee-owned equipment. The CMHPSM reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the CMHPSM is to be used for business purposes only. Employees must follow all policies, procedures or processes established by the CMHPSM related to CMHPSM equipment.

F. Security

- i. Employees working remotely must continue to abide by all CMHPSM policies and procedures including those regarding computer use, HIPAA privacy and security, corporate compliance and confidentiality.
- ii. Employees working remotely will be expected to ensure the protection of proprietary CMHPSM and consumer information through use of locking doors, desks, file cabinets, and media storage, regular password maintenance, and any other steps appropriate for the job and the environment. Unless the employee lives alone, computers should be locked when not in sight, and other household members should be not allowed to access or use CMHPSM property.

G. Safety

- i. The employee must establish and maintain a clean, safe, dedicated ergonomically correct workspace subject to inspection with proper notice. If the site is located in an employee's home or private office, the CMHPSM shall not be responsible for costs associated with the initial setup of the employee's off-site office. The CMHPSM may be responsible for the cost of reasonable accommodations to support employees with disabilities in establishing a remote office location.
- ii. Any incidents identified within the CMHPSM employee handbook that require notification must be reported to the employee's supervisor.
- iii. If an employee's position requires visits from clients, consumers, co-workers or others, any such visits must be pre-approved by the CMHPSM CEO, and the employee must have appropriate homeowners' insurance coverage as determined by the CMHPSM.

H. Extenuating Circumstances

- i. At the discretion of the CMHPSM CEO or their designee, if the CMHPSM offices are unavailable for more than two (2) workdays due to extenuating circumstances, most employees would be eligible for full remote work arrangements. At the discretion of the CEO, with a focus on the essential and non-essential functions of the CMHPSM, employees would be notified of their

eligibility for temporary full remote work eligibility. Positions, or certain duties and responsibilities of positions would be classified as essential, non-essential or ineligible for remote work. A remote work agreement may or may not be required during extenuating circumstances periods as determined by the supervisor and/or the CMHPSM CEO.

- ii. Extenuating circumstances may include extreme weather, public health emergencies, building health and safety concerns, or other circumstances that prevent normal utilization of the CMHPSM office space.

VII. EXHIBITS

- A. CMHPSM Remote Work Agreement <https://signnow.com/s/bXM7B7PR?form=true>

VIII. REFERENCES

- A. Fair Labor Standards Act (FSLA)
- B. Health Insurance Portability and Accountability Act (HIPAA)
- C. CMHPSM Operational Policies and Procedures
- D. CMHPSM Regional Policies and Procedures
- E. CMHPSM Employee Handbook