



State of Arizona
Department
Emergency/ Military Affairs
Phoenix, Arizona
05 February 2024

***DEMA Pamphlet 20-12b
(State Employees)**

**State Human Resources Office
State Alternative Work Program**

By Order of the Adjutant General:

Official:

**KERRY L. MUEHLENBECK
Major General, AZ ANG
The Adjutant General**

**GREG CHMIELEWSKI
Human Resources, Director
DEMA State Human Resources**

History. This publication is a major revision; rewrite of the existing DEMA directive 25.7 into DEMA Pamphlet 20-12b, including the policy rewrite of 20.12, Alternative Work Schedules which is now Policy 20.12

Applicability. This pamphlet applies to all DEMA State employees, regardless of status or position funding source, who request permission to telework or participate in an alternative work schedule beyond the standard 8 hours x 5 days a week schedule.

This pamphlet does not create a contract for employment between any DEMA employee and the Department. Nothing in the policy changes the fact that all uncovered employees of the Department are at will employees and serve at the pleasure of the appointed authority.

Proponent and exception authority. The proponent of this pamphlet is the Adjutant General, Director of Emergency Management and Military Affairs. The proponent has the authority to approve exceptions or waivers to this pamphlet that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this pamphlet by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent.

Suggested improvements. Users are invited to send comments and suggested improvements directly to the Office of the Adjutant General, Command Chief of Staff, LTC Justin C. Douglas, NGAZ-CoS, via email at justin.c.douglas.mil@army.mil , or in person at the Headquarters building at 5636 E McDowell Road, Phoenix, AZ 85008.

Distribution. Distribution of this publication is available in electronic media only and is intended for command level of the Department of Emergency and Military Affairs.

* This pamphlet supersedes DEMA Directive 25.7, dated 13 August 2013.

UNCLASSIFIED

Contents

Chapter 1

General Information, *page 1*

Chapter 2

Suitability and Eligibility, *page 3*

Chapter 3

State Employee Telework Rules and Procedures, *page 3*

Chapter 4

Equipment and Liabilities, *page 6*

[Appendices](#)

Table List

Figure List

[Glossary of Terms](#)

[Summary of Change](#)

Chapter 1 General Information

1-1. Purpose

The purpose of this document is to establish rules and outline the procedures for participation in the DEMA Alternative Work Agreement Policy which supplements the State of Arizona Remote Work Program, ASPS/HRD PA5.01.

1-2. References, forms, and explanation of abbreviations

See [appendix](#).

1-3. Records management (recordkeeping) requirements

The records management requirement for all record numbers, associated forms, and reports required by this publication can be found by contacting DEMA Human Resource Office (State).

1-4. Goals

Ensure all DEMA offices are open and staffed for business from 8a.m. until 5p.m to maintain daily operations, while utilizing a compressed work schedule when authorized and incorporating telework to:

- a. Enhance the AZNG's efforts to employ and accommodate people with disabilities, including but not limited to, employees who have temporary or continuing health problems.
- b. Complement continuity of operations plans (COOP).

1-5. Responsibilities

a. The Adjutant General (TAG):

- (1) Ensure DEMA State Employees Telework Program is implemented and administered in accordance with the State of Arizona Remote Work Program, ASPS/HRD PA5.01.
- (2) Establish and approve telework/ alternative work schedule procedures applicable to state employees via this pamphlet.

b. Authorized Management Official (AMO) LLC, ACC, JTF-CC, DAS Director, EM Director:

- (1) Ensures compliance with Arizona Revised Statutes 38-401 and section 3.6 Work Schedule of this pamphlet by establishing the core days of the week their team will be in the office vs. teleworking.
- (2) Approve/Disapprove all telework agreements or requests for alternative work schedules or terminate an existing telework agreement.

c. The Human Resources Department (HRD) Manager.

- (1) Appoint a Telework Program Coordinator who will manage the DEMA Telework/ Alternate Work Schedule Program.
- (2) Include DEMA Telework/Alternate Work Schedule Program briefing in relevant supervisor and management training.
- (3) Performs audits of the Y.E.S HRIS and ETE payroll system to ensure the agency is in compliance with the DEMA Telework/ Alternate Work Schedule Program established policy and practices.

d. DEMA Telework Program Coordinator

- (1) Coordinate the implementation of the DEMA Telework Program.
- (2) Maintain a record of Remote Work Agreements (RWA) for all participating employees.
- (3) Track telework program participation, maintain a record of pertinent data, and submit applicable reports to Arizona State Personnel System (ASPS) as required.
- (4) Monitor ASPS changes and updates to telework and remote work policies and guidelines.
- (5) Ensure all supervisors and employees complete the ASPS mandated Remote Work CBT training.
- (6) Ensure Remote Work Agreements (RWA) are completed annually in accordance with ASPS guidelines.
- (7) Monitor DEMA Telework Program and provide relevant feedback to the Human Resources Manager including, but is not limited to the program's success, administrative concerns, and any recommended revisions to this pamphlet.

e. Information Management:

- (1) Authorize the use of state computer networks, equipment (government furnished or personal), and supplies based on verified need from supervisors and availability of funds and support personnel.
- (2) Establish procedures for teleworkers to securely connect/access the network and programs from offsite locations.
- (3) Determine what equipment (government furnished or personal) and support services can be provided or used based on telework arrangements, verified need from supervisors, and availability of funds and support personnel.
- (4) Provide cybersecurity briefing to include the use of state-approved software only, prohibition on duplication or shared software, remote access hardware, software, and security procedures.

f. Teleworker's Manager/Supervisor:

- (1) Determine suitability of an employee for telework and/or alternative work schedule options, in accordance with section 2, Eligibility and Application, of this pamphlet.
- (2) Ensure employee/supervisor training, and requirements under this pamphlet are complete prior to approving an employee's request for a remote work agreement (RWA) in HRIS.
- (3) Review employee's RWA and approve/ disapprove their participation in the program via HRIS.
- (4) Submit a Personnel Action Form requesting a "Schedule Change" to human resources for all approved alternative work schedules other than the standard 5x8 work schedule.
- (5) Manage and evaluate employee's participation and compliance in accordance with applicable personnel rules and regulations, including AZ DEMA Code of Ethical Conduct policy.
- (6) Review and evaluate performance and the quality of the employee's work.
- (7) Ensure employee accurately reports ETE timecard and the use of telework paycode (110).
- (8) Ensure all Remote Work Agreements (RWA) are current and reviewed annually in Y.E.S.
- (9) Report termination of an alternative work schedule agreement to human resources immediately.
- (10) Ensure a new telework agreement is approved for respective employees when there is a change in leadership/or supervisor.

g. Telework Employees:

- (1) Complete the essential functions of position, assigned duties, and maintain performance expectations.
- (2) Adhere to telework/ alternative work schedule directives and procedures.
- (3) Complete required RWA and telework CBTs upon request for telework, and annually thereafter.
- (4) Ensure a telework agreement is completed and approved annually.
- (5) Ensure alternate telework location is a safe working environment. Maintaining a safe/secure telework environment if the sole responsibility of the employee as the DEMA does not provide added security or workplace modifications to telework locations. If an employee believes their telework environment is not safe, they should report to the original duty location.
- (6) Ensure alternate telework locations have reliable internet access and be able to receive and respond to work voicemail within a reasonable amount of time. DEMA does not provide compensation for internet services.
- (7) Report any injuries or illness that may preclude or limit teleworking to their supervisor as soon as possible.
- (8) Provide teleworking equipment requirements to their supervisor.
- (9) Obtain appropriate approval before performing teleworking duties that exceed or deviate from the work agreement.
- (10) Account for and safeguard Government Furnished Equipment (GFE) and maintain confidentiality and secure information.

Chapter 2 Suitability and Eligibility

2-1. Suitability Determination

Telework is not an employee entitlement or right. Approval of a telework request is at the Authorized Management Official's (AMO) discretion and not appropriate for every employee and/or every position. The supervisor and AMO must consider factors including but not limited to those outlined in subsection 2.2 to determine whether a position is suitable for telework; and, make a determination of whether the employee is eligible/suitable, as outlined in subsections 2.2 and 2.3 below, when reviewing a telework request. The AMO may deny a request or terminate a telework arrangement at any time.

2-2. Position Suitability

Telework is not an inherent right and may not be suitable for all employees or positions.

a. Supervisors shall carefully assess and review each telework request to ensure its appropriateness for the employee's role and duty position, taking into consideration potential impacts on productivity.

b. Positions suitable for telework are those involving tasks and work activities that are portable, do not depend on the employee being at the traditional worksite, and are conducive to supervisory oversight at the alternative worksite. generally suited for telework include but are not limited to:

(1) Positions generally unsuitable for regular or recurring telework (but may be considered for ad hoc or situational telework) are those positions that require the employee has daily face-to-face contact with the supervisor, colleagues, clients, or the general public in order to perform his or her job effectively.

(2) Resources or equipment unavailable or not working away from the duty station.

2-3. Employee Ineligible

An employee is considered ineligible for telework when any of the following have occurred:

a. Employee is unable to perform the essential functions of the job remotely.

b. The employee is on a performance improvement plan.

c. Disciplinary action has occurred in the last 12 months.

d. Performance rating is below 2.0 "Meets Expectation" evaluation.

e. Unexcused or excessive absenteeism in the last 12 months.

Chapter 3 State Employee Telework Rules and Procedures

3-1. State Employee Telework Request:

a. Participation in a telework program is voluntary. Telework is not an employee right. AMO and supervisors may deny a telework request or terminate a telework agreement at any time.

b. Employees will request to telework by entering a request into HRIS YES website directly, selecting the fixed schedule option, and completing the Remote Work Agreement (RWA).

c. Employees are responsible for initiating and completing the RWA and submitting to their supervisor for consideration.

d. Supervisors approve/disapprove all telework requests, via the State's HRIS system.

3-2 State Employee Telework Training:

- a. Supervisors and employees participating in the Telework Program are required to complete the required State telework computer-based training (CBT) prior to completing the Remote Work Agreement. The TraCorp training is accessible through the Y.E.S. Portal in HRIS. Course Code: TRP1001 Telework Basics, TRP1002 Communications, TRP1003 Home Office Safety, TRP1004 Security.
- b. Supervisors are required to complete supplemental TraCorp CBTs to help administer the effectiveness of telework. Course Code: TRP2001 Benefits and Challenges of Remote Work, TRP2002 Effective Leadership Practices, TRP2003 Communications Best Practices for Leaders, TRP2004 Effective Performance Management.

3-3 Telework/Remote Work Agreements (RWA):

- a. Prior to the commencement of any telework arrangement, supervisors and employees must complete and sign the RWA outlining the terms and conditions of the arrangement. RWA will be printed and maintained by the supervisor.
- b. Prior to approving the RWA the supervisor will ensure the alternative worksite and telework fixed schedule is documented in writing and addresses personnel, security, and equipment issues.
- c. The Telework Program Coordinator is responsible for annual audits of HRIS and DEMA payroll records to ensure teleworking employees have current RWA on file.
- d. A new RWA must be approved for respective employees when there is a change in an AMO and/or supervisor.
- e. The AMO or employee may terminate the RWA at any time. When possible, advanced written notice terminating the agreement should be provided, however, supervisors are required to immediately terminate RWA agreement when the employee's performance falls below expectations.
- f. Failure to comply with the terms of the RWA, or diminishment in employee's performance could result in suspension or termination of an employee's telework agreement.

3-4 Certification and Control of Time and Attendance:

- a. Time spent in a telework status must be accounted for and reported in the same manner as if the employee reported for duty at the traditional worksite. Supervisors will ensure the number of hours each individual spends in telework status will be recorded in the State's Employee Timecard System (ETE) as paycode "110". Hours spent in telework status that are outside of the regular duty day must be approved in advance by the supervisor and accounted for as compensatory time earned.
- b. Supervisors will verify an employee's customer response, performance, and results working at an alternative worksite are at the equivalent performance levels expected at the traditional worksite.
- c. Employees must submit leave requests in accordance with current State of Arizona Personnel and DEMA policies and procedures

3-5 Performance Management:

- a. Employees authorized to telework must have a proven (or expected, for new employees) performance rating of at least "Meets Expectations" to be eligible for telework and/or alternative work schedule.
- b. Telework employee's performance will be monitored in the same manner as employees in the traditional worksite.
- c. Teleworkers are required to complete all assigned work, consistent with the approach adopted for non-telework employees in the working group. Teleworkers will answer and/or return phone calls/ messages and emails in the same manner and timeframe as expected at the traditional worksite.
- d. Teleworkers should notify their supervisors as soon as possible in the event dependent care prevents or significantly disrupts work accomplishment. Teleworkers should then request approval for appropriate leave while performing dependent care responsibilities.

e. Telework must not adversely affect organizational mission and functions. If AMO/ supervisors determine an adverse effect, they must modify or terminate the telework arrangement or immediately terminate a telework agreement when they deem the arrangement fails to meet the organization's needs or the employee's performance does not meet the prescribed standards.

3-6 Work Schedules:

a. In accordance with Arizona Revised Statutes 38-401, State offices shall be kept open for traditional business from eight o'clock a.m. until five o'clock p.m. each day Monday through Friday except: On Holidays, In implementing an agency Furlough if the department of administration has authorized the state office to be closed in order to meet the furlough requirements, An agency that receives this authorization shall ensure that appropriate notice is given to notify the public of the office closure, As otherwise provided by law. Supervisors must ensure that the agency complies with 38-401 when reviewing employee's request for alternative work arrangements.

b. To ensure agency-wide availability and operational support, daily work schedules will occur between the hours of 6:00a.m. -6:00p.m. Regardless of individual employee schedules, each work section must be available for transaction of business from 8:00am-5:00pm. Units or sections that engage in shift work, where operational requirements demand schedules outside the specified hours, shall be exempt from the 6:00am -6:00pm directive.

c. The standard work week is comprised of five 8-hour days (5x8). Based on mission requirements, compressed work schedules may be required and/or authorized.

d. Authorized compressed work schedules are:

(1) AGR, FTNG, ADOS, T32, T5: 4x10-hour days (4x10) or 5-4-9.

(2) State Employees and SAD: 4x10 or 9/9/9/4

e. Authorized Telework Schedule: A maximum of one (1) telework days per week are authorized, subject to supervisor approval, employee performance, and mission needs. Employees who telework must be at the work location a minimum of four (4) days per week; exceptions are holidays and leave. Alternate work schedules (para 4.2 above) must comply with the authorized 4 in-office/1 telework schedule.

f. Employees may participate in both alternative work schedule and telework program at the same time. The telework daily schedule should follow the employee's set worksite schedule.

g. Supervisors have the authority to require telework employees to report to their worksites on scheduled telework days.

3-7 Overtime:

Non-exempt employees may work overtime only when approved by their supervisor in advance unless it is an emergency or not reasonably possible based on the circumstances.

3-8 Telework and Travel:

a. The travel provisions that apply to employees working at a traditional worksite also apply to employees who telework.

b. Management reserves the right to require employees to report to their traditional worksite on scheduled telework days, based on operational requirements. Commuting time for employees required to report to the traditional worksite on telework days will not be credited as hours of work unless the workday has already started when they are directed to go to the traditional worksite.

3-9 Emergency Dismissal, Closing, or Delay:

a. The TAG or AMO may authorize ad hoc teleworking when a situation including, but not limited to safety concerns, natural disaster, pandemic, or weather, prohibits the employees from reporting to the worksite.

b. If a situation arises where employees reporting to the traditional workplace are allowed to report to work at a delayed reporting time, employees who are teleworking at their homes would not be affected,

therefore should begin work as scheduled.

c. If the employee knows in advance of a situation that would preclude successful teleworking, then a change in work schedule, request for leave, or work at the employee's traditional worksite, must be scheduled (e.g. scheduled power or communications outage).

d. If a situation arises during telework that results in the employee being unable to continue working (e.g., power failure) the employee must report this situation to their direct supervisor immediately. The supervisor should determine action on a case-by-case basis. Depending on the particular circumstance, supervisors may grant the teleworker an excused absence, offer the teleworker the option to take leave, use compensatory time off, or require the employee to report for work at the traditional worksite.

Chapter 4 Equipment and Liabilities

4-1. Government Furnished Equipment and Security

a. Government furnished equipment must only be used for official duties. The teleworker is authorized to use government-furnished equipment and only for activities related to their telework duties. The employee must return all government-furnished equipment and materials to the agency at the conclusion of the teleworking arrangement.

b. Teleworkers are responsible for the security of all official data, protection of any government-furnished equipment and property, and accomplishment of DEMA's mission at the alternative worksite. Under no circumstances will the handling of classified data be authorized for teleworkers.

c. All files, records, paper, or machine-readable materials created while teleworking are the property of DEMA. Records subject to the confidentiality and Privacy Act may not be disclosed to anyone except those authorized access as a requirement of their official responsibilities. Supervisors, managers, and employees shall ensure that appropriate physical, administrative, and technical safeguards are used to protect the security and confidentiality of such records. Only copies, not originals, of Privacy Act and confidential documents may be permitted to be taken out of the traditional worksite and they may be taken only on a temporary basis and not permanently stored out of the traditional worksite. Supervisors and/or managers shall ensure that any teleworker who will be working on Privacy Act and confidential material receive appropriate training.

4-2. Workers Compensation and Other Liabilities

a. AZ In accordance with Title 23 of A.R.S, worker's compensation coverage will remain in effect while the employee is within the course, scope, and authorization of their employment and conduction State business from an approved remote location. Employees must notify their supervisor of any job-related injury or illness and call 1-800-685-2877, within 24 hours of injury or illness.

b. For work-at-home arrangements, the employee is required to designate one area in the home as the official workstation. Employees are responsible for ensuring that their homes comply with safety requirements. The Employee is responsible for reporting lost or damaged equipment to their supervisor and to ADOA Risk Management. In accordance with A.R.S 41-621, the state does not provide coverage for employee-owned property.

Appendices

Section I Required Publications

Arizona Revised Statutes § 49-588

Requirements for major employers

Executive Order 2003-11

State of Arizona Telework Program

ASPS/HRD-PA5.01

Remote Work Program

Arizona's Connected Workforce Website

<https://remotework.az.gov/>

Section II Prescribed Forms

This section contains no entries.

Glossary of Terms

Ad Hoc Telework (situational telework)

Approved telework performed on an occasional, one-time, or irregular basis. (Telework of less than one day per pay period is considered ad hoc.) Does not require a signed telework agreement.

Alternative Worksite

A State or agency facility which is not the employee's traditional workplace that has been approved for the performance of officially assigned duties.

Alternative Work Schedule

Any HRIS approved work schedule that is not the standard 5x8; 5 days a week, 8 hours a day, e.g. 4x10; 4 days a week, 10 hours a day.

Mission Essential Employees

Employees whose presence at work is required to assist the agency in meeting its operational needs.

Remote Work Agreements (RWA)

A written agreement, completed and signed by an employee and appropriate official(s) in his or her section/unit, which outlines the terms and conditions of the telework arrangement.

State Employees

All officers and employees of this state, whether in covered service or uncovered service, unless otherwise prescribed. A.R.S § 41-741(8), regardless of status or position funding.

Telework Office

A defined, pre-approved, and fully functional workstation that is in the employee's home or another approved remote location that has no facility cost to the State or agency.

Traditional Workplace

A State or agency facility that an employee traditionally performs work at.

UNCLASSIFIED