

Operational Policy

Policy title:	Flexible Work Solutions		
Policy number:	OHA-010-023		
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Approved:	Kris Kautz, OHA Deputy Director		

Purpose

The Oregon Health Authority (OHA) is committed to optimizing flexible work solutions, including remote work options, where appropriate. OHA's use of flexible work solutions promotes the health and safety of Oregonians; ensures high-quality work and optimal use of resources for the agency; reaffirms the agency's commitment to diversity, equity and inclusion; ensures that cultural dynamics and accessibility needs are addressed in a meaningful way; builds a diverse and inclusive work environment; and supports flexibility and work-life balance for staff. It also offers OHA the opportunity to be more flexible in our interaction with the individuals the agency serves and decreases the agency's impact on the environment.

Description

This policy creates a framework for OHA's agency-wide implementation of a comprehensive, multi-faceted, equitable and inclusive approach to optimizing flexible work solutions for appropriate agency business.

Applicability

This policy applies to all OHA staff including employees, volunteers, trainees and interns.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

Policy

1. Flexible work solutions means having the ability within each work week to promote work-life balance by working remotely (in a location other than a traditional office) some or all of the time; or working an alternate or flexible work schedule as defined by collective bargaining agreements; or any combination of these tools.
2. OHA shall promote flexible work solutions for agency staff, primarily through the adoption of extensive remote work options and flexibility in scheduling.
 - a. Policy implementation shall begin immediately on passage of this policy with the expectation that full implementation will occur over time.

- b. The policy and the available work solutions are expected to undergo multiple parallel and overlapping phases of analysis, review, and modification as the agency gains expertise.
 - c. OHA shall engage Oregon enterprise partners such as the Department of Administrative Services (DAS), the workers compensation board (SAIF), the Bureau of Labor and Industries, and the Oregon Department of Justice to ensure the statutory, contractual, and security needs of OHA and its staff are met.
3. OHA shall make diversity and inclusion integral to implementation of flexible work solutions. OHA shall:
 - a. Take into account the cultural norms and workstyles of diverse employees before making changes to work arrangements.
 - b. Address accessibility and accommodation needs.
 - c. Remove participation barriers, including through equitable access to resources.
 - d. Build a sense of staff “belonging” between OHA and its workforce in virtual communities.
4. Staff using flexible work solutions shall:
 - a. Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
 - b. Comply with all agency policies, guidelines, and management directives.
 - c. Maintain a professional demeanor in the performance of all duties.
 - d. Meet and maintain performance expectations.
 - e. Be available each week during traditional business hours, as determined by business need.
5. Though not all work can be done from a remote location or on a flexible schedule, OHA shall consider all agency positions as eligible for flexible solutions unless on-site presence in a state office building during regular business hours can be justified for specific positions. The exceptions to this presumption of eligibility may include:
 - a. Positions working with high security data, systems, or departments.
 - b. Positions in laboratory settings.
 - c. Positions that provide direct services.
6. The presumption of eligibility for flexible work solutions does not prevent OHA from determining for any reason, including training, performance, business alignment, accommodations, or resource availability, that a position or an individual must be located full-time, on-site, within traditional business hours. Managers making this determination shall consult with OHA’s Office of Human Resources (HR).
7. Full agency implementation of this policy includes resolving outstanding issues of policy and process, including but not limited to:
 - a. State of Oregon contract issues.
 - b. Allocating, insuring, and replacing agency equipment issued to remote workers.
 - c. Requirements for network adequacy for remote work and ensuring equitable access to technology.
 - d. Remote work performed in other states or during periods of travel.
 - e. Payment for travel from remote locations designated as the primary workplace to required on-site events.
 - f. Worker’s compensation issues.
 - g. Creating new flexible work solutions work agreements that include responsibility for agency assets, performance agreements, security requirements, and workspace requirements.
 - h. Ergonomic and technology support issues.

- i. Reimbursement eligibility for required tools such as internet access.
 - j. Access to standard office supplies, including paper supplies, printers, computers and communication devices, desks and chairs.
 - k. Providing employee and manager tools to support success in a flexible work environment, including reporting and performance measurement, teambuilding, and ensuring advancement opportunities.
 - l. Maintaining the security and confidentiality of agency information used by staff working remotely.
 - m. Equity, cultural, accessibility, and other inclusivity considerations.
8. Agency managers, in coordination with HR, shall collaborate to evaluate each agency position for a determination on whether the position responsibilities, with appropriate tools and staffing plans, can be completed using flexible work solutions, including remote work.
9. If a position is determined to be eligible for flexible work solutions, including remote work, the supervising manager shall work with the individual occupying the position and HR to determine:
- a. The individual's suitability for such a position.
 - b. The individual's desire for a such a position.
 - c. The availability and suitability of required off-site resources, including network adequacy.
 - d. The availability of on-site office space.
10. During the first phase of implementation, OHA shall focus on:
- a. Determining position and individual eligibility for long-term remote work.
 - b. Ensuring immediate resource needs are met to ensure success.
 - c. Providing managers with training and other resources to ensure successful working relationships.
11. As managers and HR work to formalize flexible work solutions for staff currently using those solutions, OHA shall collaborate with other agencies to ensure that the statutory, contractual and security needs of OHA and its staff are met.
12. As the work reaches maturity, OHA shall include:
- a. Updating existing position descriptions as policy decisions are finalized.
 - b. Reviewing additional position descriptions for designation of remote capable positions.
 - c. Consolidating "on-site" job responsibilities to reduce the number of required on-site staff.
 - d. Determining what positions, if any, will transition to required remote work positions.

References

[DAS Labor Relations Documents](#)

Forms referenced

Related policies

[Oregon DAS Telecommute-Telework Tools](#)

[Oregon DAS 50.050.01 Working Remotely](#)

[DHS|OHA 010-014 Compliance with Statewide Policies](#)

Contact

Audray Minnieweather

AUDRAY.D.MINNIEWEATHERCRUTCH@dhsoha.state.or.us

503-945-6073

Keely L. West

KEELY.L.WEST@dhsoha.state.or.us

503-945-6292

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