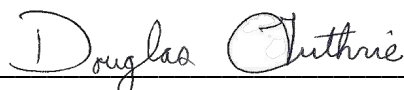


Report of the President & CEO

April 28, 2022

**RESOLUTION APPROVING THE HOUSING AUTHORITY'S POLICY ON TELEWORK AND
AUTHORIZING THE DEVELOPMENT AND IMPLEMENTATION OF PROCEDURES IN
FURTHERANCE OF SAID POLICY**



Douglas Guthrie
President & Chief Executive Officer



Annie Markarian
Director, Labor & Employee Relations

Purpose: The purpose of this item is to approve the Housing Authority of the City of Los Angeles' ("HACLA") Policy on Telework ("Policy"). The Policy applies to At-Will and Non-Represented employees, as well as those represented employees whose bargaining units have agreed to the Policy and corresponding guidelines/procedures. Under the Policy, employees whose essential work responsibilities and duties are conducive to being performed remotely will have the opportunity to participate in a voluntary telework program, provided they meet the criteria set forth in the supporting guidelines/procedures.

Regarding: In March 2020, HACLA was faced with unprecedented change to the way its employees provide services to external and internal customers. The new health requirements resulting from the COVID-19 pandemic mandated government agencies such as HACLA to incorporate temporary work practices that focus on the safety and welfare of its employees and those they serve. In response, HACLA implemented an Emergency Telework Program providing many employees the opportunity to work a partial remote schedule. The Emergency Telework Program has been in effect since that time.

The Emergency Telework Program provided HACLA the opportunity to evaluate the benefits and challenges of remote work, including factors such as productivity, technology resources, collaboration, and employee morale. As we begin executing on HACLA's reopening plan, we have determined that some form of continued telework on a voluntary basis is a benefit that HACLA can continue to provide to many in its workforce.

Issues: The ability to contribute to the work-life balance is the future in the workplace and a key benefit in attracting and retaining talent. The proposed Policy and corresponding voluntary telework program offers the ability to telework based upon job duties, employee eligibility, and a safe alternate work location, and can be hybrid time (combination of telework and onsite work) while supporting HACLA's need for business continuity. HACLA's telework program will be rolled out in conjunction with a revised and updated employee evaluation process, to ensure continued productivity and programmatic success.

The telework program is designed to support a strategy that maximizes productivity and performance, regardless of the work location, when the duties of the position allow. HACLA has developed a Telework Guidebook which outlines the key procedures for the telework program and requires each department to develop unit plans and standards.

The Policy is beneficial for HACLA as an employer. Having a voluntary telework program demonstrates and supports the image of HACLA as a progressive organization, conscience of its social responsibilities, specifically the environmental impact from the reduction of CO2 emissions.

The Policy is also consistent with HACLA's goals and vision plan including:

- Maintaining an organizational culture that supports employee flexibility and mobility;
- Promoting a positive work-life balance;
- Reducing our impact on the environment;
- Promoting continuity of operations during worksite disruptions, including modified and suspended operations, such as during the COVID-19 pandemic; and
- Providing a supportive and productive work environment that attracts and retains employees.

HACLA has concluded the meet and confer process regarding the proposed Policy with AFSCME, CHP-M, SEIU and LACB&T. We will continue to meet and confer with CHP-A, whose members will be able participate in this voluntary program upon reaching an agreement. We continue to negotiate the Telework Guidebook and supporting documents with impacted bargaining units.

Vision Plan: The proposed Policy on Telework supports the core values of HACLA's vision plan – people, places and pathways - by retaining and attracting top talent, forging a path to resume full in-person operations, and maintaining health and safety for employees, clients and visitors.

Funding: Current staff whose work responsibilities are conducive to telework have received appropriate telework equipment utilizing CARES Act funds. For new and future expenses, the Chief Administrative Officer confirms the necessary funds are available and included in HACLA's budget and will be included in the operating budgets for subsequent years. The source of funds is dependent on position and department assignment.

Section 3: Not Applicable

Attachments:

1. **Proposed Policy on Telework**
2. **Resolution**

RESOLUTION NO. _____

**RESOLUTION APPROVING THE HOUSING AUTHORITY'S POLICY ON TELEWORK
AND AUTHORIZING THE DEVELOPMENT AND IMPLEMENTATION OF
PROCEDURES IN FURTHERANCE OF SAID POLICY**

WHEREAS, for the reasons set forth in the Board report presented to the Board of Commissioners at its meeting held this date, it is in the best interest of the Housing Authority of the City of Los Angeles ("HACLA") to adopt the proposed "Policy on Telework," which offers the ability to telework that is based upon job duties, employee eligibility and desire, and a safe alternate work location, and can be hybrid time (combination of telework and onsite work) while supporting HACLA's need for business continuity.

WHEREAS, the Policy on Telework shall apply to At-Will and Non-Represented employees, as well as those represented employees whose respective bargaining units have agreed, or in the future agree, to the Policy and corresponding guidelines/procedures.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners approves the attached "Policy on Telework" and authorizes the development and implementation of procedures to be approved by the President and CEO in furtherance of said Policy, as needed.

BE IT FURTHER RESOLVED that this Resolution shall take effect immediately.

APPROVED AS TO FORM

HOUSING AUTHORITY OF THE
CITY OF LOS ANGELES

By: _____
James Johnson, General Counsel

By: _____
Cielo Castro, Chairperson

DATE ADOPTED: _____

Housing Authority of the City of Los Angeles Policy on Telework

The Housing Authority of the City of Los Angeles (“HACLA”) provides employees, whose essential work responsibilities and duties are conducive to being performed remotely, the opportunity to participate in a voluntary telework program.

I. PURPOSE & APPLICABILITY

- A. The Telework Policy (“Policy”) is established to provide telework arrangements for employees when it is mutually beneficial to both HACLA and the employee. This Policy defines telework, provides the general provisions of the telework program, and indicates the guidelines for eligibility.
- B. This Policy applies to all employees.

II. DEFINITIONS

Definitions used in this policy include, but are not limited to, the following expressed examples:

- A. **Good Standing:** An employee who is fulfilling their department’s expectations and obligations, has an overall satisfactory or above rating on their most recent performance evaluation, and is not subject to any form of disciplinary action during a rolling 12-month period.
- B. **Alternate Worksite:** A work location not owned or managed by HACLA.
- C. **Telework:** Telework is a work arrangement that allows an employee to perform their duties and responsibilities outside of their primary HACLA worksite at an approved alternate location.
- D. **Telework Agreement:** A formal written agreement between a supervisor and an employee to permit the employee to work at an alternative worksite instead of the location of the employee's assigned organization, ensuring the supervisor and the employee understands one another’s expectations associated with teleworking.

III. POLICY

HACLA is committed to achieving greater flexibility in managing its workforce through the use of telework. Eligible employees will only be permitted to participate in the telework program with their management’s approval based on operational needs and the employee’s ability to perform their essential functions at an approved alternate location.

IV. GENERAL PROVISIONS

- A. Participation in the telework program is on a voluntary basis, based on operational needs, and must be approved by the employee’s Department Director.
- B. Approval to telework will be made on a case-by-case basis. The nature of the work performed, the employee’s past work performance, as well as the telework location shall be taken into consideration by the supervisor and Department Director to determine

Housing Authority of the City of Los Angeles Policy on Telework

telework feasibility before entering into a Telework Agreement. Telework is not an entitlement nor is it a HACLA-wide benefit.

- C. Employees who telework must comply with all HACLA rules, policies, and procedures. There are no distinctions in rates of pay and benefits between employees who telework and those who work on-site in HACLA offices. Telework does not change the duties, obligations, responsibilities, or terms and conditions of employment with HACLA.
- D. Department heads, in collaboration with executive team, will determine department-wide telework scope.
- E. Individual telework schedules shall be determined and approved by the employee's supervisor. The department shall conduct periodic reviews of their telework program. Schedules may be amended as needed in accordance with the telework procedures at the discretion of the Department Head.
- F. Telework is not a substitute for child or other dependent care. Those who telework shall make or maintain childcare, adult care, or similar personal arrangements to permit concentration on work assignments during agreed upon work hours.
- G. Employees who telework must notify their supervisor of any disruptions at the alternative work location that affects their ability to perform job duties, such as remote connection failure, equipment failure, or power outages. In these situations, employees will work with their supervisor to determine if alternative telework is available. If none is available, the employee may be required to either report to their HACLA work site or request leave. Employees who have begun their workday and are required to return to their HACLA work site are entitled to mileage reimbursement pursuant to applicable laws, including but not limited to the FLSA. In addition to mileage, non-exempt shall be entitled to paid travel time; such travel time at their regular base rates of pay.
- H. Employees may be required to attend onsite meetings and trainings on a scheduled telework day.
- I. HACLA shall provide employees with the necessary technology equipment and software to perform their duties.
- J. An employee or their supervisor may terminate participation in the telework program at any time in accordance to the established procedures.
- K. If a telework application is denied, the employee may ask for reconsideration in writing from the responsible Department Head (with a copy to Human Resources) to ensure equitable practices.

V. GUIDELINES FOR ELIGIBILITY TO TELEWORK

Housing Authority of the City of Los Angeles Policy on Telework

- A. Employee shall work with their supervisor to determine if telework would be beneficial to the department and the employee through a readiness assessment.
- B. Employee shall be in good standing.
- C. Employees must have a safe alternate work location where the work can be effectively performed. This space should have control over noise, interruptions, and work equipment, provide the means for confidential conversations, and have the privacy for confidential data that may be on employee's technology equipment during their workday.
- D. Employee must acknowledge and agree to follow the established telework guidelines and procedures in accordance to the Telework Guidebook.
- E. Probationary employees may be required by the department to work onsite for all or part of their probationary period.

VI. VIOLATION OF THE POLICY

Violation of this Policy by an employee may result in loss of eligibility to telework, and/or disciplinary action in accordance with the Personnel Rules and any applicable Memorandum of Understanding.

VII. PROCEDURES

The President and CEO or designee shall provide for the development, administration and implementation of the procedures to be adopted in furtherance of this Policy, subject to and in compliance with applicable federal, state and local laws.

VIII. LEGAL COMPLIANCE

The Housing Authority will administer the Telework Program in accordance with applicable Fair Labor Standards Act (FLSA) provisions, and in compliance with other applicable federal, state and local laws.

IX. AMENDMENT TO THE POLICY

This Policy may only be amended by the Board of Commissioners, subject to meet and confer requirements pursuant to the Meyers-Milias-Brown Act (MMBA) and in compliance with applicable federal, state and local laws. The Procedures adopted to implement this Policy may be amended at any time at the discretion of the President and CEO, or designee without the approval of the Board of Commissioners, subject to and in compliance with applicable federal, state, and local laws and subject to meet and confer requirements under the MMBA.