



JOSEPH ABRUZZO
CLERK OF THE CIRCUIT COURT & COMPTROLLER
PALM BEACH COUNTY

Remote Work That Works!

Clerk of the Circuit Court & Comptroller, PBC
10-25-2022



How Could Remote Work get Started For Your Organization?

Consider which positions can function remotely

Show of hands

- Does your organization currently have positions that could be eligible for remote work?
- Does your organization currently have any form of remote work implemented?



PRIZE #1

**What percentage of companies worldwide
do not allow remote work?**

44%

Source: Owl Labs Study

Barriers you may face with Remote work

- Taxpayer dollars
- Creativity, innovation and brainstorming
- Connection with coworkers and to the organization
- Employee engagement
- Loyalty to the organization (quiet quitting)
- Other

BUSINESS CASE

Let's discuss:

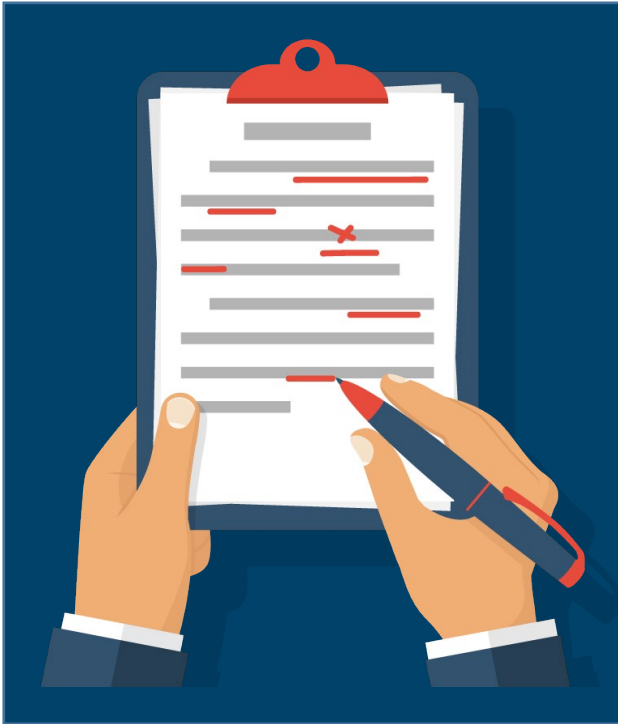
How can your organization justify remote work?

Where do I start?

- Develop your “**Policy**” to guide do’s and don’ts (See Key Definitions)
- Develop an “**Agreement**” for clear understanding between employee & organization
- Develop “**Acknowledgements**” prior to employee working remote
- Develop “**Remote Work Guidelines**” to ensure success for all
- Require “**Accountability**” (we are public employers!)
 - ✓ **Remote Work Log** required
 - ✓ **Time & Labor Notation** required
- Develop “**Technical Guidelines w/ Equipment Set-up instructions**”
- Require thorough “**Training Programs**” for staff and leadership
 - ✓ Include “How to set up your workspace and technology yourself” (with IT technical help desk support, of course)



Key Definitions



- **Remote Work** - the concept of working from an employee's home or alternate work location, on a full- or part-time basis – can also be referred to as “telecommuting”
- **Situational Remote Work** – remote work performed infrequently or on an as-needed basis; situational remote work does not require a “typical” set work schedule and may be approved in instances where employees are working on a particular project
- **Regular Remote Work** – remote work that follows a “typical” weekly work schedule

Employees are required to notate their remote workdays in a Time & Labor timekeeping system bi-weekly, as well as documenting a Weekly Remote Work Log detailing the work performed.

Employee Eligibility



- Selected based on successful completion of introductory period (or waiver by Chief Officer)
- Suitability of job for remote work (accountant vs. groundskeeper)
- Likelihood of employee's success as a remote worker
- Supervisor's ability to manage remote worker(s)

With Chief Officer/department head approval, each department makes own selection with a focus on performance and job characteristics

PRIZE #2

**What Percentage of American workers
would take a 5% pay cut to work remotely
full-time?**

65%

Source: Business Insider

Let's Review: Remote Work Components

- ***Remote Work Policy & Signed Agreement***
- ***Executed Acknowledgements: Workspace and Safety, Security of Information, etc.***
- ***Remote Work Guidelines***
- ***Detailed Weekly Log*** - train employees for accountability (use a tracking system showing activities and deliverables that are date stamped)

Instructions:
Non-Exempt employees approved for remote work, must complete the following log each week and submit it to their supervisor. When completing the activity log, employees should indicate the day of the week, the activity, and the time that was spent on the activity/project.
Exempt employees approved for remote work must complete the following log for each week and submit it to their supervisor. When completing the activity log, a summary of the activity and time spent on the activity/project is acceptable.

Day	Date	Time In	Time Out	Total Hours	Task/Assignment/Project Completed
Non-Exempt EXAMPLE: Monday	EXAMPLE: 3/30/20	8:00 a.m.	9:00 a.m.	1	Checked voicemail; checked e-mail, participated in Daily Huddle Call with supervisor and colleagues
Exempt EXAMPLE: Monday		8:00 a.m.	5:00 p.m.	8	Checked voicemail; checked e-mail; Daily Huddle Call with supervisor & worked on X project (**Summarize assignments/tasks/projects is acceptable)

JOSEPH ABRUZZO
CLERK OF THE CIRCUIT COURT & COMPTROLLER
PALM BEACH COUNTY

ADMINISTRATIVE POLICY 18-03
Remote Work

TO: All Employees
FROM: Joseph Abruzzo, Clerk of the Circuit Court & Comptroller
SUBJECT: Remote Work

ORIGINAL ISSUE DATE: 9/5/2018
REVISION DATE: 04/01/2020, 07/10/2020, 6/11/2021, 9/10/2021, 3/15/2022

PURPOSE:
To establish a policy and procedure for remote work in Palm Beach County.

**CLERK OF THE CIRCUIT COURT & COMPTROLLER
PALM BEACH COUNTY
REMOTE WORK AGREEMENT**

SECTION 1: TO BE COMPLETED BY HUMAN RESOURCES:

AGREEMENT TYPE: (choose an item,))

Employee Name: Click or tap here to enter text. Job Title: Click or tap here to enter text.
Supervisor Name: Click or tap here to enter text. Department: Click or tap here to enter text.

SECTION 2: TO BE COMPLETED BY EMPLOYEE'S IMMEDIATE SUPERVISOR:

ELIGIBILITY
Employee meets eligibility requirements for Remote Work in accordance with [Administrative Policy 18-03: Remote Work](#)
☐ YES ☐ NO

REMOTE WORK TYPE
Regular— remote work that follows a “typical” schedule each week.
• Example: 2 days every week.
• Example: 1 day every other week.
• Example: 5 days each week for three weeks of the month.
Situational— remote work that is done infrequently or on an as-needed basis.
• Example: 1 day one week and no days the rest of the month.
• Example: 3 days one week, no days for two weeks and one day the next week.

NOTE:
• If an employee will work remotely both regularly and situationally, select both.

Let's Review Remote Work Components

- **Technical Guidelines & Equipment Setup** (instructions)

IMPORTANT: To have a successful remote work program, you NEED...

- ✓ Dedicated, trained and productive staff (including leaders, workers, HR, Training & Development and IT staff)
- ✓ Reliable equipment, including IT Help Desk support
- ✓ Reliable Wi-Fi connectivity
- ✓ A comprehensive training program
- ✓ Automated (date stamped) method of executing and issuing all required documentation and equipment (we use AdobeSign)

- **Robust Training** - Required PRIOR TO allowing employee to remote work

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NOTE:
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HR Supports Remote Work With Training

Before beginning a remote work arrangement, employees and their supervisors must complete remote work training

Online Training Components:

- Becoming familiar with the Remote Work Policy
- Learn about alternate workplace safety
- Learn how to design remote work assignments
- Tips and guidelines for success as a remote worker / leader

Two critical objectives:

- Continue to ensure high-quality customer service and
- Avoid transferring work to other coworkers

Workspace Guidelines

The Alternate Remote Workspace:

- Considered an extension of the Clerk's office workspace
- Clerk remains liable for job-related accident/injury that occurs during employee's established working hours
- Clerk's office assumes no liability for injuries occurring in employee's alternate workspace outside the agreed-upon work hours (includes family members, visitors, or others that may become injured within or around the employee's alternate workspace)

Equipment:

Requires specific workspace at the work location to place and install Clerk equipment

Safety:

Employee must maintain workspace in a safe condition, free from hazards and other dangers to both employee and equipment

Work Materials:

Any materials taken to the alternate work location should be kept in the designated work area and not easily accessible to others



Workspace Guidelines Cont.

Physical work-related meetings in remote workspace:
Prohibited

Income Tax Implications:

It is employee's responsibility to determine any income tax implications of maintaining a home office or alternate work area

The Clerk's office will not provide tax guidance or assume any additional tax liabilities

Onsite Office Space:

Employees who enter into a "*Remote Work Agreement*" may be required to forfeit the use of their personal office space or workstation at their onsite work location in order to maximize office space needs



How Does HR Support Our Remote Work Program?

- Leadership support for the “remote work concept”
- Employee support when working remotely (one or more days a week)
- Day-to-Day supervisor support ensuring successful implementation of remote work arrangements for eligible employees
- Support both employees and supervisors to:
 - ✓ Design their own remote work arrangements, in accordance with the provisions of policy
 - ✓ Determine what works best (within policy)
 - ✓ Understand importance of work accountability



KEY: *Our policy includes a process to allow employee to request to return to onsite work AND/OR allows a supervisor to require an employee to return to onsite work (for various reasons)*

Ongoing Remote Work Support by HR

- Upon hire, set expectations for remote work options
- Support and advocate for the Remote Work Program
- Ensure all required “Remote Work” documents are fully executed
- Assist in establishing effective communication methods
- Coordinate / deliver training for remote work participants (remote workers, supervisors, and higher leadership)
- Serve as resource to assist employees and leaders to implement remote work arrangements successfully
- Respond to ongoing questions regarding Remote Work Program
- Help resolve difficulties impeding implementation

What About Recruiting for Remote Positions?

MANY APPLICANTS WANT TO WORK REMOTELY...HOW DO WE HANDLE TODAY'S REMOTE WORK DEMAND?

- Tag job vacancies as “remote work eligible” up front
- Educate applicants during initial interview phase on how our remote work program works, including the eligibility guidelines (no surprises):
 - ✓ Must complete introductory period (3 to 6 months)
 - ✓ Determine if job is suited for remote work? i.e., job characteristics (Court Specialist/docketing vs. Mailroom Clerk/delivers mail to physical work locations)
 - ✓ Evaluate likelihood of employee’s success, i.e., performance characteristics
 - ✓ Does the assigned supervisor have ability to manage remote workers



Remote Work & Flexibility

- Accommodating appointments etc.
- Continuity of business operations
- Getting creative with low PTO balances
- Supporting the changing needs of your employees

Communication Pitfalls when working remotely

- Keeping all team members apprised of changes/updates
- Limited communication with the rest of the team
- Miscommunication from lack of in-person interaction
- Overcommunication can lead to micromanagement
- Disconnect from the rest of the organization



PRIZE #3

**40% of people feel that the greatest benefit
of remote work is...?**

A Flexible Schedule










Keys to Success

1. Have a ***comprehensive policy*** to guide your remote work program
2. Require a ***signed agreement with acknowledgements*** to clearly explain expectations for leaders and remote workers
3. Deploy strong ***technical support and cybersecurity*** to ensure data and systems are safe
4. Demand a culture requiring ***employee accountability*** (with proof showing performance standards are being met)
5. Offer ***solid training*** for remote workers **AND** leaders who manage remote workers

Upon request, today's program materials are available electronically

Email: Nicole Gasparri at ngasparri@mypalmbeachclerk.com

THANK YOU!

-  AP 18-03 Remote Work Policy 2021 09 10 FINAL
-  Presentation FGFOA 6-2022
-  Remote Work Agreement 2021 07 13
-  Remote Work Guidelines 2021 07 13
-  Remote Work Log - Fillable 2021 03 18
-  Remote Work Training Video
-  Remote Workspace and Safety Acknowledgment
-  Security of Information Acknowledgement
-  Technical Guidelines and Equipment for Remote...



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Thank You!

