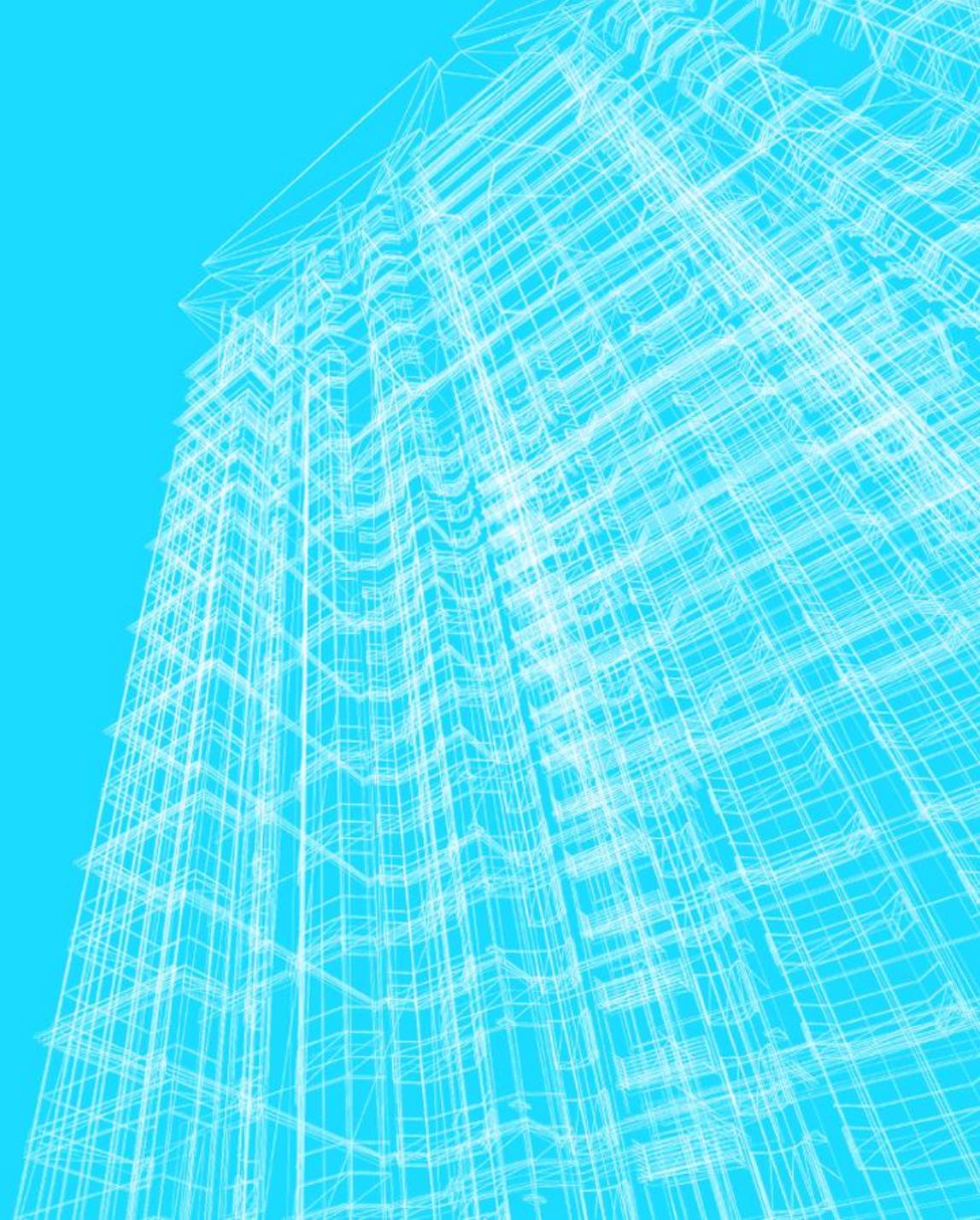
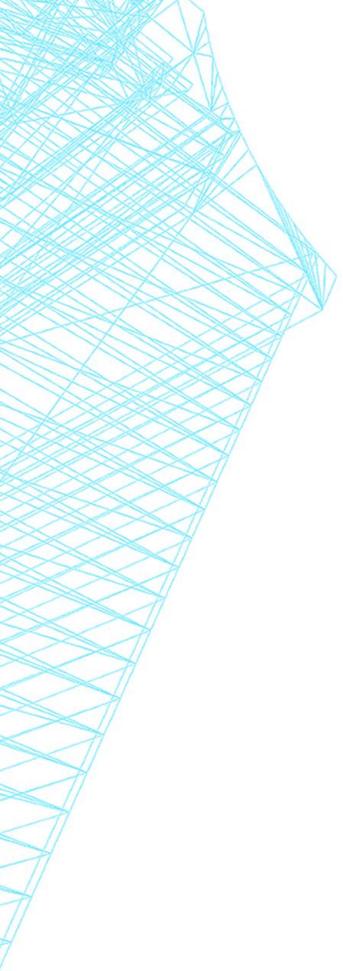


WORKING REMOTELY POLICY DEVELOPMENT

BOCC Study Session Update #2

May 25, 2021





TODAY'S AGENDA

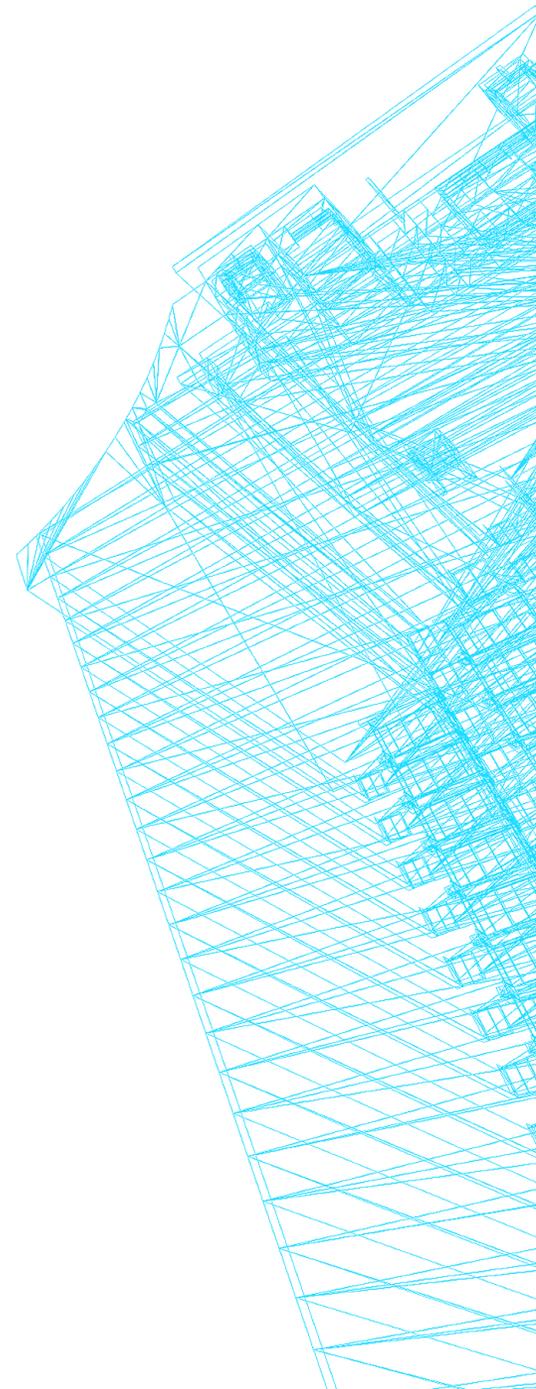
- Policy Update
- Offices & Department High Level Operationalizing Plans
- Schedule
- BOCC Questions and/or Feedback

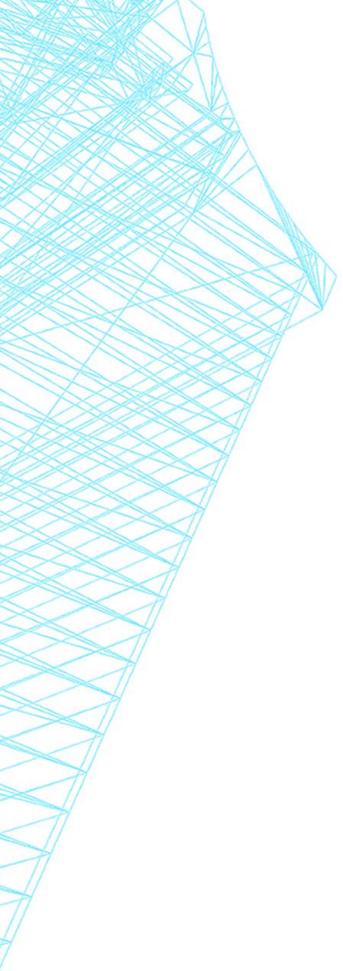
POLICY UPDATED

- Policy provides a framework under which employees may be allowed to work at home or in some other satellite location for all or part of their workweek
- E-Team Approved the Policy Included as an Attachment for this Study Session
- BOCC has seen the Policy
- Currently Work on
 - Remote Work Agreement
 - Guidelines
 - County Leadership Workshop – “Measuring Success”

OPERATIONALIZING REMOTE WORK

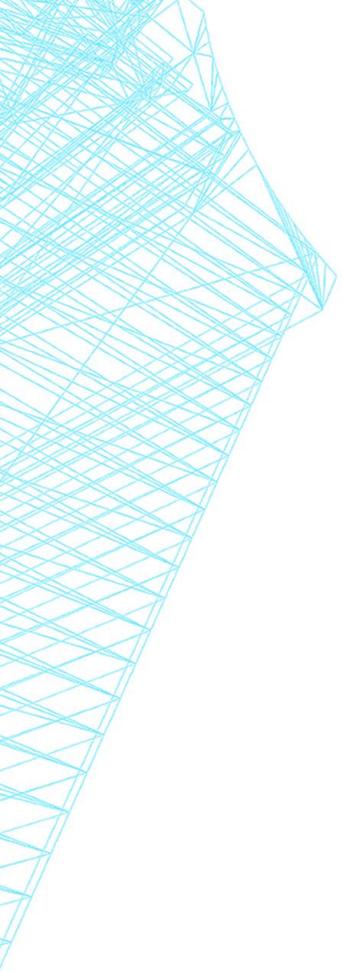
Offices and Departments





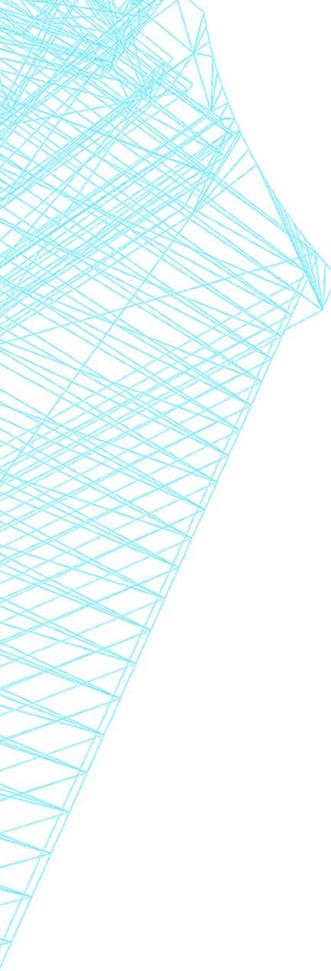
OFFICE OF THE ASSESSOR

- **Varies**
 - Abstract/Administration:** No Remote Work Typical
 - Altura (Residential, Land, AG Appraisal):** Hybrid 1-2x/week
 - Appraisal:** Hybrid 1-2x/week
 - Customer Service:** No Remote Work
- **Encourage Appointment for Office Visits, Honor Walk-Ins**
- **Similar to pandemic,** more structured, more time in the office



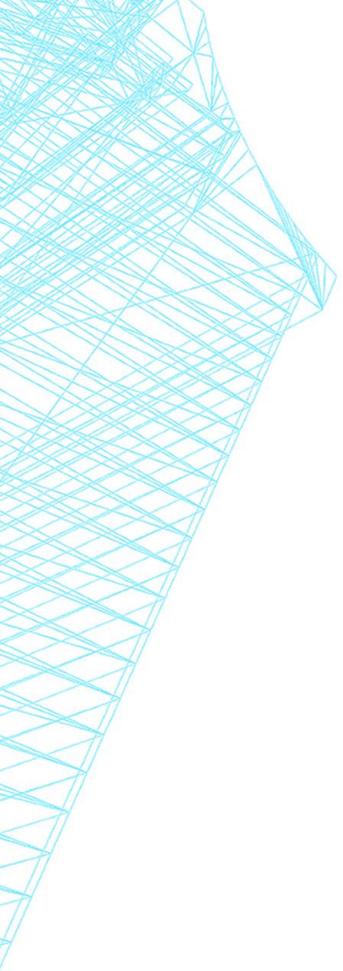
TREASURER & PUBLIC TRUSTEE OFFICES

- All employees: Completely in office with remote work allowed only in special circumstances with prior approval of supervisor
- All customer-facing service delivery will be maintained with walk-ins allowed without restriction
- Essentially the same as pre-pandemic, but with more flexibility for remote work, if needed



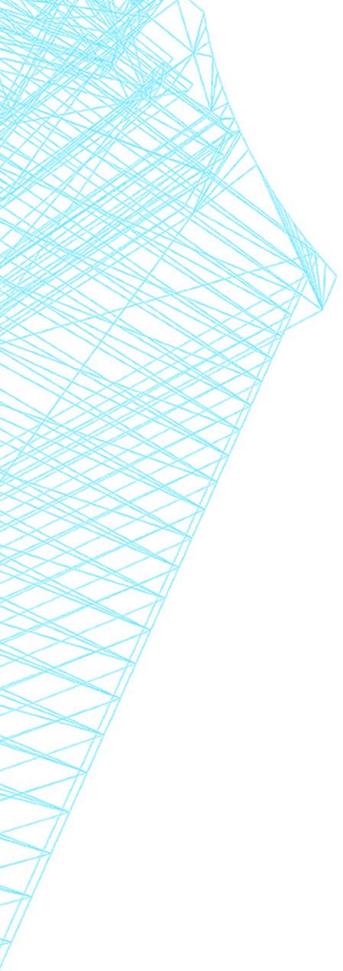
CLERK AND RECORDER OFFICE

- Varies By Division and Work-Team
 - Administration Division
 - Office Support Team – Hybrid, 1-2x/week
 - Motor Vehicle Division
 - Motor Vehicle Operation Teams – Working On-Site, Managers have Laptops
 - Motor Vehicle Training Team – Hybrid, when operationally practical
 - Election Division
 - Voter Service Team – Hybrid, 1-2x/week
 - Election Service Team – Hybrid, when operationally practical
 - Records Division
 - Accounting Team – Hybrid, 1-2x/week
 - Recording Team – Hybrid, when operationally practical
- Motor Vehicle, Elections and Recording will continue In-Person appointments (permanent fixture)
- We plan to gradually open up more counters in order to allow for more appointments and customers and ultimately a controlled walk-in option. This gradual plan is contingent upon our staff coverage, back-office workload management, and overall efficacy.
- This process will be very similar to Pandemic conditions during 2020, but with added customer bandwidth and a ton of new remote service options.



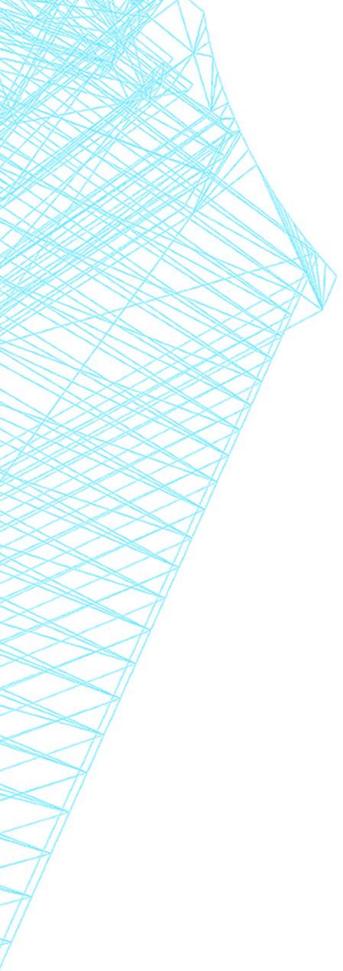
CORONER'S OFFICE

- Does not plan to utilize the remote work policy given nature of the work



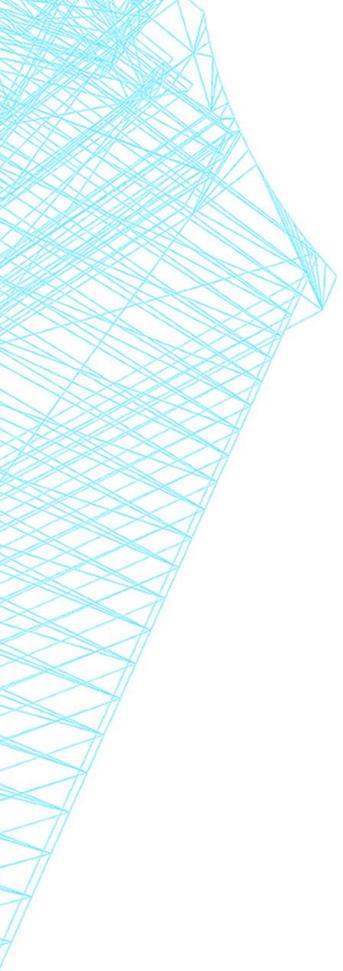
COUNTY ATTORNEY'S OFFICE

- All staff at Admin Office will work from their on-site offices on Monday, Tuesday and Wednesday of each week, and have the option to work remotely on Thursdays and Fridays, unless work needs dictate otherwise. Staff at Human Services Office will have a similar schedule as far as being allowed the option to work remotely two days a week, but will have a more variable schedule due to court schedules.
- Support both walk-ins and appointments (Monday through Wednesday)
- Similar to pandemic operations



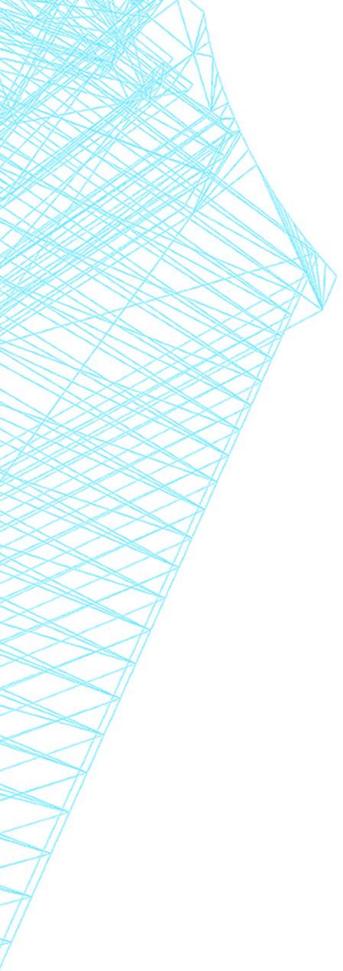
COMMISSIONERS' OFFICE

- Hybrid Work Schedule Varies By Division
 - Administrative Staff (non-reception): remote 1 day/week
 - Communication Services: remote 2-3 days/week
 - Distribution & Print Management: no remote work
- No customer-facing impact at this time
 - Support walk-ins and appointments
- Operations similar to department's pandemic approach



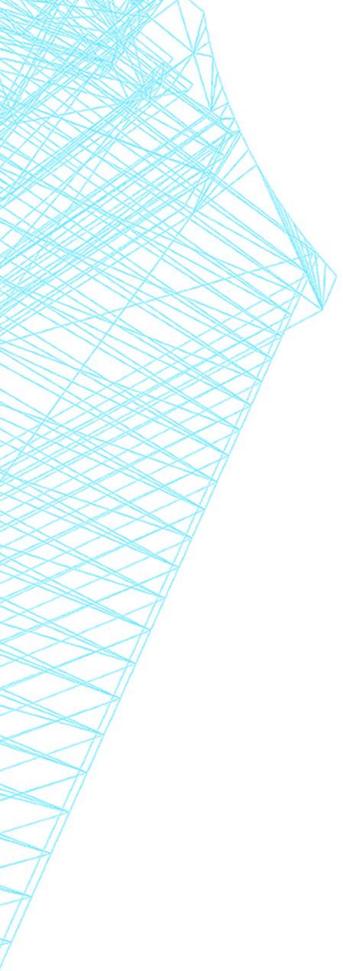
COMMUNITY RESOURCES

- Varies by Division:
 - ADWorks!- Hybrid schedules, in the office 2-3 days per week
 - Judicial Services- Hybrid schedules, in the office 2-3 days per week
 - Housing and Community Development- Hybrid schedules, in the Office 2-3 days per week
 - Senior Resources- In the field 100%, management staff Hybrid schedules
 - Weatherization- In the field 100%, office staff at home as needed
 - Administrative Services- Working from home 75% of the time
- Support walk-ins and appointments
- Similar to pandemic with an increased in-office presence in anticipation of increased walk-ins



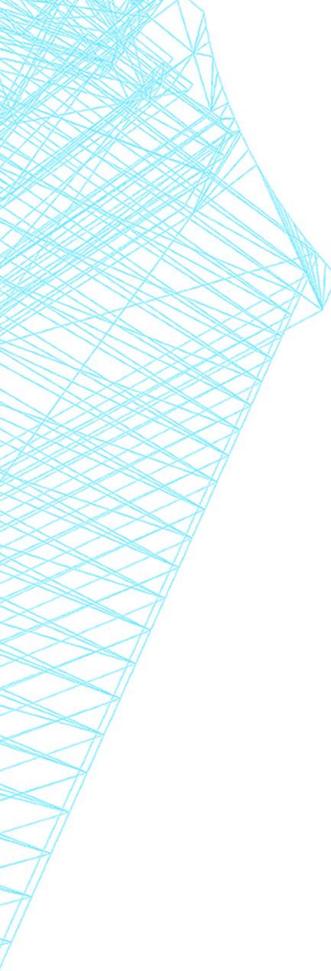
FACILITIES AND FLEET MANAGEMENT

- Varies by Business Unit
 - Admin Services support staff (3) – Hybrid 2-3 days per week rotated so 2 staff members are on-site
 - PMO Manager – Hybrid 2 days per week
 - Admin Support Manager – Hybrid 2 days per week
 - Fleet Manager – Hybrid 2 days per week
 - HVAC Supervisor – Hybrid 2 days per week
 - Assistant Building Services Manager – Hybrid 2 days per week
 - Facilities Ops Manager – Hybrid 2 days per week
 - Fleet Admin support staff (2) – Hybrid 2-3 days per week on rotating basis
- Provide support for internal customer facing services and department operations
- Similar to pandemic operations



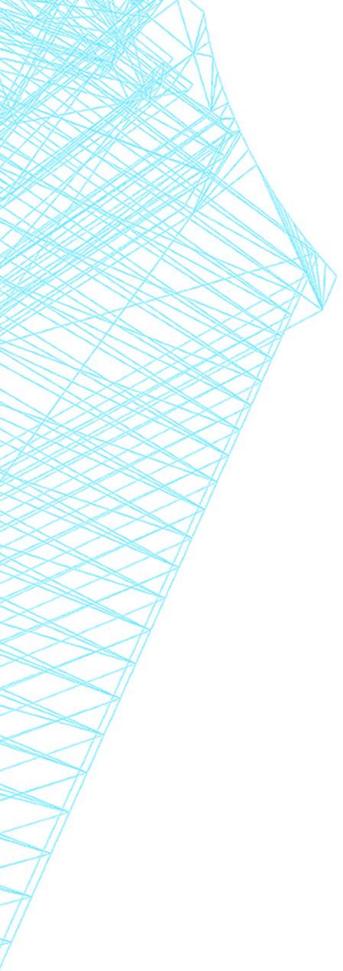
FINANCE DEPARTMENT

- Hybrid Work Schedule Varies By Division
 - Accounts Payable/Payroll: Hybrid – remote < 2 days/week
 - Accounting/Budget/Purchasing/SAP Business Ops: Hybrid - 2-3 days/week
- No customer-facing impact at this time
 - During COVID, most in-person/internal services moved to online/electronic
 - Access to Admin 4th Floor & Finance Department now limited
- Customer facing services going forward will be similar to pandemic operations per above



HUMAN RESOURCES

- Remote Work Plan
 - Operations and Recruiting: Hybrid based on business needs but interacting with departments/offices in person at least 3 days per week.
 - Total Compensation: Hybrid with each staff member in the office 3 days per week.
- Customer-facing service delivery impacts
 - Operations and Recruiting: Maintain Service levels specific to each unique department or office. HRBP will be attending to their departments/offices at their locations and based on the situations. Leave Administrator will split office hours between CTP and ADMIN.
 - Total Compensation: the majority of employees are in different buildings than the Total Compensation team and will not notice a difference between working at ADMIN or at HOME. However, Benefits will have representation in the ADMIN Building 5 days per week.
- Identify if this is similar/different than pandemic
 - This is more structured than during the pandemic which was situational when called to the office. Majority of the time, employees were working from home.
 - Training: in person training will resume.



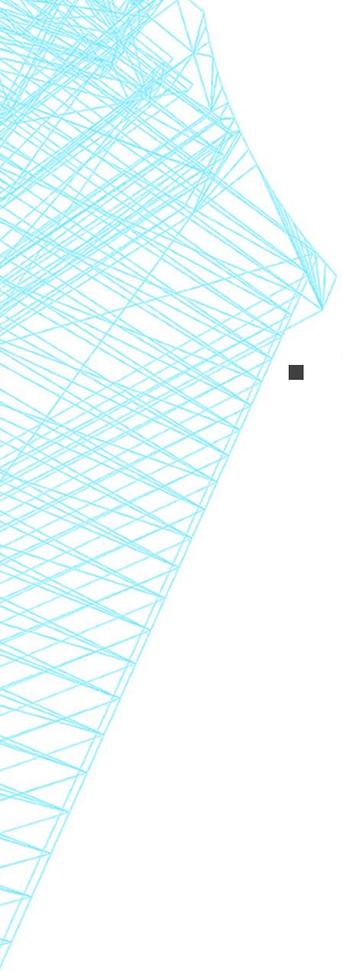
HUMAN SERVICES DEPARTMENT

In Office Schedule

DRAFT (still finalizing)

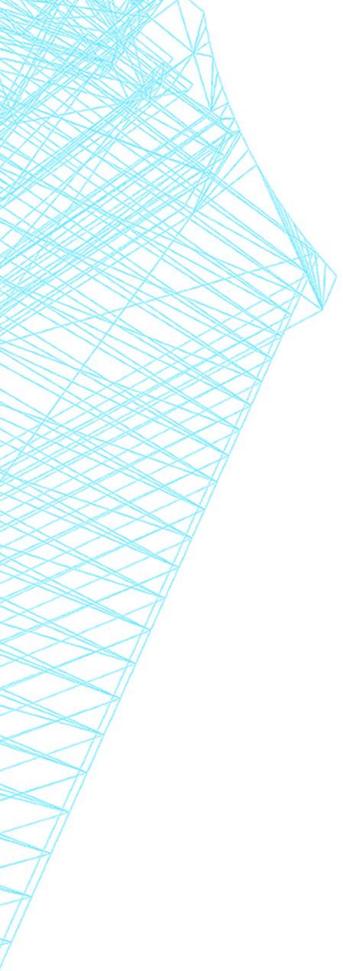
- Front desk staff –5 days per week
- Director, Deputy, Program Managers, Section Managers, Administrators—3 days per week
- Administrative support staff (not front desk)—3 days per week
- Supervisors, Leads, Caseworkers, Program Specialists—2 to 5 days per week depends on business need and division
- Hotline and Call Center staff—TBD
- RIM staff –5 days per week
- Finance and Operations non-supervisory staff—2 days per week

- Fully operational serving walk-ins and appointments
- More staff in the office more often



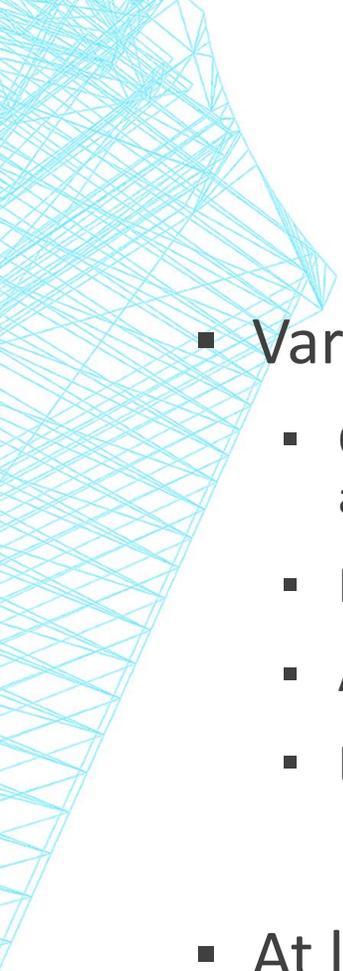
INFORMATION TECHNOLOGY

- Varies by team
 - Desktop – full-time on-site; supplemented by Service Desk staff
 - Service Desk – remote/hybrid, except as noted above
 - Network, Systems – on-site for equipment servicing, otherwise remote/hybrid
 - Application Support, EIM – remote/hybrid
 - Business Relationship – remote/hybrid
 - Office Coordinator/Asset Manager – hybrid
- Desk-side service by the Desktop Team and new computer deployments will be by appointment; all other service will be provided through the Service Desk (or on-call staff, after hours)
- Like the service provided through the last 14 months



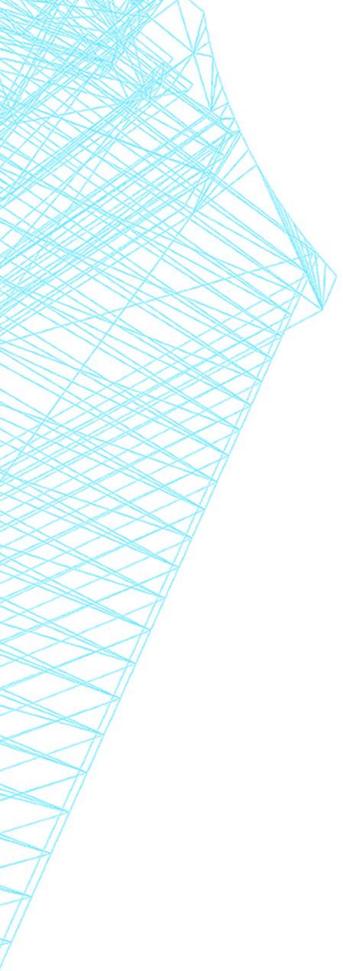
OPEN SPACES / CSU EXTENSION

- The main Open Space/CSU Office will be open for “drop-in” visitors and will vary from the CSU side and Open Space reception area of the building. The main office at the Fairgrounds will also accept walk-ins.
- Fairgrounds rental tours will resume, however the emphasis will be on appointments (a portion of our clientele prefer to “drop by for a look at the facility).
- CSU Extension will begin in-person classes and meetings. They will still accept appointments as the preferred method of service delivery for most programs
- Is noted above, appointments have been a useful tool we will continue to utilize and prefer. However, due to practical reasons we will take a “hybrid” approach to service delivery and staff accordingly.
- Most Open Spaces/CSU Extension staff work out in the field and will continue in the manor currently deployed but there will be a number of admin staff that will be on the hybrid schedule of in office and at home work.



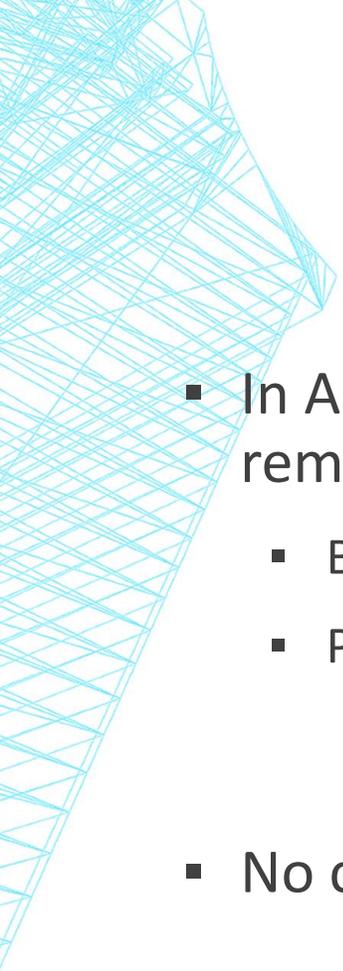
PUBLIC WORKS & DEVELOPMENT

- **Varies by Work Group**
 - Office-based staff across all divisions – hybrid schedules permitted; up to 2 days per week (on average) remote work
 - Building Inspectors and R&B Crews – in field every day; no remote work
 - Animal Services Officers – in field/office every day; no remote work
 - Engineering Inspectors – rotate between field, office, and remote
- At least one staff member from each division in office every day
- Customer appointments will be encouraged; will serve walk-ins as well
- More staff in office than during the pandemic



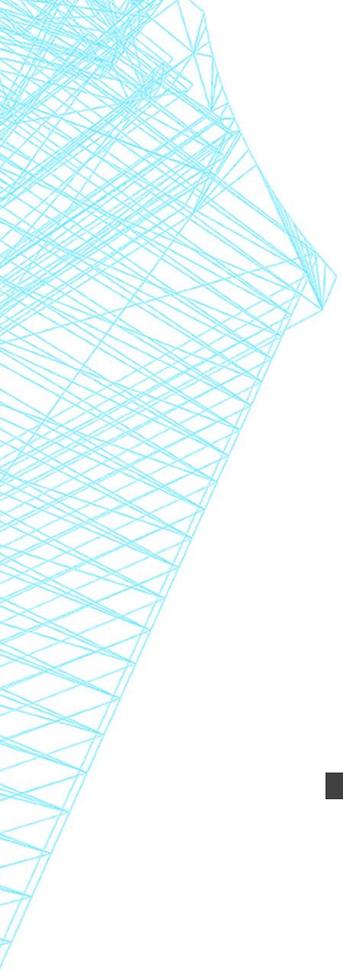
SHERIFF'S OFFICE

- Very limited opportunities for remote work
 - Within administrative staff
 - Most operations require in-person staffing
- Retaining appointments and walk-in services
- Very similar to pandemic operations



STRATEGY AND PERFORMANCE

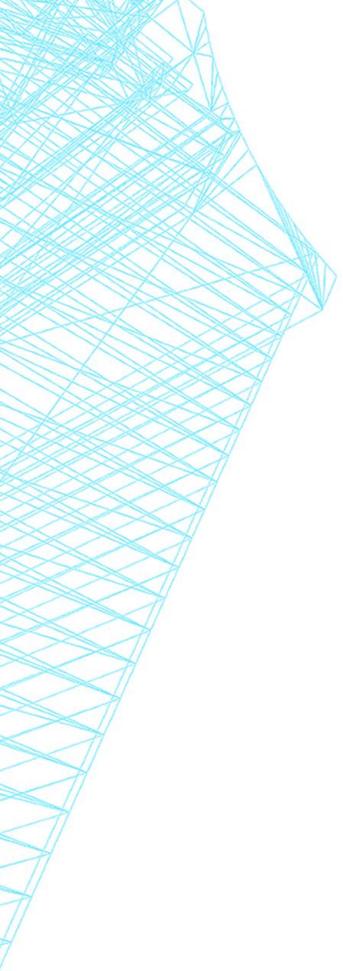
- In Admin on Mondays, then varies based on project need throughout the week; remote otherwise
 - BPI: in person for project kick-off, project close, observations and select meetings in between
 - Performance Scorecard: in person as appropriate for department/Office scorecard meetings
- No customer-facing delivery impacts
- Similar to pandemic operations



SCHEDULE



- June 1 – BOCC Policy Adoption
- July 6 – Implementation Begins



BOCC

QUESTIONS

FEEDBACK