



## Social Services

### *Social Services Board*

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### Durham County Department of Social Services Child & Family Services Field Based Agreement/Work Plan

This Agreement, effective 4/12/2021, is between Employee Name, and the Department of Social Services (DSS), Durham, NC.

This Agreement is in effect from 4/12/21 to 4/12/2022. It may be extended beyond this period if agreed to by DSS and the employee. If extended, this agreement should be reviewed and modified as necessary. This Agreement may be terminated at any time, by either DSS or the employee, with or without cause. If the employee requests termination of this Agreement, he/she will submit a written request to their supervisor.

#### Overview/Definition:

Field Based Work is an approved work arrangement between DSS management and the employee that allows the employee to work in the field for those employees determined to be eligible. Field Based work is not a benefit and/or entitlement, but voluntary alternative work arrangement to reduce the footprint in the agency, to enhance employee job satisfaction and retention. The Field Based employee must complete a formal field based agreement that is approved by the appropriate designees – Supervisor, Program Manager, Assistant Director and Director. Employees who participate in field based work are required to maintain the same standards of confidentiality and compliance with HIPAA for records and information as if they were working at the County Facility. This applies to all types of records including paper, electronic records or other media. Failure to maintain confidentiality or compliance with HIPAA and any other applicable state/federal privacy laws will result in disciplinary action up to and including termination.

#### Eligibility Criteria *(Due to COVID –All employees are eligible temporarily however; the supervisor has the discretion to modify based on work performance or technical issues):*

- Employee must be a regular full-time employee with the agency.
- Employee must have permanent status.
- Employee must not be in any coaching or disciplinary action.
- Employee must be dependable and possess thorough job knowledge and can work independently.
- Employee must have a Meets Expectation (ME) or Exceeds Expectation on their latest annual performance appraisal.

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- Employee must have reliable transportation for home visits, field visits, meetings and when required to come into the office.
- Employee must have WIFI access at home

#### Job Responsibilities:

Employee's job responsibilities will not change due to Field Based work. Professionalism in terms of job responsibilities, work output and customer service will continue to follow the standards set by DSS. The amount of time an employee is expected to work will not change due to being Field Based. Employees work hours will be mutually agreed upon by the supervisor and employee. **If business conditions require the field-based employee's presence at the Department of Social Services, the employee is expected to report to Durham County DSS within one hour, located at 414 E. Main St., Durham, NC 27701, even if such need occurs during normal scheduled field-based hours.**

#### Compliance with Law, Policies and Procedures:

Field Based arrangements must comply with federal, state and municipal laws that apply to County employees. This includes but is not limited to the Fair Labor Standards Act (FLSA) and Occupational Safety and Health Act (OSHA). All employees that are Field Based must adhere to all County policies and procedures including those pertaining to computer equipment and cell phones that include but are not limited to the following: confidentiality policy, information security, internet, email, remote access, etc. [http://intra.county.durham-nc.net/dci/SocialServices/uploads/1/DSS\\_Policy\\_and\\_Procedure\\_Manual\\_September\\_2016.pdf](http://intra.county.durham-nc.net/dci/SocialServices/uploads/1/DSS_Policy_and_Procedure_Manual_September_2016.pdf)

#### Communication:

To maintain close communication and standards of professionalism while working remotely from the field, the employee shall:

- Forward office number to work cell phone
- Use work cell phone as their office number;
- notify their supervisor of any change in their work schedule per county policy;
- be reachable by telephone or email during work hours; voicemail must be set up and have adequate mailbox space to accept incoming messages;
- respond to calls and emails within 15 to 30 minutes of receipt from Supervisor or other agency representatives;
- adhere to the County's/Agency's policy on returning calls/e-mails to clients within 24 hours/1 business-day;
- have access to all county computer programs – Day Sheets, SAP, MyDCo, foster care payment, etc. and utilize agency issued laptops;
- Notify their supervisor of any change in their work schedule; and
- Maintain updates on county issued devices (laptops, cell phones)

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The supervisor shall:

- be available to employee via agency cell phone and office line during regular business hours;
- adhere to the Agency's/County's policy on returning calls/e-mails within 24 hours/1 business-day;
- maintain daily contact with field-based employee via TEAMS, ~~skype~~, face time, e-mail, telephone; and
- e-mail new referrals, documents/forms and any assignments.

#### Condition of Employment:

Field Based conditions of employment shall remain the same as for non-Field Based employees; wages, benefits and leave accrual will remain unchanged.

#### Dependent Care:

Field Based is not a substitute for childcare or other dependent care. Field Based employees may not act as primary caregiver for dependents during scheduled work hours. Employees working in the field will manage dependent care and other personal responsibilities in a manner that allows them to successfully meet job responsibilities. ***Due to COVID and virtual learning, employee must request and receive approval for modifications in work hours/schedule.***

#### Work Site/Work Environment/Equipment:

- Employees will use a designated workstation as their work site when they are working at the agency.
- The equipment and supplies necessary to perform job responsibilities for field-based work will be provided by the County and shall be exclusively used for the purposes of conducting DSS business.
- Employee will keep all blank forms and laptop, when not in use, in an agency issued **locked courier bag** ~~locked file cabinet~~ at home that meets HIPAA compliance.
- Employees will transport all confidential and private information in an agency issued **locked courier bag** ~~box~~ while in the field. Employees will bring all confidential information back to the agency prior to going home at the end of each work day. Employees will not carry or maintain any confidential information at home.
- All confidential information that needs to be disposed of will be brought back to the agency to be placed in the secured shredding bins each day.
- Employees may use Durham County Libraries, "DSS hotel stations," or other County owned/operated facilities, to enter confidential and private case information and to receive County Software updates.
- Employees will utilize privacy screens while in the field to reduce the risk of confidential information being viewed by unauthorized parties.

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- Employees must not save any confidential or private information on their “C” Drive. DSS Security Officer will conduct random audits of Field Based Employees “C” Drive to ensure that no confidential information is being improperly stored.
- Employees will keep all needed case documents/forms (i.e. 5027, 5024, 5014, 5010, etc.) and protected health information secured in an identified on-site agency workstation or agency file cabinet that is accessible to/for the worker and supervisor.
- **Employee will utilize County One-Drive to keep working documents.**
- County provided computer equipment that adheres to County standards for hardware, software, and related equipment will be provided to the field-based employee. The specific type of equipment depends on the job and will be recommended by departmental and/or county IT.
- DSS is responsible for the maintenance and support of DSS owned equipment, including hardware and software. Support will be provided by IS&T Service Desk. Equipment maintenance will be provided Monday – Friday from 7:30am to 5:30pm.

Any county equipment that needs repair or software installation, must be returned to county facility for service. If there’s a delay in the repair or replacement of the equipment or any other circumstance which would make it impossible for the Field Based employee to work off site, then the Field Based employee will be reassigned to a workstation within the agency until the repair has been made, or the circumstance has been corrected. The Departmental Director/designee will be responsible for identifying appropriate office space for the Field-Based employee if their county office space has been reallocated.

When the employee separates/terminates from the agency, the Supervisor will follow the County and DSS policies under returning equipment pages 28 & 61. [http://intra.county.durham-nc.net/dci/SocialServices/uploads/1/DSS Policy and Procedure Manual September 2016.pdf](http://intra.county.durham-nc.net/dci/SocialServices/uploads/1/DSS_Policy_and_Procedure_Manual_September_2016.pdf)

**Equipment Issuance:**

1. Laptop or iPad
2. Laptop Bag
3. AC Adapter
4. Lock Box
5. Privacy Screen
6. Courier Bag & key

**Inventory Number**

**Safety:**

The field-based employee is responsible for establishing and maintaining an adequate and safe workspace and for providing a work environment free of interruptions and distractions that would affect performance. The workspace should function in the same manner and the same safety awareness as if working at the DSS Facility.

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Since the work space is an extension of DSS work space, during the hours and days established in the field-based agreement, any on-the-job accidents or injuries will be covered under the County's Workers' Compensation Program provided that such accidents or injuries are within the course and scope of the job and occur during the specified field-based schedule.

Field-based employees must report any work-related accidents or injuries immediately to their supervisor as if they were working in their normal office environment and report to the nearest Urgent Care (*refer to Durham County list*) for assessment and treatment. To report a workspace incident or injury, contact *The CorVel Employee Injury Call Center at 1-877-764-3574*. Call 911 for Medical Emergencies.

Work hours/Schedule:

The employee's field-based location is: field

- A. Employee's work schedule shall remain the same unless otherwise approved, including AM/PM breaks, lunch break and Choose to Move. All other times, the field-based employee is expected to be performing the duties and tasks of the position. The employee's core hours of field-based days when they are available to the supervisor are:
- Monday – Friday
  - 7:30am – 5:30pm (specific hours will be assigned based on agency's need)
  - Breaks and/or Choose to Move: AM/PM

***Incorporate field-based approved work schedule below:***

Will create monthly calendars to determine remote days as it will vary within the team.

- Overtime work for non-exempt employees must be pre-approved by the Supervisor.
- B. Employee will come into the office one day a week and work half (1/2) day (i.e. 8:15am to 12:30pm or 8:30am to 12:30pm) to staff/conference with supervisor, submit paperwork, file/scan paperwork, submit cases for review and other tasks as deemed necessary. ***(Incorporate Office Schedule for Employee below). (Due to COVID, the employee will check in with the supervisor, via TEAMS or Telephone, at a minimum, one day a week to staff/conference with the supervisor, submit paperwork, file/scan, snapshot paperwork, submit cases for review and other tasks as deemed necessary)***

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C. Field-based employees will come into the office to *Due to COVID, the below activities will occur virtual except docking laptops for software/agency updates*):

- Attend job related meetings
- Training sessions
- Conferences/Staffing as requested by supervisor
- Monthly unit meetings (i.e. 4<sup>th</sup> Thursday of each month)
- Division and Agency meetings
- Dock laptops to update software.

The supervisor will utilize telephone, facetime, TEAMS or web conference calling whenever possible as an alternative to requesting physical attendance at “short notice” meetings. Employee will move to a secured/confidential location while this call/meeting is in progress.

D. Field-based employees are expected to:

- **Use the EIO board to sign in/out, lunch & Choose to Move.**
- Complete day sheets according to the Agency Day Sheet Policy
- Complete time sheets according County e-mail instructions

#### Emergency closure:

If the primary worksite (*Durham County Department of Social Services located at 414 E. Main St., Durham, NC 27701*) is closed due to an emergency or inclement weather, the employee will be contacted. If there’s an emergency in the field, the field-based employee will notify the supervisor within 15 minutes of being aware of the problem. The field-based employee may be reassigned to the County facility worksite depending on the situation.

#### Internet Expenses:

The field-based employee is expected to utilize the mobile hot spot on the agency issued cell phone.

#### Leave:

Any employee who is field-based must obtain supervisory approval before taking leave in accordance with DSS and Durham County Leave Policy (*refer to DSS Employee Handbook, pg. 53; section 961-B*).

#### Performance Evaluation and Work Plans:

The supervisor and field-based employee will formulate objectives, expected results, and evaluation procedures for work completed.

The supervisor will monitor and evaluate performance by relying on work results (outcomes, time frames), record/case reviews, conferences, and field visits.

The supervisor and field-based employee will meet for conferences/staffing in accordance with the Child Welfare Modified Policy Manual to review cases, work performance and work plan.

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The Supervisor and employee will evaluate the process every three months to assess the employee's productivity.

Personal Business:

Field-based employees shall not perform personal business during hours agreed upon as work hours by DSS.

Quality of Work:

All work shall be performed according to the same standards as would normally be expected at the primary worksite.

Employee remains obligated to comply with all Employer's rules, practices, instructions and this Agreement. Employee understands that violation of any of the above may result in preclusion from field-based work.

This agreement may be amended at any time by DSS. A copy of this agreement and any addendums or amendments hereafter, will be provided to the employee and placed in the employee's personnel file.

By signing, the employee states that they have read, understood, and agree to the terms and conditions of this agreement.

Employee	Date: 4/7/21
Supervisor: <u>Michelle Wolff</u>	Date: <u>4/7/21</u>
Program Manager: <u>Quanesha M. Archer</u>	Date: <u>4/12/2021</u>
Assistant Director: <u>Jovetta L. Whitfield, MSW</u>	Date: <u>4/12/21</u>
Director: <u>William Rose</u>	Date: <u>4-13-21</u>

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