

# Department of Financial Services

## Administrative Policies and Procedures

**Title:** Telework  
**Number:** 5-29  
**Owner:** Division of Administration, Bureau of Human Resource Management  
**Effective Date:** August 4, 2025  
**Approved By:** Chief of Staff

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### I. TITLE

Telework

### II. AUTHORITY AND REFERENCES

- A. Florida Statutes: [Section 110.171](#), [Section 110.219\(1\)](#), [Section 112.061\(4\)](#), [Chapter 440](#)
- B. Florida Administrative Code: [Rule 60L-36](#)
- C. Administrative Policies and Procedures (AP&P): [2-05](#), [3-04](#), [4-03](#), [4-04](#), [5-02](#), [5-12](#), [5-18](#), [5-26](#)

### III. PURPOSE

The purpose of this AP&P is to outline the requirements necessary to implement [Section 110.171](#) (State Employee Telework Program), while emphasizing the Department's goal of utilizing its workforce in-office, to the greatest extent possible.

### IV. STATEMENT OF POLICY

The Department recognizes the importance of establishing clear expectations regarding employee presence in the workplace. The Department believes in the value of in-person collaboration, immediate access to co-workers and management, fostering a strong organizational culture, and ensuring the Department employees are actively and meaningfully engaged at all times. These priorities are best achieved through in-office work.

The Department maintains an in-office-first work culture. Therefore, Telework is not permitted as a regular work arrangement. Employees are expected to perform their duties at their assigned physical work location, during standard business hours.

As an exception to the aforementioned policy, a Division Director may allow Telework by following the steps within this AP&P.

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### **V. DEFINITIONS**

- A. Department: For purposes of this AP&P, the Department of Financial Services.
- B. Telework: A work arrangement that allows a Telework-Eligible Employee to conduct some duties and responsibilities away from their assigned Department-issued workspace during a portion of the Telework-Eligible Employee's established work hours on a routine basis. The term Telework does not include, and a Telework Agreement is not required for:
  - 1. Performance of required work duties on an occasional basis, and which are away from the Department-issued workspace or outside of established work hours. These arrangements may be approved by the supervisor or manager to accommodate extenuating circumstances by allowing an employee to maintain productivity away from their Department-issued workspace. Such off-site work should not be performed on a routine basis and should not exceed more than a few hours.
  - 2. Duties and responsibilities that, by their nature, are routinely performed in the field, away from the employee's Department-issued workspace.
- C. Telework Agreement: A document that establishes the rules and responsibilities associated with an Telework-Eligible Employee's ability to Telework.
- D. Telework-Eligible Employee: A Department employee who has been evaluated by a Division Director and approved by the appropriate Deputy Chief Financial Officer (DCFO) and the Chief of Staff.
- E. Teleworker: A Telework-Eligible Employee who has been approved for Telework and has an executed Telework Agreement in effect.

### **VI. PROCEDURES**

- A. Evaluating Positions Eligible for Telework
  - 1. When evaluating whether a position is eligible for Telework, it is inappropriate to consider the suitability of a specific employee that does or may later occupy the position. This evaluation will be based exclusively on the functions of the position.
  - 2. Basic considerations will include, but not be limited to:
    - a. Whether the work output for this position is specific and measurable.
    - b. Whether the position handles sensitive or confidential information.
    - c. Whether the job requirements accommodate working away from the normal work site on a regularly scheduled basis.
    - d. Whether necessary contact with other employees and customers is predictable and therefore, manageable.
    - e. Whether there are identifiable portions of the job which can effectively be performed away from the normal work site.

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- f. Whether the job duties can be accomplished at a comparable level at an alternate work site.
  - g. Whether the Division Director is able to monitor job performance and successful completion of job duties.
3. Positions at a Bureau Chief (or equivalent) level, or higher, are not eligible for Telework.
4. The determination of a position's eligibility for Telework will require a Division Director (or equivalent) to provide their respective DCFO (or equivalent) with a supporting proposal for review and approval by the DCFO and the Chief of Staff.
5. If approved by the DCFO and Chief of Staff, the Division will update the position description and submit to the Bureau of Human Resource Management (BHRM).
6. The Division Director is responsible for ensuring that adequate in-office staffing levels are always in place to maintain productivity.

### B. Determining an Employee's Eligibility for Telework

1. In assessing an employee's eligibility for Telework, the Division Director will consider the employee's knowledge, skills, and abilities (including any performance weaknesses) to evaluate whether job duties can effectively be performed while Teleworking. Factors that will be considered are:
  - a. Access to a state-issued computer.
  - b. Ability to work independently.
  - c. Comfort level with required technology.
  - d. Past performance levels.
  - e. Ability to communicate successfully with other parties.
  - f. Reliable internet connectivity and telephone service at Telework location.
  - g. Dependability and trustworthiness.
  - h. Level of self-motivation and self-direction.

### C. Telework Agreement – Prior to beginning Telework, the Telework-Eligible Employee and supervisor must complete a Telework Agreement (Form DFS-C2-1950). This form must be provided to the BHRM, which is responsible for all Telework communication and documentation. The Telework Agreement, which will be maintained in the Telework-Eligible Employee's official personnel file, must include at a minimum:

1. The established workdays and normal work hours.
2. A specific description of the task(s) and duty(ies) to be performed.
3. An explanation as to how supervision will be provided.
4. An explanation as to how work products and outputs will be monitored and reviewed.
5. An explanation as to how attendance and leave records will be maintained and processed.
6. A maximum response time for the Telework-Eligible Employee to report to their Department-issued workspace if requested by a supervisor.

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7. Details (physical address, phone number, point of contact) related to the Telework- Eligible Employee's Telework location.
8. An acknowledgement by the Telework-Eligible Employee that productivity and performance during established work hours will be monitored, using all resources available to the Department.
9. An acknowledgment that secondary employment cannot be performed during work hours or using state resources (unless the use of state resources is expressly permitted by Division or Department policy; *e.g.*, limited use of law enforcement equipment in approved secondary employment).
10. A specific description of how technology requirements will be met at the Telework location.
11. A statement that the Telework agreement will be reviewed in conjunction with the Teleworker's annual performance evaluation.

### D. Equipment Utilized for Teleworking

1. The Department may, but is not required, to provide equipment for Telework. The Department will not cover the cost of repair or maintenance of the Teleworker's personal equipment.
2. The Teleworker is required to use a Department-issued computer for all work performed in the Telework location. The supervisor and Teleworker must agree upon the equipment to be used in Telework prior to approval. Subject to the supervisor's approval, state-owned equipment may be used for Teleworking if:
  - a. The Teleworker's present equipment is not needed at the office and can easily be moved.
  - b. The Teleworker's present equipment is portable and can easily be moved.
  - c. The Department has additional equipment, suitable for Telework, and available for use by a Teleworker.
3. The Department and the Teleworker will follow security controls as outlined in AP&Ps [4-03](#) and [4-04](#). The Teleworker must apply all approved safeguards to protect state- owned equipment and supplies. All official state records, files, and documents must be protected from unauthorized disclosure or damage and returned safely to the office once the Telework Agreement is no longer in effect.
4. Teleworkers must maintain a home internet service with sufficient upload and download speeds capable of supporting all required job duties and responsibilities. Teleworkers will be responsible for using personal leave in the event of a service interruption, power outage, or if there is no remote work as normally assigned. The Department will not provide or reimburse the cost of any equipment, installation fees, or monthly service charges for Teleworkers to have the required internet connectivity.

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### **VII. DUTIES AND RESPONSIBILITIES**

- A. Teleworkers will be compensated in accordance with applicable laws, rules, policies and procedures, including AP&P [5-12](#), for all pay, attendance and leave, and overtime as if duties were being performed at the Department-issued workspace. A Teleworker shall not perform Telework if on approved personal leave. Overtime shall not be worked unless authorized in advance by the supervisor.
- B. Teleworkers will be compensated in accordance with applicable laws, rules, policies and procedures for travel, including AP&P [3-04](#) based on the Teleworker using their approved Telework location as the official work site, as noted in [Section 112.061\(4\)](#). The Teleworker's Telework location, as identified in the Telework Agreement, is considered the approved Telework office location.
- C. Teleworkers shall verify in writing that their Telework location provides workspace that is free of safety and fire hazards and shall agree that they will hold the State of Florida harmless against any and all claims, excluding workers' compensation claims, that result from working at the Telework location. Teleworkers are covered by Chapter 440, concerning workers' compensation, when performing official duties at an approved Telework location, to the extent such coverage is provided by Chapter 440. The Teleworker agrees to maintain a safe remote working environment. The Department may, after giving the Teleworker 24 hours advance notice, inspect the Teleworker's Telework space to ensure the space is conducive to Telework.
- D. Telework will not adversely affect an employee's eligibility for advancement (although the position or advancement sought may not be eligible for Telework) or any other employee right or benefit.
- E. Teleworkers shall not conduct in-person state business at their Telework location.
- F. The Telework Agreement may be suspended, terminated, or modified, temporarily or permanently, at the Department's sole discretion. Supervisors are required to consult with the BHRM prior to suspending, terminating, or modifying a Telework Agreement.
- G. Telework is not to be utilized while providing care for others at home or conducting other non-Department work activities, such as secondary employment.
- H. Supervisors of Teleworkers are responsible for ensuring that the annual performance evaluations of Teleworkers track the Teleworker's productivity and output.

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### **VIII. VIOLATIONS**

Violations of this AP&P may result in disciplinary action in accordance with [Rule 60L-36](#) and AP&P [5-26](#). Examples of violations include but are not limited to the following:

- A. Failure to adhere to scheduled work hours while Teleworking.
- B. Performing tasks that are not work-related during work hours (e.g., childcare, taking college classes, cleaning the house, etc.).
- C. Traveling away from the authorized Telework worksite during work hours without prior authorization.
- D. Performing work for another employer or engaging in tasks related to self-employment during work hours.
- E. Poor communication regarding whereabouts and/or work product.
- F. Lack of productivity.