

CHAPTER Information Management	CHAPTER 07	SECTION 001	SUBJECT 40
SECTION Information System		DESCRIPTION Remote Work and Access	
WRITTEN BY Sandy Koyl, BHSA IT, Billing and Data Management Supervisor	REVISED BY Sandy Koyl, BHSA, CIO, and Lisa Ruddy, MPH, QI Supervisor		AUTHORIZED BY Brooke Sankiewicz, LMSW, CADC, CEO

APPLICATION:

☒ CMH Staff	☐ Board Members	☐ Provider Network	☒ Employment Services Providers
☒ Employment Services Provider Agencies	☐ Independent Contractors	☒ Students	☒ Interns
☐ Volunteers	☐ Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) optimizes workforce efficiency and productivity through effective use of remote technologies enabling staff to work remotely where feasible, safe, and allowable by law.

STANDARDS:

- A. LCCMH may authorize staff to perform some or all of their job duties from a qualified remote location, subject to supervisor approval and agency needs.
- B. Working remotely requires prior approval by the supervisor.
- C. Working remotely may or may not be specified within staff job descriptions.
- D. Staff working remotely are responsible for protecting the confidentiality of the information they access.
 1. Staff ensures sensitive information is not visible to unauthorized persons and takes measures to protect the computer screen, such as a privacy screen or moving to a location where the display is only visible to the user.

2. Staff ensures others cannot hear any information being discussed or provided to the staff.
- E. All computers/tablets used for working remotely must be owned and provided by LCCMH. Exceptions to this policy are only allowed with the approval of the CEO or IT Department.
- F. While working remotely, staff must comply with all LCCMH policies and procedures, including LCCMH Policy 07.001.20 Information Security, and accurately report work hours.
- G. Staff working remotely are subject to reasonable monitoring practices. Monitoring may include, but is not limited to, tracking completion of assignments, review of timekeeping records, monitoring use of agency-provided equipment, email, and other communication systems, and periodic supervisor check-ins.

PROCEDURES:

- A. Staff submits a request to work remotely to their supervisor in advance. If their supervisor is not available, staff may submit the request to a relevant member of the Executive Team.
 1. Prior to remote work, staff provide written documentation of work duties to be completed remotely to their supervisor. Supervisors determine criteria for written documentation.
 2. The supervisor discusses secure remote access procedures with staff and ensures the appropriate equipment is available.
 3. The supervisor approves or denies the request for remote work.
 4. Supervisors are responsible for developing and implementing a plan to monitor remote work.
 5. Staff communicate regularly with their supervisor about progress or barriers to completing work.
- B. Agency assigned cell phones with hot spot capability are used. If a cell phone is not available, Internet access at the remote site must be secure and have appropriate bandwidth. Staff receives LCCMH IT Department approval prior to use.
- C. When accessing the agency network resources the staff must use the agency Virtual Private Network (VPN) to connect.

- D. When using a home or public network, such as Internet access provided by a hotel while attending a conference or training, the staff must first connect using the agency VPN.
- E. If staff need equipment for work remote, a request to helpdesk@lapeercmh.org is submitted for needed equipment.
 - 1. LCCMH-provided equipment is returned to the IT department and remote user logins are disabled when working remotely is no longer approved. IT staff completes LCCMH Form #282 Inspection and Receipt of Returned Hardware.
- F. Technical support can be accessed through email, help desk ticket, or calling the IT Department.

DEFINITIONS:

Bandwidth: internet connection speed and reliability to allow access to LCCMH IT resources.

Internet Access: ability to connect to the Internet safely and securely.

Working Remotely: working in a location other than a LCCMH office space, this could include an employee's home, community setting with a person served, hotel, etc.

Virtual Private Network (VPN): suite of protocols which establishes a secure connection to LCCMH IT resources.

REFERENCES:

LCCMH Form #282 Inspection and Receipt of Returned Hardware
LCCMH Policy 07.001.20 Information Security

SK & LR