Date Issued 03/25/2021

Date Revised

CHAPTER Information Management		CHAPTER 07	SECTION 001	SUBJECT 40
SECTION Information System		DESCRIPTION Remote Work and Access		
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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) will optimize 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 will make reasonable technology accommodations to equip staff to perform some or all of their job duties from a qualified remote location.

B.   Working remotely requires approval of the Chief Executive Officer (CEO).

C.   Remote access is granted to staff who are assigned information technology (IT) equipment that can be used to access the LCCMH IT network from outside the agency's buildings.

D.   Working remotely may or may not be specified within staff job descriptions.

PROCEDURES:
A.   A supervisor may request working remotely an option for staff under their supervision.

B.   Before making a request, the supervisor will discuss secure remote access procedures with staff and assure the appropriate equipment is available.

C.   Agency assigned cell phones with hot spot capability or a hot spot device will be used. If a device is not available, Internet access at the remote site must be secure and have appropriate bandwidth. Staff will receive LCCMH IT Department approval prior to use.

D.   Staff working remotely are responsible for protecting the confidentiality of the information they access. Staff will assure sensitive information is not visible to unauthorized persons, measures will be taken to protect the computer screen, such as a privacy screen or moving to a location where the display is only visible to the user.

E.   When accessing the agency network resources the staff must use the agency Virtual Private Network (VPN) to connect. .

F.   When using a home or public network, such as Internet access provided by restaurant or hotel while attending a conference or training, the staff must first connect using the agency VPN.

G.   Any limitations on the type of work to be performed remotely will be written at the time of the approval.

H.   All computers/tablets used for working remotely must be owned and provided by LCCMH. Exceptions to this policy are only allowable with the approval of the CEO or IT Department.

I.   IT Supervisor or designed IT staff will ensure remote equipment is available to staff approved to work remotely.

J.   LCCMH-provided equipment will be returned to the IT department and remote user logins will be disabled when working remotely is no longer approved. IT staff will complete Form #282 and #283.

K.   While working remotely, staff are expected to comply with all LCCMH policies and procedures.

L.   Technical support can be accessed through email or calling the IT Department.

DEFINITIONS:

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

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

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

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

SK:mgr