

## Summary Telework Survey Results

On August 17 Local 1000 represented employees to participate in a telework survey to get a better sense of which issues are most important to employees regarding departmental practices and policies to working from home. The telework survey went out to 53,816 Local 1000 represented workers, and 4,492 people responded to the survey, an 8.3 percent response rate. Below are summary results.

### *Major Findings*

There is a great deal of uncertainty about when telework will end. While over three quarters of survey respondents reported that they are currently teleworking, and most

While different departments have different missions and responsibilities, the lack of predictability around telework is a major issue for Local 1000 represented workers.

The lack of departmental reimbursements or allowances for the costs of telework is a major issue for Local 1000 represented workers. Respondents reported that only about 9 percent of departments provide reimbursement for telework. Reimbursement for the cost of telework ranked high among Unit 1 and 4 survey takers.

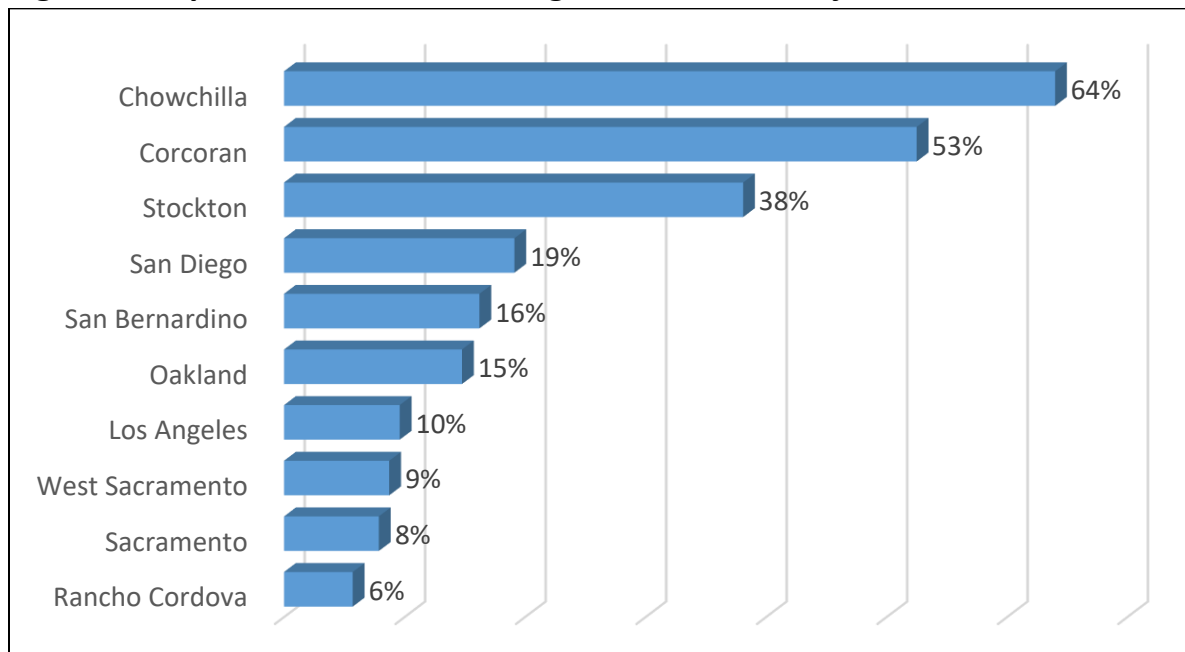
Due to high rejection rates and high numbers of class inclusion, Office Technicians are being heavily impacted by the lack of clarity and consistent standards for telework eligibility. Although Office Technicians make lower wages than the Local 1000 median, they identified telework eligibility as the most significant issue over reimbursement for telework cost.

Although a significant minority of survey takers reported no administrative roadblocks to telework, over 70 percent said that the biggest administrative roadblock to successful telework came from supervisors and executive management.

### **General Highlights**

- When asked whether they were currently teleworking, 3,478 people (77 percent of survey respondents) said that they were currently teleworking. N= 4,492
- Of those who reported they currently were not teleworking, 39 percent (262) reported being rejected for telework after applying to work from home with their departments.
- 85 percent of survey takers who responded to the question “when did you start teleworking?” (2,935 people) reported that they started after March 2020- when the COVID-19 stay at home orders went into effect in California.
- When asked “does the department you work in have a formal telework policy?” almost 40 percent of respondents answered that they didn’t know.
- 70 percent of respondents (2,422 people) who replied to the question “how many days out of the week do you telework?” reported that they work from home 5 days a week.
- Survey takers working in cities with CDCR facilities had higher rates of telework rejection

**Figure 1. Top Ten Cities with the Highest Telework Rejection Rates**

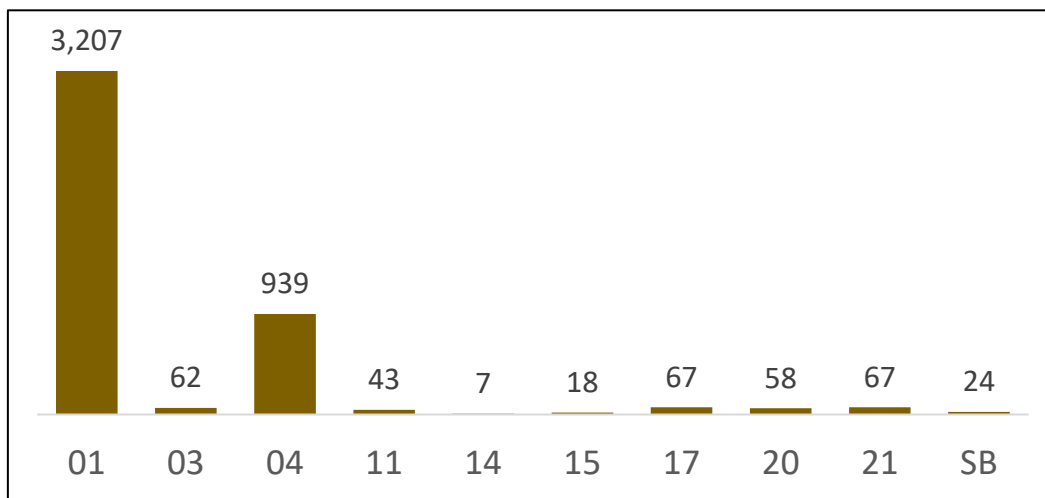


- Nearly 100 percent of survey takers who said they are currently working remotely (3,464 people) reported that they are doing so from home.
- 30 percent of respondents (1,319 people) who replied to the question “what telework issue do you believe is most urgent for the state to address?” said that eligibility was the most important issue. Another 24 percent (1,057 people) said that reimbursement of telework costs was the number one issue. 14 percent (621 people) said that IT Connectivity and Reliable Equipment was the most urgent issue.
- Only 9 percent (396 people) of survey takers who responded to question 14 said that their department provided reimbursement or an allowance for cost(s) associated with teleworking.
- 71 percent (2,872 people) of survey takers responding to the question of what they felt was the biggest administrative roadblock to the successful implementation of teleworking in their department said that mid-level managers and frontline supervisors (32 percent; 1,338 people) or top directors and executive management (39 percent; 1,534) were the biggest roadblocks.

### Unit Highlights

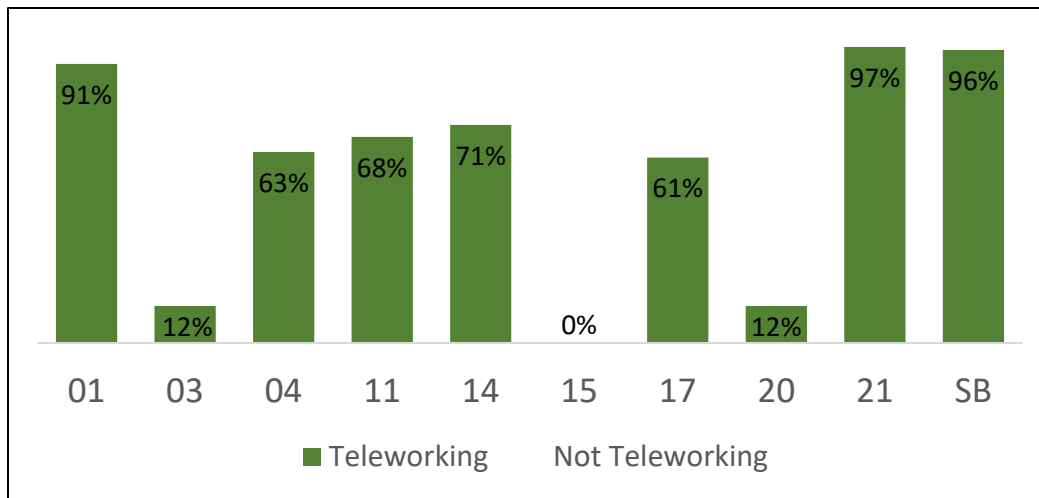
- 92 percent of survey takers (4,146 out of 4,492) were either in Unit 1 or Unit 4.
- State Bar and Unit 21 workers reported the highest rate of teleworking in our survey- 23 out of 24 of State Bar employees and 62 out of 67 Unit 21 employees. 91 percent of Unit 1 state workers who answered question 2 said they were currently teleworking.

**Figure 2. Count of Survey Respondents by Bargaining Unit**



- No Unit 15 workers reported being able to telework (18 survey respondents). Only 12 percent of Unit 20 and Unit 3 workers, said they were currently teleworking.

**Figure 3. Reported Telework Rates by Unit**



- When asked what the biggest obstacle to successful telework was, 37 percent of Unit 1 respondents said that management was the biggest obstacle. Another 33 percent of Unit 1 survey takers who answered question 9 said that infrastructure issues were the biggest obstacle. Unit 1 made up over 80 percent of all respondents to question 9.
- 32 percent of Unit 4 respondents said that management was the biggest obstacle to successful telework followed by infrastructure issues at 29 percent. Unit 4 workers accounted for 14 percent of all respondents to question 9.
- 41 percent of Unit 4 workers who responded to the question what is the most urgent issue related to telework (370 out of 901) said that eligibility was the most urgent issue. 18 percent said that reimbursement for the cost of telework was the most urgent issue (165 out of 901). 12 percent said that IT Connectivity and Reliable Equipment was the most urgent issue (112 out of 901). Only 38 people (4 percent) said Network Security and Privacy was the most urgent issue.
- Unit 1 survey takers said that the most urgent telework issues that needed to be address was telework eligibly and reimbursement for the costs related telework from home both at (27 percent- [835 eligibility, 822 Reimbursement] out of 3,127). 453 Unit 1 state workers said that IT Connectivity and Equipment was the most urgent issue (14 percent).

**Department Highlights**

- Large numbers of our survey takers within the same departments have different beliefs about whether their departments allowed telework for staff. This suggests that department policies around telework are not clear to many workers.
  - In EDD 44 percent of our respondents said that some employees are able to telework. Another 51 percent said that all employees have that option.
  - In the PUC 77 percent of respondents to question 1 said that all employees were able to telework. 24 percent said some.
  - At the DMV 74 percent said some were allowed to telework (230 people out of 312) and 13 percent said all were (42 people out of 312).
  - CDCR survey takers reported the highest rates of their department not allowing its staff to telework (CDCR 32 percent [92 out of 281]).
- According to our survey takers, only a hand full of departments are providing reimbursements for staff who are currently teleworking. When asked whether their department provides an allowance or reimbursements for teleworking the below major departments had the highest percentage of yes responses:

**Table 1. Top Eight Departments that Provide Telework Allowance**

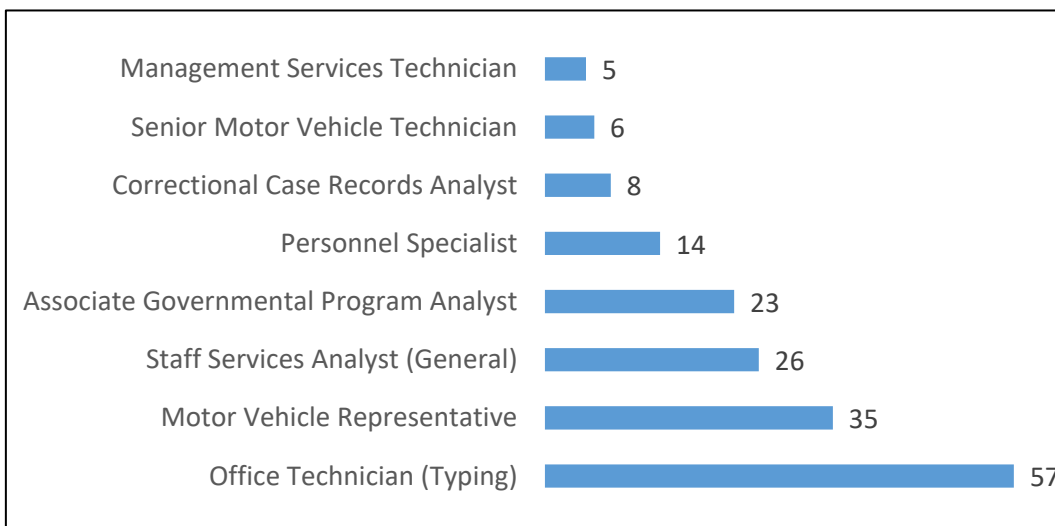
Department	Receives Allowance	Doesn't Receive Allowance	Percent
SCIF	70	27	72%
DIR	65	20	76%
HBEX	65	11	86%
PUC	27	29	48%
FTB	21	189	10%
EDD	12	576	2%
CDF	10	34	23%
CDCR CCHCS	9	220	4%
<b>Grand Total</b>	<b>396</b>	<b>4009</b>	<b>9%</b>

- The bottom 10 major departments that had the lowest numbers of people receiving telework reimbursements were:
  - Employment Development Department California (12 out of 611)
  - Department of Motor Vehicles (8 out of 316)
  - Department of Corrections and Rehabilitation (5 out of 285)
  - CDCR California Correctional Health Care Services (8 out of 240)
  - Department of Transportation (7 out of 186)
  - California Department of Tax and Fee Administration (3 out of 171)
  - Department of Social Services (2 out of 167)
  - California Department of Public Health (5 out of 134)
  - Department of Health Care Services (1 out of 132)
  - PERS (0 out of 124)

### **Classification Highlights**

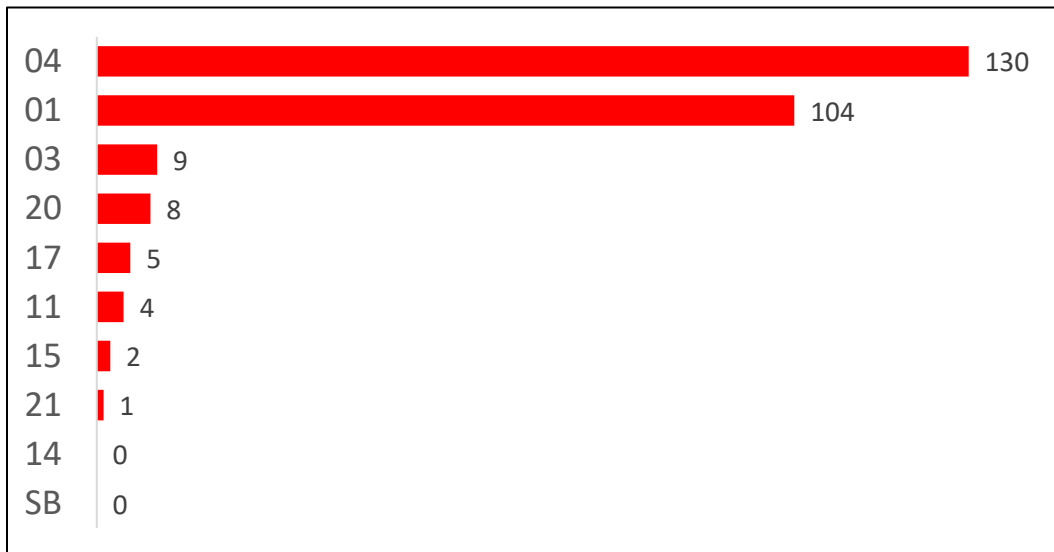
- Of the 592 respondents that said that they were currently not teleworking, 39 percent (262 people) reported being rejected for telework by a manager or frontline supervisor. Below are the top classifications that had the highest number of reported rejections from our survey data.

**Figure 4. Classifications with the Highest Reported Telework Rejections**



- The majority of reported rejections for telework are in Unit 4 (130), representing 13.8 percent of all the Unit 4 respondents that took the survey.
- The second largest number of rejections are in Unit 1 (104), representing a little over 3.2% of all Unit 1 survey participants.

**Figure 5. Classifications with the Highest Reported Telework Rejections**



### Selected Telework Survey Comments

***State workers have been in limbo around the permanency of telework in their departments. Many would like to see permanent policy.***

- “As of now they are letting us telework. They keep threatening to take it away. Last I heard we will be allowed to telework is through 9/30” (Unit 4, HBEX, Program Technician 3, Rancho Cordova).
- “Some are teleworking only due to covid. Come October when date to return to work comes who knows. Possibly part-time only telework. I have no need to work in the office.” (Unit 1, CDTFA Information Technology Specialist I, Sacramento)
- “During pandemic and up to now we can telecommute. They are slowly bringing employees back to office. So I am not sure we will be able to continue the telecommute once we totally re-open. I'd LOVE to though.” (Unit 1, Department of Industrial Relations, Management Services Technician, Riverside)



- “The Division I work under (Systems of Care Division) had a Division wide teleworking survey about 6 to 8 weeks ago, a month later the Department of Health Care Services HR had email all staff with a formal standard form to fill out for a more permanent teleworking. However the last few weeks there is no word from my Division upper management in moving forward.” (Unit 4, DHCS, Office Technician, Sacramento).
- “Not sure since we don’t know whether telework is temporary or not. No real updates from management.” (Unit 1, Department of Insurance, Associate Insurance Compliance Officer, Department, Los Angeles).

***Telework eligibility decisions are not consistent or always based on fair criteria***

- “Support staff is only allowed to telework once a week while LPAs and management telework 2 or more days.” Unit 4, DSS, Office Technician, Monterey Park)
- “I was denied two times. First I was told I was trying to use as childcare. I was permitted to telework for 9 months for contact tracing so I applied again because I departmental noticed said that those currently teleworking should continue. I was denied again without reason and management demanded that I report to HQ as my contact tracing assignment had ended. After the union told them it had to be in writing, they told me that telework didn’t work for my job even though I had done some Cal Fire work as a contact tracer. They also had another woman teleworking that they just brought back to the Unit when I returned to try to cover up their unfairness. I am being retaliated against due to an EEO complaint because the Department resents my care of my disabled child. They even tried to bully me out of my Families First Coronavirus leave when my son’s school shut down.” (Unit 4, Office Technician (Typing), California Department of Forestry and Fire Protection, Redding).
- “Almost all of IT is allowed to telework currently but Upper Management has made us all aware that even though we have demonstrated over the last 1.5 years that we can continue to get all our work done effectively, full time telework is only temporary. As of right now, all FTB employees that are

teleworking, will be forced to report to the office once a week starting Oct 1st.” (Unit 1, FTB, Information Technology Specialist, Sacramento).

- “I was only allowed to telework 2 days a week while my child was enrolled on distant learning, after school ended and went back to in person learning I'm no longer allowed to telework.” (Unit 1, CDCR, Correctional Case Records Analyst, Corona).
- “Our managers said that our classification, Personnel Specialists, cannot telework at DGS.” (Unit 1, DGS, Personnel Specialist, West Sacramento). (Unit 4, DMV, Motor Vehicle Representative, Sacramento).

***Many state workers would like to see reimbursement for telework cost and hardware for telework.***

- [I'd like to see] “Stipend for electricity and internet. A statewide permanent telework policy.” (Unit 1 DFA, Information Technology Specialist, Sacramento).
- “I would like to have a department computer and monitors issued to me so I don't have to worry about maintaining or purchasing a personal computer. I would like a stipend to offset Internet and electricity costs.” (Unit 1, DOJ, Research Program Specialist II, Sacramento).
- [I'd like to see] “Equipment and utility reimbursement or stipends.” (Unit 1, DPR, Information Technology Technician, Sacramento).
- “We need work laptops, and reimbursement for utilizing our home resources to work.”

***Some worksites have developed telework systems in the absence of a uniform, statewide policy***

- “Telework depends on job duties. We have a public counter so we rotate with staff to meet operational needs. Some months I telework 100% some months I am in the office several times a month. Our service to the public is required for our jobs so we have been told moving forward we will telework 50% of the time

*Research Department*

moving forward.” (Unit 1, CDTFA, Business Tax Compliance Specialist, Sacramento).

- “Some employees are rotated into office. Employees who want to work from office are allowed to.” (Unit 1, EDD, Disability Insurance Program Representative, Fresno).