



Administration Building
West Hearing Room
5334 S. Prince St.
Littleton, CO 80120
303-795-4630
Relay Colorado 711
303-795-4630 Audio Agenda Line

Nancy A. Doty, Chair, District 1
Nancy Sharpe, District 2
Rod Bockenfeld, District 3
Nancy Jackson, Chair Pro-Tem, District 4
Bill Holen, District 5

Study Session November 22, 2016

The Arapahoe County Board of County Commissioners typically holds weekly Study Sessions on Monday and Tuesday. Study Sessions (except for Executive Sessions) are open to the public and items for discussion are included on this agenda. Agendas (except for Executive Sessions agendas) are available through the Commissioners' Office or through the County's web site at www.arapahoegov.com. Please note that the Board may discuss any topic relevant to County business, whether or not the topic has been specifically noticed on this agenda. In particular, the Board typically schedules time each Monday under "Committee Updates" to discuss a wide range of topics. In addition, the Board may alter the times of the meetings throughout the day, or cancel or reschedule noticed meetings. Questions about this agenda? Contact the Commissioners' Office at 303-795-4630 or by e-mail at commissioners@arapahoegov.com

Study Session Topics

10:00 A.M. *Work From Home Program Expansion (WHR)

Discussion of a request from the Arapahoe County Department of Human Services (ACDHS) for approval to expand the Work from Home Pilot program in the Arapahoe County Community and Child Support Services (CCSS) Division, from 3 Full-Time Employees to up to 60 staff over the next 14 months

Request: Information/Direction

Bob Prevost, Deputy Director, Community and Child Support Division, Human Services

Cheryl Ternes, Director, Human Services

Suzanna Dobbins, Finance Division Manager, Human Services

Janet Kennedy, Director, Finance

David Bessen, Director, Information Technology

Patrick Hernandez, Director, Human Resources

Michael Valentine, Deputy County Attorney

Documents:

[BSR WORK FROM HOME EXPANSION 11-22-2016.DOC](#)

**10:30 A.M. Administrative Meeting: Department Director Review (BoCC
Conference Room)**
BoCC

Break

1:00 P.M. Administrative Meeting: Department Director Review (BoCC Conference Room)
BoCC

2:00 P.M. Administrative Meeting: Department Director Review (BoCC Conference Room)
BoCC

*** To Be Recorded As Required By Law**
WHR - West Hearing Room

*Arapahoe County is committed to making its public meetings accessible to persons with disabilities. Assisted listening devices are available. Ask any staff member and we will provide one for you. If you need special accommodations, contact the Commissioners' Office at 303-795-4630 or Relay Colorado 711.
Please contact our office at least 3 days in advance to make arrangements.*



Board Summary Report

Date: November 1, 2016
To: Board of County Commissioners
Through: Cheryl Ternes, Department of Human Services Director
From: Bob Prevost, Deputy Director, Human Services, Community and Child Support Division
Subject: Work from Home Program Expansion

Direction/Information:

The Arapahoe County Department of Human Services (ACDHS) seeks to inform and request approval from the BOCC to expand the Work from Home Pilot.

Request and Recommendation

The Arapahoe County Community and Child Support Services (CCSS) Division currently has approximately 225 full-time staff who perform eligibility and child support related work for the county. In an effort to reduce the turnover rate, increase productivity, further streamline the work, and increase staff morale, ACDHS is seeking to expand from 3 FTE that participated in the Work from Home Pilot to up to 60 staff over the next 14 months.

The Work from Home Pilot showed a reduction in absences associated with sick leave, enabled staff to work regardless of weather conditions and showed an increase in productivity. Participating staff identified an increased level of satisfaction with their positions.

Background

ACDHS continues to explore ideas to increase longevity of ACDHS staff. Several studies have shown an increase in productivity and increased job satisfaction for those that can work part-time from home. ACDHS conducted a pilot program with 3 employees from May 2016 through current to determine the feasibility of having staff work 2 to 3 days per week from their homes. These staff were able to maintain productivity, reduce their overall costs associated with traveling to and from work and had more time to spend with their families. The overall job satisfaction of these employees significantly increased. All 3 employees indicated that they would not leave Arapahoe County for an opportunity for more money elsewhere given their ability to work from home.

ACDHS was able to monitor productivity for each employee through our HSConnects system to ensure the performance of each worker could be monitored. Supervisors were able to verify duties being completed as easy as if the staff member were in the office. Staff understand that productivity and accessibility are still requirements and can lose the opportunity should their productivity or relationship with their supervisor become unsatisfactory.

ACDHS, would like to add up to 60 staff to work from home part-time in 2016-17 by slowly expanding the effort to ensure that any and all problems will be identified and fixed without impacting the timeliness or accuracy of the work being done.

HSCnects has shown to be able to push work anywhere without issue, enables a strict monitoring of productivity levels and will ensure that work can be completed during periods of inclement weather. During the pilot program, supervision of employees and the work being completed was able to be done in the same manner as if the employee was at the office. HSCnects enables management to track individual performance based upon tasks completed, shows case assignments worked on and enables routine audits of work to be conducted.

The Work from Home pilot was fully vetted by Human Services, Human Resources, Risk Management and Legal prior to ACDHS implementing the program.

Links to Align Arapahoe

Improve the County's economic environment and Improve process efficiencies

Providing staff with the opportunity to work from home will reduce the incidents of staff leaving to other county offices which will reduce the turnover rate which will, in turn, reduce the costs associated with the hiring and training of new staff. Working from home is also expected to reduce the number of absences associated with sick leave. Staff will be able to work from home during inclement weather which will ensure a more stable work force during the winter months which is our highest volume period.

Foster a healthier and vibrant County

Enabling staff to work from home will reduce the costs associated with travel to and from work thereby increasing time with their families and creating a better work/home life balance. According to a White Paper published by Microsoft, 60% of employers found an increase in work/home life balance for employees and 45% found employees to be more productive.

Discussion and Alternatives

ACDHS continues to be an innovative pioneer in the area of bringing solutions that benefit clients and staff. The Work from Home Program is another effort that is intended to benefit the county and employees by reducing costs associated with working, increasing productivity which benefits the people that we serve, increasing retention of staff, and having staff available and working during inclement weather periods.

Alternatives

The BoCC could choose to not expand the Work from Home Program.

Fiscal Impact

Each Citrix license currently required for HSCnects usage costs \$592. Each license would enable 2 staff to participate. These license costs would only be incurred until HSCnects is moved to the cloud. The expectation is to have HSCnects moved to the cloud in 2017. The total Citrix one-time costs equal \$17,785 (\$592 X 30 FTE). Equipment costs average \$481 per user (one-time only cost). To enable 60 staff to work remotely would have a one-time cost of \$28,860.

Total fiscal impact is \$46,645. This cost would be spread out over 2 state fiscal years and will likely be one-time only costs assuming HSConnects is moved to the cloud in 2017. These costs are included in our 2016 and 2017 budgets and will not require any additional county funds.

Concurrence

Information Technology Department
Human Resources Department
Risk Management Division
County Attorney's Office

Reviewed By:

Michael Valentine, Deputy County Attorney
Janet Kennedy, Finance Department Director
Suzanna Dobbins, Human Services Finance Division Manager
David Bessen, Director of Information Technology
Patrick Hernandez, Human Resources Director