Hybrid Telework Frequently Asked Questions

Rollout Schedule

1. How and when will I know my department is eligible to apply?
If a department director decides to participate, employees will receive an email from the Human Resources department with pertinent details about the authorization process. The rollout schedule below has been approved by the Mayor. However, department directors will still determine if and when their department may implement the hybrid telework program. Employees should direct questions to their supervisor.

	Month	Departments
Phase 1	May 2023	1. Administration & Regulatory Affairs 2. Finance 3. Houston Information & Technology Services including Houston Airport Systems IT Division 4. Human Resources 5. Legal Department 6. Office of Business Opportunity 7. Planning & Development
Phase 2	June 2023 – July 2023	1. Department of Neighborhoods 2. City Secretary 3. Controller's Office 4. Fleet Management 5. Municipal Courts 6. Parks & Recreation 7. Houston Public Library Including anyone from Phase 1
Phase 3	August 2023 – September 2023	1. Housing & Community Development 2. Houston Emergency Center 3. Houston Fire Department 4. Solid Waste Management 5. Houston Police Department 6. Houston Health Department Including anyone from Phase 1 and 2
Phase 4	October 2023 and ongoing	1. Houston Airport Services 2. Houston Public Works Including anyone from Phase 1, 2, and 3 and any other department electing to participate not previously listed above.

This information below only applies if your department director has elected to participate in the hybrid telework program.

Authorization Process

2. What can I do if my position is not approved, or my supervisor does not believe I am a good candidate for hybrid telework?
Speak with your chain of command.

3. What can I do if my application or authorization form was denied?
You may submit a written request to your department director/designee for reconsideration.

4. When I submit the Ergonomics & Safety Checklist, the Application, and the HR Authorization SharePoint forms, will I receive an automated email upon form submission including when it is fully approved or denied?
Yes.

5. I have a question about the form, who can I reach out to?
Your supervisor or your Department Telework Coordinator (DTC). Note: DTCs are identified only when the department has been approved to rollout the program.

6. How often must the Ergonomics & Safety Checklist be completed?
When first applying for the program and again on June 30th and Dec 31st of each year.

7. How often must the Department Application and HR Authorization form be completed?
Once unless you change jobs or your job duties, responsibilities, or role changes.

8. Once I have submitted my application, how long does it take to become fully authorized to participate in the hybrid telework program?
It depends on how long it takes you and your supervisor to complete the required steps and how long it takes for your electronic forms move through the approval process.

Pilot Program Participants

9. I have already been approved as a pilot hybrid teleworker. Do I have to resubmit the Safety & Ergonomic Checklist, Department Application, and HR Authorization forms?
Yes, employees already approved in the pilot program must reapply using the new process. As stated in the policy, they have 30 calendar days to gain approval otherwise their pilot authorization will be rescinded.

Training Questions

10. As a supervisor, I am requesting to participate in the hybrid telework program, but my direct reports are not. Should I register for the supervisor course?
Yes, if you are a supervisor, you should register for the supervisor course.

11. Will I need approval in TMS to complete the eLearning module?
Employee module: Yes, employees must be approved through TMS by their immediate supervisor to complete it.
Supervisor module: No, supervisors will not need to have approval to complete it.

12. Will I need approval in TMS to register for in-person training?
Employees need approval at least 2 days prior or their registration will be canceled.
Supervisors are not required to get approval in TMS. Once they register, they can attend.

13. My supervisor and I participated in the Pilot Program. Do we need to retake the eLearning?
No, unless directed to do so by your department director or the HR director.

14. My supervisor and I participated in the Pilot Program. Do we need to retake the in-person training?
No, unless directed to do so by your department director or the HR director.

15. There was a change to my supervisor. Does my new supervisor have to complete the policy- and process-based eLearning module and the in-person training?
If your new supervisor was not a part of the pilot program, they would need to complete the policy- and process-based eLearning module and the in-person training.

16. I was promoted to a supervisor. As a new supervisor, I already completed the policy- and process-based eLearning module and the employee in-person training. Do I need to retake both trainings?
No, you do not need to retake the eLearning module. However, you must complete the in-person supervisor course.