



HR Highlights January 2022

The Evolution of Telework

Since first introduced in state government 20 years ago, telework has evolved and become an essential part of the Commonwealth's workforce strategy. Telework has provided the infrastructure to keep state government working and supporting citizen services during normal and emergency situations. Advantages from telework for agency operations have included extended operating hours and the ability to provide essential services when physical locations have been closed. Telework has also supported critical agency workforce strategies such as diverse hiring, employee retention, employee well-being, and employee engagement.

In support of the continued evolution of telework in state government, DHRM has completed updates to telework resources and tools. We encourage you to review these updated materials as a foundation for managing telework strategies in your agencies.

We have updated existing telework materials on the DHRM website and created the new [Telework – Agency Resources](#) webpage where agencies can find resources and tools to support telework management. On this webpage, agencies can find content to support manager, employee, and Human Resources interests. Of special note, we encourage agencies to review updates to the [Telework Policy, 1.61](#) and the [Standard Telework Agreement](#).

We also highly encourage agencies to review the [Out-of-State Telework Considerations for Agencies and Employees](#). This checklist provides considerations that both agencies and employees should explore when determining how out-of-state telework situations should be managed to meet financial, legal, and regulatory requirements at state and local levels.

Teleworking has afforded the Commonwealth opportunities to transform the way state government works in support of changing service and workforce strategy needs. We expect telework to continue to play an increasingly important role as citizen services, society needs, and interests evolve. DHRM encourages agencies to use these updated and new materials to reflect on agency workforce strategies and how telework integrates and supports those strategies now and in the future.

A special thank you to the agency HR Directors, State Payroll Operations, and DHRM staff who provided feedback and contributed to these materials and updates. If you have questions, please contact [Deanna Goldstein](#).