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# A BILL FOR AN ACT

RELATING TO TELEWORKING.

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:**

1           SECTION 1. The legislature finds that the coronavirus  
2 disease 2019 pandemic led to the widespread use of telework.  
3 The legislature notes that upgrades in technology have made it  
4 possible for more people to telework and the department of human  
5 resources development is currently in the process of adopting a  
6 teleworking framework for the State's executive branch agencies.  
7 The legislature further finds that annual data on telework  
8 adoption and usage in the State should be provided to help guide  
9 future legislation, policy recommendations, and decision-making  
10 relating to teleworking in the State.

11           Accordingly, the purpose of this Act is to:

12           (1) Require the department of human resources development  
13           to:

14           (A) Submit an annual report to the legislature on the  
15           telework policies of the executive branch and  
16           various metrics on the adoption, usage, and



1 productivity of teleworking by each department in  
2 the executive branch;

3 (B) Purchase and implement a pilot telework  
4 monitoring system to assess the productivity of  
5 telework employees within up to three state  
6 departments or portions of departments;

7 (C) Also apply the pilot telework monitoring system  
8 to in-office employees in the selected  
9 departments to compare productivity levels of in-  
10 office versus teleworking employees; and

11 (2) Appropriate funds for the annual report, purchase and  
12 implementation of the pilot telework monitoring  
13 system, and manager training.

14 SECTION 2. (a) The department of human resources  
15 development shall submit an annual report to the legislature, no  
16 later than twenty days prior to the convening of each regular  
17 session, on the telework policies of the executive branch and  
18 various metrics on the adoption, usage, and productivity of  
19 teleworking by each department in the executive branch,  
20 including, at a minimum:

21 (1) A summary of telework usage for each agency;



- 1           (2) The number of employees that are authorized to
- 2                   telework in relation to the total number of employees
- 3                   in each agency;
- 4           (3) The number of hours that the employees spent
- 5                   teleworking;
- 6           (4) The number of employees in each department with
- 7                   positions that could effectively telework;
- 8           (5) The number of requests that each department received
- 9                   to telework;
- 10          (6) The number of requests to telework that each agency
- 11                   approved and denied;
- 12          (7) The number of grievances that were filed due to a
- 13                   denied request to telework;
- 14          (8) The outcomes of any grievances filed;
- 15          (9) An assessment of the productivity of telework
- 16                   employees, based on data from a telework monitoring
- 17                   system;
- 18          (10) An analysis of computer programs currently available
- 19                   to departments, or that can be easily acquired by
- 20                   expanding existing software suites, that can be used



1 to track telework employees' progress and performances  
2 on deliverables and tasks;

3 (11) The number of employees in each department that had  
4 their telework privileges revoked due to performance  
5 or behavioral issues; and

6 (12) Any other relevant teleworking metrics that would help  
7 inform future legislation, policy recommendations, and  
8 decision-making regarding teleworking in the State.

9 The report may also contain other findings and recommendations,  
10 including any proposed legislation.

11 (b) The department of human resources development shall  
12 consult with all appropriate departments and agencies to obtain  
13 the necessary data or information to complete the annual report.  
14 All state departments and agencies shall share data and  
15 information with the department of human resources development  
16 to support the implementation of this section.

17 SECTION 3. (a) The department of human resources  
18 development shall purchase and implement a pilot telework  
19 monitoring system to assess the productivity of telework  
20 employees within up to three state departments, or portions of  
21 departments, selected by the director of human resources



1 development. The telework monitoring system shall be awarded on  
2 a National Association of State Procurement Officials cloud and  
3 shall include:

- 4 (1) Customizable dashboards to monitor employee  
5 deliverables, task progress, and performance;
- 6 (2) Benchmark indicators for employers and employees to  
7 see whether an employee is meeting the requirements to  
8 continue to telework;
- 9 (3) Integrated training and support for managers  
10 supervising teleworking employees on use of the  
11 telework monitoring systems and strategies for using  
12 the telework monitoring system to better manage  
13 employees' deliverables and tasks;
- 14 (4) Integrated training and support for employees on use  
15 of the telework monitoring system; and
- 16 (5) A contract for scheduled maintenance services.

17 (b) The pilot telework monitoring system shall be applied  
18 to in-office employees in the selected departments as well to  
19 compare productivity levels of in-office versus teleworking  
20 employees.



1 SECTION 4. There is appropriated out of the general  
2 revenues of the State of Hawaii the sum of \$ or so  
3 much thereof as may be necessary for fiscal year 2023-2024 and  
4 the same sum or so much thereof as may be necessary for fiscal  
5 year 2024-2025 for the department of human resources development  
6 to compile an annual report on the telework policies of the  
7 executive branch.

8 The sums appropriated shall be expended by the department  
9 of human resources development for the purposes of this Act.

10 SECTION 5. There is appropriated out of the general  
11 revenues of the State of Hawaii the sum of \$ or so  
12 much thereof as may be necessary for fiscal year 2023-2024 and  
13 the same sum or so much thereof as may be necessary for fiscal  
14 year 2024-2025 for the department of human resources development  
15 to purchase and implement the pilot telework monitoring system  
16 and for one full-time equivalent (1.0 FTE) position in the  
17 department of human resources development to manage the pilot  
18 telework monitoring system.

19 The sums appropriated shall be expended by the department  
20 of human resources development for the purposes of this Act.



1 SECTION 6. There is appropriated out of the general  
2 revenues of the State of Hawaii the sum of \$ or so  
3 much thereof as may be necessary for fiscal year 2023-2024 and  
4 the same sum or so much thereof as may be necessary for fiscal  
5 year 2024-2025 for the department of human resources development  
6 to train managers to effectively manage teleworking and hybrid  
7 employees' progress and performance on tasks.

8 The sums appropriated shall be expended by the department  
9 of human resources development for the purposes of this Act.

10 SECTION 7. This Act shall take effect on January 1, 2050.



**Report Title:**

DHRD; Teleworking; Telework Monitoring System; Pilot; Annual Report; Manager Training; Appropriation

**Description:**

Requires and appropriates moneys for the department of human resources development to submit an annual report to the legislature on the telework policies of the executive branch. Establishes requirements for a pilot telework monitoring system to assess the productivity of telework employees. Appropriates funds for the annual report, pilot telework monitoring system, one position to manage the pilot telework monitoring system, and manager training. Effective 1/1/2050. (HD1)

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