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POLICY TITLE: Alternative Work Location

Overview

This policy outlines the methods and procedures for Office of Administration (OA) employees approved to work from an alternative location for all or some of their work schedule on an ongoing or temporary basis. For the purposes of this policy, “alternative work location” will include telecommuting arrangements, remote work, and distributed teams.

Employees approved to work from an alternative location must fulfill their responsibilities regardless of work location. The privilege of such arrangement comes with the expectation of appearing in person for required meetings, providing seamless service, and no delay in performance of duties. Any prospective employee or active employee who declines a mandatory arrangement to work from an alternative work location will be considered as rejecting the offer of employment or subject to dismissal from their position.

Work from an alternative location should be indistinguishable from work completed in the office and the arrangement should be unnoticeable to customers. The employee’s supervisor shall review the effectiveness and efficiency of the arrangement at least annually and revise the arrangement as needed. An arrangement to work from an alternative location may be terminated at any time by the employee’s supervisor or other authority in the chain of command.

Human Resources (HR) will maintain and monitor all agreements related to alternative work locations.

I. **Designation of Official Work Domicile** (Assigned Office or Facility)

An official work domicile must be designated for all employees with approved ongoing arrangements to work from an alternative location in accordance with [1 CSR 10-11.010\(1\)\(D\)](#). The official domicile of such team members shall be their assigned State of Missouri (State) office or facility and may reflect the employee’s home address.

Except as limited by this paragraph, appointing authorities may designate an alternative work location as the official domicile for an employee if such designation best serves the interests of the State and is not for the convenience or benefit of the employee as set forth in [1 CSR 10-11.010\(1\)\(D\)](#). No out-of-state alternative work location may be designated as the official domicile of an OA employee.

Employees working from an alternative location may be eligible for limited travel expenses in accordance with other applicable policies and regulations when required to travel to or from a State office or facility and their alternative work location. No employee shall be reimbursed for travel to their official domicile from their alternative work location or from their official domicile to their alternative work location unless an exception is made pursuant to [1 CSR 10-11.010\(6\)](#).

II. Approval to Work from an Alternative Work Location

- A.** OA expects its employees to perform their duties in-person unless an individual has obtained approval to work in an alternative location as outlined in this policy.

Approval for an employee to work from an alternative location on an *ongoing* basis must be obtained from the Commissioner of OA or designee. Individuals eligible for this type of exemption include those working in call centers, those who were in approved alternative work location positions prior to the pandemic, and employees hired into distributed roles located far from a physical office (more than 75 miles from official domiciled work location) and whose roles do not necessitate in-office presence.

Approval for an employee to work from an alternative location for a *temporary or limited* duration due to a medical or disability-related need must be obtained from the Director of HR or designee. Requests sought for medical or disability-related needs will be evaluated in accordance with applicable law and policies, and supporting documentation may be required.

The following criteria are considered when reviewing alternative work location requests:

1. The impact to the business of OA and its customers;
2. The economic impact to the State of Missouri;
3. State of Missouri employment laws;
4. Income tax withholding or reporting requirements;
5. Successful work performance;
6. Documentation that warrants an alternative work location;
7. Relocation out-of-state for non-work-related reasons; and
8. Any other factor, not prohibited by law, that may influence the decision-making process at the time the decision is made.

Arrangements to work from an alternative out-of-country location may be considered for limited circumstances. All such requests require approval from the Commissioner of OA or designee.

- B.** Situational Flexibility and Continuity of Operations

Situational flexibility refers to limited, case-by-case adjustments to work arrangements based on temporary circumstances that are necessary for the continuity of business operations. It is not a formal or ongoing remote work agreement, but rather a temporary, short-term adjustment granted by a supervisor to support both employee needs and business continuity.

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Situational flexibility does not apply to all positions. Some roles require in-person presence to perform essential duties. In these cases, situational flexibility may not be possible.

Employees can request situational flexibility when a temporary need arises that does not prevent them from fulfilling their job responsibilities. Approval is subject to business needs and priorities, the employee's performance, job duties, ability to work in an alternative location, ability to meet expectations while working in an alternative location, and internal equities in granting flexibility to other employees on the team. The request should be made in writing with as much advance notice as possible and may be approved by an employee's direct supervisor. Any approval will be communicated in writing.

Employees who are granted permission to temporarily work from an alternative location due to situational flexibility must comply with all requirements and expectations set forth within this policy.

Situational flexibility may include, but is not limited to, the following examples:

- Attending a medical appointment near home and working in an alternative location before or after that appointment.
- Working from home for a day due to a minor illness (e.g., cold) while still being able to perform all job duties.
- Short-term disruptions such as a child's school closure or temporary home repair appointment.
- Severe weather conditions, as allowed by OA's Hazardous Travel Policy.

Situational flexibility is not intended to be a regular or ongoing arrangement. If an employee repeatedly requests or requires situational flexibility, the employee may need to explore a formal alternative work location request as set forth in this policy.

Division/program directors, the Commissioner or designee, may review requests granted under this section to ensure compliance with the stated objectives in this policy. Individuals who either request or approve requests which are inappropriate or excessive in number may be subject to disciplinary action, up to and including dismissal.

III. Process for Requesting or Modifying an Alternative Work Location Arrangement

A. Requesting an Alternative Work Location Arrangement

Eligible employees may initiate a request for an alternative work location by completing the Request for Flexible Schedule, Alternative Work Location, or Hybrid Schedule ([Form 6](#)).

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1. Employees must submit the completed request form to their supervisor.
2. Employees hired for or previously approved for work from an alternative location must complete a new request form every calendar year. Requests and approvals to work from an alternative location will expire annually on December 31.

The Request for Flexible Schedule, Alternative Work Location, or Hybrid Schedule ([Form 6](#)) will proceed through the appropriate supervisory chain for review. In most situations, this process begins with the employee's direct supervisor.

B. Modifications to or Termination of an Existing Alternative Work Location Arrangement

Modifications to an existing alternative work location arrangement may be requested at any time by employees or initiated by the division/program appointing authority, Commissioner of OA, or designee.

1. Employees may request modifications by completing an amended Request for Flexible Schedule, Alternative Work Location, or Hybrid Schedule ([Form 6](#)). All modification requests must be reviewed and approved by the appointing authority or their designee.
2. Modifications to ongoing arrangements resulting in the employee working more hours from an alternative location shall be reviewed and approved by the Commissioner of OA, or designee.

Termination of an existing alternative work location arrangement may be requested at any time by employees or initiated by the division/program appointing authority, Commissioner of OA, or designee.

1. Employees may request to terminate an arrangement to work from an alternative location through their chain of command. The approval or denial of this request is entirely within the discretion of the division/program appointing authority.
2. The division/program appointing authority, Commissioner, or designee may modify or terminate an arrangement to work from an alternative location at any time, for any reason not prohibited by law.
3. Upon terminating the arrangement, OA will require the employee to work at a designated State office location (official work domicile). Employees unable or unwilling to report to an official work domicile will be dismissed.

IV. Supplies and Equipment

Technology tools and equipment for an employee working from an alternative location will be based on their technology profiles, budgetary constraints, equipment availability, and other appropriate circumstances applicable to the employee's role and responsibilities.

With their supervisor's explicit approval, an employee working from an alternative location may take a reasonable amount of office supplies from the division's/program's physical location for use in the performance of State work at their alternative work location. Office supplies shall not be shipped to alternative work locations.

A. State-Owned Equipment

1. Employees working from an alternative location are subject to the same requirements regarding the use of State-owned equipment as are office and facility team members. Team members who misuse or fail to take reasonable care of State equipment may be dismissed, disciplined, and/or held financially responsible for any damage, loss, or misconduct.
2. In the event of separation from employment with OA, an employee working from an alternative location must return all State-owned equipment at the time of separation but if additional time is needed no later than five (5) business days after separation.
3. If State-owned equipment is no longer used by an employee working from an alternative location, it must be promptly returned.

B. Inventory Requirements

Employees working from an alternative location are subject to the same inventory requirements as employees assigned to an office or facility.

V. Security of Information and Record Retention

Employees working from an alternative location shall retain and secure public records in the same circumstances and manner as they would if working in a State office or facility. Supervisors must provide or determine that others have provided applicable instruction on security and record retention.

Employees working from an alternative work location are responsible for protecting State-issued software, hardware, data, and protected or sensitive information at all times. This includes ensuring that all devices are secured from unauthorized access and following all applicable data protection policies. Employees must take reasonable precautions to prevent theft, loss, or damage to State-owned equipment and unauthorized disclosure of sensitive data.

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Failure to take such precautions may result in disciplinary action, up to and including dismissal, and, if applicable, enforcement to the fullest extent of the law.

VI. Employee Responsibilities

A. Safety

Employees must maintain an alternative work location that is safe and secure. Workers' compensation laws and rules apply to employees that sustain a work-related injury at an alternative work location. An employee working from an alternative location remains responsible for following the established procedures to report such an injury and complete all required forms.

The State does not assume any liability related to an employee's alternative work location except to the extent required by law. If a workers' compensation claim is filed for an incident occurring in an employee's residence, the employee may be required to make the site of the incident available for inspection or investigation.

B. Alternative Work Location Equipment and Supplies

All employees working from an alternative location are responsible for providing their own internet connectivity/service, routers, and any other necessary equipment or services to ensure connectivity. Employees must also provide their own a safe and appropriate work location and workstation, including a chair, for their needs.

The State will not reimburse or cover the costs associated with home internet, personal routers, or other equipment beyond what is explicitly provided for work purposes. Employees must ensure that they have a reliable and secure internet connection to perform their duties effectively. Failure to maintain adequate connectivity or an appropriate work location does not exempt employees from work responsibilities, and disruptions may impact their ability to continue to work in an alternative location.

C. Local and Out-of-State Income Taxes

Employees working from an alternative location are responsible for determining and complying with all state and local income tax requirements regarding their specific situation and work location, and if needed, should consult a tax advisor. Employees must inform HR of their required Missouri and in-state local tax withholding requirements.

D. Expectations

Employees working from an alternative location are required to comply with all OA policies and procedures, including but not limited to OA-1 Work Schedule and applicable leave policies.

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Employees working from an alternative location must work at the home office (domicile) location listed on the approved Alternative Work Location form.

Employees must comply with their scheduled work hours and fulfill all job responsibilities during those hours. The ability to work in alternative location does not alter expectations regarding ability, responsiveness, and productivity. Employees shall maintain accurate status on available technology and keep electronic calendars updated. Employees must also answer and respond to all business calls, emails, texts, and/or instant messages in a timely manner. Employees must be punctual for all calls and virtual meetings and must use their cameras and be visible during virtual meetings. Employees shall comply with policy OA-33 Attire and Grooming during all virtual and in-person work meetings and events.

If an employee is unable to perform their job duties during their scheduled work hours due to personal obligations or illness, they must request and use appropriate leave in accordance with OA leave policies. Employees may not use an alternative work location agreement as a substitute for personal caregiving responsibilities, including childcare or adult care during their scheduled work hours. Employees are expected to have appropriate childcare or adult care arrangements in place during their scheduled work hours. Employees must ensure that personal obligations do not interfere with their work commitments.

Employees working from an alternative location must also report to all in-person meetings, conferences, and events as directed by their supervisory chain of command.

Employees who fail to comply with these expectations will be subject to disciplinary action, up to and including dismissal.

VII. Liability

OA assumes no liability related to alternative work locations or arrangements beyond what is imposed by law. OA assumes no liability for an employee's personal property. As workers' compensation liability may extend to incidents that could occur in an employee's alternative work location, OA may make on-site inspections of the employee's alternative work location, upon advance notice, for the purpose of ensuring that safe work conditions exist. Employees shall permit OA reasonable access to their alternative work location and shall cooperate with any such on-site inspections. Failure of an employee to cooperate with such on-site inspections may result in termination of the alternative work location arrangements and/or other disciplinary action.