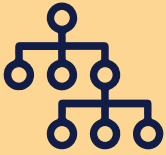


REMOTE WORK SUCCESS FACTORS



ORGANIZATIONAL LEADERSHIP

- Acknowledge and adhere to clear organizational structure
- Regular updates and information sharing
- Video messages from DCF leadership



POLICY

- Develop relevant policies for work-from-home and associated initiatives
- Update and inform staff of new developments



TECHNOLOGY

- Secure, designate and distribute technological tools for staff to continue mission-critical work from home or remote locations
- Provide new apps and services for convenience and ease of use
- Offer remote HelpDesk support to manage issues with technology



STAFF DEVELOPMENT

- Engage staff in determining supports needed to successfully work from home
- Support productivity by providing best practice information for how to work and supervise effectively from home
- Develop web-based hub of resources to promote staff wellness initiatives and encourage use of available services
- Create or share training opportunities to equip staff to advance department vision and mission-critical tasks



SET EXPECTATIONS AND REVIEW OUTCOMES

- Establish expectations and standards to maintain performance, productivity, engagement and job satisfaction
- Track the metrics to gauge progress, identify areas for improvement and set new goals