

Telework Frequently Asked Questions

GENERAL GUIDANCE AND INFORMATION

Policy Change

1. Why is the state making changes to the telework policy?

Working in person with colleagues and managers allows for increased collaboration and improved communication and connection, where problems can be solved organically, and team members experience a greater sense of belonging. This policy change is also aligned with current workforce trends and supports good use of state resources, including office space.

2. Language clarifying that probationary and pre-probationary employees are eligible for telework was removed from the policy. Are they no longer eligible for telework?

Probationary and pre-probationary employees are eligible for telework at the discretion of their agency.

3. What time period is 50% in-office being measured against? A week? A pay period? A month?

A month.

4. Will agencies be required to track and enforce compliance with the 50% in office requirement?

Agency responsibilities are listed in the Telework policy.

5. Will the Telework Schedule and Acknowledgement form be updated?

Yes. The form will be updated and posted on the MMB website.

Working in Office

6. Will there be parking available when employees are required to work at the permanent/principal work location?

Employees should contact their state agency for information about parking availability.

7. Will employees have to pay for parking?

Employees should contact their state agency for information about parking fees.

8. Will the transit expense accounts (TEA) be open for enrollment?

Elections can be changed throughout the year on a going forward basis. For plan options visit the [Pre-tax Benefits page](#).

9. Are employees eligible for mileage reimbursement when they work at their permanent/principal work location?

Generally, no. Mileage between the telework location and the permanent/principal work location is considered commuting mileage and is not subject to reimbursement unless the employee has started their workday at the telework location. When nonexempt employees begin work at one location and then travel to work at another location, they may become eligible for wages under federal law and mileage reimbursement by contract. Please refer to [HR/LR Policy #1422, Telework, part II.d.](#) for additional information. Nonexempt employees must not perform work activity at home before commuting into their permanent/principal work location on in-office days unless specifically directed to do so by their supervisor or manager, and only for unforeseen, unavoidable, or time sensitive situations that must be dealt with immediately.

10. Are employees eligible for hotel and mileage reimbursement if they are required to come into the office but live more than 50 miles away?

No.

11. If an employee is required to come into the office but lives more than 50 miles away, is that considered work time?

Normal commute between the employee's home and their permanent/principal work location is not paid work time. Irrespective of distance from the principal/permanent office location, employees should not perform work activity from a telework location prior to commuting to an office location. See also Q9 above.

12. Will there be a workspace for every employee to utilize when required to work at the permanent/principal work location?

Employees should contact their state agency for further information on their assigned workspace.

13. Will employees be required to return some of their equipment back to the office (such as chairs, monitors, docks, etc)?

Employees should contact their state agency for information about their equipment.

Meeting 50% Expectation

14. Does working from another state office building or assigned field location (not a telework location) other than the permanent/principal work location count towards the 50% requirement?

Yes, if business needs require an employee to work off-site at other locations to perform their work responsibilities, those days would count towards the 50% requirement. In those instances, time during the workday not spent at the off-site location should be accounted for at the permanent/principal work location.

15. Can days worked at the permanent/principal work location beyond 50% in one month be banked and used in another month?

No, in-office days cannot be balanced across months.

16. How does taking sick, vacation, or other leaves impact the requirement to work 50% in office?

If an employee was scheduled to work at the permanent/principal location, days with approved leave would still count towards the 50% in-office requirement.

17. Is it required to start and end scheduled workdays at the permanent/principal work location to count toward the 50% requirement?

Yes. Employees must work a full day at their permanent/principal location for the day to count toward the 50% requirement, unless there was a business necessity and specific supervisory direction to change work location during the day.

18. Is the time spent by employees commuting to their permanent/principal work location paid?

No. Commute time is not paid work time.

19. How does the 50% expectation apply for employees working less than the “standard” 80 hours per pay period or nonstandard workdays (less than 8 hours)? Or if their scheduled workdays vary in length?

The policy applies over a monthly period. The expectation is that no more than 50% of the days typically worked in a month, whether full time or part time, are worked from a telework location. For shifts that vary in length, full workdays count toward the in-person expectation regardless of length. For example, if an employee works four nine-hour shifts and one four-hour shift in a week, working the four-hour shift at their permanent/primary work location would count as an in-person workday.

20. If an employee is in travel status, does that count towards time at their permanent/principal work location for purposes of meeting the 50% requirement?

Yes.

Exceptions

21. How is the 50-mile threshold determined?

The 50-mile determination is based on the shortest distance by road measured door to door between the employees' permanent home address and the permanent/principal work location. The appointing authority must approve a telework arrangement for employees who qualify based on business need.

22. Are there exceptions to the in-office requirement for positions that work at an agency call center?

On a case-by-case basis, MMB will consider exceptions to the 50% in office requirement for employees whose primary duty involves telephone/customer service in an agency call center. Requests must come from an agency's human resources (HR) office.

23. Who should employees contact with concerns about the administration of this policy?

Employees should contact their manager, supervisor or state agency HR office.

Flexibility

24. Is there an expectation that employees set an in-office schedule, or can they come in whatever days work best, as long as it's at least 50% of workdays each month?

Employees telework schedules are determined between an employee and their supervisor and approved based upon business needs. State agencies maintain discretion to develop an office space plan consistent with this policy, and

employee schedules may need to adhere to more detailed guidance from their agency to ensure adequate space is available for all employees in office on a given workday. The details of those plans will differ by agency. To the extent feasible, agencies are encouraged to consider employee feedback in developing those plans.

25. If employees are physically unable to get to the permanent/principal work location on a certain day (weather event, road closure), do they need to find another day to come in the office instead that month?

Employees may work with their manager or supervisor to adjust their telework schedule. However, the employee must still meet the requirements of the policy.

26. If an employee leaves the office to attend a medical appointment, do they have to return to the office to count it as an in-person workday?

Yes, employees should plan to work in-person once their appointment has ended unless their appointment lasts until the end of their workday. If the appointment is at the beginning of their workday, they may start their workday in office after their appointment ends and count it as an in-person workday.

27. Can employees who seek flexibility to take a break to perform a personal activity during a scheduled workday at their permanent/principal work location make up those hours by teleworking in the morning or evening?

Employees who seek flexibility to take breaks within a workday to perform personal activities (picking up a child, grocery shopping, etc.) may do so with prior approval by their supervisor. Employees may flex or balance their time as appropriate or use VAC or accrued COMP time for this purpose. Additional requirements may apply due to the employee’s exempt or non-exempt status. All state agency employees are prohibited from using state-paid time for any use not in the interest of the state.

28. Can employees work at their permanent/principal work location for half a workday and telework for the other half to accommodate pet care or other at-home obligations?

No. Employees must work a full day at their permanent/principal work location for the day to count toward the 50% requirement.

Accommodation Requests

29. Can an employee make a request for a [reasonable accommodation](#) to telework more than 50%?

Employees may [complete a reasonable accommodation request form](#) and send to any or all of the following: immediate supervisor or manager in the employee’s chain of command, state agency Affirmative Action Officer/designee, state agency ADA Coordinator, state agency HR office.

Telework Eligibility Chart

Employee Location/Residence	Distance from Principal/Permanent Work Location	Telework Eligibility
Minnesota	50 miles or less	Yes – 50% max telework
Minnesota	More than 50 miles	Yes – at least 50% telework or more at the discretion of their appointing authority

Employee Location/Residence	Distance from Principal/Permanent Work Location	Telework Eligibility
In a state bordering Minnesota	50 miles or less	Yes – 50% max telework
In a state bordering Minnesota, approved telework schedule prior to June 1, 2025	More than 50 miles	Yes – at least 50% telework or more at the discretion of their appointing authority
In a state bordering Minnesota, starting June 1, 2025	More than 50 miles	No – the employee is not eligible for telework Refer to policy for exceptions.
Temporarily outside Minnesota, but within the United States	N/A	Yes – the appointing authority may approve employee to telework outside of Minnesota but within the United States not to exceed 30 days each calendar year.

REFERENCES, FORMS, AND SUPPLEMENTS

HR/LR Policy #1422 Telework

CONTACTS

MMB Enterprise Employee Resources