



Adapting and Thriving Remotely:

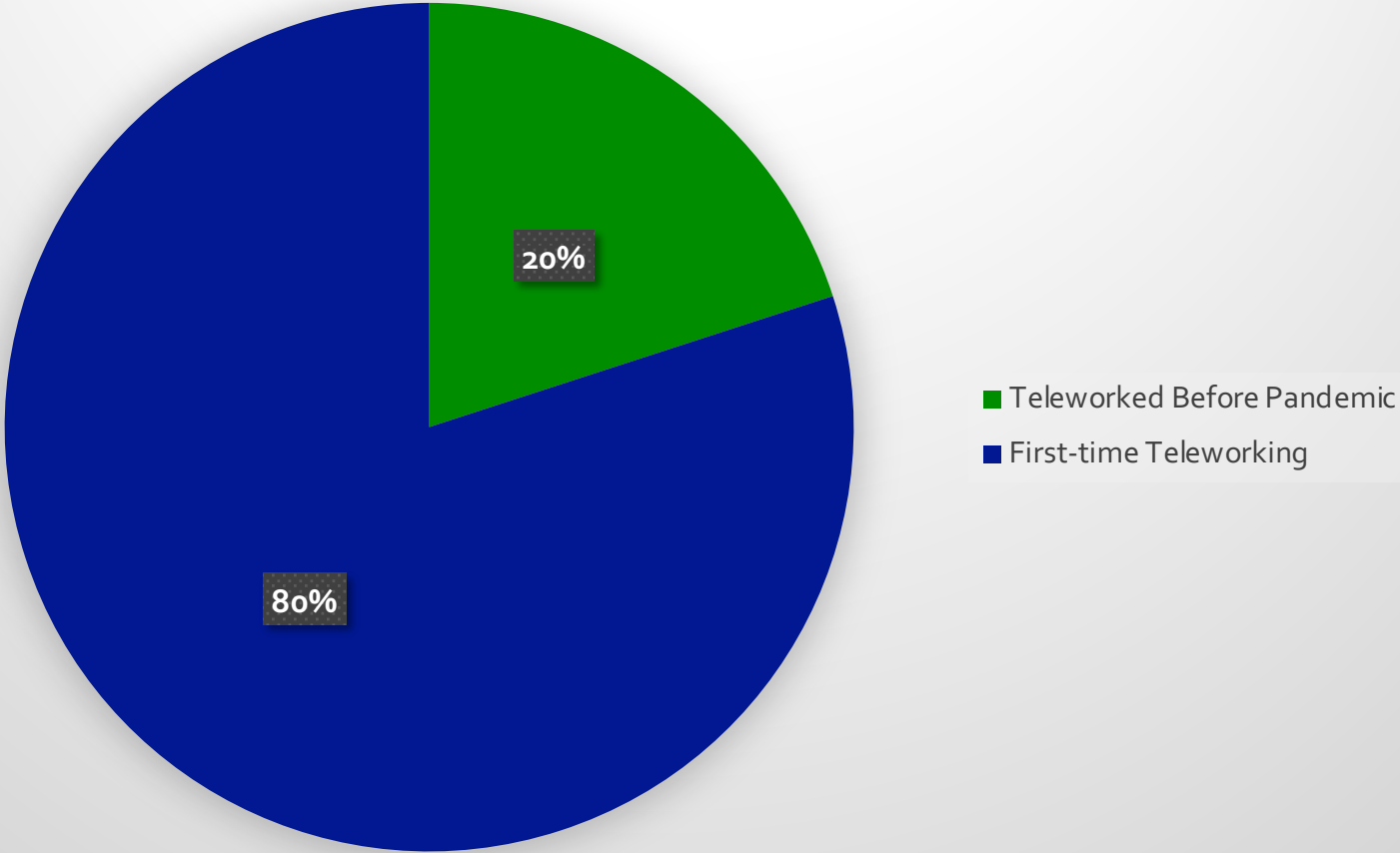
A Conversation on the Impact of the Pandemic on Public Service in Maryland

Hosted by AFSCME Council 3 President Patrick Moran

AFSCME Council 3 conducted a survey of Maryland public employees about their experiences with telework since the pandemic began.

- Over 1,000 responses
- Responses from State Employees, Judiciary Employees and Higher Education Employees

Percent of survey respondents who had never teleworked before the pandemic



Nearly 1-in-3 said that they are currently receiving pressure to stop teleworking even though they can continue doing their work remotely, and most were unclear why.

“We were told that President Pines wanted a “presence” on campus, even though I am able to perform all tasks associated with my job remotely.” **UMCP Coordinator**

40% say that teleworking has made balancing family and work easier for them, while 16% say it is nearly impossible to balance both.

"I am finding balancing my care responsibilities and work is an adjustment that requires time and understanding." DHS Case Manager

Nearly 50% said they lacked the necessary hardware and software to do their jobs effectively from home, while 42% felt uncomfortable about using their personal phones for state business.

"I am concerned about having protected data (HIPAA, FERPA, or PII) on my personal devices." **BCCC Coordinator**

41% are struggling with consistent access to the internet and are sharing personal computers with other family members

"I do not have cable so must use wireless internet connection my provider drops the speed after do much data usage. it causes an issue in keeping a connection. Provider will only increase with a fee increase. I do not believe I should have to pay the extra fee in order to do State Govt work." **DOL Job Service Specialist**

AFSCME Council 3 members are on the frontline of helping the residents of Maryland recover from the pandemic and contain the spread in hotspots. When the pandemic began, hundreds of public services moved online including:

- Applying for unemployment benefits
- Check ins with parole and probation agents as required by law
- Taxpayer services and information about tax returns
- Local health departments have assisted with contact tracing and other pandemic related communications
- *And many more services used daily by our neighbors!*