

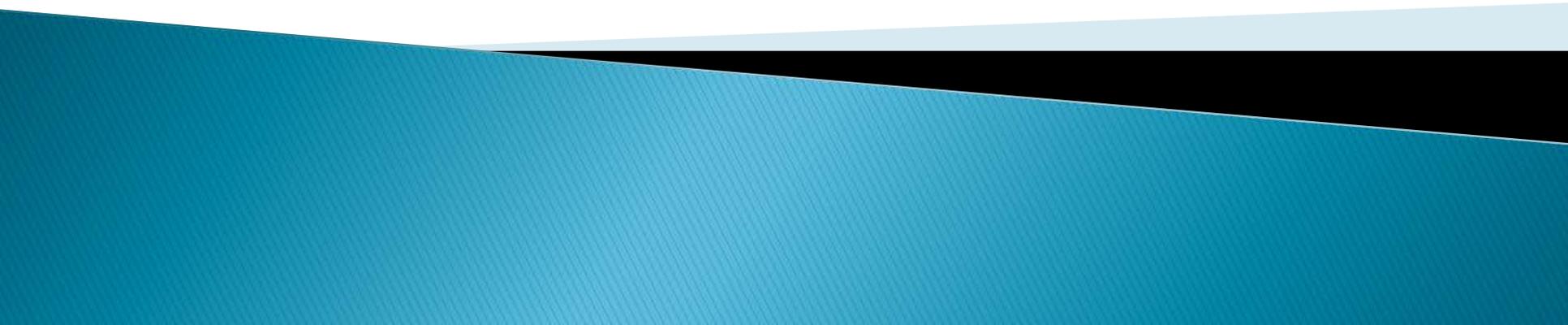
# Bureau of Indian Education

Summer Institute 2012

Building a Brighter Tomorrow through  
Positive & Progressive Leadership

**Human Resources Office**

**Telework**





# BIE Summer Institute Telework

- ▶ Introductions:
  - Edie Benson, Human Resources Specialist
    - 505-563-5302
    - [edie.benson@bie.edu](mailto:edie.benson@bie.edu)
  - Participants



# BIE Summer Institute Telework

- ▶ What is Telework?
  - A work arrangement in which an employee regularly performs officially assigned duties at home or at other work sites
  - The work agreement is formalized by a document signed by both the employee and first-level supervisor commonly called the Telework Agreement
  - DOI encourages a Telework program that all eligible employees may be authorized to participate in
  - Telework is NOT an entitlement and participation must be approved by the employee's supervisor

# BIE Summer Institute

## Telework

- ▶ Telework is a management tool that provides employees with the opportunity to work at alternative worksites during a portion of their workweek
  - ▶ Telework allows employees to balance work and home life
  - ▶ Telework reduces transit subsidy costs for bureau/ offices, and DOI as a whole
  - ▶ Employees who Telework are often more productive and generate better quality work due to the quiet environment where interruptions are minimized
- 



# BIE Summer Institute

## Telework

- ▶ Supervisors report improved employee loyalty and commitment
- ▶ Supervisors often report an increase in quality of work and cooperation from the Teleworker in ensuring that office coverage is maintained
- ▶ Employees avoid difficult commutes, reducing employee stress levels
- ▶ Telework can reduce traffic congestion, emissions, and infrastructure impact
- ▶ Telework helps supervisors to attract and retain high quality employees

# BIE Summer Institute

## Telework

- ▶ Telework provides an opportunity to test the Continuity of Operations Plans (COOP) on an on-going, day-to-day basis
  - ▶ Telework enables supervisors to support the disabled employee, and those who are injured, recuperating, and/or physically limited to work at home and complete work assignments while minimizing time away from the job
- 



# BIE Summer Institute

## Telework

- ▶ Telework has been linked to reducing absenteeism, reducing training dollars by reducing employee turnover, reducing parking and workspace issues in the office and long term real estate costs
- ▶ Routine Telework helps ensure a successful Telework program during a pandemic or emergency situation
- ▶ When combined with hoteling, Telework results in tangible savings by reducing the need for permanent, assigned workstations for all employees
- ▶ Allows supervisors to better manage the workforce



# BIE Summer Institute Telework

- ▶ Employee Eligibility – In order to be eligible to participate in Telework:
  - Employee has not been officially disciplined for being AWOL for more than five days in any calendar year
  - Employee has not been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch for reviewing, downloading or exchanging pornography, including child pornography on a federal computer or while performing Federal Government duties



# BIE Summer Institute Telework

- ▶ Employee Eligibility (Continued)
  - Employee must not be performing at a less than satisfactory performance level (i.e., fully successful or greater on EPAP rating)
- ▶ In general, everyone else is *eligible* for Telework
  - *Participation* depends on a number of things, we'll cover in a minute...



# BIE Summer Institute

## Telework

- ▶ The period of Ineligibility depends on the type of action taken for the first two reasons
  - If a non-permanent document is in the employee file, ineligibility exists until the document is removed
  - If a permanent document is in the employee file, the ineligibility period is two years from the date of the event that caused the document to be created
    - At the end of two years, the supervisor, after consulting with the Human Resources Officer, may allow the employee to Telework or to continue the prohibition until a future date



# BIE Summer Institute

## Telework

- ▶ Participation in Telework
  - Being eligible does not mean the supervisor can or will automatically approve participation in Telework
  - Participation depends on other factors which may include things like:
    - Duties of the position
    - Access/use of classified information
    - Network/systems access requirements
    - Office coverage requirements
  - Participation is not based on the employee, but on the suitability of the position
  - Eligibility is based on the employee, not on the position



# BIE Summer Institute Telework

- ▶ Employees must be notified of their eligibility to participate in Telework within 60 calendar days of starting a new job
  - Supervisor has time to review the employee's record for eligibility issues
  - Supervisor has already determined if the position is suitable for Telework
- ▶ This includes employees new to DOI or transfers within the Department or Bureau

# BIE Summer Institute Telework

- ▶ Bureau Telework Coordinator
  - IA has appointed Nancy Nelson as Telework Coordinator for BIA and BIE
    - [nancy.nelson@bia.gov](mailto:nancy.nelson@bia.gov)
    - 202-208-6175
  - BIE HR Specialist that works with Nancy and BIE Managers, Supervisors and Employees with Telework
    - Edie Benson
    - 505-563-5302

# BIE Summer Institute

## Telework

### ▶ Telework Training

- Employees and their supervisors who have been regular Teleworkers are not required to recomplete Telework training if they have already completed it
- All other Teleworkers and their supervisors must complete Telework training before signing a Telework Agreement
  - DOI Learn: <http://www.doi.gov/doilearn/index.cfm>
  - Search the Catalog for “Telework”
  - DOI Learn serves as the DOI training registry
- Employees must also complete Annual Information Security Training prior to Teleworking

# BIE Summer Institute

## Telework

### ▶ Types of Telework

- Core – Employee Teleworks on a scheduled basis, every pay period
- Situational – Employee Teleworks for special projects and without a particular schedule
- Emergency – Employee Teleworks during emergencies only. Including inclement weather, natural disasters, continuity of Government and similar situations



# BIE Summer Institute

## Telework

- ▶ The Supervisor and Telework
  - Establish clearly defined performance standards and use existing quality and quantity standards to evaluate work performance of a Teleworker
    - Management for the Teleworker remains the same as for employees in the traditional worksite in that performance is measured by results without daily, direct observation
  - Treats Teleworkers the same as non-Teleworking employees
    - Work assignments
    - Awards & recognitions
    - Development opportunities, promotions

# BIE Summer Institute

## Telework

- ▶ The Supervisor (Continued)
  - Will evaluate Teleworkers consistent with the DOI Performance Management System found in 370DM430
  - Should ensure that work assignments are conducive to Telework and measurable
  - Must be an effective communicator and be able to clearly define tasks and expectations
  - Should be supportive of the concept of Telework and willing to work through minor problems or obstacles that may occur



# BIE Summer Institute Telework

- ▶ The Supervisor (Continued)
  - May need to maintain frequent contact with their Bureau Telework Coordinator to ensure policy and procedures are properly applied and are aware of the full range of support and resources available
    - In addition to Nancy Nelson, supervisors may contact Edie Benson, in the BIE Human Resources Office
  - Shall treat employees equitably and fairly when implementing Telework in their organization

# BIE Summer Institute

## Telework

- ▶ The Supervisor (Continued)
  - Responsible for identifying eligible and ineligible employees using Department and Bureau criteria
  - Be aware of the possibility of sharing space for Teleworking employees
  - Maintain signed copies of their employee's Telework Agreements
  - Forward copy of Telework Agreements to HR
  - Report information as required by the Bureau or HR Telework Coordinators



# BIE Summer Institute

## Telework

- ▶ The Employee and Telework
  - Demonstrates self-motivation, independence, and dependability in accomplishing work assignments
  - Works effectively in an isolated environment
  - Has good time-management skills
  - Overall performance evaluations are fully successful or higher
  - Performance standards are clearly defined
  - Does not require close supervision or constant, face-to-face interaction with co-workers and customers to complete his or her assignments

# BIE Summer Institute

## Telework

- ▶ The Employee (Continued)
  - Satisfies alternative worksite requirements, including
    - Availability of necessary equipment
    - Privacy and lack of personal interruptions
    - Security of sensitive, non-classified data
    - Confidentiality of Privacy Act Information
  - Communicates well with the supervisor, co-workers, and customers enabling a relatively seamless transition from onsite to offsite
  - No diminishment of employee performance or agency requirements



# BIE Summer Institute Telework

- ▶ Positions Suitable for Telework
  - Not all positions will be suitable
  - Some may be suitable after restructuring the duties or deadlines
    - Separating tasks that can be completed at an alternate work site from those that must be performed at the official duty station. The tasks suitable for an alternative work site could be combined into a full work day or more that may be performed away from the official duty station

# BIE Summer Institute

## Telework

- ▶ Positions suitable may have the following characteristics:
  - Specific work activities that are portable and can be performed as effectively outside the office such as:
    - Writing
    - Data analysis
    - Reviewing or editing proposals or reports
    - Telephone-intensive tasks
  - Performance can be judged either through quality and timeliness of assignments or quantity of tasks completed or a combination of these factors

# BIE Summer Institute

## Telework

- ▶ Position characteristics (Continued)
    - Face-to-face contact with other employees and clients is predictable or contact can be managed through telephone or e-mail communication
    - Other employees in the primary office are not impacted by the physical absence of the Teleworker, including personal interaction requirements and files taken to the Telework site
    - Technology and equipment needed to perform the job offsite is available or can be adjusted for use on the days when the employee is in the primary office
- 

# BIE Summer Institute

## Telework

- ▶ Position characteristics (Continued)
    - Cyclical work does not present a problem
    - Data security and confidentiality including sensitive, non-classified, and Privacy Act information can be adequately assured
    - If tasks require contact with other employees or customers, those tasks can be performed efficiently via telephone, email, or similar electronic means
    - Access to necessary reference materials is available to the employee electronically
- 

# BIE Summer Institute Telework

- ▶ Position characteristics (Continued)
  - Travel requirements for the position have been identified and anticipated
    - Trips may begin or end at the Telework site rather than the employee's parent organization's location or the primary duty station



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## Telework

- ▶ Employee Telework Checklist – employees should assess their needs in order to be as productive as possible while working remotely
  - What files or other documents will I need to take with me when I leave my regular workplace the day before Teleworking?
  - What equipment will I need to take with me?
  - If I am removing equipment from my regular workplace, do I have all necessary property passes?



# BIE Summer Institute

## Telework

- ▶ Employee Checklist (Continued)
  - Have I forwarded my office telephone or changed my telephone greeting to receive calls at my Telework site?
  - What other steps should I take before I leave my office?
  - In the case of emergency Telework, what should I have available at all times at my home office to be functional without coming to the regular duty site to retrieve materials?



# BIE Summer Institute

## Telework

- ▶ Equipment at Telework Site
  - Teleworkers are responsible for complying with all the same policies regarding information management, records management, the Privacy Act, PII, information (computer) security at the Telework site as they are at the regular worksite
  - Teleworkers are responsible for the safekeeping of equipment. Failure to do so may result in liability for damage



# BIE Summer Institute

## Telework

- ▶ Equipment at Telework Site (Continued)
  - Using Government Equipment at a Telework site
    - Employees are responsible for the safekeeping of equipment
    - Failure to do so may result in liability for damage
    - Equipment is maintained by the Government and must be brought to the regular worksite for maintenance



# BIE Summer Institute

## Telework

- ▶ Equipment at Telework Site (Continued)
  - Using Personally-Owned Computers
    - Will need to check with IT to ensure that their computer has security measures in place to meet IT requirements
    - Likely not receive a VPN for your personally owned computer
      - May impact Teleworker's ability to reach network protected legacy systems
        - FPPS
        - FFS
        - Quicktime
        - Etc.



# BIE Summer Institute Telework

- ▶ Equipment at Telework Site (Continued)
  - Using Personally–Owned Computers – Teleworkers who work on Government information on a personally owned computer must realize:
    - The data generated is the property of the Federal Government and subject to the requirements of the Federal Records Act, the Privacy Act, Freedom of Information Act, and similar requirements



# BIE Summer Institute Telework

- ▶ **Equipment at Telework Site (Continued)**
  - Work-related data on a personally owned computer may be subject to discovery in litigation, or in the course of an investigation by the IG, or other administrative investigation or proceeding. You may be required to provide access to your personal computer for the purpose of searching for and collecting that data
  - It would be recommended that you create separate folders on your computer to segregate work-related data from personal data; however your personal computer may still be subject to search

# BIE Summer Institute Telework

- ▶ Payment for Internet Service and/or Telephone Lines
  - Bureaus and staff offices may elect to pay for employee internet service or phone lines on a case by case basis

# BIE Summer Institute Telework

- ▶ Government Liability
  - DOI is not liable for damages to the employee's personal or real property while they Telework, except to the extent the Government may be held liable by the Federal Tort Claims Act or the Military and Civilian Employees Claim Act

# BIE Summer Institute

## Telework

- ▶ Work Documents that May be Taken to a Telework Site
  - Working documents taken off-site from a Government facility must not contain classified, Privacy Act information, PII Information or be proprietary.
  - Original documents must not be removed from the official duty station and taken to a Telework site.

# BIE Summer Institute

## Telework

- ▶ Work Documents that May be Taken to a Telework Site (Continued)
  - Employees should only work with copies of records at a Telework site.
  - Otherwise, the decision as to what documents may be removed from a Government facility is left to the discretion of the supervisor, consistent with Bureau and staff office level Telework Policy



# BIE Summer Institute

## Telework

- ▶ Telework Denials and Termination
  - Requests may be denied or Agreements terminated at any time by the supervisor or the employee with the approval of the supervisor
  - Denial and termination decisions by the supervisor must be based on business needs or performance, and not personal reasons
  - If staffing issues lead to inadequate coverage in the office, the Telework Agreement may be rescinded
  - Denials should be provided in a timely manner to employees



# BIE Summer Institute Telework

- ▶ Denials and Terminations (Continued)
  - Written denials and terminations must be given to employees and kept by supervisors and must include the reason the Agreement was denied or terminated
  - Copies of the Agreement as well as denials and terminations must be provided to the Bureau Telework Coordinator and the Human Resources Office
  - Timekeepers must be notified of any Agreements, denials or terminations

# BIE Summer Institute

## Telework

### ▶ Grievance Rights

- BU employees may file a grievance about the denial or termination of a Telework Agreement through the Negotiated Grievance Procedure outlined in the CBA
- Employees may contact their HR Office for assistance with their specific situation
- Employees not covered under a CBA may file a grievance under the provisions of the administrative grievance procedures which are found in 370DM771

# BIE Summer Institute

## Telework

### ▶ Telework Locations

- Important considerations when evaluating a Telework arrangement. Two most common options are:
  - Teleworking from home
  - Teleworking from a Telework Center or other Alternate Worksite



# BIE Summer Institute

## Telework

- ▶ Working at Home – in a space where the employee can perform official work duties
  - They must ensure dependent care requirements are addressed and do not interfere with or impede the employee's ability to work
  - Work-at-Home Telework may increase the employee's home utility costs
    - The Department/Agency/Organization assumes no responsibility for any operational costs associated with the employee's home residence, including home maintenance, insurance or utilities

# BIE Summer Institute

## Telework

- ▶ Working at Home (Continued)
  - Employees may incur additional expenses. Bureau or organization may choose to pay for part or all of the Teleworker's internet connections or telephone lines if the employee volunteers to Telework
  - Additional costs are usually offset by the saving the employee realizes by reducing the cost of their weekly commute or other costs associated with working in a traditional office

# BIE Summer Institute

## Telework

- ▶ Working at Home (Continued)
  - Employees are expected to use their time performing official duties as if they were in the normal work setting. Employees must:
    - Maintain a safe alternative workplace at their home that complies with Federal OSHA standards
    - Immediately report to their supervisor any job-related incident that results in or has the potential to cause injury, illness, or property damage, and complete any required forms
    - Keep personal disruptions (e.g., non-business telephone calls and visitors) to a minimum during duty hours

# BIE Summer Institute Telework

- ▶ Work at Home (Continued)
  - Employees must have a designated workspace for performance of their work-at-home duties
    - Requirements will vary depending on the nature of the work and the equipment needed to perform the work
    - At a minimum, the employee should be able to easily communicate by telephone

# BIE Summer Institute

## Telework

- ▶ Work at Home (Continued)
  - The supervisor may inspect the home office for compliance with safety requirements when deemed appropriate
    - A supervisor may deny an employee the opportunity to participate or may rescind a Telework Agreement based on safety problems in the home
      - Inspections will be by appointment only



# BIE Summer Institute

## Telework

- ▶ **Hoteling and Other Alternate Work Sites**
  - Employees may work at a Telework Center or an office near the employee's home
  - Some considerations for a Telework Center or Alternate Work Site include
    - On-Site technical support and full resources are generally provided
    - Alternate work sites generally provide more traditional work structure
    - It maintains a clear delineation of work and home life
    - May be a cost to the employee's organization if they utilize a work space not maintained by their home organization



# BIE Summer Institute

## Telework

### ▶ Hoteling

- A method of supporting unassigned seating in an office environment. It is reservation-based unassigned seating. Hoteling refers to “shared” workstations, which consist of a work surface, computer, and telephone, and are for use by employees who are working temporarily or part time in a specific place and/or on a specific project or who work in an environment where employees have flexible hours. They are generally located within an existing office environment, so that users have access to other equipment such as copiers, printers and fax machines.

# BIE Summer Institute

## Telework

- ▶ Telework Tour of Duty
  - Employees may work standard, flexible or compressed schedules, depending on the AWS Agreement between the employee and the supervisor
  - Supervisor and employee may select the work-at-home day(s) together.
    - No limits on the number of Telework days vs. in-office days per week. If the official duty station is changed, employees and supervisors must understand the possible implications



# BIE Summer Institute

## Telework

- ▶ Telework Tour of Duty (Continued)
  - A Telework Agreement approved in writing by the supervisor must be in place. Unstructured arrangements where employees work at home, at will, are not permitted
- ▶ Bureaus and Offices may adopt a flexible approach in developing optimum arrangements for employees and supervisors. Likewise, supervisors reserve the right to require employees to report to the Official Duty Station on scheduled Telework days, based on operational requirements



# BIE Summer Institute

## Telework

### ▶ Official Duty Station

- Location-based pay entitlements are based on the location of the employee's official worksite as recorded on the employee's SF50
- Bureaus must determine and designate the official worksite for an employee covered by a Telework Agreement on a case-by-case basis using specific criteria

# BIE Summer Institute

## Telework

- ▶ Official Duty Station (Continued)
  - Most of our employees will fall into this category
    - The official worksite for an employee covered by a Telework Agreement is the location of the regular worksite for the employee's position, as long as the employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to that regular worksite
  - Unless...

# BIE Summer Institute

## Telework

- ▶ Official Duty Station (Continued)
  - Unless... In certain temporary situations, a bureau/office may designate the location of the regular worksite as the official worksite of an employee who Teleworks on a regular basis at an alternative worksite, even though the employee is not able to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite.
  - The intent of this exception is to address certain situations where the employee is retaining a residence in the commuting area for the regular worksite but is temporarily unable to report to the regular worksite for reasons beyond the employee's control.

# BIE Summer Institute

## Telework

- ▶ Official Duty Station (Continued)
  - Examples of appropriate temporary situations include:
    - Recovery from an injury or medical condition
    - Emergency situations (e.g., COOP)
    - An extended period of approved leave
    - A period that the employee is on temporary duty travel status away from the official worksite
    - A period that an employee is temporarily detailed to work at a location other than a location covered by a Telework Agreement

# BIE Summer Institute

## Telework

- ▶ Official Duty Station (Continued)
  - An exception is not appropriate in all situations. The employee's Telework site should be designated as the official duty station in situations such as:
    - An employee hired under a temporary or time-limited appointment and is authorized to Telework, but the employee is never scheduled to work at, or report at least twice each biweekly pay period to, the regular worksite (or expected to do so in the near future); or



# BIE Summer Institute Telework

- ▶ Official Duty Station (Continued)
  - An employee changes their place of residence to a distant location where commuting at least twice each biweekly pay period on a regular and recurring basis to the regular worksite is not possible (i.e., the employee no longer has a residence in the commuting area for the regular worksite and thus cannot reasonably be viewed as being part of the local labor market for the regular worksite).



# BIE Summer Institute Telework

## ▶ Time & Attendance

- The rules for T&A for Teleworkers are no different than the rules for non-Teleworking employees
  - Still must properly request leave, overtime and compensatory time
  - AWS Schedules may be used in conjunction with Telework
  - Input of T&A will remain as normal
    - Employee input, or
    - Timekeeper input

# BIE Summer Institute

## Telework

- ▶ Time & Attendance (Continued)
  - Correct Hours/Pay Codes must be used
  - Correct ABC Codes must be used
- ▶ Telework Indicator (TI) on QT Timesheet
  - On the right-hand side of the timesheet “TI”
  - For any hours the employee Teleworks
  - May require multiple lines, if multiple ABC or Hours Codes
  - Use the “LookUp” option to select the proper TI

# BIE Summer Institute Telework

Quicktime - Windows Internet Explorer

https://qtime.nbc.gov/proweb/qtime1548/tna?@webid=000188700000002a-1339080219-42

Convert Select

Quicktime

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**HENDERSON-BENSON EDITH L**

**Current Pay Period: 2012 - 13**  
**06/03/2012 - 06/16/2012**

**PAYROLL**

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**SAVE**

Status  Adv Rel Comp:

Week 1	Sun	Mon	Tue	Wed	Thu	Fri	Sat
<b>Total:</b>	00:00	09:30	09:30	09:30	09:30	09:30	04:00
<b>Status:</b>	UNV						

**Week Total: 51:30**  
**Period Total: 107:30**

**LookUp**

TRAVEL COMP TIME-EARNED

Select	Hrs	Sun 06/03	Mon 06/04	Tue 06/05	Wed 06/06	Thu 06/07	Fri 06/08	Sat 06/09	ABC	Prog	Job	OrgCde	TI	S	E
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Enter an hours code.

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# BIE Summer Institute Telework

**Telework Indicator Codes**

A	Frequent Regular Telework Center
B	Frequent Regular Alternate Telework Center
C	Frequent Regular Employee Home
D	Regular Telework Center
E	Regular Alternate Telework Center
F	Regular Employee Home
G	Periodic Telework Center
H	Periodic Alternate Telework Center
I	Periodic Employee Home
J	EMRG/INT COOP Telework Center
K	EMRG/INT COOP Alternate Telework Center
L	EMRG/INT COOP Employees Home
M	EMRG/INT- Pandemic Telework Center
N	EMRG/INT- Pandemic Alternate Telework Center
O	EMRG/INT- Pandemic Employee Home
P	EMRG.INT- Practice Telework Center
Q	EMRG/INT- Practice Alternate Telework Center
R	EMRG/INT- Practice Employee Home

**Ok** **Cancel**

**HENDERSON-BENSON  
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**PAYROLL**

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# BIE Summer Institute

## Telework

- ▶ Fair Labor Standards Act (FLSA)
  - Existing regulations in 5USC and the FLSA governing overtime still apply
    - Supervisors should ensure that the employee's Telework Agreement includes a prohibition to working overtime or for other premium pay that has not been specifically approved in advance by the supervisor
    - It is the responsibility of the supervisor to regulate and control the use of overtime
    - Employees are responsible for requesting, in advance, approval to work in excess of their normal hours of duty. This is particularly important when employees are working at a remote site without direct supervisory oversight

# BIE Summer Institute

## Telework

- ▶ Fair Labor Standards Act (FLSA) (Continued)
  - Supervisors must ensure that clear instructions about overtime work and approval requirements are provided to participating employees
  - Non-exempt Teleworkers who work in excess of the hours approved by their supervisor should be counseled
    - If the behavior continues, their Telework Agreement may be terminated, and the supervisor will consult with ER/LR regarding appropriate action to address the misconduct

# BIE Summer Institute

## Telework

- ▶ Fair Labor Standards Act (FLSA) (Continued)
  - If requested and approved in advance, employees may extend their work hours to accrue religious compensatory time. Employees must fulfill all requirements for eligibility for religious compensatory time.



# BIE Summer Institute

## Telework

- ▶ Administrative Leave and Emergency Dismissals
  - Principles governing administrative leave, dismissals and closings remain unchanged.
    - The ability to conduct work, whether at home, in the regular office, or at a Telework center determines when an employee may be excused from duty
      - If the employee is working at home, and the main office closes for reasons that do not impact the Teleworker, then they continue to work.

# BIE Summer Institute

## Telework

### ▶ Administrative Leave and Emergency Dismissals (Continued)

- If a situation at home (i.e., the power goes out) makes it impossible for the Teleworker to work at home, on a case-by-case basis, the supervisor may:
  - Require the employee to report to the regular worksite
  - Grant administrative leave, particularly if the Government has shutdown due to inclement weather
  - Offer the Teleworker the option to take annual leave, earned compensatory time off, or report to the regular worksite.
- When an employee knows in advance of a situation that would preclude working at home, they should report to the office or request leave



# BIE Summer Institute

## Telework

### ▶ Emergency Closures

- Employees with Telework Agreements can be required to work during emergency closures even if that day is not a regular Telework day or a day with specific approval for situational/episodic Telework
- The requirement to “normally” work during closures should be included in the Telework Agreement
- On a case-by-case basis the Teleworking employee may be excused from working during an emergency if:
  - The emergency adversely affects the Telework site also
  - The Teleworker cannot reach the alternate work site
  - The Teleworker’s duties cannot be performed without contact with the regular worksite
- If the Teleworker cannot find child care because of the emergency, the supervisor may approve leave



# BIE Summer Institute Telework

- ▶ Washington DC Closures
  - DOI employees who work in the Washington Metro area follow the OPM guidelines found in the “Washington DC, Area Dismissal and Closure Procedures Handbook”



# BIE Summer Institute Telework

- ▶ Ethics and Standards of Conduct – Employees who Telework must:
  - Comply with Federal and Department regulations, policies, and procedures for standards of conduct
  - Failure to comply may result in termination of the Telework Agreement and disciplinary action for misconduct;
  - Use government owned equipment for official purposes as outlined in the Department's Limited Use policy; and
  - Complete IT Security Awareness training annually



# BIE Summer Institute

## Telework

### ▶ Dependent Care

- Telework is not intended to reduce dependent care costs or serve as a substitute for child care, day care, elder care, or any other type of dependent care
- Teleworkers who have small children or adults that require supervision must arrange to have day care or other appropriate dependent care during the work day
- Personal distractions such as non-business telephone calls and visitors must be kept to a minimum

# BIE Summer Institute

## Telework

- ▶ Dependent Care (Continued)
  - Telework may reduce dependent care costs by reducing the number of hours of care necessary due to time save commuting
    - It could also reduce or eliminate the need for before or after school daycare as long as work hours are not used for the care
  - Telework is offered only with the understanding that it is the responsibility of the employee to ensure that a proper work environment is maintained.
  - Family responsibilities must not interfere, to the extent they are controllable with work time at home



# BIE Summer Institute

## Telework

- ▶ **Accommodating Disabled Employees**
  - Telework may be used to allow employees to recuperate from work or non-work related medical condition that is not a disability or to provide reasonable accommodation for nonqualified employees.
  - Includes employees who have partially recovered from injuries/illness and who can perform work on a full or part-time basis from an alternative workplace



# BIE Summer Institute

## Telework

### ▶ Safety

- OSHA rules govern Federal employee workplace safety
  - The designated home office work area is the only area in the Teleworker's residence that is subject to the Government's potential exposure to liability
  - The Teleworker must complete a self-certification safety checklist
  - Management may deny an employee the opportunity to Telework or rescind a Telework Agreement based on safety problems in the home office

# BIE Summer Institute

## Telework

### ▶ Safety (Continued)

- With advance notice of at least 24 hours, the supervisor or designee has the right to inspect the alternate worksite before the Telework arrangement begins and at periodic intervals during the Telework arrangement
- Employees must immediately report any work-related accident occurring at the Telework site and provide the supervisor with all relevant medical documentation related to the accident.

# BIE Summer Institute

## Telework

- ▶ Safety (Continued)
  - It may be necessary for a Bureau/office representative to access the home office to investigate the report
  - Teleworkers and/or the Bureau/Office need to ensure the Telework site has an appropriate Telework space



# BIE Summer Institute

## Telework

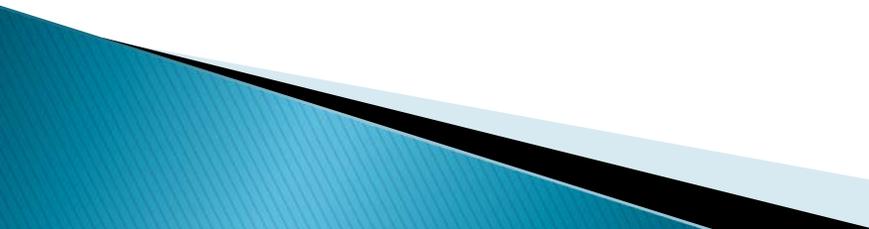
### ▶ Workers' Compensation

- Teleworkers are covered by the Federal Employees' Compensation Act (FECA)
  - May qualify for Continuation of Pay (COP) or workers' compensation for an on-the-job injury or occupational illness
  - Supervisors must require the employee to designate one area in the home as the official workstation
    - The Government's potential exposure to liability is restricted to that designated area

# BIE Summer Institute

## Telework

### ▶ Workers' Compensation (Continued)

- The supervisor's signature on the request for compensation can only attest to whether the event occurred at a conventional work site or at an alternative work site (e.g., home or Telework center) during official duty
  - Under normal circumstances, supervisors are often not present when an employee sustains an injury
  - Employees are responsible for notifying their immediate supervisor of an injury at the earliest time possible
- 

# BIE Summer Institute

## Telework

- ▶ **Workers' Compensation (Continued)**
  - Telework arrangements can help put injured employees back to work and off the compensation rolls sooner rather than later.
  - Managers may want to look at employees currently out on Workers' Compensation to see if they might be able to perform some of their work at home
    - Accommodations of special equipment and/or restructuring assignments may enable an employee to resume work and terminate workers' compensation



# BIE Summer Institute

## Telework

### ▶ Travel

- Travel provisions that apply to employees working at their official duty stations also apply to employees who Telework. When an employee's workplace has been designated his/her official duty station (e.g., he/she Teleworks full-time from home or a location outside of the local commuting area where their organization is located), the employee's bureau/office is responsible for all work-related travel time and costs outside his/her normal commuting time to the Telework site—including travel to the location of the employee's organization.



# BIE Summer Institute

## Telework

- ▶ Continuity of Operations (COOP)
  - Telework plays a vital role in helping the Federal Government function during COOP events
    - Public health emergencies
    - Severe weather situations
    - Other emergency situations where employees may not be able to work from their normal worksite
  - Teleworkers and supervisors should discuss implications of an unexpected emergency when they enter into a Telework Agreement



# BIE Summer Institute Telework

- ▶ Continuity of Operations (COOP)
  - Teleworkers should be knowledgeable about their roles and responsibilities during COOP operations and other emergency situations including
    - When and how to report their individual Telework status to their supervisor or Human Resources representative
    - How to continue receiving work assignments from the supervisor, if necessary



# BIE Summer Institute Telework

- ▶ Continuity of Operations (COOP)
  - During COOP and other emergency situations, Teleworkers should continue to perform their duties, if so instructed by their supervisor, and if the DOI infrastructure continues to support Telework capabilities
  - Teleworkers should be expected to receive instructions from their supervisor soon after an emergency situation is declared



# BIE Summer Institute

## Telework

- ▶ Continuity of Operations (COOP)
  - A serious disruption may require employees on part-time Telework to assume a full-time Telework status
  - Teleworkers should maintain normal working hours during emergencies, unless otherwise directed by a manager or supervisor
  - If a disruption affects DOIs ability to support Telework Agreements, they may be terminated
    - Employees would be required to return to their normal worksite if needed



# BIE Summer Institute

## Telework

- ▶ Continuity of Operations (COOP)
  - Supervisor COOP Responsibilities
    - Understand the Department and bureau/equivalent office COOP plan and management roles in executing the plan with regards to Telework.
    - Notify employees designated as essential personnel for Continuity of Operations (COOP) and integrate COOP expectations into Telework agreements as appropriate.
    - Communicate expectations both to COOP and non-COOP employees regarding the use of Telework during emergencies.
    - Allow identified personnel who might Telework in case of an emergency to Telework regularly to ensure functionality.



# BIE Summer Institute Telework

- ▶ Continuity of Operations (COOP)
  - Teleworker COOP Responsibilities
    - Maintain a current Telework agreement detailing any COOP responsibilities as appropriate.
    - Practice Telework regularly to ensure effectiveness.
    - Be familiar with agency and workgroup COOP and individual expectations during COOP events.



# BIE Summer Institute Telework

- ▶ Telework Agreement
  - Vital to successful implementation of Telework
  - Creates a binding document, which lays out the expectations of the employee and the supervisor
  - A copy of the completed, signed and dated Telework Agreement must be provided to the BIE Human Resources Office, Attn: Edie Benson, before the end of the first pay period the employee is Teleworking
    - Codes in QT must match the codes in FPPS or the timesheet will “fatal”



# BIE Summer Institute Telework

- ▶ Telework Agreement
  - [Memorandum, December 19, 2011](#)
    - Mandatory Use of DOI Telework Agreement Form 3457
  - [DI-3457](#) US Department of the Interior Telework Agreement (November 2011)

# BIE Summer Institute Telework

- ▶ The Telework Handbook is in a rewrite stage
- ▶ Expected to be completed in the June/July 2011 timeframe
- ▶ Potential changes to:
  - Publications Management
  - Facilities Management
  - Emergency Services
  - Reasonable Accommodation
  - Finance
  - Acquisition
  - Forms Management and Telework Agreement Process
  - A Few Misc Changes
  - CIO Changes/Updates

# BIE Summer Institute Telework

- ▶ Potential changes to:
  - Publications Management
    - No supplements or changes to the Handbook except
      - Through labor negotiations
      - With approval of DOI Director of Human Resources
    - Prohibition on supplements applies to supervisors as well as organizations

# BIE Summer Institute Telework

- ▶ Potential changes to:
  - Facilities Management
    - Employees who Telework five or more days per pay period, must hotel space
    - Employees who Telework three or more days per pay period, may not be given an individual office

# BIE Summer Institute Telework

- ▶ Potential changes to:
  - Emergency Services
    - Requires Telework as part of annual COOP exercise
    - Lessons-learned report to Emergency Services and Human Resources
  - Reasonable Accommodation
    - Clarifies reasonable accommodation using Telework
  - Finance
    - Travel reimbursement
      - Same as non-Teleworkers

# BIE Summer Institute Telework

- ▶ Potential changes to:
  - Acquisition
    - Address Telework for Contractors
      - Non–Personal Services: Contractor rules apply
      - Personal Services: Must be addressed in Contract

# BIE Summer Institute

## Telework

- ▶ Potential changes to:
  - Forms Management and Telework Agreement Process
    - Standard Telework Forms
      - Telework Agreement
      - No Supplements or Changes
      - Telework Denial or Termination Form
    - Single process for approval of Telework Agreements
      - First line supervisor – decision maker
      - Second line supervisor – appeal authority

# BIE Summer Institute Telework

- ▶ Potential changes to:
  - A Few Misc Changes
    - Presumes all positions are suitable for Telework
    - No limits based on rank, status (term, temp, student) – limits must be based on duties of the position ONLY
    - Telework Agreements
      - Mandates one for all eligible employees
      - Agreements do not expire
      - Agreements must be updated with change of supervisor
    - New employees must be notified of eligibility within 60 days

# BIE Summer Institute

## Telework

- ▶ Potential changes to:
  - A Few Misc Changes
    - Clarifies “eligible” and “suitable for Telework”
    - Adds misconduct as an eligibility issue
    - Requires a Telework comment in all job vacancy announcements and position descriptions
    - Mandates training before Telework Agreement is signed
    - Better articulates responsibilities for supervisors, employees, human resources, etc.

# BIE Summer Institute

## Telework

- ▶ Potential changes to:
  - A Few Misc Changes
    - All employees treated the same and no special work reports from Teleworkers
    - Supervisor responsible for eligibility notification
    - Supervisor responsible for determining whether duties are suitable for Telework
    - Provides guidance on basis for excluding a position from Telework
    - Makes Telework and alternate work schedules compatible
    - Updates latest OPM guidance on inclement weather dismissal procedure

# BIE Summer Institute Telework

- ▶ Potential changes to:
  - CIO Changes
    - New appendix regarding records, privacy, etc
    - New Risk Assessment Tool for
      - Use of personally owned equipment
      - Removing PII, PHI, proprietary information, etc.

# BIE Summer Institute Telework

## ▶ Resources

- BIE/HR Website: <http://www.bie.edu/HR/>
- 370 DM 226 – DOI Telework Handbook, October 2011

# BIE Summer Institute Telework

- ▶ Questions or Comments?
  - ▶ Our other sessions this week:
    - How to Use Performance Appraisals to Evaluate Employee Performance
    - Beyond Performance & Misconduct: How to Utilize Progressive Discipline
    - Time & Attendance
    - Managing Your Performance Management Program
    - Writing Vacancy Announcements
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