

FFAS

HANDBOOK

Worklife Programs

To access the transmittal page click on the short reference.

For All FAS (including Overseas),
FSA, and RMA Offices

SHORT REFERENCE

34-PM

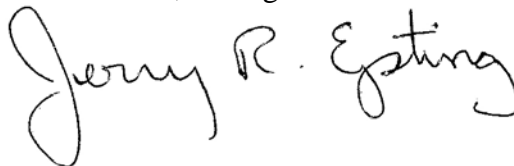
UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250

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Worklife Programs 34-PM	Amendment 4
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Approved by: Acting Deputy Administrator, Management



Amendment Transmittal

A Reasons for Amendment

Subparagraph 105 F and Exhibit 2 have been amended to provide the definition of family member.

Subparagraph 108 A has been amended to update the web address for the Telework Management System.

Part 6 and Exhibits 21 and 22 have been added to provide policy, procedures, and guidance for FSA National Office and FAS CCAP.

Page Control Chart		
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Part 1 Worklife Programs General Information

1 Overview

A Background

The diverse needs of the FFAS workforce require worklife programs to help employees find a balance between their work and personal lives.

Worklife programs:

- increase employee morale
- promote a family friendly workplace
- improve performance
- offer flexibility to employees allowing them less stress in carrying out work and personal tasks
- enable employees to fulfill Agency requirements without affecting productivity.

B Handbook Purpose

This handbook provides information about available worklife programs. Benefits are available to all eligible FFAS employees, except overseas.

1 Overview (Continued)

C Sources of Authority

FSA provides and/or anticipates worklife programs under the following programs and respective sources of authority:

- the following for EAP:
 - 5 U.S.C. 7361-7362
 - 5 U.S.C. 7901
 - 5 CFR Part 792
 - 7 CFR Part 2
 - 42 CFR Part 2
 - CG Decision B-187074, dated November 7, 1977
 - CG Decision B-226659, dated November 30, 1987
 - Executive Order 1254, dated September 15, 1986
- the following for NMP:
 - Presidential Memorandum dated June 21, 1996, Implementing Federal Family Work Arrangements
 - USDA Secretary's Memorandum – Supporting Nursing Mothers in the USDA Workplace dated January 21, 1998, established nursing mothers room facilities in the National Capital Region
 - Conference Report 107-253, Accompanying Pub. L. 107-67, Section 631 enacted on November 12, 2001
- Presidential Memorandum dated June 21, 1996, for the Elder Care Program.

2-24 (Reserved)

Part 2 Employee Assistance Program**25 Basic Provisions of EAP****A Background**

This part provides Federal regulations, policies, and procedures in administering EAP for all FFAS employees, except offices overseas.

B Purpose

EAP helps the following:

- employees cope with and/or resolve personal or work-related problems that could affect job performance
- restore productivity, reliability, and well-being after having a problem
- managers and supervisors handle workplace issues and concerns.

C Scope of EAP

EAP provides:

- problem assessment and short-term counseling by qualified specialists and advisors
- referral for treatment or rehabilitation to a community service or professional resource

***--Note:** Treatment and rehabilitation services may be at cost to the employee if the employee's health insurance doesn't cover the service.--*

- follow-up with the employee to help achieve an effective readjustment to the job during and after treatment.

25 Basic Provisions of EAP (Continued)**D Sources of Authority**

The following are sources of authority for EAP:

- 5 U.S.C. 7361-7362
- 5 U.S.C. 7901
- 5 CFR Part 792
- 7 CFR Part 2
- 42 CFR Part 2
- CG Decision B-187074, dated November 7, 1977
- CG Decision B-226659, dated November 30, 1987
- Executive Order 1254, dated September 15, 1986.

E Relationship to Work

EAP is keyed to employee performance and concentrates on problems related to issues and concerns that may contribute to unacceptable performance or conduct.

F Types of Issues and Concerns Addressed by EAP

The following are issues and concerns that EAP counselors can help employees cope with and/or resolve:

- alcohol and drug dependency
- behavioral (gambling, smoking, spending, eating disorders)
- family/relationship (marital, elder care, child care, legal, financial)
- health (life threatening illness)
- personal/emotional (anxiety, depression, grief and loss, stress, suicidal)
- occupational adjustment (problem solving, job adjustment, career changes).

26 Responsibilities of EAP**A EAP Provider Responsibilities**

EAP specialists provide the following services:

- confidential short-term counseling and problem solving
- employee referral (alcohol anonymous, mental health clinic)
- supervisory consultation (subparagraph 30 A)
- response assistance for a traumatic incident (suicide, acts of violence, threat, death) that affects the workplace (subparagraph 30 B)
- orientations and seminars (subparagraph 31 A)
- promotional items (subparagraph 31 B).

B Director, HRD Responsibilities

Director, HRD shall ensure that a nationwide EAP is in place and carried out according to Federal regulations and procedures in this handbook.

C Office Head Responsibilities

Office heads shall:

- ensure that employees are aware of EAP's purpose and services
- remind employees of EAP annually
- use EAP to obtain services described in this handbook
- contact the appropriate office in paragraph 32 to obtain EAP assistance.

26 Responsibilities of EAP (Continued)**D FFAS EAP Coordinator Responsibilities**

The HRD EAP coordinator carries out requirements necessary to implement and manage EAP ensuring that all employees are covered under EAP and receives benefits according to Federal regulations.

The KCHRO EAP coordinator carries out requirements for FSA and RMA offices located in Kansas City and St. Louis.

E Supervisor Responsibilities

Supervisors shall observe and document employee performance problems.

Note: Early detection and referral to EAP for troubled employees increase the odds for improvement and the return of a productive employee.

When a performance problem exists, supervisors shall:

- decide if supervisory consultation with EAP is necessary
- meet with the employee to discuss recognized problems (poor work quality, difficulties concentrating, problems with coworkers)

Note: Confront the employee in a caring manner. Be constructive and demonstrate support.

- remind the employee that free, confidential assistance through EAP is available to help the employee better cope with and/or resolve the problem that is affecting the employee's performance

Note: Offer the employee the telephone number to EAP.

- meet with the employee at a later date to discuss the performance and progress
- contact the appropriate Employee and Labor Relations office to discuss ways to handle the employee's issues and concerns (conduct, performance, alcohol or drug), when necessary.

Note: Supervisors shall refer employees found to be using illegal drugs to EAP for assessment, counseling, and referral for treatment or rehabilitation. Contact the appropriate Employee and Labor Relations office for further guidance.

26 Responsibilities of EAP (Continued)

F Employee Responsibilities

Employees shall:

- obtain help from EAP when faced with issues or concerns that could affect productivity, conduct, reliability, or well-being
- participate in EAP according to subparagraph 28 D
- use the table in subparagraph 32 A to contact the appropriate EAP office.

27 Benefits of EAP

A Employee Benefits

Employees receive the following benefits through EAP:

- problem assessment and identification of the nature and seriousness of a personal problem
- *--free short-term, professional counseling sessions with up to 4 visits per situation--*
- * * *
- perspective on problems
- follow-up visits
- opportunities to participate in a group CISD or diffusion when traumatic incidents occur. See subparagraph 30 B.

27 Benefits of EAP (Continued)

B Supervisor Benefits

Supervisors receive the following employee benefits through EAP:

- reduced employee absenteeism
- reduced disciplinary actions
- improved productivity
- improved office morale
- compliance with the Drug-Free Workplace Act of 1988.

28 Participating in EAP

A Employee and Family Participation

Participation in EAP is:

- voluntary
- the employee's decision.

Family members:

- may use EAP to discuss issues and concerns
- are eligible to receive short-term counseling and referral assistance to other organizations.

B Obtaining Assistance Through EAP

Employees may obtain professional assistance through EAP 24 hours a day, 7 days a week by contacting the appropriate EAP office in subparagraph 32 A.

EAP offices will acknowledge calls from employees within 24 to 48 hours of the call made to the EAP office.

Note: Employees shall ensure that EAP is aware of situations that need immediate attention.

28 Participating in EAP (Continued)**C Cost to Participate in EAP**

According to the EAP Agreement, short-term counseling and participation in orientations and seminars are free.

Additional costs may apply for outside treatment (drug rehabilitation) and professional services for the employee. Some FEHB plans or private plans may cover the cost of service. Employees may check with their health insurance carrier to verify benefits covered under the plan.

Note: EAP specialists will try to find an affiliation that accepts the employee's health insurance, but **cannot** guarantee success in all cases.

D Time Away From Office to Participate in EAP

Employees who take time away from the office to participate in EAP shall:

- do so during nonwork periods (lunch, before or after work)
- request and use approved leave (annual, sick, LWOP), when necessary.

Exception: Supervisors may grant employees:

- up to 1 hour (excused absence)
- additional time to account for travel to meet with the EAP specialist during the assessment visits.

Note: See 17-PM for guidelines governing excused absences and leave.

Supervisors may request a written statement from the counselor to document the employee's absence from the office during the assessment visits. No other information is required by the supervisor.

Note: The EAP specialist determines assessment visits.

Supervisors are encouraged to allow employees use of flexible work schedules to help them meet their EAP needs.

28 Participating in EAP (Continued)

E EAP Confidentiality

Participation in EAP is confidential according to the law. Information will only be released with the permission of the employee.

Exception: According to 42 CFR Part 2, any instance of suspected child abuse and neglect must be reported to appropriate State or local authorities.

When a client commits or threatens to commit a crime that could harm someone or cause substantial damage, law enforcement personnel must be informed.

Employees' official personnel folders must **not** include information about their use of EAP.

Supervisors shall secure employee's referral notes and records in a safe or file cabinet.

29 (Reserved)

30 Special Services Through EAP**A Supervisory Consultation**

EAP is available to provide supervisory consultation to office heads and supervisors.

Office heads and supervisors are encouraged to contact EAP for assistance and advice on how to:

- identify and discuss issues and concerns with troubled employees
- provide effective employee feedback
- make formal and informal referrals.

Supervisory consultation is free and confidential according to the law.

Contact the appropriate EAP office in subparagraph 32 A to obtain a supervisory consultation.

B Critical Incident Stress Debriefing

Traumatic incidents (threats, acts of violence, deaths, disasters, injuries) occasionally happen in the workplace causing employees anger, frustration, disappointment, or fear.

EAP:

- provides professionally trained CISD coordinator to assist in managing traumatic incidents through management consultation and defusing or debriefing, following a critical incident (threat, act of violence, natural disaster, death)
- will arrange CISD through the FFAS EAP coordinator, or office head, when an FFAS EAP coordinator is unavailable
- provides assistance (by means of defusing, debriefing, or stress management training) if a traumatic incident occurs that affects the workplace.

Office heads shall contact the appropriate FFAS EAP coordinator in subparagraph 32 B or EAP provider in subparagraph 32 A to schedule CISD.

31 Additional Information Available to Employees and Supervisors**A Orientations and Seminars**

The EAP provider will encourage offices to hold events on how EAP can help employees and supervisors, such as:

- lunch and learn sessions
- employee orientations
- staff meetings to provide employees help in coping with life difficulties, issues, or concerns.

The following are examples of seminars offered by EAP:

- Stress Management
- Conflict Resolution
- Coping With Change
- Balancing Home and Work
- Violence in the Workplace.

Orientations and seminars are approximately 1 hour long.

Note: * * * Office heads may arrange for an orientation and seminar by contacting the appropriate EAP coordinator. Seminars related to CISD may be arranged by the FFAS EAP coordinator, when determined to be necessary.

B Promotional Material

The EAP provider distributes the following information to all offices on an FY basis:

- wallet card
- EAP pamphlet that provides information about services
- poster
- supervisor guide.

--Offices may access and print helpful resource information online, including quarterly newsletters, that may answer questions about issues and concerns that matter to them.--

31 Additional Information Available to Employees and Supervisors (Continued)**B Promotional Material (Continued)**

To obtain information, use this table.

IF located in...	THEN go online to...
--FSA, RMA, and FAS Offices	<ul style="list-style-type: none"> • www.foh4you.com • CLICK "Enter" • click topic of interest.--
* * *	* * *

C Reference Materials for Employees

The following are question and answer guides that may be obtained through OPM's web site for Federal employees:

- Your Federal Employee Assistance Program
- Confidentiality and the Employee Assistance Program.

These guides can be obtained at

http://www.opm.gov/Employment_and_Benefits/WorkLife/OfficialDocuments/HandbooksGuides/.

D Reference Materials for Managers and Supervisors

Managers and supervisors should obtain the following handbooks for review in handling workplace issues and concerns:

- Alcoholism in the Workplace: A Handbook for Supervisors
- Handling Traumatic Events: A Manager's Handbook.

These handbooks can be obtained at

http://www.opm.gov/Employment_and_Benefits/WorkLife/OfficialDocuments/HandbooksGuides/.

E EAP Information on Web Site

Additional EAP information may be obtained at

<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=eap>.

32 EAP Contacts**A EAP Provider**

*--Employees and supervisors shall contact Federal Occupational Health at 800-222-0364 or 888-262-7848 (TTY).

B FFAS EAP Coordinators

Office heads shall use this table to contact the appropriate FFAS EAP contact.

IF located in...	AND need...	THEN contact...
<ul style="list-style-type: none"> • FSA, RMA, and FAS National Offices • RMA Regional Service and Compliance Offices, except Kansas City offices 	<ul style="list-style-type: none"> • CISD arranged • orientation/seminar arranged • promotional materials 	HRD, EPB at 202-401-0683 or 202-205-9057 (TTY).
<ul style="list-style-type: none"> • FSA County Office 	<ul style="list-style-type: none"> • CISD arranged • orientation/seminar arranged • promotional materials 	State Office
<ul style="list-style-type: none"> • FSA State Offices • FSA Kansas City Offices • FSA St. Louis Offices • RMA Kansas City Office • FSA, APFO 	<ul style="list-style-type: none"> • CISD arranged • orientation/seminar arranged • promotional materials 	KCHRO at 816-926-6643.

--*

Note: County Offices shall obtain additional information through the State Office.

33-49 (Reserved)

Part 3 Nursing Mothers Program**50 Basic Provisions of NMP****A Background**

This part provides Federal regulations, policies, and procedures in administering NMP for all FFAS employees, except offices overseas.

B Purpose

NMP provides nursing mothers the opportunity to use an established USDA facility so they can efficiently continue to provide breast milk to their child after returning to work.

In addition, mothers can store their breast milk safely while at work, and then take it home to their babies.

FFAS encourages using nursing mother's facilities to help mothers better balance work and family.

Note: USDA does **not** require agencies to establish nursing mothers rooms. Approval of a room normally is based on the availability of budget and space.

50 Basic Provisions of NMP (Continued)**C Sources of Authority**

The following are sources of authority for NMP:

- Presidential Memorandum dated June 21, 1996, Implementing Federal Family Work Arrangements
- USDA Secretary's Memorandum – Supporting Nursing Mothers in the USDA Workplace dated January 21, 1998, established nursing mothers room facilities in the National Capital Region
- Conference Report 107-253, Accompanying Pub. L. 107-67, Section 631 enacted on November 12, 2001.

D Relationship to Work

NMP provides benefits to help nursing mothers better balance both work and family responsibilities.

51 Responsibilities of NMP**A Director, HRD Responsibilities**

Director, HRD shall ensure that NMP is in place and carried out according to Federal regulations and procedures in this handbook.

B Manager and Supervisor Responsibilities

Managers and supervisors shall:

- authorize nursing mothers official time to participate in NMP

Note: See 17-PM for questions about using official time and leave.

- contact the FFAS NMP manager in subparagraph 56 B for additional information about NMP.

51 Responsibilities of NMP (Continued)

C FFAS NMP Manager Responsibilities

The FFAS NMP manager shall:

- monitor employee participation in NMP
- conduct an annual assessment of the participants' satisfaction with services provided
- respond to inquiries related to NMP facility service issues.

D Employee Responsibilities

Employees shall:

- participate in NMP according to subparagraph 53 B
- obtain supervisory approval to use the nursing mothers room.

52 Benefits of NMP

A Benefits

NMP:

- helps mothers extend their bonding period
- helps mothers to return to work sooner
- makes both the mother and employer happier when the mother can effectively balance work and family responsibilities.

53 Participating in NMP

A Eligibility

FFAS employees and contractors who have decided to nurse their infant may participate in NMP.

B Employee Responsibilities

Employees shall:

- notify the appropriate office in subparagraph 56 A of their plans to use the nursing mothers room
- obtain supervisory approval to use the nursing mothers room during work hours
- obtain access to the nursing mothers room by contacting the appropriate office in subparagraph 56 A

Notes: If located in the National Office, contact OO to obtain access to the nursing mothers room. Do **not** contact HRD.

The contacts in subparagraph 56 A, except HRD, will provide employees key card access or a code (depending upon location) to the nursing mothers room.

- use the sign-in/sign-out form in the nursing mothers room to schedule the time the room will be used
- review participating rules and information about NMP at http://www.usda.gov/da/employ/NURSING_MOTHERS_PROGRAM1.pdf
- clean their own accessory kit
- keep the nursing mothers room maintained at all times
- notify the appropriate office in subparagraph 56 A to cancel participation in NMP

Note: Employees who have a key to the nursing mothers room should return it when they stop participating in NMP.

- contact the FFAS NMP manager in subparagraph 56 B for additional information about NMP.

54 Location of Nursing Mothers Rooms

A National Office and Kansas City Locations

Currently, nursing mothers rooms are at the following locations:

- 1400 Independence Avenue SW
Room 1441-S
Washington DC 20250
- 5601 Sunnyside Avenue
Room 2-L140
Beltsville MD 20705-5000
- USDA, FSA, Kansas City
6501 Beacon Drive
Nurses Office (G-08 or G-11)
Kansas City MO 64133 6501-4675.

55 Equipment and Successful Operations

A Using Equipment

Employees may bring their own breast pump or use the electrical hospital grade pump in the room.

Notes: Employees who use the pump in the nursing mothers room must use an accessory kit to prevent cross contamination of milk.

Employees are responsible for cleaning their own accessory kit.

B Successful Operations of Nursing Mothers Room

The successful operations of the nursing mothers room depends on the voluntary efforts of the user.

56 NMP Contacts**A Nursing Mothers Contacts**

Employees shall contact the following offices if they want to:

- participate in NMP
- cancel participation in NMP.

IF located in...	THEN contact...
the National Office	<ul style="list-style-type: none"> • HRD at either of the following: <ul style="list-style-type: none"> • 202-401-0683 • (TDD) 202-205-9057 • OO at 202-690-0196.
Beltsville, MD	<ul style="list-style-type: none"> • Health Unit at 301-504-2398.
Kansas City, MO	<ul style="list-style-type: none"> • Health Unit at 816-823-1011.

B FFAS NMP Manager

For additional information about NMP, contact Juliet McBride at either of the following:

- 202-401-0683
- (TDD) 202-205-9057.

57 Helpful Web Sites**A Web Sites for Nursing Mothers**

The following are web sites that provide helpful information for nursing mothers.

- FSA Workplace and Services at <http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=landing>
- USDA Nursing Mothers Room at www.usda.gov/da/shmd/mothers.html
- OPM at <http://www.opm.gov>
- La Leche League at <http://www.llli.org>
- Medela at <http://www.medela.com>
- Daily Inspiration for the Nursing Mother at <http://www.lactations.com>

58-69 (Reserved)

Part 4 The Elder Care Program

70 Basic Provisions of Elder Care Program

A Background

This part provides Federal regulations, policies, and procedures in administering the Elder Care Program for all FFAS employees, except offices overseas.

B Purpose

The Elder Care Program helps employees:

- who are currently caregivers, or who will be, with family and worklife demands
- prepare for their future of aging.

C Source of Authority

The source of authority for the Elder Care Program is Presidential Memorandum dated June 21, 1996.

D Relationship to Work

The Elder Care Program helps employees balance both work and family responsibilities.

71 Responsibilities of Elder Care Program**A Director, HRD Responsibilities**

HRD is responsible for providing the following:

- nationwide administrative guidance
- review and policy guidance for the Elder Care Program
- service to FFAS employees.

B Office Head Responsibilities

Office heads or designee shall:

- ensure that employees are aware of the Elder Care Program, its purpose, and services
- in Field Offices, formulate an Elder Care Program for employee use.

Note: Field Office heads shall contact the Elder Care Program manager in paragraph 79 for assistance with formulating an Elder Care Program.

C Supervisor Responsibilities

Supervisors shall allow employees time away from the office to participate in Agency-sponsored elder care activities and events.

Note: See 17-PM for questions about using official time and leave.

D FFAS Elder Care Program Manager Responsibilities

The FFAS Elder Care Program manager:

- carries out requirements necessary to implement and manage a nationwide Elder Care Program
- provides Field Offices assistance in developing an Elder Care Program
- coordinates elder care events and activities for National Office employees
- oversees the support group for National Office employees.

71 Responsibilities of Elder Care Program (Continued)

E Employee Responsibilities

Employees shall:

- use the Elder Care Program to:
 - help manage caregiving issues and concerns
 - gain knowledge on how to prepare for their future of aging
- obtain supervisory approval to participate in events during nonlunch periods.

72 Benefits of Elder Care Program

A Employee and Agency Benefits

The Elder Care Program can:

- reduce the amount of time employees need to spend away from work dealing with elder care issues
- help employees:
 - reduce stress and improve their overall well being
 - better balance work and family
 - make more informed elder care decisions through group activities, networking, materials, and the FFAS Intranet
 - prepare for their future of aging
- improve employee morale
- serve as a retention tool
- promote loyalty to the Agency.

73 Administering the Elder Care Program**A Promoting the Elder Care Program**

The following are suggestions for promoting an Elder Care Program in an effort to help caregivers and employees.

- Hold elder care events and activities.

Examples: To learn about the pros and cons of a nursing home or assisted living facility, hold a 1-hour seminar about housing options for the elder adult.

To learn how to better balance work and family, hold a 1-hour stress management seminar for the caregivers.

- Hold an elder care fair. Invite Federal and outside affiliations who can provide helpful advice and resource information to caregivers and those preparing for their future of aging. See Exhibit 10 for an example flyer for an elder care fair.

Notes: See the Guide to Planning a Dependent Care Fair (subparagraph 78 D) for assistance on planning an elder care fair.

FFAS encourages the support group leader to hold meetings and/or activities quarterly or when deemed necessary.

- Share information through newsletters, publications, electronic messages, and the Internet.
- Coordinate a support group for caregivers at locations where participation is deemed sufficient.

74 Planning for the Aging Process**A Pre-Planning for Aging**

Pre-planning for the future of aging is important. It is wise to seek professional advice to find out how to protect assets. Individuals should know whether or not they would be entitled to benefits upon experiencing a life changing event, such as to become disabled or dependent upon assistance. In addition, employees should obtain professional assistance to ensure that financial and legal matters are in place. Individual entitlement to benefits and assets could be adversely affected if they do not effectively prepare and plan for the future of aging.

Examples: Following are examples of financial and legal documents and important benefits:

- legal documents, such as a trust, living will, durable power of attorney, or medical directive
- financial documents, such as bank account, mutual funds, bonds, or stocks
- insurance, such as health, life, medical, long-term care, Medicare, or Medicaid
- eligibility requirements, such as for a nursing home, assisted living, or adult day care, if an illness or disability occurs, or upon becoming dependent upon another.

75 Caregivers Support Group**A Formulation of Caregivers Support Group**

Employees sometimes need the support of others who have experienced similar caregiving experiences. A support group provides support and opportunities for employees to learn how to prepare for the future of aging through the experiences of others.

75 Caregivers Support Group (Continued)**A Formulation of Caregivers Support Group (Continued)**

Field Offices shall:

- solicit interest of employees who want to participate in a support group
- notify employees about the formulation of a support group
- formulate a support group at locations where participation is deemed sufficient

Note: Offices may invite employees from a collocated Agency to join the group at locations where participation is sufficient.

- oversee the formulation of the support group and assist when necessary.

Notes: Volunteers may steer activities and events and keep the office head or designee abreast of support group plans, activities, and events.

All participants should work together as a group to make the support group efforts meaningful and successful.

76 Participating in Activities and Events**A Time Away From Office to Participate in Group Activities and Events**

Elder care activities and events may be held during a normal workday.

Offices are encouraged to use the following options to allow employee participation during a normal workday schedule:

- allow excused absences to participate in Agency-sponsored elder care events, such as seminars, fairs, and support group events
- approve use of flexible work schedules to allow employee participation in activities and events.

Note: See 17-PM for information about excused absences and flexible work schedules.

77 Funding the Elder Care Program**A Program Funding**

Where cost is involved, such as to obtain a speaker for a seminar, offices shall review the availability of funds and make this part of their annual budget process.

Note: Many Federal and non-Federal affiliations provide activities and events, such as a workshop, seminar, and elder care fair, at no cost or a very low cost.

78 Web Sites and Reference Materials**A FFAS Web Sites**

The following are web sites that may be helpful to caregivers and employees.

Elder Care Program at

<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=ffw-ec>

- Alternate Work Schedules, Leave, Leave Transfer, and Leave Bank at **<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=aws>**
- EAP at **<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=eap>**

B Web Sites for Other Federal and Non-Federal Affiliations

The following are web sites that may be helpful to caregivers and employees.

- AARP National Organization at **<http://www.aarp.org>**
- Administration on Aging at **<http://www.aoa.gov>**
- Alzheimer's Association at **<http://www.alz.org>**
- American Cancer Society at **<http://www.cancer.org/docroot/home/index.asp>**
- American Diabetes Association at **<http://www.diabetes.org>**
- American Heart Association at **www.americanheart.org**
- Arthritis Foundation at **<http://www.arthritis.org>**
- Assisted Living Federation of America at **<http://www.alfa.org>**
- CancerCare at **<http://www.cancercare.org>**

78 Web Sites and Reference Materials (Continued)

B Web Sites for Other Federal and Non-Federal Affiliations (Continued)

- Centers for Medicare and Medicaid Services at <http://www.cms.hhs.gov>
- *--EAP (FFAS National Office use) at <http://www.foh4you.com>--*
- * * *
- ElderCare Online at <http://www.ec-online.net>
- Eldercare Locator at <http://www.eldercare.gov>
- Family Caregiver Alliance at <http://www.caregiver.org>
- Senior Citizens' Resources at <http://www.usa.gov/Topics/Seniors.shtml>
- U.S. Department of Health and Human Services at <http://www.hhs.gov>
- Healthfinder at <http://www.healthfinder.gov>.

C Other Federal and Non-Federal Web Sites

The following are web sites that may be helpful to caregivers and employees.

- National Association of Area Agencies on Aging at <http://www.n4a.org>
- National Academy of Elder Law Attorneys at <http://www.naela.com>
- National Association of Professional Geriatric Care Managers at <http://www.caremanager.org>
- National Center on Elder Abuse at <http://www.elderabusecenter.org>
- National Council on Aging at <http://www.ncoa.org>
- National Hospice Foundation at <http://www.nationalhospicefoundation.org>
- National Hospice and Palliative Care Organization at <http://www.nhpco.org>
- National Institute on Aging at <http://www.nia.nih.gov>
- National Respite Locator Service at <http://www.respitelocator.org>

* * *

78 Web Sites and Reference Materials (Continued)

C Other Federal and Non-Federal Web Sites (Continued)

- Nursing Home Compare at <http://www.medicare.gov/NHCompare/home.asp>
- OPM at <http://www.opm.gov>
- SeniorLaw at <http://www.seniorlaw.com>
- Social Security Administration at <http://www.ssa.gov>
- Eldercare Locator at <http://www.eldercare.gov>
- Federal Long Term Care Insurance Program at <http://www.ltcfeds.com>
- Administration on Aging at <http://www.aoa.gov>
- USDA Safety and Worklife Programs at <http://www.usda.gov/da/employ/ffwg.htm>

D Reference Materials

--The following are reference materials that may be helpful to caregivers, employees, and office heads.--

- The Handbook of Elder Care Resources for the Federal Workplace (OPM handbook) at http://www.opm.gov/Employment_and_Benefits/Worklife/OfficialDocuments/HandbooksGuides/ElderCareResources/index.asp
- Guide to Planning a Dependent Care Fair (OPM handbook) at https://www.opm.gov/Employment_and_Benefits/WorkLife/OfficialDocuments/handbooksguides/PlanningFair/index.asp
- USDA's Beginning Choosing a Good Nursing Home Brochure at <http://www.usda.gov/da/shmd/Eldercare.pdf>
- Fannie Mae's ElderKit at <http://www.fanniemae.com/global/pdf/aboutfm/responsibility/eldercare/elderkit.pdf>

Note: FFAS does **not** endorse these listed web sites, but provides them for informational purposes. Using the web sites is voluntary.

79 Eldercare Program Contacts

A If additional information is needed about the Elder Care Program:

- all National and Field Office heads shall contact HRD, EPB by 1 of the following:
 - telephone at 202-401-0683
 - TDD at 202-205-9057
 - e-mail to **juliet.mcbride@wdc.usda.gov**.
- Field Office employees shall contact their office head or designee who is responsible for coordinating the Elder Care Program.

Note: County Offices shall contact the State Office head or designee for assistance.

80-99 (Reserved)

--Part 5 Telework Program*100 Overview****A Background**

For over a decade, laws addressing telework have been in effect for Federal employees. The primary legislative mandate for telework was established in 2000 in Pub. L. 106-346, Section 359, which states that “each executive agency shall establish a policy under which eligible employees of the agency may participate in telecommuting to the maximum extent possible without diminished employee performance”.

Telework is of particular interest for its benefits in the following areas:

- recruiting and retaining the best possible employees
- helping employees manage long commutes and other work/life issues that, if not addressed, can have a negative impact on their effectiveness or lead to employees leaving Federal employment
- reducing traffic congestion, emissions, and infrastructure impact in urban areas, thereby improving the environment
- saving taxpayer dollars by decreasing Government real estate costs
- ensuring continuity of essential Government functions in the event of national or local emergencies.

B Purpose

This part provides information about Federal telework policies and provides specific FFAS telework policy.

Bargaining unit employees shall refer to:

- their union contract for information on negotiated telework policies
- this handbook for laws, regulations, and policy **not** covered by their union contract
- this handbook to apply for telework.

Nonbargaining unit employees shall refer to this handbook for all matters about telework.--*

--100 Overview (Continued)*C Sources of Authority**

Authority for managing telework is found in:

- 31 U.S.C. 1348, (from Pub. L. 104-52, Section 620)
- Pub. L. 105-277, Omnibus Appropriation Act, Title IV, Section 630
- Pub. L. 106-346, Section 359
- Pub. L. 108-199, Division B, Section 627
- Pub. L. 108-447, Division B, Section 622
- 71 FR 13845, March 17, 2006, Guidelines for Alternative Workplace Arrangements
- 72 FR 9532, March 2, 2007, Information Technology and Telecommunications Guidelines for Federal Telework and Other Alternative Workplace Arrangement Programs
- 3 FAM 2360, Telecommuting
- 2 FAH-2 H-100, Post Management Organization.

D Related Handbooks

The following handbooks concern telework:

- 17-PM
- 31-PM
- 32-PM.--*

--101 Definitions*A Telework**

Telework means performance of official duties at an alternative worksite, such as a home, telecenter, or other satellite work location.

Note: Telework is also known as flexiplace, flexible workplace, telecommuting, and work at home.

As defined by OPM, telework is **not** either of the following.

- **Work Extension.** Many employees take work home. This is remote work, but is **not** considered telework within the scope of the legislation.
- **Mobile Work.** Some employees, by the nature of the job, are generally offsite and may even use home as their “home base”. Because the employee’s work requires this setup and the employee travels much of the time, this is **not** considered telework.

Note: This is different from “hoteling” arrangements, in which frequent teleworkers use shared space when onsite.

B Teleworker

A teleworker is an employee who works at an alternative work location, such as a home, telecenter, or other satellite work location, either on a regular or recurring schedule for a minimum of 1 day per pay period or on an ad-hoc basis.

C Telework Agreement

A telework agreement is the agreement between the supervisor and teleworker that outlines the terms and conditions of the telework arrangement. A telework agreement **must** be completed and approved in advance for all types of telework arrangements, including ad-hoc.

Important: All telework agreements **must** be renewed on an annual basis.

D Supervisor

A supervisor is defined as the employee’s first-line supervisor.--*

--101 Definitions (Continued)*E Short-Term Medical Condition**

A short-term medical condition is a serious bona fide medical condition that lasts, or is expected to last, 6 months or less. A short-term medical condition is not typically a chronic illness.

Appropriate uses of short-term medical telework include, but are not limited to, the following:

- recovery from injury (non-OWCP)
- pregnancy and child birth
- recovery from surgery
- receiving regularly scheduled therapy or treatment sessions, such as physical therapy or chemotherapy
- **nonprimary** care giving duties for a family member.

F Serious Bona Fide Medical Condition

A serious bona fide medical condition is an injury, traumatic injury, disease, or illness that results in care provided by a licensed health care professional.

Note: Family members who are being cared for by an employee must also meet this definition.

G Temporary Changes to the Telework Agreement

Temporary changes to the telework agreement is when there is a **temporary** change to the employee's work status and/or telework work schedule.

Temporary changes:

- are allowed
- do **not** require a new or amended telework agreement--*

--101 Definitions (Continued)*G Temporary Changes to the Telework Agreement (Continued)**

- may include, but are not limited to, requests to work a different or additional telework day because of any of the following:
 - unexpected meetings
 - inclement weather
 - major traffic disturbances that are a consequence of planned or unplanned events, such as large demonstrations.

Temporary changes **must** be approved by the supervisor. Temporary changes in the telework agreement are encouraged, but **not** guaranteed.

Note: Temporary changes to RMA telework agreements **must** be in writing.

A missed telework day may be rescheduled if approved by the supervisor. There is no entitlement to the telework day. A telework schedule is **not** the same as a work schedule. Missing a day of telework is **not** like missing a compressed work schedule day off. It is **not** mandatory to reschedule the telework day if:

- it is the same day as a Federal holiday
- the employee has to forfeit a telework day to attend meetings at the regular worksite.

H Permanent Change to the Telework Agreement

A permanent change to the telework agreement is when there is a permanent change to the employee's work status and/or telework schedule. This includes, but is not limited to, the following:

- change in position
- change in supervisor, other than temporary acting supervisors
- increase or decrease in the number of telework days
- change in telework schedule, such as changing from teleworking on Mondays to Wednesdays
- cancellation or removal from telework agreement; end date must reflect last telework day worked.

Note: This is especially important when using an Interagency Telework Center because the information must be tracked for budget purposes.--*

--102 Telework Program Requirements*A Eligible Employees**

All FFAS employees are eligible for telework, providing that there is supervisory approval, **except** the following:

- for FSA Federal and non-Federal employees located in County Offices
- SED's and State Office supervisors
- Foreign Service officers assigned overseas
- employees with either of the following:
 - current conduct issues
 - current performance issues.

Notes: RMA supervisors are only eligible for ad-hoc and medical telework.

FAS supervisors at the branch chief level and above and SFS employees in Washington, DC, are only eligible for ad-hoc and medical telework.

B Policy Statement

FFAS supports a flexible workplace policy for eligible employees:

- who want to work offsite for part of the pay period
- whose work is appropriate to this arrangement
- where such an arrangement will benefit the Government.

Employees who perform duties that are suitable for teleworking, and meet other established eligibility criteria, may be afforded the opportunity to telework.

Telework is:

- **not** an entitlement
- a voluntary program that may be terminated, at any time, by the employee or supervisor
- a tool that can be used to address short-term FFAS or employee needs.--*

--102 Telework Program Requirements (Continued)*C Work Requirements**

Rarely will 100 percent of an employee's duties be appropriate for telework. Employees will usually be required to perform, at least, part of their duties at their ODS. Appropriate work for a flexible worksite **must** meet the following criteria:

- have portable tasks

Note: The employee and supervisor must ensure that there are sufficient, consistent portable tasks in the employee's current job to support the number of telework days requested.

- be measurable

Note: Managers often ask, "How do I know what my employees are doing when I cannot see them?" Performance standards for offsite employees are the same as performance standards for onsite employees. Management expectations of a teleworker's performance should be clearly addressed **before** the employee begins teleworking. As with onsite employees, teleworkers must be held accountable for the results produced. Managers who practice good performance management techniques help facilitate an easy transition to a telework environment.

- be able to be completed away from the regular worksite without adversely affecting the workload of other employees, office coverage, or the mission of the work unit.

Note: Managers and supervisors are responsible for ensuring adequate office coverage at all times. Managers are authorized to ensure adequate office coverage for the circumstances of their office.--*

--102 Telework Program Requirements (Continued)*C Work Requirements (Continued)**

Appropriate offsite work or tasks, may include, but are not limited to, work that requires the following:

- thinking and writing
- data analysis, if the data is accessible remotely
- reviewing grants or case files
- writing decisions, reports, etc.
- telephone-intensive tasks
- following up on a work study
- research to obtain information
- computer-oriented tasks, such as programming, web page design, data entry, and word processing.

D Ineligible Work Tasks

Work tasks that are **not** eligible for telework include tasks that require:

- physically transporting PII data

Note: PII data may be accessed through FFAS-approved secure databases and connections.

- creating hardcopy PII data at the telework site
- transporting classified data.--*

--102 Telework Program Requirements (Continued)*E Employee Qualifications**

To be considered for telework, an employee must:

- be performing at least at the “Fully Successful” level
- demonstrate motivation, independence, and dependability in accomplishing work assignments
- demonstrate good organization and time management skills
- be engaged in work that can be performed successfully offsite
- be easily accessible while at the alternate worksite
- provide and maintain current contact information at the alternate worksite to the supervisor.

Telework is **not** suitable for employees who:

- have performance and/or conduct issues
- have a position that requires frequent face-to-face interaction with supervisors, co-workers, customers, or others
- require on-the-job training
- require close supervision.

Restrictions: Union representation duties may **not** be performed while teleworking and union officials on 100 percent time are ineligible for telework.

Note: Just because a previous employee was allowed telework in a position does **not** mean that future employees in the same or similar position will automatically be granted telework. Assessment of the appropriateness of telework will be done on a case-by-case basis.--*

--103 Types of Telework*A Telework Supported by FFAS**

FFAS supports the following 3 types of telework.

Type of Telework	Description	Approval Level
Ad-Hoc	An intermittent telework schedule that does not follow a regular weekly schedule.	First-Line Supervisor
Long-Term	<p>A work schedule of 1 to 4 days per week at the telework site on a regularly scheduled basis.</p> <p>Example: Jane Smith works from her home every Wednesday.</p> <p>FAS Only: Employees may only be approved for up to 2 days per week.</p>	
Short-Term Medical	<ul style="list-style-type: none"> • Medical telework, although it may be used as part of an accommodation, is intended for temporary or short-term medical conditions. For persons with disabilities requesting accommodation, see 31-PM. • Short-term medical telework must be supported by appropriate documentation from a medical professional that is acceptable to HRD. • Medical telework outside of the local commuting area will be considered on a case-by-case basis. 	<p>Supervisor and HRD</p> <p>Note: In FSA/RMA Kansas City, supervisor only.</p>

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--103 Types of Telework (Continued)*B Short-Term Medical**

Short-term medical telework is very similar to regular telework; however, there are some major differences. The differences are as follows.

- The employee may work at the alternative worksite up to 5 days a week.
- A bona fide medical condition and documentation of the condition are required.
- All medical telework agreements, longer than 2 weeks, must be approved by the employee's supervisor **and** HRD, except for FSA and RMA employees in Kansas City.
- Employees may be scheduled to work during nonduty hours.

Note: Working during nonduty hours is a rare exception.

- Employee must have a signed release from a treating physician to return to work whether at the office or the alternate worksite.

C Required Medical Documentation

The treating physician or specialist must provide the following on office letterhead with an original signature:

- nature of the condition and diagnosis
- prognosis of the condition
- an estimated date that the employee will be able to return to work, either full- or part-time
- specific information about the physical or activity restrictions; that is, workhours, duties, etc., including any change in the employee's condition warranting adjustment of workhours, etc.
- any other information about the employee's condition that may assist the supervisor in evaluating the employee's request for telework.

Required medical documentation:

- may be FAXed to HRD, Employee Labor Relations and Benefits Branch at 202-205-9140
- must be received by HRD before the telework agreement can be approved.--*

***--103 Types of Telework (Continued)**

D Long-Term Off-Site (FAS Only)

Long-term off-site is available only to FAS employees. Long-term off-site telework is **not** an entitlement and may be terminated at any time by the employee and supervisor, OAO, or the FSA Administrator. Long-term off-site telework allows an employee to telework full-time, outside of the employee's local commuting area, even overseas.

Employees on long-term off-site telework may or may not come into the regular worksite on a regular basis. Depending on the telework schedule, the telework agreement may require a change in the employee's ODS.

Example: Sarah Jones works 5 days per week from Miami, Florida. She attends periodic meetings at the regular worksite, usually once a quarter. Sarah's ODS will be changed to Miami.

Apply for long-term off-site telework according to the following.

Step	Action
1	<p>Long-term off-site teleworkers must obtain approval from their Deputy Administrator and OAO. A decision memorandum is required. The employee should include the following in the decision memorandum:</p> <ul style="list-style-type: none"> • reason for request • justification • dates • any potential costs to FAS (e.g. travel) <p>Note: If the employee's ODS is changed, FAS will be responsible for travel costs for trips to Washington, DC.</p> <ul style="list-style-type: none"> • how the employee will communicate with supervisor/co-workers • how work assignments will be handled • any special hardware/software or telecommunication requests/requirements.

--*

--103 Types of Telework (Continued)*D Long-Term Off-Site (Continued)**

Step	Action
2	<p>If the employee is planning to telework overseas, he/she will need to obtain Embassy approval. If approved to telework overseas, the employee will travel on a government passport and obtain the necessary visa.</p> <p>Note: NSDD-38 provisions apply.</p>
3	<p>Once approval is obtained from the Deputy Administrator and OAO:</p> <ul style="list-style-type: none"> • apply for telework in TMS according to paragraph 108 • FAX a copy of approved memorandum to HRD at 202-205-9140.
4	<p>A long-term offsite teleworker on an agreement of 6 months or longer must have their ODS changed. ODS is not changed the first 12 weeks of the telework agreement. Given the many unforeseen complications in effectively managing overseas long-term, off-site telework agreements, the first 12 weeks of the telework agreement are a trial period. If the telework agreement is not working, the telework agreement will be cancelled and the employee will return to ODS.</p> <p>Important: If the telework agreement is working and will continue, the employee's office must submit SF-52 to change the employee's ODS.</p> <p>SF-52 must also be done when the employee's telework agreement concludes and the employee returns to their original ODS.</p>

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--104 Responsibilities*A Supervisory Responsibilities**

Supervisors shall consider the following criteria in evaluating an application for telework.

- Is the employee eligible to participate according to subparagraphs 102 A and E?
- Will the office staff/coverage be adversely affected?
- Can work assignments and responsibilities be evenly distributed?
- Will service to internal and external customers be adversely affected?
- Are work activities substantially portable and appropriate for the amount of telework days requested?

Example: Are most work assignments not classified and can the work be performed outside of the office without compromising PII?

- Can the work activities be performed equally effective outside of the office?
- Can the work be managed by results rather than direct observation?

Note: Supervisors should discuss with employees the method of how work will be measured or monitored offsite before the employee begins telework.

Important: Supervisors must ensure that the employee receives annual information systems security training.

B Employee Responsibilities

Telework should **not** adversely affect either the employee's performance or that of their co-workers. Therefore, if the employee's job involves frequent interaction with co-workers or customers, the employee is expected to be available at the same times and provide the same level of service as when he or she is at the regular worksite.--*

--104 Responsibilities (Continued)*B Employee Responsibilities (Continued)**

A successful telework arrangement starts with a good self-assessment. Employees should consider the following factors in making an honest determination about their telework capabilities:

- sufficient portable work for the amount of telework being proposed
- ability to work independently, without close supervision
- comfort with the technologies, if any, needed to telework
- good communication with manager, co-workers, and customers that will enable a relatively seamless transition from onsite to offsite
- telework office space is conducive to getting the work done
- dependent care arrangements are established.

Important: Telework is **not a substitute** for child care, elder care, or care of any other dependent adults.

While managers are ultimately responsible for the effective functioning of their work unit, teleworkers should help manage the group's expectations and their own communication to avoid any negative impact from their telework arrangement. Teleworkers should address the following issues.

- **Backup.** Even with portable work, there are inevitably instances where physical presence is required and a co-worker may need to step in. Co-worker backups should be planned, should not be onerous, and should be reciprocal. Cross-training staff has broad organizational benefits and should be a management priority.
- **On-the-spot assistance.** Teleworkers may occasionally need someone who is physically in the main office to assist them, such as to FAX a document or look up information. These arrangements should not be unduly burdensome. A "buddy system" between teleworkers may be the least disruptive solution.
- **Communication with manager.** The manager must be kept apprised of the teleworker's schedule, how to make contact with the teleworker, and the status of all pending work.
- **Communication with co-workers.** Co-workers must be informed about the appropriate handling of telephone calls or other communications that are the teleworker's responsibility.--*

--104 Responsibilities (Continued)*B Employee Responsibilities (Continued)**

In addition, employees shall:

- follow the terms and conditions of the telework policy agreement
- maintain productivity and customer service
- ensure that technology needed to perform the job offsite is currently available and operating effectively offsite
- ensure compliance with applicable building and safety codes and local permits

Note: This includes, but is not limited to, ensuring that the electrical system and safeguards are adequate to protect computers, printers, and other equipment.

- follow established procedures for:
 - requesting and obtaining approval for leave
 - accurately recording time and attendance
- request necessary services and equipment for the telework arrangement
- ensure a safe and adequate place to perform work offsite that:
 - is free from interruptions
 - provides the necessary level of security and protection for Government property

Note: If this is **not** available in the employee's home, the employee may consider working from a Telecommuting Center.

- ensure disconnection of telecommunication services and proper return of their agency's equipment and software, upon the completion of or removal from the telework agreement
- maintain security by:
 - participating in information systems security training
 - achieving sufficient technical proficiency to implement required measures
 - providing a high level of security to any personal or private information accessed at the telework site
 - remaining sensitive to individual rights to personal privacy--*

--104 Responsibilities (Continued)*B Employee Responsibilities (Continued)**

- ensure personal safety for home-based telework by:
 - providing appropriate telework space, with ergonomically correct chair, desk, and computer equipment

Note: It is **not** FFAS's responsibility to provide these for an employee at an alternate work site.

- ensuring that the designated alternate work space is free from hazards
- immediately reporting any work-related accident occurring at the telework site, and providing the supervisor with all medical documentation related to the accident.

Important: Teleworkers should always have work that can be performed "off-line" in case there are connectivity issues with the network. It is a good telework practice to always have reading or writing assignments in hard copy or available on a thumb drive to ensure productivity in case technical issues occur. If the majority of a teleworker's portable work relies upon connectivity, the teleworker and their supervisor should assess whether the telework day(s) should be cancelled or rescheduled.

105 Preliminary Requirements**A Requirements Before Working Offsite**

Requirements in this paragraph must be completed before an employee starts to work offsite. In addition, all clearances and technical requirements must be in place before any employee can begin telework.

B Determining Portable Work and Measurement of Work

Employees and supervisors shall discuss portable tasks that are to be completed offsite. There must be:

- sufficient portable work tasks for the number of requested telework days
- an agreement on the types of assignments to be completed at the alternate worksite
- an understanding about how work completed at the alternate worksite will be measured.

Note: In most instances, the employee's normal work products and tasks should be the measured product.

FAS Only. A workplan is required for the first 90 days of any new telework agreement. This does not apply to the annual renewal of telework agreements. Supervisors have the discretion to require a workplan to address performance or productivity issues of an employee on an existing telework agreement.--*

--105 Preliminary Requirements (Continued)*C Offsite Workdays**

The supervisor, in consultation with the employee, shall determine the number of offsite workdays each pay period. See paragraph 103 for the types of telework available and the maximum number of offsite days allowed for each type. These requirements are the same for full-time and part-time employees.

In addition to regularly scheduled onsite days, supervisors may require employees to attend meetings or other onsite events on their regularly scheduled offsite workday. Supervisors will provide as much advance notice of these events as possible.

D Telework Expectations

Supervisors shall communicate their expectations for telework to the entire staff, not just telework participants. Office telework guidelines shall be within the scope of this policy. Employees should know that the offsite employee is “at work” and regular assignments should flow to the telework employee.

Communicating telework guidelines will help when employees must act on the supervisor’s behalf. If acting employees have a clear understanding of what is expected from telework within their office, it will ensure consistency and minimize confusion. Examples of guidelines include, but are not limited to, the following:

- how ad-hoc telework is approved
- how temporary changes are requested and approved
- is it mandatory for teleworkers to forward their regular worksite telephone number to the alternate worksite
- what procedures are used to measure work performed offsite.

E Hours of Duty and Work Schedules

Rules on hours of duty and core time apply to telework employees.

Alternative work schedules available to onsite employees may be approved for telework employees. A telework employee’s work schedule is established with the concurrence of the supervisor and parallels the office’s schedule as documented on FAS-956, FFAS-956, or other FFAS-approved work schedule request form.--*

--105 Preliminary Requirements (Continued)*E Hours of Duty and Work Schedules (Continued)**

Generally, a telework participant works the same work schedule and hours of duty whether at ODS or the alternate worksite.

Note: An employee on medical telework may be scheduled to work during nonduty hours. However, the employee must not exceed the number of hours per week agreed to by the supervisor, physician, and employee, or 40 hours. Work during nonduty hours should be an exception and not the rule. Medical teleworkers may not work on Sundays or holidays. FFAS will not pay Sunday, holiday, or nighttime differentials.

The employee must indicate on their medical telework agreement that he or she intends to work during off-duty hours. This time **must** be coded as “01” on T&A, not overtime or compensatory time.

F Dependent Care

Although telework will give some employees more time for their family responsibilities, employees may **not** use duty time for providing dependent care or any purpose other than official duties. Telework is **not** a substitute for day care. Teleworkers shall **not** have a dependent needing attention and care in the home during work hours, unless an in-home care provider is present.

Older children, usually 12 and older, who can take care of themselves before and after school may be in the home during work hours.

Employees may provide nonprimary care to ill family members through medical telework. If an employee has to provide primary care duties for a family member, then it shall be done on approved leave. The employee can use leave in conjunction with telework to help balance needs.

Example 1. Father is ill and requires medication every 2 hours. The employee does not have to provide any primary care for the Father during the day. Someone needs to be at home should something happen and to dispense the medication.

Example 2. An employee’s family member has to have daily medical treatments. The treatments last 2-3 hours and require approximately 1 hour of transportation. The employee drops the family member off at another family member’s home after the treatment. The employee could take 4 hours of leave and potentially telework 4 hours.--*

105 Preliminary Requirements (Continued)**F Dependent Care (Continued)**

*--Family member means an individual with any of the following relationships to the employee:

- spouse, and parents thereof
- sons and daughters, and spouses thereof
- parents, and spouses thereof
- brothers and sisters, and spouses thereof
- grandparents and grandchildren, and spouses thereof
- domestic partner, and parents thereof
- any individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.--*

G Training

All supervisors and employees must complete the respective telework training located on AgLearn before entering into a telework agreement. Access the telework training according to the following.

Step	Action
1	Access AgLearn at http://www.aglearn.usda.gov .
2	Under “Learner Center”, CLICK: <ul style="list-style-type: none"> • “Learner Login” • “I agree” on the Warning Screen.
3	On the eAuthentication Login Screen: <ul style="list-style-type: none"> • enter the user ID and password • CLICK “Login”.
4	CLICK “ Catalog ” located at the top of the screen.
5	Under “Subject Area Menu”, click the triangle (►) next to “ AgLearn Original Courseware Structure ”. Note: This will take a moment to open.
6	Click the name of agency.
7	Locate “ TeleWork 101 for Employees ” or “ TeleWork 101 for Managers ”. CLICK “ Launch Content ”. Note: The training is currently available in AgLearn for FSA and is forthcoming for FAS and RMA.

***--106 Personnel Rules That Apply to Telework**

A Introduction

The rules in this paragraph apply to all teleworkers.

B Pay and Leave

All rules on pay and leave administration apply to telework employees according to 17-PM.

C Overtime/Compensatory Time and Credit Hours

Rules on overtime/compensatory time and credit hours apply to telework employees. Employees on a telework arrangement may earn overtime/compensatory time or credit hours according to 17-PM. Telework privileges may be revoked for employees who work unapproved overtime/compensatory time or credit hours.

D Emergency Dismissals

A teleworker may sometimes, but not always, be affected by a dismissal requiring the office at their ODS to close.

Teleworking will be considered for emergency situations that involve national security, extended emergencies, or other unique situations. Teleworkers may be designated as either “emergency” or “mission critical” teleworkers.

Emergency teleworkers may be required to continue to work at their alternative worksite during emergency situations when their office is closed.

A mission critical teleworker:

- is expected to remain in contact with their office during any closure situation
- may be called on to work at their alternative worksite during emergencies dealing with national security, extended emergencies, or other unique situations.

In general, employees that telework from their home should begin duty at their regularly scheduled time, even if the Government is closed.--*

--106 Personnel Rules That Apply to Telework (Continued)*D Emergency Dismissals (Continued)**

The following provides further guidance about emergency dismissals.

IF...	THEN...
the ODS office is affected by an emergency, but the alternative worksite is unaffected	the employee is not excused and can be required to continue to work their normal workday. Example: On a snow day, the telework employee is not excused unless he or she cannot perform work at the alternative worksite because the regular office is closed.
the ODS office and the alternative worksite are affected by a widespread emergency	the employee may be granted excused absence as appropriate.
an emergency affects only the alternative worksite for a major portion of the workday	depending on the circumstances, either of the following may apply: <ul style="list-style-type: none"> the employee may be required to do either of the following: <ul style="list-style-type: none"> report to the ODS office request leave be granted excused absence by immediate supervisor.

E ODS

FFAS will follow OPM's guidance on ODS about telework.

F Performance Standards

Generally, the same performance standards will apply to telework employees and onsite employees who perform the same tasks. Work productivity that cannot be measured by performance standards is **not** appropriate for telework.

Performance standards for telework employees will:

- be results-oriented
- describe the quantity and quality of expected work products and the method of evaluation.--*

--106 Personnel Rules That Apply to Telework (Continued)*G Position Descriptions**

Established position descriptions apply to telework employees.

H Time and Attendance

Supervisors shall continue to:

- review the telework employee's request for leave
- certify the telework employee's time and attendance.

I Worker's Compensation

Telework employees:

- are covered by the Federal Employees Compensation Act
- may qualify for payment for on-the-job injury or occupational illness if a complete and current safety inspection has been previously completed.

J Zoning

Telework employees shall:

- determine, and comply with, any local zoning restrictions
- pay for any costs of working at home that arise from local zoning requirements.

K Liability

FFAS will **not** be held liable for damages to an employee's personal or real property while the employee is performing official duties or while using FFAS's equipment.

Exceptions: FFAS may be held liable for claims arising under:

- the Federal Tort Claims Act
- the Military Personnel and Civilian Employees Claims Act.

Telework employees shall obtain necessary insurance coverage, business use permits, variances, etc., from local municipalities, homeowner's associations, etc.

L Reasonable Accommodations

Teleworkers that may have reason to request a reasonable accommodation shall do so according to 31-PM.--*

--107 Denying or Terminating Telework Agreement by Management*A Denying or Terminating Telework Agreement**

Telework requests may be denied and telework agreements may be terminated at any time, if necessary. Telework is **not** an employee right, even if the employee is considered “eligible” by FFAS standards. Denial and termination decisions must be based on business needs or performance, **not** personal reasons.

Note: RMA employees must be notified 2 weeks in advance of canceling a telework agreement.

Denial or termination of a telework agreement should include information about when the employee might reapply and also, if applicable, what actions the employee should take to improve their chance of approval. Denial notification should be provided in a timely manner.

Normally, the employee will **not** be removed from telework for a single minor infraction of the telework agreement. The supervisor and employee will make a real effort to work out specific problems before any decision is made to remove the employee from the Telework Program.

Upon termination of the telework agreement, the employee shall return to the regular worksite. A reason an employee may be removed from telework includes, but is not limited to, the following:

- less than fully successful, or the equivalent, employee performance
- adverse organizational productivity
- valid internal and external customer complaints
- conduct issues
- failure to adhere to the provisions of the telework agreement.

B Tracking Telework Denials and Agreements

All telework applications and denials shall be tracked through TMS.

FFAS must report the number of telework application denials with the supervisor’s reason for the denial annually to OPM.--*

108 TMS

A Applying for Telework

--All FFAS employees shall request telework through TMS at <https://wdcprod81.sc.egov.usda.gov/tms/login.aspx>. Employees shall use their-- eAuthentication user ID and password to access TMS.

TMS is a web-based telework tracking system with an electronic submission and approval process and reporting capabilities. It is imperative that **all** telework agreements are processed through TMS so that accurate data is reported on the OPM Annual Telework Survey.

Employees and their supervisors will be notified electronically when action on an agreement is necessary. E-mails will be generated:

- 30 calendar days before a telework agreement will terminate
- 15 calendar days after no action has been taken on a telework agreement
- when a telework agreement has been approved, rejected, terminated or approved with changes

Note: If the telework agreement is “approved with changes,” an e-mail will alert the employee that changes have been made.

- a telework agreement has reached the start or end date.

B Telework Application and Telework Agreement

It is important to understand the difference between a telework application and a telework agreement which are separate in the TMS Inbox.

Type	Description
Telework application	<p>The telework application is the employee’s request for telework. The telework application:</p> <ul style="list-style-type: none"> • has never been “approved” • may be “rejected” • is usually in a “pending” status • may be terminated by the employee.
Telework agreement	<p>The telework agreement is a telework application that has been approved by the supervisor.</p>

--108 TMS (Continued)*C Profile**

All eligible FFAS teleworkers have a “Profile”. The majority of the data in the “Profile” is downloaded from NFC. The “Profile”:

- must be completed before completing a telework application
- must have all fields completed that are marked with “*”
- manages teleworker’s contact information (e-mail and phone)
- manages teleworker’s employee information.

Note: Only the employee can modify their profile; however the supervisor can modify the employee’s “Dismissal Guidance”.

D Inboxes

All employees have an inbox and will determine how the inbox is set up. If accessing TMS as:

- an employee, the employee will initially be directed to “My Inbox”
- a supervisor and has telework applications to review, the supervisor will be directed to the “Supervisor’s Inbox”.

The inbox allows the following:

- browse, create, and/or act on telework applications
- browse current and historical telework agreements
- access to:
 - the employee’s profile
 - on-line help
 - on-line policies.--*

--108 TMS (Continued)*E Roles**

The following provides roles for the applicant, supervisors, HRD approver, and TMS monitor.

Role	Function	Assigned To
Applicant	Create, copy, submit, save, delete, edit, renew, and terminate telework agreements and profile.	All employees.
Supervisor	Save, approve, reject, or terminate telework agreements, and search reports of teleworkers in your work unit.	All supervisors. Note: Employee must be coded as a supervisor or manager in NFC system to be recognized as a supervisor in TMS.
HRD Approver	Approve/disapprove medical and long-term off-site telework agreements, search, and run reports.	Headquarter and Kansas City Telework Program Coordinators and HRD Reasonable Accommodation Program Manager.
TMS Monitor	Maintain software.	HRD and Kansas City Telework Program Coordinators.

F Search

Search is available for all roles.

If user is permitted to review a telework application (based on all user roles), the telework application might be in the search result set if the search criteria is met

The following 2 types of “Search” options are available:

- using application number
- using other options (agreement number, status, etc.).

Note: The following additional search options are available only to the supervisor, HRD approver, and TMS monitor:

- organization
- applicant’s name
- “My Documents” only.--*

--108 TMS (Continued)*G Completing the Application**

Complete the telework application according to the following.

Section	Information Required
Summary	<ul style="list-style-type: none"> • Number (system generated). • Type of telework. • Start date and end date.
Applicant Details	This information is pre-filled from the employee's profile.
Supervisor Details	This information is pre-filled from the employee's profile.
Telework Location	<p>The following alternate work site information:</p> <ul style="list-style-type: none"> • location; home, telecommute center, or other <p>Note: TMS does not accept a P.O. Box as an alternate location. If a P.O. Box is the employee's home address, select "Other" and enter the street address.</p> <ul style="list-style-type: none"> • alternate telephone/FAX numbers • alternate e-mail address (if necessary).
Telework Schedule	Day or days the employee will telework.
Comments	Teleworkers and supervisors each have a "Comments" section. The comments are visible only to the person that enters them and the TMS monitor.
Command Panel	Save, submit, terminate, approve, etc the telework application.

H TMS Help

For help with TMS, contact the TMS Help Desk by either of the following:

- telephone at 202-690-2256
- e-mail at **FSA.EMSO@wdc.usda.gov**.

TMS also has on-line help for all roles.--*

--109 Teleworking at an Interagency Telework Center*A Interagency Telework Center Overview**

FFAS employees that telework in the Washington, DC metropolitan area, may chose to work at an Interagency Telework Center. A list of Interagency Telework Centers are available at **www.telework.gov**.

Interagency Telework Centers are managed by GSA. Employees must register through GSA's TOLBS at **<https://tolbs.pbs.gsa.gov/tolbs/>** to work at an Interagency Telework Center. FFAS is billed on a monthly basis for an employee's use of space at the Interagency Telework Center.

Typical telework center features include the following:

- current computer technologies
- on-site technical support
- secure server with back-up systems
- high speed internet connectivity
- e-mail and file transfer capabilities
- standard office software
- laser and color printers
- digital phone systems with voicemail
- FAX, scanner, and copy equipment
- lockable personal storage
- kitchenette
- conference rooms, most with video/web conferencing
- 24-hour secured client access
- accessible to persons with disabilities.--*

--109 Teleworking at an Interagency Telework Center (Continued)*B Registering to Work at an Interagency Telework Center**

Register to work at an Interagency Telework Center according to the following.

Step	Action
1	Contact the Center Director to determine availability and to obtain specific information at the Interagency Telework Center.
2	Have approved telework agreement in TMS.
3	<p>Register through TOLBS. Make sure all required fields are completed and submit application. TOLBS will forward the application to your supervisor for approval and further processing.</p> <p>Important: Make sure the supervisor's e-mail address is correct.</p> <p>Note: Contact the FFAS Telework Coordinator for the names of specific fund certifiers.</p> <p>All approving supervisors and fund certifying officials must also approve the registrations through TOLBS.</p>
4	<p>Monitor the registration process.</p> <p>TOLBS will notify the teleworker of the status of their request through the registration process. TOLBS will send the teleworker and the Center Director an e-mail that the registration process is complete.</p>
5	Once the registration process is complete and funded , contact the Center Director to schedule an orientation or briefing.

C Time and Attendance

Time and attendance verification remains the responsibility of the teleworker's respective agency.--*

--109 Teleworking at an Interagency Telework Center (Continued)*D Annual Registration Requirement**

Interagency Telework Center teleworkers **must** renew the telework agreements in TMS and update their registration in TOLBS at the beginning of each FY.

E Changing or Canceling TOLBS Registration

Employees:

- must update their TOLBS registration any time there is a permanent change to the telework agreement and/or the registration
- are required to cancel their TOLBS registration within 30 days of the end of their telework agreement.

The terms of the telework registration or conditions of use may be changed by mutual agreement between GSA and FFAS. Termination of the registration is effective 30 days after notification in TOLBS.--*

--110 Service Requests*A Hardware/Software**

All FSA and RMA employees must use a government-issued computer to access LAN or e-mail while teleworking. FAS employees must use either a government-issued computer or have Citrix loaded on their personal computer to access LAN files.

Request hardware/software according to the following.

Agency	Hardware/Software	Contact
<ul style="list-style-type: none"> • FSA National Office 	<ul style="list-style-type: none"> • Lap top • Desktop <p>Note: For medical telework only.</p>	Help Desk at 202-690-1000.
<ul style="list-style-type: none"> • FSA Kansas City • FSA St. Louis • FSA APFO 		Help Desk at 800-457-3642
FSA State Offices	<ul style="list-style-type: none"> • Desktop • Lap top 	<ul style="list-style-type: none"> • DAFO at 202-720-7094 • AO.
RMA	<ul style="list-style-type: none"> • Lap top • Thumb Drive 	Help Desk at 816-926-1126.
FAS	Desktop and/or Citrix	Help Desk at 202-720-6763.

B FAXes and Printers

FAXes and printers are provided for medical telework only. If there are none in stock, 1 will be purchased if it is in the best interest of FFAS.--*

--110 Service Requests (Continued)*C Telecommunications**

The following provides the type of telecommunication services FFAS supports and how to request.

Agency	Telecommunication Service	Contact
<ul style="list-style-type: none"> • FSA National Office • FSA Kansas City • FSA St. Louis • FSA APFO • FSA State Offices 	<ul style="list-style-type: none"> • Long distance calling card 	Help Desk at 202-690-1000.
	<ul style="list-style-type: none"> • Call forwarding or call forward variable 	Help Desk at 800-457-3642
	<ul style="list-style-type: none"> • Government phone line 	State SLR Security Liaison Representative
FAS	<ul style="list-style-type: none"> • Long distance calling card • Call forwarding or call forward variable • Government phone line 	OAO IT at 202-720-5842.
RMA	<p>RMA is not eligible for the following:</p> <ul style="list-style-type: none"> • long distance calling card • call forwarding or call forward variable • Government phone line. 	

--*

--110 Service Requests (Continued)*D Personal Equipment**

Using personal equipment is **unauthorized** in FFAS unless the employee can work without the need to access LAN files or e-mail.

Using a thumb drive is currently authorized on personal computers.

Web-based e-mail is **not** currently authorized in FSA.

Important: Using personal e-mail to conduct official business is also unauthorized.

111 Unauthorized Expenses**A *Utility Expenses***

Telework employees must pay any additional utility expenses associated with working at home.

B Telephone Expenses

FFAS will **not** support or reimburse teleworkers for any of the following services:

- long-distance telephone calls made on a private residential line that are **not** made using an FTS 2000 calling card
- a residential telephone line used for personal **and** Government calls
- caller ID
- voicemail at the telework worksite
- 3-way calls.--*

--112 Office Equipment, Supplies, and Materials*A Office Equipment**

FFAS does **not** provide office equipment for teleworkers.

Examples: Examples of office equipment that will **not** be provided include, but are not limited to, the following:

- cabinet
- chair
- desk.

B Supplies and Materials

FFAS will provide supplies and materials for telework participants.

Examples: Examples of supplies and materials that can be provided include, but are not limited to, the following:

- paper
- pencils and pens
- thumb drives
- folders
- binders.

All supplies and materials must be ordered through normal procurement procedures from the employee's work unit.--*

--113 Emergency or Crisis Telework Agreements*A Overview**

Telework can be an essential tool in sustaining essential and non-essential business functions during a crisis. A crisis can be a hurricane or pandemic situation, such as an epidemic.

Unless listed in this paragraph, all other guidelines in this part apply to emergency or crisis telework agreements.

B Telework Types and Agreements

During a crisis, employees that continue to telework will not do so on their regular, approved agreement.

All employees that telework during an emergency situation **must** complete a **daily** telework agreement **during** that crisis. It shall be approved **daily** by the immediate supervisor or acting supervisor.

C Eligible Employees

Employees that may not typically be defined as an eligible teleworker may be allowed to telework during a pandemic crisis. This is based on supervisory approval.

Example: An employee with less than fully successful performance.

Important: Classified data and PII hardcopy materials shall **not** be taken off-site during emergency teleworking.

D Mission Critical/Emergency Personnel

Employees designated as “Mission Critical” or “Emergency Personnel” **shall** have at least an ad-hoc telework agreement on file with FFAS at all times. These employees are encouraged to telework at least once a month.

These employees should have any hardware/software and telecommunication services in place and know how to use them **before** an incident occurs.

Should these employees need to telework during an emergency, they are still required to enter a **daily** emergency telework agreement.

Participation may be practice for COOP purposes.--*

113 Emergency or Crisis Telework Agreements (Continued)**E Eligible Work**

Employees shall meet the definition of eligible work according to subparagraph 102 C to telework during an emergency or crisis.

The supervisor and employee will need to establish:

- what work is to be done
- how the accomplished tasks are to be reported
- when/if the employee is to begin using leave.

The employee may telework and use leave intermittently.

Example: Ellen has recovered from the flu, but is still under doctor's orders not to return to work for 2 more days. Ellen requests to telework. She discusses it with her supervisors. It is determined that Ellen has enough portable work for 4 hours each day. She can telework ½ day and take 4 hours of leave each day.

F Dependent/Child Care

Typically, employees may not have dependents at home while they are teleworking.

During an emergency or crisis, employees **may** have dependents in their home while they are teleworking. The employee **must** take leave for **all** time dedicated to care giving.

* * *

114-129 (Reserved)

Part 6 Child Care Assistance Program (CCAP)**130 Overview****A Background**

Pub. L. 107-67, Section 630:

- grants Federal Agencies the discretionary authority to use appropriated funds, otherwise available for salaries and expenses, to assist lower income employees in obtaining quality, **licensed** or **regulated** child day care
- allows coverage for children through age 13 and disabled children through age 18 whose parent or legal guardian is a Federal employee
- states that eligibility must be based on TFI.

B Purpose

This part provides:

- CCAP eligibility information for FAS and FSA National Office employees
- Note:** RMA does **not** currently participate in CCAP.
- that FSA's Kansas City CCAP is outlined in collective bargaining agreement Article 55, "Child Care Tuition Assistance Program"; **however**, Kansas City should follow the procedures in paragraphs 134 and 135 about application and invoicing procedures
 - TFI parameters and the associated maximum assistance payment level
 - application and invoice procedures and forms, as follows:
 - AD-2060 (Exhibit 21)
 - OPM 1644 (Exhibit 22).

Note: AD-2060 and OPM 1644 are available at
<http://165.221.16.90/dam/ffasforms/forms.html>.

131 CCAP Administration

A GAP Solution, Inc. (GAPSI)

CCAP will be administered by GAPSI located in Reston, Virginia. Employees applying for CCAP shall send their required documentation directly to GAPSI.

B GAPSI Contact

For questions about applying, invoicing, or payment processing, contact GAPSI directly by telephone at 703-707-2090, or send requests to:

Attn: Danny Nguyen
GAP Solutions, Inc.
USDA-FAS Child Care
12054 NORTH SHORE DR
RESTON VA 20190-4991
FAX: 866-681-9815.

Note: Do **not** call employee's SPO about CCAP payments.

C CCAP Questions

If there are any policy questions about CCAP, contact the Employee Labor Relations and Benefits Branch, the Benefits and Performance Management Section by telephone at 202 401-0683.

D CCAP Funding

Funding of CCAP will be revaluated each FY. The Union will be notified of each Agency's decision if it is decided that funding is unavailable.

If an unanticipated funding emergency occurs before the end of a funded FY, FAS and FSA's National Office will ensure that CCAP participants and the Union are provided a minimum of 60-calendar-days advance notice.

132 CCAP Eligibility**A Eligibility**

Employees, including new hires, that have a child or children through age 13 or a disabled children through age 18 in day care, may be eligible to apply. The basic eligibility requirements are as follows.

IF the employee is either of the following...	THEN employee must...
<ul style="list-style-type: none"> • a permanent FT employee • a permanent PT employee (scheduled to work at least 40 hours per pay period) 	<ul style="list-style-type: none"> • use or be willing to obtain a licensed or regulated child day care provider • have TFI of less than: <ul style="list-style-type: none"> • \$60,000 per year for a FAS employee • \$47,000 per year for a FSA National Office employee.

For employees who are married and **not** separated, their spouse must be 1 of the following:

- working
- enrolled in full-time studies
- unable to care for the child or children.

B Ineligibility

If employees become ineligible for CCAP, after being approved, GAPSI will provide employees with at least a 30-calendar-day notice of benefit withdrawal. This could occur when there is:

- an increase in income that causes TFI to exceed the eligibility requirements according to subparagraph A
- failure to use a licensed day care provider
- noncompliance with terms of GAPSI's CCAP contract.

Note: If an employee provides GAPSI with fraudulent documentation, CCAP assistance will be withdrawn **immediately**.

133 CCAP Assistance Levels

A FAS CCAP Levels

FAS CCAP has 3 TFI levels and associated maximum monthly assistance payments, as follows.

TFI Level	IF eligible employee's TFI is <u>1/...</u>	THEN CCAP will pay the following percentage of the participant's eligible child care expenses <u>2/...</u>	AND monthly assistance shall not to exceed <u>3/...</u>
1	less than \$39,000	50 percent	\$500.
2	\$39,000 - \$51,000	30 percent	\$300.
3	\$51,000 - \$59,999	20 percent	\$200.

- 1/ To document TFI, GAPSI will need a copy of the employee's IRS Form 1040 or 1040A for the current tax year, if filing a joint return or as single-head of household. If the employee and their spouse file separate tax returns, then a copy of **both** tax returns will be **required**.
- 2/ These assistance amounts will be reduced by any subsidies paid by a State and/or local Government for child day care services involving the child or children for whom the employee is requesting CCAP.
- 3/ Monthly assistance amounts apply to total cost of child day care, **not** cost per child. If the employee's monthly child day care costs are less than the maximum monthly assistance amount, the employee qualifies for based on TFI, the lesser amount will be paid to the provider by GAPSI.

133 CCAP Assistance Levels (Continued)

B FSA National Office CCAP Levels

FSA National Office CCAP has 5 TFI levels and associated **maximum** monthly assistance payments, as follows.

TFI Level	IF the employee's TFI is <u>1</u>/...	THEN the maximum monthly assistance per family is <u>2</u>/...
1	\$44,000-46,999	\$83.
2	\$41,000-43,999	\$166.
3	\$38,000-40,999	\$249.
4	\$35,000-37,999	\$332.
5	\$34,999 or less	\$415.

1/ To document TFI, GAPSI will need a copy of the employee's IRS Form 1040 or 1040A for the current tax year, if filing a joint return or as single-head of household. If the employee and their spouse file separate tax returns, then a copy of **both** tax returns will be **required**.

2/ These assistance amounts will be reduced by any subsidies paid by a State and/or local Government for child day care services involving the child or children for whom the employee is requesting CCAP.

Monthly assistance amounts apply to **total cost** of child day care; **not cost per child**. If the employee's monthly child day care costs are **less than** the maximum monthly assistance amount the employee qualifies for based on TFI, the **lesser** amount will be paid to the provider by GAPSI.

134 How to Apply**A Documents Required to Apply**

Employees shall submit AD-2060 (Exhibit 1), OPM 1644 (Exhibit 2), and documentation required to apply for CCAP, which include the following:

- a copy of the day care provider's or center's license to operate
- a copy of the employee's IRS Form 1040 or 1040A for the current tax year
- copies of the employee's 2 most current Statements of Earnings and Leave
- a copy of the employee's most recent SF-50.

If an employee changes day care providers, the employee is responsible for notifying GAPSI **immediately**. The new provider will need to complete and send OPM 1644 and a copy of their day care license to GAPSI as soon as possible. Lapses in CCAP payments may occur when changing licensed or regulated day care providers. See GAPSI's contract for details.

If any changes occur to the employee's income that may impact their eligibility status or monthly assistance allotment, the employee is responsible for notifying GAPSI as soon as possible. Failure to notify GAPSI of any changes in status may result in the employee being required to reimburse GAPSI for the difference.

Note: GAPSI will require a copy of IRS Form 1040 or 1040A each year **before** May 2 to recertify eligibility.

B Application Process

Eligible employees apply directly to GAPSI for CCAP benefits.

GAPSI is responsible for reviewing and approving or disapproving all CCAP applications. Employees found eligible, will receive a payment information packet and GAPSI contract that they **must** sign and return. After GAPSI receives the signed contract, they will begin the invoicing and payment process. See subparagraphs 135 A and B.

Employees that do **not** provide adequate supporting documentation to GAPSI will be notified that information is missing or incomplete and given the opportunity to resubmit documentation. CCAP application denials will only occur if an employee does not provide GAPSI acceptable required documentation or does not meet the eligibility requirements.

135 Invoices and Payments**A Invoicing Process**

When GAPSI receives a signed contract, GAPSI will start sending invoices to the designated child day care provider or center. The provider will complete the invoice, making sure to include the dates services were provided and the total cost. Both the employee and the licensed or regulated child day care provider **must** sign each invoice **before** they are mailed to GAPSI for payment.

Note: CCAP assistance will **not** be granted for overnight child care.

Important: There will be **no** retroactive CCAP payments made for child day care services provided **before** the employee's GAPSI approval.

B CCAP Payments

GAPSI will make CCAP payments as follows:

- **after** receiving the provider's invoice
- **after** the child day care services are provided, **not before**
- **directly to the designated child day care provider or center**

Notes: CCAP payments are **not** made to employees.

Employees are responsible for paying their child day care costs on-time and in-full as required by the provider. The provider will deduct CCAP payments received from GAPSI from future child day care costs.

C Tax Liability

Participants in CCAP are responsible for determining their own tax situation. It is **not** CCAP's intent to increase an employee's tax liability; however, assistance received from CCAP may or may not be taxable.

Note: It is an employee's responsibility to become familiar with applicable tax codes.

D CCAP and DCFSA's

DCFSA's allow eligible employees to use pre-tax allotments to pay for eligible dependent care expenses. The maximum amount an employee may set aside in DCFSA in any tax year is \$5,000 per household; the minimum amount is \$250.

Note: Total benefits received from CCAP and DCFSA **cannot** exceed \$5,000 per benefit year.

Reports, Forms, Abbreviations, and Delegations of Authority

Reports

None

Forms

Number	Title	Display Reference	Reference
AD-2060	Child Care Assistance Program (CCAP) Application	Ex. 21	130, 134
FAS-956	FAS Work Schedule Request		105
FFAS-956	FSA and RMA Work Schedule Request (Including all Field Offices)		105
IRS 1040	U.S. Individual Income Tax Return		133, 134
IRS 1040A	U.S. Individual Income Tax Return		133, 134
OPM 1644	Child Care Provider Information for the Child Care Subsidy Program for Federal Employees	Ex. 22	130, 134
SF-50	Notification of Personnel Action		134
SF-52	Request for Personnel Action		103

Abbreviations Not Listed in 1-CM

The following abbreviations are not listed in 1-CM.

Approved Abbreviation	Term	Reference
CCAP	Child Care Assistance Program	Part 6
CISD	Critical Incident Stress Debriefing	27, 30-32
COOP	Continuity of Operations	113
DCFSA	Dependent Care Flexible Spending Account	135
EAP	Employee Assistance Program	1, 78, Part 2
EPB	Employee Programs Branch, HRD	32, 79
FEHB	Federal Employee Health Benefits	28
GAPSI	GAP Solutions, Inc	Part 6
KCHRO	Kansas City Human Resources Office	26, 32
NMP	Nursing Mothers Program	1, Part 3
OAQ	Office of Administrative Operations	103
ODS	official duty station	Part 5
OWCP	Office of Workers Compensation Program	101
TFI	total family income	130, 132, 133
TOLBS	Telework Online Billing System	109
TMS	Telework Management System	Part 5

Delegations of Authority

None

Definitions of Terms Used in This Handbook

*--Family Member

Family member means an individual with any of the following relationships to the employee:

- spouse, and parents thereof
- sons and daughters, and spouses thereof
- parents, and spouses thereof
- brothers and sisters, and spouses thereof
- grandparents and grandchildren, and spouses thereof
- domestic partner, and parents thereof
- any individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.--*

National Capital Region

National Capital Region per Executive Order 13150 definition, consists of the District of Columbia; Montgomery, Prince George's and Frederick Counties, in Maryland; Arlington, Fairfax, Loudoun, and Prince William Counties in Virginia; and cities now or hereafter existing in Maryland or Virginia within the geographic area bounded by the outer boundaries of the combined area of the counties listed.

Permanent Change to the Telework Agreement

A permanent change to the telework agreement is when there is a permanent change to the employee's work status and/or telework work schedule. This includes, but is not limited to, the following:

- change in position
- change in supervisor, other than temporary acting supervisors
- increase or decrease in the number of telework days
- change in telework schedule, such as changing from teleworking on Mondays to Wednesdays
- cancellation or removal from telework agreement; end date must reflect last telework day worked.

Note: This is especially important when using an Interagency Telework Center because the information must be tracked for budget purposes.

Definitions of Terms Used in This Handbook (Continued)

Serious Bona Fide Medical Condition

A serious bona fide medical condition is an injury, traumatic injury, disease, or illness that results in care provided by a licensed health care professional.

Short-Term Medical Condition

A short-term medical condition is a serious bona fide medical condition that lasts, or is expected to last, 6 months or less. A short-term medical condition is not typically a chronic illness.

Appropriate uses of short-term medical telework include, but are not limited to, the following:

- recovery from injury (non-OWCP)
- pregnancy and child birth
- recovery from surgery
- receipt of regularly scheduled therapy or treatment sessions, such as physical therapy or chemotherapy
- care giving duties for a family member (non primary care duties)

Supervisor

A supervisor is defined as the employee's first-line supervisor.

Telework

Telework means performance of official duties at an alternative worksite, such as a home, telecenter, or other satellite work location.

Note: Telework is also know as flexiplace, flexible workplace, telecommuting, and work at home.

Telework Agreement

A telework agreement is the agreement between the supervisor and teleworker that outlines the terms and conditions of the telework arrangement. A telework agreement **must** be completed for all types of telework arrangements, including ad-hoc.

Important: All telework agreements **must** be renewed on an annual basis.

Definitions of Terms Used in This Handbook (Continued)

***--Teleworker**

A teleworker is an employee who works at an alternative work location, such as a home, telecenter, or other satellite work location, either on a regular or recurring schedule for a minimum of 1 day per pay period or on an ad-hoc basis.

Temporary Changes to the Telework Agreement


Temporary changes to the telework agreement is when there is a **temporary** change to the employee's work status and/or telework work schedule.--*

Example Flyer for Elder Care Fair

*--

You are invited to attend FSA's Annual Conference on Aging:
(Opened to All USDA Employees)

Navigate the Wheel of Aging: Plan Ahead for it



When: Wednesday, May 21, 2008
Time: 10:00 a.m. - 2:00 p.m.
Location: Rear of South Bldg. Cafeteria

The conference agenda is listed below. To attend the Roundtable Presentations and discussions that will be held in Room A, register by May 16. Walk-ins are welcomed based on the availability of space. This event is opened to all USDA employees.

Schedule of Events

Roundtable Discussions of Hot Topics (Register to Attend)	10:00 a.m. to 12:15 p.m. (Room A)
The ABC's of Estate Planning: How to Keep What You Have and Avoid Probate - - Plus Helpful Tax Tips	Robert Bullock The Elder and Disability Law Center
Take Charge of Your Aging: Independence and Health in Your Older Years	Karol Kaplun IONA Senior Services
Long Term Care Insurance Program - - Funding Alternatives and Assistance with Activities of Daily Living	Bill Martin Long Term Care Partners, Inc.
Financial Steps for Employees and Caregivers	Cindy Hounsell WISER
Vendor Expo	10:00 a.m. to 2:00 p.m. (Room B)

All USDA employees are invited to come down and obtain information and speak to representatives about:

Senior Resources and Benefits - Eldercare Locator Services - Medicare and Medicaid - Assisted Living Services - Meals on Wheels - Strategies for Independent Living - Security and Monitoring Systems - Federal Long Term Care Insurance Program - Money Management - Food Safety - Telework, Employee Assistance Program (EAP)

A sign language interpreter will be provided. Persons with disabilities who require accommodation should contact Juliet McBride by phone at (202) 401-0683, TTY (202) 205-9057, or by e-mail at juliet.mcbride@wdc.usda.gov by May 16. USDA is an equal opportunity provider and employer.

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AD-2060

This is an example of AD-2060 that employees shall complete to apply for CCAP.

<p>This form is available electronically.</p> <p>AD-2060 (07-23-09)</p> <p>U.S. DEPARTMENT OF AGRICULTURE Farm Service Agency Foreign Agriculture Service Risk Management Agency</p> <p align="center">CHILD CARE ASSISTANCE PROGRAM (CCAP) APPLICATION</p> <p><small>The following statement is made in accordance with the Privacy Act of 1974 (5 USC 552a - as amended). The authority for requesting the information identified on this form is 5 CFR Part 792 and Public Law 107-67. The information will be used to determine eligibility for program benefits. The information collected on this form may be disclosed to other Federal, State, Local government agencies, Tribal agencies, and nongovernmental entities that have been authorized access to the information by statute or regulation and/or as described in applicable Routine Uses identified in the System of Records Notice for USDA/FSA-7, Employee Resources Master File and USDA/FSA-11, Subsidiary Personnel, Pay and Travel Records. Providing the requested information is voluntary. However, failure to furnish the requested information will result in a determination of ineligibility for program benefits.</small></p>		<p>1A. Action requested (Check one below)</p> <p><input type="checkbox"/> New <input type="checkbox"/> Resubmission</p> <p><input type="checkbox"/> Change <input type="checkbox"/> Cancellation</p> <p>1B. Agency (Check one below)</p> <p><input type="checkbox"/> FSA/HQ <input type="checkbox"/> FSA/KC</p> <p><input type="checkbox"/> FAS <input type="checkbox"/> RMA</p>
<p>PART A - APPLICANT'S INFORMATION</p>		
2. Name of Parent or Legal Guardian (Last, First, Middle)		3. Social Security Number (last 4 digits)
5. Agency Division / Staff		4. Grade
6. Official Duty Location		
7. Home Address (Including Zip Code)		8. Work Address (Including Zip Code and Stop Code)
Telephone Number (Area Code):		Telephone Number (Area Code):
9. E-Mail Address		10. FAX Number (Area Code):
<p>PART B - IF MARRIED, SPOUSE INFORMATION</p>		
11. Name (Last, First, Middle)		12. Social Security Number (last 4 digits)
13. Grade (If Applicable)		
14A. Are you employed? <input type="checkbox"/> YES <input type="checkbox"/> NO	14B. Name of Employer (If the answer is "YES" in Item 14A, enter employer's name here.)	15A. Are you enrolled in full-time studies? <input type="checkbox"/> YES <input type="checkbox"/> NO
15B. Name of College or Vocational Institution (If answer is "YES" in Item 15A, enter name of College or Vocational Institution here.)		
16. Home Address (Including Zip Code) <input type="checkbox"/> Check if same as Item 7.		17. Explain if you are unable to care for child / children?
Telephone Number (Area Code):		
18. E-Mail Address (If applicable)		19. FAX Number (Area Code) (If applicable)
<p><small>The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).</small></p> <p><small>To file a complaint of Discrimination, write to USDA, Director, Office of Adjudication and Compliance, 1400 Independence Avenue, SW., Washington, DC 20250-9410, or call toll-free at (866) 632-9992 (English) or (800) 845-6136 (Spanish) or (800) 877-8339 (TDD) or (866) 377-8642 (Federal-relay). USDA is an equal opportunity provider and employer.</small></p>		

AD-2060 (Continued)

AD-2060 (07-23-09)		Page 2 of 3
PART C – CHILD INFORMATION (if there are more than 3 children, duplicate this page and attach to application.)		
20A. Child No. 1: Name (Last, First, Middle)	20B. Birth Date (MM-DD-YYYY)	20C. Social Security Number (last 4 digits)
20D. Type of Current Childcare Provider (Check one of the following check boxes): <input type="checkbox"/> Center-Based Care <input type="checkbox"/> School-Based Child Care <input type="checkbox"/> Family Child-Care Home		20E. Weekly Child Care Cost \$
20F. Name of Current Child-Care Provider / Center		20G. Current Child Care Provider / Center's Tax SSN or Tax ID Number (last 4 digits)
20H. Child Care Provider / Center's Address (Including Zip Code)		20I. Child Care Provider / Center's Telephone Number (Area Code):
		20J. E-Mail Address (If available)
20A. Child No. 2: Name (Last, First, Middle)	20B. Birth Date (MM-DD-YYYY)	20C. Social Security Number (last 4 digits)
20D. Type of Current Childcare Provider (Check one of the following check boxes): <input type="checkbox"/> Center-Based Care <input type="checkbox"/> School-Based Child Care <input type="checkbox"/> Family Child-Care Home		20E. Weekly Child Care Cost \$
20F. Name of Current Child-Care Provider / Center		20G. Current Child Care Provider / Center's Tax SSN or Tax ID Number (last 4 digits)
20H. Child Care Provider / Center's Address (Including Zip Code)		20I. Child Care Provider / Center's Telephone Number (Area Code):
		20J. E-Mail Address (If available)
20A. Child No. 3: Name (Last, First, Middle)	20B. Birth Date (MM-DD-YYYY)	20C. Social Security Number (last 4 digits)
20D. Type of Current Childcare Provider (Check one of the following check boxes): <input type="checkbox"/> Center-Based Care <input type="checkbox"/> School-Based Child Care <input type="checkbox"/> Family Child-Care Home		20E. Weekly Child Care Cost \$
20F. Name of Current Child-Care Provider / Center		20G. Current Child Care Provider / Center's Tax SSN or Tax ID Number (last 4 digits)
20H. Child Care Provider / Center's Address (Including Zip Code)		20I. Child Care Provider / Center's Telephone Number (Area Code):
		20J. E-Mail Address (If available)
PART D – STATE/LOCAL SUBSIDIES		
21A. Do you receive any child care tuition subsidies from a State or Local Government Program? If your answer is "YES," complete balance of Part D as applicable. <input type="checkbox"/> YES <input type="checkbox"/> NO		21B. Indicate whether State or Local <input type="checkbox"/> STATE <input type="checkbox"/> LOCAL
21C. Name the Subsidy Program		21D. Program Contact's Telephone Number (Area Code):
22. List the name of the child and the amount of the tuition subsidy you receive from the State or Local Government below:		
22A. Name of Child	22B. Monthly Subsidy Amount \$	
22C. Name of Child	22D. Monthly Subsidy Amount \$	
22E. Name of Child	22D. Monthly Subsidy Amount \$	

AD-2060 (Continued)

AD-2060 (07-23-09)		Page 3 of 3
PART E – CERTIFICATION AND SIGNATURE OF APPLICANT AND SPOUSE		
<p><i>I / we understand that it is a Federal crime under United States Code 18, Section 1001, to make a false statement on this form. If I make a false statement, I agree to be subject to criminal prosecution and punishment including a fine, imprisonment, or both.</i></p> <p><i>I / we certify that the above information is true and correct to the best of my knowledge.</i></p> <p><i>I / we certify that my spouse is either employed, enrolled in full-time studies, or physically or mentally unable to care for child / children for whom day care assistance is being requested in this application.</i></p>		
23A. Gross Annual Income of Applicant / Legal Guardian \$	23B. Gross Annual Income of Spouse <i>(If applicable)</i> \$	23C. Total Incomes of Applicant and Spouse <i>(When applicable) as Reported on IRS Tax Form 1040 and / or 1040A.)</i> \$
24A. SIGNATURE OF APPLICANT		24B. DATE (MM-DD-YYYY)
25A. SIGNATURE OF SPOUSE <i>(If married)</i>		25B. DATE (MM-DD-YYYY)
PART F - DOCUMENTATION TO SUBMIT WITH APPLICATION		
<ol style="list-style-type: none"> 1. Copies of earnings statements for the most recent 2 pay periods or pay cycles for applicant and spouse. 2. Copies of your most recent Federal (1040 or 1040A) and State Income Tax Returns. 3. Copy of applicant's most recent SF-50, Notification of Personnel Action, to verify your permanent FT or PT work status. 4. Completed OPM-1644, Child Care Provider Information Form with attached copy of the child care provider's most recent unexpired license or other notification of approval to operate. (Note: This Part F, Item 4, information can be mailed directly to GAP Solutions, Inc – Attn: Kathy Keller USDA-FSA Child Care, 12054 North Shore Drive, Reston, VA 20190 "provider" or can be included with this application.) <p>NOTE: When both parents work for the Federal Government, child care assistance cannot be awarded for the child / children by more than one Federal agency.</p>		

OPM 1644

This is an example of OPM 1644 that employees shall complete to document child care provider information for CCAP.

Form Approved:
OMB No. 3206-0240

CHILD CARE PROVIDER INFORMATION FOR THE CHILD CARE SUBSIDY PROGRAM FOR FEDERAL EMPLOYEES

This information is required by law for the agency administrator of the Child Care Subsidy Program to verify licensure and/or regulation status. Once you are notified by a Federal employee that they submitted an application for child care subsidy from their Federal agency, please complete this form and return it to the parent. Please attach a copy of your latest license and/or regulatory document.

Section I - Parent Information					
1. Name of parent/legal guardian with child in the provider's care			2. Federal agency of parent		
Section II - Provider Information					
1. Type of provider <i>(Check one)</i> <div style="display: flex; justify-content: space-around; padding: 5px;"> Family Child Care Child Care Center Federally Sponsored Child Care Center </div>					
2. Name of child care provider					
3. Address of child care provider <i>(Include street number, city, state and ZIP code)</i>			4. Provider e-mail address		
			5. Provider telephone number		
6. Tax identification number or Social Security Number			7. Provider fax number		
8. License number of provider	9. State in which license is issued	10. License expiration date (MM/DD/YYYY)			
Section III - Child Information					
Please furnish the information below for each Federal employee who applied for subsidy at your facility:					
a. Name of each child in Section I parent's family enrolled <i>(Last, first, middle initial)</i>	b. Enrollment date <i>(MM/DD/YYYY)</i>	c. Does the child receive any other subsidy? <i>(If "Yes", complete d. and e.)</i>	d. Source of subsidy	e. Amount of subsidy	f. Total weekly fee for child
		Yes No			

Office of Personnel Management
Form authorized for local reproduction
OPM 1644
Revised March 2005

OPM 1644 (Continued)

Section IV - Information on Provider's Financial Institution's Account for Payment to Provider (Used only by Agencies that Self-Administer the Program)	
1. Name of financial institution	2. Financial institution's routing number
3. Address of financial institution (Include street number, city, state, and ZIP code)	4. Type of account (For payment deposit) (Check one) Checking Savings
	5. Provider's account number
Section V - Signature of Provider	
I understand that it is a Federal crime under United States Code 18, Section 1001, to make a false statement on this form. If I make a false statement, I agree to be subject to criminal prosecution and punishment including a fine, imprisonment, or both.	
1. Name of provider	2. Title of provider representative
3. Signature of provider (I certify that the above information is true and correct to the best of my knowledge.)	4. Date of signature (MM/DD/YYYY)
Privacy Act Statement Public Law 106-554, § 633 (September 29, 2000) confers regulatory authority on OPM for agency use of appropriated funds for child care costs for lower income Federal employees. Public Law 104-134 (April 26, 1996) requires that any person doing business with the Federal Government furnish a Social Security Number or tax identification number. This is an amendment to title 31, Section 7701. The primary use of these Social Security Numbers and tax identification numbers will be for identification purposes in determining eligibility for child care subsidy. The primary use of information regarding family income (copies of pay slips and tax returns), name of current child care provider, copies of the provider's license, statement of compliance, and information about other child care subsidies is also used to determine eligibility for child care subsidy. Disclosure of the above information is voluntary, but failure to provide all of the requested information may result in denial of your application.	
Public Burden Statement We think this form takes an average of 10 minutes to complete including the time for getting the needed data and reviewing both the instructions and completed form. Send comments regarding our estimate or any other aspect of this form, including suggestions for reducing completion time, to the Office of Personnel Management (OPM), Reports and Forms Manager, Paperwork Reduction (3206-0240), Washington, DC 20415-7900. The OMB Number, 3206-0240, is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.	

OPM 1644 (Back)
Revised March 2005