The Federal Telework Program

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Briefing Agenda

• Background: Federal Telework
• Telework Results from Recent Governmentwide Studies
• Telework Enhancement Act of 2010
• Where Are We With Implementation?
• Question and Answer
Legislation and Policy Highlights

- 1996: The National Telecommuting Initiative under Clinton established a 5 phase plan to increase telework
- 1999: Public Law 105-277 required agencies to make funds available annually for telecenters
- 2000: Public Law 106-346, Section 359: agencies must have telework policies
- 2001: Freedom Initiative established a fund to make telework a feasible option for the disabled
- 2010: Telework Enhancement Act mandates telework programs in Executive branch agencies
Telework Defined

- In practice, "telework" is a work arrangement that allows an employee to perform work, during any part of regular, paid hours, at an approved alternative worksite (e.g., home, telework center).
- Includes what is generally referred to as remote work.
- Excludes any part of work done while on official travel or mobile work (see www.telework.gov).
Telework Benefits: Employee

- Reduced stress
- Improved general health
- Balanced life responsibilities (e.g., work, family, community)
- Time for personal development
- Increased focus at work
- Financial savings
Telework Benefits: Agency

- Increased employee productivity (e.g., reduced commuting time, decreased stress/interruptions)
- Decreased employee absenteeism
- Increased retention and recruitment
- Improved employee commitment/engagement/job satisfaction
- Reduced business costs (e.g., real estate)
- Improved capacity to continue operations
Telework Benefits: Community/Social

- Improved neighborhood safety
- Increased local volunteerism
- Improved local and rural economies
- Reduced traffic congestion
- Improved air quality
- Energy conservation
- Decreased threats to public health
The Time Is Right for Telework

- Marketplace transformations: knowledge work
- Social transformations
- Enabling technologies
  - Widespread investments in infrastructure (private sector and governments)
  - Falling prices for personal technologies
Federal Telework Participation

- As a lead agency in Federal telework, the U.S. Office of Personnel Management tracks telework.
- Since 2001, OPM’s Work/Life/Wellness has collaborated with Federal executive agencies to estimate telework participation by means of an annual Call for Telework Data (Data Call).
Telework Participation (cont’d)

A comparison between the 2009 and 2010 report shows only a slight increase in Federal telework participation

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
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<tbody>
<tr>
<td>Number of teleworkers</td>
<td>102,900</td>
<td>113,946</td>
</tr>
<tr>
<td>% of all employees</td>
<td>5.2%</td>
<td>5.72%</td>
</tr>
<tr>
<td>% of eligible employees</td>
<td>8.67%</td>
<td>10.4%</td>
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Source: 2010 Data Call
## Participation Frequency

<table>
<thead>
<tr>
<th>Number of employees teleworking</th>
<th>Number of Teleworkers</th>
<th>Percent of Teleworkers</th>
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</thead>
<tbody>
<tr>
<td>3 or more days/week</td>
<td>18,716</td>
<td>16%</td>
</tr>
<tr>
<td>1-2 days/week</td>
<td>57,950</td>
<td>51%</td>
</tr>
<tr>
<td>no more than once a month</td>
<td>37,280</td>
<td>33%</td>
</tr>
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</table>

Source: 2010 Data Call
Most participant agencies include telework in COOP plans.

Source: 2010 Data Call

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Employee Views on Telework

- OPM conducts a Governmentwide survey of employee experiences and attitudes known as the Federal Employee Viewpoint Survey (FEVS)
- The FEVS includes questions that facilitate research on Federal telework outcomes
Employee Views on Telework (cont’d)

Responses to the FEVS give some additional insight into employee participation.

Source: Governmentwide EVS
Telework and Job Satisfaction

Considering everything, how satisfied are you with your job?

Source: Governmentwide EVS
Telework and Employee Attraction

I recommend my organization as a good place to work.

Source: Governmentwide EVS

United States Office of Personnel Management
Telework and Performance Management

I know what is expected of me on the job.

Source: Governmentwide EVS
Telework and Performance Management

I am held accountable for achieving results.

Source: Governmentwide EVS
Telework and Retention

Why are you considering leaving your organization within the next year?

72% - are not considering leaving
28% - are considering leaving

Source: Governmentwide EVS

United States Office of Personnel Management
Telework Enhancement Act of 2010 (the Act)

- Public Law 111-292, signed by President Barack Obama on December 9, 2010
- Provides a framework for Executive agencies to maximize the use of telework in order to:
  - promote management effectiveness
  - improve the ability of the Federal Government to maintain productivity during emergency situations
  - enhance Federal employee work/life
Key Agency Responsibilities

- The Act outlines specific agency provisions
- Agencies are required to:
  - establish a policy and notify employees of their telework eligibility
  - designate a Telework Managing Officer (TMO)
  - ensure that interactive telework training is available to eligible employees and the managers of eligible employees
  - establish written agreements for teleworkers
  - incorporate telework in agency Continuity of Operations plans
  - collect telework data and report to OPM
Implementation Progress: Agencies

- All agencies have designated a TMO
- June 7 agency reports show substantial progress toward Federal implementation of telework policies and employee eligibility notifications
- Agencies are engaged in ongoing consultation with OPM to establish:
  - telework participation goals
  - program effectiveness goals
  - program assessment strategies
OPM Responsibilities

• Provide consultation to Federal agencies in developing telework policies
• Maintain a central telework website that includes specific information and guidance as described in the Act
• Coordinate mandatory data collection with agencies and report annually to the Congress on the progress of Federal telework across the Government
OPM has focused on three main areas of agency support addressed in the law with substantial continued progress in each:

- **Telework policy and policy guidance**: developing and distributing detailed guidance via [www.telework.gov](http://www.telework.gov), email and meetings
- **Training**: working with a vendor to enhance the interactive telework training, [www.telework.gov](http://www.telework.gov)
- **Measurement and reporting**: leading an interagency group of telework experts to plan and coordinate telework program measurement and reporting
Contact Us

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Thank You For Your Participation