National Capital Region Medical Directorate
ADMINISTRATIVE INSTRUCTION

NUMBER 1400.03
OCT 15 2014

PERS

SUBJECT: Telework Program

References: See Enclosure 1

1. PURPOSE. This administrative instruction (AI), based on the authority and guidance of References (a) through (c):

a. Cancels Reference (d) and reissues herein to clarify the National Capital Region Medical Directorate (NCR MD) Telework Program.

b. Assigns responsibilities and prescribes procedures regarding the NCR MD Telework Program to conform with References (e) through (n).

2. APPLICABILITY

a. This AI applies to the NCR MD, Walter Reed National Military Medical Center (WRNMMC) to include the DiLorenzo Clinic and the Tri-Service Dental Clinic, Fort Belvoir Community Hospital to include the Dumfries and Fairfax Clinics, and the Joint Pathology Center. Hereafter, these facilities are collectively referred to as Joint Medical Treatment Facilities (MTFs) and Centers.

b. Service member eligibility is discretionary and determined by the relevant Joint MTF or Center supervisor, consistent with this AI and Component-specific guidance. Supervisors or directors should allow maximum flexibility for employees or Service members to telework to the extent that mission readiness or accomplishment is not compromised.

3. POLICY. It is NCR MD policy to:

a. Support telework where it sustains and enhances the mission and goals of the NCR MD. Telework is an important management flexibility tool that can have a positive impact on staff morale and productivity in addition to reducing stress, traffic, pollution, and absenteeism.

b. Not to create any artificial barriers inhibiting optimal participation. Employees who occupy positions suitable for telework, will be permitted to telework. However, participation in telework is voluntary and employees will not be made to telework if they choose not to.

c. Reinforce the principle that telework is a valid option for reasonable accommodation for those with disabilities and for staff who have temporary medical conditions that need to be accommodated.

d. Determine those occupations that do not meet the parameters of telework outlined in References (f) through (i) and more particularly those that are engaged in direct patient care and/or duties which are not portable. The occupations listed in Enclosure 4 are generally ineligible for telework within the NCR MD. However, when an employees' position is ineligible for telework, there may be circumstances or portions of employees' work (e.g., reading and analyzing documents, and preparing reports or other types of correspondence) when the employees in these positions may be considered for telework on a situational basis.

e. Comply with all provisions outlined in References (i) through (m) regarding safeguarding and protecting security and personally identifiable information (PII) as well as Government Furnished Equipment (GFE) and government property. Specifically, establish and implement appropriate administrative, technical and physical safeguards to ensure the security of records and equipment and to prevent compromise or misuse during storage, transfer or use, including working at authorized alternative worksites.

(1) Permit telework employees to access PII only on an encrypted GFE, requiring two-factor authentication for access and prohibit removing classified material (hard copy or electronic) from the official worksite. If classified telework is authorized, ensure it is performed at an approved alternate secure location.

(2) Prohibit the extraction of PII from DoD systems onto GFE used in teleworking unless approved by a manager and logged and erased in accordance with (IAW) References (k) through (o).

(3) Strictly prohibit the use of personal e-mail accounts for PII transmission; PII may only be e-mailed between Government e-mail accounts and must be encrypted and digitally signed.

4. RESPONSIBILITIES. See Enclosure 2.

5. PROCEDURES. See Enclosure 3.

6. RELEASABILITY. **Cleared for public release**. This AI is approved for public release and is available on the NCR MD Website at www.capmed.mil.

7. EFFECTIVE DATE. This AI:

a. Is effective immediately.

b. Will expire 10 years from the publication date if it hasn't been reissued or cancelled before this date in accordance with DoD Instruction 5025.01 (Reference (e)).

R. C. BONO
RADM, MC, USN
Director

Enclosures
1. References
2. Responsibilities
3. Procedures and Guidelines for Supervisors
4. Occupations Generally Ineligible for Teleworking
5. Position Telework Eligibility Codes
6. Person Telework Eligibility Codes
7. Sample Telework Agreement, DD Form 2946
8. Reconsideration of Telework Request

Glossary

ENCLOSURE 1

REFERENCES

(a) Deputy Secretary of Defense Action Memorandum, "Implementation of Military Health System Governance Reform," March 11, 2013
(b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013
(c) National Capital Region Medical Directorate (NCR MD) Concept of Operations, September 10, 2013
(d) Joint Task Force National Capital Region Medical Instruction 12620.01, "Telework Program," June 7, 2010 (hereby cancelled)
(e) DoD Instruction 5025.01, "DoD Issuances Program," June 6, 2014
(f) DoD Instruction 1035.01, "Telework Policy," April 4, 2012
(g) Sections 6501 through 6506 of Title 5, U.S. Code, as added by Public Law 111-292 (also known as the Telework Enhancement Act of 2010)
(h) Telework Central Website (OPM in partnership with GSA), "www.telework.gov"
(i) DoD Directive 8500.01E, "Information Assurance (IA)," October 24, 2002
(j) DoD Directive 5400.11, "DoD Privacy Program," May 8, 2007
(k) Privacy Act of 1974
(l) Office of Management and Budget Memorandum 07-16, "Safeguarding Against and Responding to the Breach of Personally Identifiable Information," June 23, 2006
(m) Section 27 of the "Office of Federal Procurement Policy Act, as amended"
(n) Part 2635, Subpart G of Title 5, Code of Federal Regulations

ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR, NCR MD. The Director, NCR MD will designate in writing a Regional Telework Program Administrator to issue and update policy and to promote the use of telework to achieve NCR MD policy objectives. Ensure all telework arrangements and provisions are consistent with security and protection of classified material, PII and GFE as outlined in References (i) through (m) and ensure directors, managers, and supervisors at all levels are aware of and follow these requirements.

2. TELEWORK PROGRAM ADMINISTRATOR, NCR MD. The Telework Program Administrator, NCR MD, will:

a. Require all employees who are authorized to telework to complete DD Form 2946, "Department of Defense Telework Agreement," available on the DoD Forms Management Program Website at http://www.dtic.mil/whs/directives/infomgt/forms/forminfo/forminfopage3281.html.

b. Establish a process to monitor the use of telework in NCR MD activities. Collect data and information on telework use throughout the NCR MD and submit to higher Headquarters as needed. Copies of such reports will be shared with the union.

c. Provide guidance and support to Telework Program Coordinators to support compliance with government-wide and NCR MD policies concerning flexible work arrangements.

d. Update NCR MD's telework policy and guidance as needed.

e. Serve as the NCR MD's primary telework program liaison with other Federal agencies and serves on telework interagency committees and task forces as required.

f. Keep leadership and Telework Program Coordinators abreast of any new requirements or changes to law or regulation that impact the NCR MD Telework Program.

g. Inform the Civilian Human Resources Center (CHRC) in advance of changes to the policy that may warrant notification to the appropriate bargaining unit official.

3. DIRECTOR OF CHRC. The Director of CHRC will:

a. Negotiate with union representatives all negotiable aspects of the NCR MD's telework policy affecting bargaining unit members.

b. Work with the Telework Program Administrator, NCR MD to identify necessary updates to this telework policy.

c. Work with the Telework Program Coordinators and supervisors to ensure employees' personnel records contain accurate eligibility codes.

4. JOINT MTF AND CENTER DIRECTORS. Joint MTFs and Center Directors will:

a. Ensure all telework arrangements and provisions are consistent with security and protection of classified material, PII and GFE as outlined in References (i) through (m) and ensure managers and supervisors at all levels are aware of and follow these requirements.

b. Ensure consistent application of telework eligibility criteria.

c. Make determinations on organizational restrictions and/or exceptions.

d. Designate in writing a Telework Program Coordinator and, as needed, recommend changes to the NCR MD's telework policy.

5. TELEWORK PROGRAM COORDINATORS. The Telework Program Coordinators will:

a. Monitor their organization's use of telework to ensure that the program is administered consistently and in compliance with pertinent laws, regulations, and policies. Provide input to Telework Program Administrator, NCR MD on telework usage and other related matters as needed.

b. Take action to remove barriers and increase opportunities for employees in suitable positions to participate in telework.

c. Provide information, guidance, advice, and assistance to senior management on telework and other related management issues.

d. Disseminate telework program materials and information and give briefings on the use of telework as required.

e. Provide guidance, advice, and assistance to management and staff on all aspects of the telework program and conduct training and briefings on the program.

f. Maintain appropriate documentation concerning program participation such as signed agreements and annual reports.

g. Consult with and make recommendations to the Telework Program Administrator, NCR MD on organizational restrictions and exception requests, modifications to the telework policy and other relevant policy and program issues.

h. Coordinate with the Telework Program Administrator to administer regional annual surveys to telework employees and their supervisors to obtain feedback on the effectiveness of the program.

i. Prepare telework reports for senior management with recommendations for enhancements to the program.

j. Inform the Telework Program Administrator and the CHRC in advance of any organizational changes that may impact bargaining unit members' use of telework so that CHRC may provide necessary notification to the appropriate bargaining unit official.

k. Provide telework coding data and reports as required to the Telework Program Administrator.

6. DEPARTMENT CHIEFS. The Department Chiefs will:

a. Ensure all telework arrangements and provisions are consistent with security and protection of classified material, PII and GFE as outlined in References (i) through (m). Ensure supervisors at all levels in the department are aware of and follow these requirements.

b. Monitor, evaluate, and ensure consistent implementation of the Telework Program.

c. Keep the Chiefs of subordinate elements and the Telework Program Coordinator informed of any issues or problems that arise in the course of an employee's telework arrangement.

d. Ensure that all telework requests for a reasonable accommodation for an employee with a disability are considered IAW governing laws and regulations on reasonable accommodation.

e. Review all requests for telework that have been disapproved by the first line supervisor and render a decision on the matter. Results of this review will be transmitted to the first line supervisor and the employee via email.

7. SUPERVISORS. Supervisors will:

a. Identify positions that are eligible for regular and recurring telework and those positions eligible for ad hoc/situational telework. Ensure employees' personnel records regarding person and position eligibility are properly coded.

b. Approve or deny requests for telework based upon mission requirements, employee performance, requests for reasonable accommodations, current disciplinary actions, inappropriate work habits, and the needs of the workgroup. Complete, sign and maintain a DD Form 2946 (Enclosure 7) when an employee's request to telework is approved. Forward completed and approved telework agreements and other related documentation to the respective Joint MTF or Center Telework Program Coordinator. Review and re-validate telework

agreements with the teleworker, at least every two years, and revise when appropriate. A new DD Form 2946 should be completed when a new supervisor is responsible for the employee. If a supervisor disapproves an employee's request, elevate the request to the next level supervisor for review and final decision.

c. Ensure all telework arrangements and provisions are consistent with security and protection of classified material, PII, and GFE as outlined in References (i) through (m) and ensure all teleworking employees are aware of and follow these requirements.

d. Promptly terminate employees' telework arrangements in writing when circumstances outlined in paragraph 4 of Enclosure 3 of this AI occur.

e. Require employees to report to the traditional worksite on scheduled telework days if operational needs require it.

f. Determine the equipment that is required for the accomplishment of tasks assigned at the location and ensure employee is furnished this equipment. Ensure GFE given to teleworking employees require two-factor authentication for access IAW References (i) through (m), if employees are required to handle PII.

g. Ensure that employees are trained appropriately in telework principles and processes and are provided with sufficient guidance as to the work assignments to be performed on telework and other critical matters before they begin telework.

h. Ensure all appropriate protections are in place and that employees follow the security of PII as outlined in References (i) through (m).

i. Ensure employees are aware of the prohibition of extracting PII from DoD systems onto GFE unless approved by the supervisor.

j. Ensure employees know that they may not use personal e-mail accounts to transmit PII as PII may only be e-mailed between government e-mail accounts and must be encrypted and digitally signed.

k. Ensure employee's current performance plan contains measurable performance standards covering the kinds, quality, and quantity of work to be completed at the official duty station as well as work to be completed at the employee's telework location.

l. Keep senior managers and the Telework Program Coordinator informed of any issues or problems that arise in the course of an employee's telework arrangement.

m. Review and measure employee's performance while employee is teleworking.

n. Ensure accountability of telework employees. A telework employee may be required to report to their supervisor by e-mail or telephone. The supervisor may also establish additional telework accountability procedures, as warranted.

o. Approve any overtime and compensatory time the employees work while in a telework status IAW established policies and Federal statutes.

p. Refer to guidance and assistance provided by Office of Personnel Management (OPM) (PII) in Reference (h) as needed.

9. EMPLOYEE. The Employee will:

a. Complete a DD Form 2946 (Enclosure 7). The DD Form 2946 shall be signed and dated by the employee and supervisor and maintained by the employee's supervisor. Completed DD Form 2946 should outline the specific work arrangement agreed upon and address the logistics of alternative workplace arrangements such as the employee's work schedule, security requirements for DoD information, safety requirements for the alternative worksite, supplies and equipment issued, protection of GFE, the supervisor's expectations of a teleworker's performance, and the employee's emergency response telework responsibilities. All telework agreements, regardless of the employee's emergency response status, should address:

(1) The employee's telework location (e.g., the employee's home or other approved alternative worksite such as a telework center, when appropriate).

(2) Telework requirements when the regular worksite is closed (e.g., emergency dismissal due to adverse weather conditions such as snow emergencies, floods, hurricanes, or any other type of emergency situation) or when OPM announces that Government offices are open with the option for unscheduled telework (e.g., severe weather conditions or other circumstances disrupt commuting and compromise employee safety).

(3) Instructions on whether classified (where applicable and authorized at a secure alternative location) and controlled unclassified information data is authorized for use at the telework location. List criteria for the proper encryption, storage, safeguarding, and return of such information and data. The DD Form 2946 shall also include Military Services specific guidance and criteria.

(4) That the employee may not be authorized to telework if the employee's performance does not comply with the terms of the telework agreement.

b. Be aware of and follow all requirements related to the security and protection of classified material, PII and GFE as outlined in References (i) through (m). Comply with criteria and guidelines established by the Chief Information Officer for using both GFE and non-GFE and for access to DoD information systems and networks to perform telework. Meet the background investigation requirements in order to be eligible for and have access to the FBCH or WRNMMC networks.

c. Satisfactorily complete all assigned work, according to standards and guidelines in the employee's performance plan. Comply with performance management and other requirements as

detailed in their performance plan and telework agreement. Maintain a required performance level of at least fully successful or equivalent.

d. Work at the regular worksite on scheduled telework days if called for by mission requirements.

e. Work overtime only when authorized and approved in advance by the supervisor. Overtime provisions that apply to employees working at a traditional worksite apply to employees who telework. Instances in which employees perform overtime work without prior supervisory approval may not be compensated and may be cause for administrative and/or disciplinary actions.

f. Immediately notify their supervisor of any inability to perform work duties at the beginning of the work period and timely (normally within two hours) notify their supervisor of any unscheduled departures from the telework site.

g. Be responsible for providing a high speed connection to the internet.

h. Return all GFE and official files at the conclusion of their telework arrangement.

i. Contact the supervisor to request unscheduled telework when Government employees are provided this option consistent with subparagraph 9.a.(2) of this Enclosure and Military Services guidance.

j. Code and report approved telework time in the Time and Attendance System.

k. Notify the supervisor immediately when injured or suffering from work-related illnesses while conducting official Government business.

ENCLOSURE 3

PROCEDURES AND GUIDELINES FOR SUPERVISORS

1. POSITION ELIGIBILITY. Before determining whether an employee meets the telework criteria of this policy, the supervisor must carefully examine the nature of the employee's position as it relates to working off-site. Whether a position is suitable for the Telework Program depends on job content rather than job title, type of appointment, work schedule, or grade level. Positions suitable for telework are those involving tasks and work activities that are portable and do not require the employees' presence at the principal office, or the employee's use of the local area network (LAN).

a. Tasks and functions generally suited for telework include, but are not limited to:

(1) Work that may be routinely performed outside the principal office.

(2) Policy development.

(3) Independent research and analysis (e.g., investigating, program analysis, policy analysis, and financial analysis).

(4) Data processing.

(5) Report writing.

(6) Telephone-intensive tasks (teleworking employees are responsible for any resulting long distance charges).

(7) Technology-oriented tasks that can be performed independently, without use of the LAN.

(8) Work activities that are portable, measurable, and can be performed as effectively outside the office as inside the office.

(9) Work activities that can be measured through either quality or timeliness of assignments or quantity of tasks completed or a combination of these factors.

(10) Face-to-face contact with other employees and clients is limited, predictable, and can be adequately managed through telephone or e-mail communication without loss of service or productivity.

(11) Work planned for telework days is not classified or sensitive.

(12) The technology and equipment needed to perform the job off-site is available or can be adjusted for use on the days when the employee is in the primary office (e.g., use of the photocopier equipment).

(13) Access to necessary reference materials is available through photocopying or electronic transfer of documents and/or use of internet-accessible reference engines.

b. The occupations listed in Enclosure 4 of this AI are generally not eligible for telework since they meet one or more of the exclusionary criteria below. Exclusionary criteria include but are not limited to the following:

(1) Require daily face-to-face contact with the supervisor, colleagues, patients, clients, or the general public in order to provide effective customer service, which cannot otherwise be achieved by e-mail, telephone, or similar electronic means.

(2) Involve the maintenance, production, and manufacturing of sensitive materials and documents for which security concerns and/or equipment requirements must be met at the principal office.

(3) Require access to material or equipment which cannot be removed from the principal office.

(4) Require special facilities or equipment that NCR MD cannot provide because of practical, security, or financial concerns.

(5) Require daily access to classified or sensitive (PII) information.

(6) Involve trainee or entry-level tasks.

(7) Involve the protection of life and property and/or responses to emergencies (e.g., fire fighters, police, guards, etc.) or other mission-essential services.

(8) Require individual or identifiable patient medical data at the primary worksite in order to perform the duties of the position.

c. The following exceptions apply to the foregoing position ineligibility criteria:

(1) Sensitive/PII/Classified Material. The above ineligibility criteria for positions working with sensitive/PII and/or classified materials apply unless appropriate administrative, technical and physical safeguards are in place to ensure the security of records and equipment and to prevent compromise or misuse during storage, transfer or use, including working at authorized alternative worksites. If duties to be performed while teleworking require accessing PII, it will only be done on an encrypted GFE, requiring two-factor authentication for access. In no case will classified material (hard copy or electronic) be removed from the official worksite and if classified telework is authorized, it must be at an approved alternate secure location.

(2) Ineligible Occupations. As noted, the occupations listed in Enclosure 4 are ineligible for telework within the NCR MD. However, when an employees' position is ineligible for telework, there may be circumstances or portions of employees' work (e.g., reading and analyzing documents, and preparing reports or other types of correspondence) that may be

considered for telework on a situational/ad hoc basis. Supervisors are responsible for making these determinations on a case-by-case basis and must ensure that all appropriate safeguards are in place to protect PII/sensitive/classified material if such are involved in the telework assignment.

2. MANAGEMENT ACCOUNTABLITY

a. It is essential that supervisors and managers become familiar and comply with all provisions and requirements of the telework policy, particularly those related to the security and protection of security, PII and GFE. Supervisors and/or managers may not allow employees to work at a telework site without fulfilling all appropriate administrative requirements detailed in this policy. Supervisors and managers will be held accountable for the proper administration of this policy.

b. Supervisors must use sound judgment about the individual's overall work performance and suitability prior to approving telework. While telework is a highly effective tool, it places additional responsibilities on the supervisor.

c. Supervisors and managers may not grant, authorize, nor allow the use of official time for representational activities or other union activities by any employee in a telework status.

d. Telework Denial and Termination. A telework request may be denied by the supervisor. A telework agreement may be terminated at the discretion of the supervisor or at the employee's request. Denial or termination of telework agreements should be based on business reasons (e.g., the telework agreement fails to meet the organization's needs or the employee's performance does not meet the prescribed standard). Supervisors may terminate a telework agreement when the employee fails to meet the conditions of telework.

e. Supervisors will ensure that when vacant positions are filled and/or new or revised telework agreements are established or reviewed, the appropriate telework eligibility codes are entered into the employee's personal data in the Defense Civilian Personnel Data Systems. The codes are at Enclosure 5 and 6 of this AI.

f. Will familiarize themselves with techniques for managing work while the staff is teleworking by accessing such websites as that from OPM at: https://leadership.opm.gov/search.aspx?k=telework.

3. EMPLOYEE ELIGIBILITY. To be considered for a telework arrangement or to continue to telework, employees must meet the criteria in paragraphs a. through j. below. Employees who meet these criteria are not guaranteed an automatic right to telework. Telework is not an entitlement. These employees may be considered for telework as part of an evaluation process that takes into account all work-related factors. Telework eligibility criteria will be applied impartially and consistently without prohibited factors being considered. Final authority to grant telework rests solely with NCR MD management.

a. The employee's most recent summary performance rating of record must at least be at the "Fully Successful Value Added Performer" level; the supervisor will determine whether an employee without a rating of record is performing at an overall "Fully Successful" level.

b. The employee is not under a Performance Improvement Plan (PIP). If an employee's performance falls below the "Fully Successful" level in the opinion of the supervisor and/or if the employee is placed under a PIP during the course of a telework arrangement, their telework arrangement will be terminated and the employee will be required to return to the principal office.

c. The employee must have completed her/his probationary or trial period if such a condition is required for their appointment; if no probationary or trial period is applicable, the employee must have served at least one year of continuous service in his or her position.

d. The employee must provide a suitable telework space that is free of interruptions and provide adequate utilities to support the installation and maintenance of equipment and security measures to protect government material and property. NCR MD will provide the computer processing equipment.

e. The employee must have demonstrated a record of high dependability and the ability to handle responsibility without the need for close supervision.

f. The employee must have demonstrated the ability to prioritize work effectively and possess good time management and organizational skills.

g. The employee must have demonstrated a high level of integrity and honesty.

h. The employee must be covered by current and accurate performance standards.

i. The employee must agree to allow for no-notice site inspections by NCR MD officials when the employee's residence is certified as the telework site.

j. The employee must be accessible and responsive to NCR MD management during their telework scheduled hours of work.

4. EMPLOYEE INELIGIBILITY. Employees who meet any of the following criteria are ineligible for teleworking:

a. An employee who has received a disciplinary or adverse action in the preceding 12 months and/or an employee on telework who is the subject of misconduct or other administrative investigation or a pending disciplinary action. Such employees must return to the principal office pending resolution of the investigation, including a final decision on any proposed discipline. An employee against whom any disciplinary action is taken:

(1) Must immediately be terminated from their telework arrangement.

(2) May not request or be approved for telework for one calendar year after the discipline. The requirement may not be waived by the supervisor.

b. The employee has time or attendance irregularities that were previously communicated to the employee within the 12-month period of time preceding entry into a telework arrangement.

c. The employee has been hired under the Pathways or other intern/trainee program and/or is serving on a temporary or intermittent appointment.

d. The employee is in a training or probationary status.

ENCLOSURE 4

OCCUPATIONS GENERALLY INELIGIBLE FOR TELEWORKING

The following class of positions are generally ineligible for teleworking:

a. On a daily basis, positions that require an on-site activity or face-to-face personal contact that cannot be handled remotely or at an off-site location, including those that require hands-on contact with machinery, equipment or vehicles and those positions engaged in direct patient care.

b. Daily handling of classified materials, including unprotected PII.

The following occupations meet one of these ineligible definitions:

Occupational Code	Position Title
GS-0083	Police
GS-0085	Guard
GS-0180	Psychologist
GS-0181	Psychology Aid/Technician
GS-0185	Social Worker
GS-0186	Social Services Aid/Technician
GS-0187	Social Services
GS-0602	Physician
GS-0603	Physician Assistant
GS-0610	Registered Nurse
GS-0620	Licensed Practical Nurse
GS-0621	Nursing Assistant
GS-0622	Medical Supply Aid/Technician
GS-0630	Dietician
GS-0631	Occupational Therapist
GS-0633	Physical Therapist
GS-0636	Rehabilitation Therapist
GS-0638	Recreation/Arts Therapist
GS-0640	Health Aid/Technician/EMT
GS-0642	Nuclear Medicine Technician
GS-0644	Medical Technologist
GS-0645	Medical Technician
GS-0646	Pathology Technician
GS-0644	Medical Technologist
GS-0645	Medical Technician
GS-0646	Pathology Technician
GS-0647	Diagnostic Radiology Technologist
GS-0648	Therapeutic Radiology Technologist
GS-0649	Medical Instrument Technician
GS-0651	Respiratory Therapist

Occupational Code	Position Title
GS-0660	Pharmacist
GS-0661	Pharmacy Technician
GS-0662	Optometrist
GS-0665	Speech Pathologist/Audiologist
GS-0667	Orthotics/Prosthetist
GS-0669	Medical Records Administrator
GS-0673	Hospital Housekeeping Management
GS-0675	Medical Records Technician
GS-0679	Medical Support Assistant
GS-0680	Dental Officer
GS-0681	Dental Assistant
GS-0682	Dental Hygienist
GS-0683	Dental Laboratory Technician
GS-0690	Industrial Hygiene
GS-0698	Environmental Health Technician
WG-3536	Custodial Worker
WG-4749	Maintenance Mechanic
WG-6907	Materials Handler
WG-7402	Baker
WG-7404	Cook
WG-7408	Food Service Worker

These occupations will be coded on personnel actions as follows:

a. If physical presence required such as direct patient care:
Position code: NE001, Person code: NE106

b. If access to material, vehicle or equipment required:
Position code: NE002; Person code: NE107

c. If daily handling of unprotected PII:
Position code: NE003; Person code: NE108

ENCLOSURE 5

POSITION TELEWORK ELIGIBILITY CODES

Position Telework Indicator Code	Description
YA001	Yes
NE001	Not Eligible - Position requires employee's physical presence due to face-to-face contact with others. Employee may be eligible during emergency or OPM prescribed "unscheduled Telework." Supervisor approval is required on case-by-case basis.
NE002	Not Eligible - Position requires access to material or special equipment that cannot be moved from regular office. May be eligible during emergency or OPM prescribed "unscheduled Telework." Supervisor approval is required on case-by-case basis.
NE003	Not Eligible - Position requires daily access to classified material. Employee may be eligible during emergency or OPM prescribed "unscheduled Telework." Supervisor approval is required on case-by-case basis.

ENCLOSURE 6

PERSON TELEWORK ELIGIBLITY CODES

Person Telework Eligibility Code	Description
ER001	Employee eligible for regular and recurring Telework, including emergency and OPM prescribed "unscheduled Telework."
ES002	Employee eligible for situational Telework only, including emergency and OPM prescribed "unscheduled Telework."
EM003	Employee eligible to Telework due to medical condition.
NE100	Prohibited due to official discipline for more than 5 days of absent without leave in a calendar year.
NE101	Prohibited due to discipline for violation of Subpart G, Ethical Standards for viewing, downloading, exchanging pornography, including child pornography on a Federal Government computer, or while performing official Federal Government duties (Reference (n)).
NE102	Not eligible due to employee conduct issues. Employee may be eligible during emergency or OPM prescribed "unscheduled Telework." Supervisor approval is required on case-by-case basis.
NE103	Not eligible due to employee performance issues. Employee may be eligible during emergency or OPM prescribed "unscheduled Telework." Supervisor approval is required on case-by-case basis.
NE104	Not eligible due to employee failure to meet performance requirement of agreement. Employee may be eligible during emergency or OPM prescribed "unscheduled Telework." Supervisor approval is required on case-by-case basis.
NE105	Not eligible during period of trainee status. Employee may be eligible during emergency or OPM prescribed "unscheduled Telework." Supervisor approval is required on case-by-case basis.
NE106	Not eligible - Position requires extensive face-to-face contact w/supervisor, employees and clients, and employee's physical presence. May be eligible in emergency or OPM "unscheduled Telework." Supervisor approval required on case-by-case basis.
NE107	Not eligible - Position requires access to material or special equip that can't be moved from office. Employee may be eligible during emergency or OPM "unscheduled Telework." Supervisor approval is required on case-by-case basis.
NE108	Not eligible due to daily requirement to handle classified materials. Employee may be eligible during an emergency or for OPM "unscheduled Telework." Supervisor approval is required on case-by-case basis.

ENCLOSURE 7

SAMPLE TELEWORK AGREEMENT

DEPARTMENT OF DEFENSE
TELEWORK AGREEMENT

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 113, Secretary of Defense; DoD Instruction 1035.01, Telework Policy.
PRINCIPAL PURPOSE(S): Information is collected to register individuals as participants in the DoD alternative workplace program; to manage and document the duties of participants; and to fund, evaluate and report on program activity. The records may be used by Information Technology offices to determine equipment needs, to ensure appropriate safeguards are in place to protect government information, and for assessing and managing technological risks and vulnerabilities.
ROUTINE USE(S): None.
DISCLOSURE: Voluntary; however, failure to provide the requested information may result in your inability to be a participant in the telework program.

TERMS OF TELEWORK AGREEMENT

The terms of this agreement must be read in conjunction with Department of Defense (DoD) telework policy, available on the DoD Issuances Web Site at http://www.dtic.mil/whs/directives/ or on the Civilian Personnel Management Service Web Site at www.cpms.osd.mil and any additional guidance provided by the employing organization. Signatories certify they will abide by this agreement, DoD telework policy, and all supplemental terms established by the employing organization.

1. Work schedules and hours of duty may be modified as necessary, but are subject to local management procedures and approval and/or collective bargaining agreement requirements. A copy of the employee's approved work schedule should be kept on file with the signed telework agreement. In emergency situations (as indicated in Section I, Block 12 of the telework agreement), the teleworker's work hours may be subject to change. Emergency schedules will be set based on mission needs.

2. If the employee reports to the regular worksite at least twice per pay period, the regular worksite is the official worksite as defined in part 531.605, subpart F of title 5, Code of Federal Regulations.

3. If the employee does not report to the regular worksite at least twice each biweekly pay period, the official worksite is the location of the employee's telework site. Exceptions to the twice each biweekly pay period requirement may be made during emergencies (including a pandemic) and for short-term situations (e.g., special projects, medical accommodation).

4. All pay (to include locality pay or local market supplement), leave, and travel entitlements are based on the employee's official worksite as documented on a Notice of Personnel Action.

5. Prior to signing this Telework Agreement, the supervisor and employee will discuss:
   a. Office procedures (e.g., procedures for reporting to duty, procedures for measuring and reviewing work, time and attendance, procedures for maintaining office communications);
   b. Safety, technology and equipment requirements; and
   c. Performance expectations.

6. Employee will not work in excess of the prescheduled tour of duty (e.g., overtime, holiday work, or Sunday work) unless he or she receives permission from the supervisor. By signing this form, the employee acknowledges that failure to obtain proper approval for overtime work may result in cancellation of the telework agreement and may also include appropriate disciplinary action.

7. If designated employee (as indicated in Section I, Block 12 of this agreement) is unable to work due to illness or dependent care responsibilities, the employee must take appropriate leave. Supervisors may, on a case-by-case basis, administratively excuse the designated teleworker from teleworking if circumstances, such as a power failure or weather related emergency, prevent the employee from working at the telework site. To the extent practicable, managers will include a description of emergency duties with this agreement if emergency duties are different from the employee's prescribed duties and responsibilities.

8. Teleworkers may be required to return to the regular worksite on scheduled telework days based on operational requirements. In situations where the employee is called to return to the office outside normal work hours, the recall shall be handled in accordance with established policy and/or collective bargaining agreements, if applicable.

9. If the employee uses Government-furnished equipment (GFE), the employee will use and protect the equipment in accordance with the DoD Component's procedures. GFE will be serviced and maintained by the Government.

10. The employee agrees to comply with the terms of computer software license and copyright agreements, computer virus and protection requirements and procedures.

11. **No classified documents (hard copy or electronic) may be taken to, or created at, an employee's alternative worksite.** If classified telework is authorized at an approved alternative secure location, teleworkers must comply with the procedures established by DoD 5200.01-R and the DoD Component regarding such work. **For Official Use Only (FOUO) and controlled unclassified information (CUI) data may be taken to alternative worksites if necessary precautions are taken to protect the data, consistent with DoD regulations.**

12. When CUI including competition sensitive or source selection data is authorized for use at the telework location, criteria for the proper encryption and safeguarding of such information and data must be consistent with Enclosure 3, subparagraphs 3.f.(1) through (3) of DoDI 1035.01, Telework Policy. Component specific instructions must be included in the space allowed for Component specific comments or cite the appropriate Component references that contain these instructions.

13. The supervisor will determine how frequently, if at all, backup copies of data onto network drives or removable disks must be made to protect against loss of data. The supervisor may also require the employee to periodically send backup copies to the main work facility.

14. The employee may be reimbursed for authorized expenses (e.g., installation of broadband or telephone lines) incurred while conducting business for the Government, as provided by statute and implementing regulations and as articulated in this agreement. (Approved authorizations are filed with this agreement.)

15. **The employee will apply approved safeguards to protect Government records from unauthorized disclosure or damage and will comply with Privacy Act requirements set forth in the Privacy Act of 1974, and codified at section 552a of title 5, United States Code.** The use of personal email accounts for transmission of Personally Identifiable Information (PII) is strictly prohibited. PII may only be emailed between government email accounts and must be encrypted and digitally signed.

16. The DoD Component may inspect the home worksite, by appointment only, if the DoD Component has reason to suspect that safety standards are not being met and GFE is not being properly maintained.

17. The DoD Component will not be responsible for operating, maintenance, or any other costs (e.g., utilities) associated with the use of the employee's residence.

18. The DoD Component is not liable for damages to an employee's personal or real property while the employee is working at home, except to the extent the Government is held liable by the Federal Tort Claims Act or from claims arising under the Military Personnel and Civilian Employees Claims Act.

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TERMS OF TELEWORK AGREEMENT *(Continued)*

19. Employees paid from appropriated funds are covered under the Federal Employee's Compensation Act if injured in the course of performing official duties while at the official alternative worksite. Employees paid from nonappropriated funds are covered under the Longshore and Harbor Workers' Compensation Act. Any accident or injury occurring at the alternative workplace must be brought to the immediate attention of the supervisors who will investigate all reports as soon as practical following notification.

20. The employee acknowledges that telework is not a substitute for dependent care.

21. The employee acknowledges that telework is a discretionary alternative workplace arrangement. The employee may be required to work at the regular worksite on scheduled telework day(s) if necessary to accomplish the mission.

22. Either the employee or the supervisor can cancel the telework agreement. When possible, advance written notice should be provided. Management will terminate the telework agreement should the employee's performance or conduct not meet the prescribed standard or the teleworking arrangement fail to meet organizational needs.

23. The employee continues to be covered by DoD Component standards of conduct while working at the alternative worksite.

24. The employee has assessed the telework location against the attached safety checklist and certifies the location meets all safety requirements.

25. DoD Component-specific conditions may be included below.

COMPONENT-SPECIFIC TERMS AND CONDITIONS

DD FORM 2946, DEC 2011 Terms and Conditions (Back)

DEPARTMENT OF DEFENSE
TELEWORK AGREEMENT

(Read Privacy Act Statement and Terms of Agreement before completing this form.)

SECTION I - This document constitutes the terms of the telework agreement for:

1. EMPLOYEE *(Last Name, First, Middle Initial)*	**2. OFFICIAL JOB TITLE**
3. PAY PLAN/SERIES/GRADE/PAY BAND	**4. ORGANIZATION**
5. REGULAR OFFICIAL WORKSITE *(Street, Suite Number, City, State and ZIP Code)*	**6. ALTERNATE WORKSITE ADDRESS** *(Street, Apartment Number, City, State and ZIP Code) (May be TBD under emergency situations)*
7. ALTERNATE WORKSITE TELEPHONE NUMBER *(Include Area Code)*	**8. ALTERNATE WORKSITE EMAIL ADDRESS** *(Address for official emails if different from office email address. Identification of personal email address is not required.)*
9. TELEWORK ARRANGEMENT IMPLEMENTATION DATES *(Agreement should be revalidated at least once every 2 years)* a. START *(YYYYMMDD)* / b. END *(YYYYMMDD)*	**10. TOUR OF DUTY** *(X one) (Attach copy of biweekly work schedule)* ☐ FIXED ☐ FLEXIBLE ☐ COMPRESSED

11. TELEWORK ARRANGEMENT *(X one)*

☐ REGULAR AND RECURRING ☐ SITUATIONAL

Regular and Recurring Telework Schedule: _____ Number of Days per Week or Pay Period

_____ Days of the Week (e.g., Mon, Wed, Thur)

All employees who are authorized to telework on a **Regular and Recurring** or **Situational** basis to include **emergency situations** shall have a telework agreement in place.

12. CONTINUITY OF OPERATIONS DURING EMERGENCY SITUATIONS

Employee is expected to telework for the duration of an emergency pursuant to:
1) Component policy; 2) a pandemic; 3) when the regular worksite is closed or closed to the public due to natural or manmade emergency situations (e.g., snowstorm, hurricane, act of terrorism, etc.); or 4) when Government offices are open with the option for unscheduled telework when weather conditions make commuting hazardous, or similar circumstances compromise employee safety. Employees unable to work due to personal situations (e.g., illness or dependent care responsibilities), must take appropriate leave (e.g., annual or sick). If the worksite is closed or closed to the public, the employee may be granted administrative leave, on a case-by-case basis, when other circumstances (e.g., power failure) prevent the employee from working at the telework site. Managers will include a description of emergency duties with this agreement if emergency duties are different from the employee's prescribed duties and responsibilities.

13. SUPERVISOR OR AUTHORIZED MANAGEMENT OFFICIAL *(Name and Signature)* ☐ I also verify that I have completed approved telework training.	**14. DATE** *(YYYYMMDD)*
15. EMPLOYEE SIGNATURE ☐ I also verify that I have completed approved telework training.	**16. DATE** *(YYYYMMDD)*

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SECTION II - SAFETY CHECKLIST			
SAFETY FEATURE	*(X)*	**YES**	**NO**
1. Temperature, ventilation, lighting, and noise levels are adequate for maintaining a home office.			
2. Electrical equipment is free of recognized hazards that would cause physical harm (frayed, exposed, or loose wires; loose fixtures; bare conductors; etc.).			
3. Electrical system allows for grounding of electrical equipment (three-prong receptacles).			
4. Office (including doorways) is free of obstructions to permit visibility and movement.			
5. File cabinets and storage closets are arranged so drawers and doors do not enter into walkways.			
6. Phone lines, electrical cords, and surge protectors are secured under a desk or alongside a baseboard.			
7. If material containing asbestos is present, it is in good condition.			
8. Office space is free of excessive amount of combustibles, floors are in good repair, and carpets are well secured.			
I verify that this safety checklist is accurate and that my home office is a reasonably safe place to work.			
9. EMPLOYEE SIGNATURE		**10. DATE** *(YYYYMMDD)*	

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SECTION III - TECHNOLOGY/EQUIPMENT CHECKLIST			
(1) TECHNOLOGY/EQUIPMENT *(Indicate all that apply)*	(2) REQUIREMENT *(Y or N)*	(3) OWNERSHIP: AGENCY OR PERSONAL *(A or P)*	(4) REIMBURSEMENT BY COMPONENT *(Y or N)*
1. COMPUTER EQUIPMENT			
a. LAPTOP			
b. DESKTOP			
c. PDA			
d. OTHER:			
2. ACCESS			
a. IPASS/VPN ACCOUNT			
b. CITRIX - WEB ACCESS			
c. OTHER:			
3. CONNECTIVITY			
a. DIAL-IN			
b. BROADBAND			
4. REQUIRED ACCESS CAPABILITIES			
a. SHARED DRIVES (e.g., H or P Drive)			
b. EMAIL			
c. COMPONENT INTRANET			
d. OTHER APPLICATIONS:			
5. OTHER EQUIPMENT/SUPPLIES			
a. COPIER			
b. SCANNER			
c. PRINTER			
d. FAX MACHINE			
e. CELL PHONE			
f. PAPER SUPPLIES			
g. OTHER:			
6. SUPERVISOR'S SIGNATURE		**7. DATE** *(YYYYMMDD)*	
8. EMPLOYEE SIGNATURE		**9. DATE** *(YYYYMMDD)*	

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SECTION IV - NOTICE OF TELEWORK ARRANGEMENT CANCELLATION
(Complete this section when the telework agreement is cancelled.)

1. CANCELLATION DATE *(YYYYMMDD)*	2. INITIATED BY *(X one)* ☐ EMPLOYEE ☐ MANAGEMENT
3. REASON(S) FOR CANCELLATION	
4. GOVERNMENT-FURNISHED EQUIPMENT/PROPERTY RETURNED LIST PROPERTY AND DATE OF RETURN: ☐ YES ☐ NO	
5. SUPERVISOR'S SIGNATURE	6. DATE *(YYYYMMDD)*
7. EMPLOYEE SIGNATURE	8. DATE *(YYYYMMDD)*

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ENCLOSURE 8

RECONSIDERATION OF TELEWORK REQUEST

The NCR MD has established a procedure by which an employee may request higher level review when a request to telework is denied by the first line supervisor. This process is exclusive to telework denials.

HOW TO SUBMIT A REQUEST FOR RECONSIDERATION

- An employee must submit a memorandum to request for reconsideration using the sample located at page 27 of this Enclosure.

- The written request for reconsideration may also include a request to meet with the higher level reviewer. The higher level reviewer has the sole discretion to determine whether to grant such a request, and if so, when, where and how it will occur.

- The supervisor's denial should be attached to the reconsideration request.

  - A copy of the reconsideration request, along with the supervisor's denial and justification will be maintained by the Telework Coordinator.

- A written decision by the higher level reviewer should be issued within 15 days of receipt of the reconsideration request. The decision of the higher level reviewer is final and not subject to further review.

QUESTIONS

Questions concerning the reconsideration procedure may be addressed to the Telework Coordinator for your Activity.

REFERENCE

- NCR MD-AI 1400.03

DEFENSE HEALTH AGENCY
NATIONAL CAPITAL REGION MEDICAL DIRECTORATE
OFFICE OF THE DIRECTOR
4655 TAYLOR ROAD, BUILDING 27
BETHESDA, MD 20889-5639

MEMORANDUM FOR HIGHER LEVEL REVIEWER

SUBJECT: REQUEST FOR RECONSIDERATION OF DENIAL OF TELEWORK

Request your approval of my reconsideration request to telework. On _____, my supervisor disapproved my request to telework citing the following reason _____ (copy attached). My position eligibility and person eligibility codes qualify me to telework.

Thank you in advance for your consideration.

EMPLOYEE'S NAME
GRADE
Duty Title

Attachments:
As stated

Your request to telework is:

Approve:_____ Disapprove:_____

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

AI	Administrative Instruction
CHRC	Civilian Human Resource Center
DHA	Defense Health Agency
DoD	Department of Defense
DD Form	Department of Defense Form
GFE	Government Furnished Equipment
GSA	General Services Administration
IAW	in accordance with
LAN	Local area network
MTF(s)	Medical Treatment Facility/ties
NCR MD	National Capital Region Medical Directorate
OPM	Office of Personnel Management
PII	personally identifiable information
PIP	Performance Improvement Plan

PART II. DEFINITIONS

Ad hoc. Means "to this." It generally signifies a solution designed for a specific problem or task, non-generalizable, and which cannot be adapted to other purposes.

Ad hoc Telework. Approved telework performed on an occasional, one-time or irregular basis. (Telework of less than one day per pay period is considered ad hoc.)

ADS. A place away from the official duty station that has been approved for the performance of officially assigned duties. It may be an employee's home, a telework center, or other approved worksite including a facility established by state, local, or county governments or private sector organizations for use by teleworkers.

AWS. Both flexi tour and compressed work schedules.

Alternative or Telework Site. A place away from the employee's principal office that has been approved for the performance of officially assigned duties.

Compressed work schedule. A full-time employee must work 80 hours in a bi-weekly pay period and must be scheduled to work on fewer than 10 workdays. A part-time employee has a fixed schedule of fewer than 80 hours in a bi-weekly pay period and must be scheduled to work on fewer than 10 workdays.

Employee. An officer or an individual who is appointed in the civil service by one of the following acting in an official capacity to the President, a Member or Members of Congress, or the Congress; a member of a uniformed service; an individual who is an employee under section 5 USCS § 2105, the head of a Government controlled corporation; or an adjutant general designated by the Secretary concerned under Section 709C of Title 31. A DoD civilian employee, to include foreign national employees, paid from appropriated or non-appropriated funds.

Flexi tour work schedule. Flexible hours are the part of the work day when employees select arrival and departure times. Once selected, the hours are fixed until there is a negotiated work schedule change agreement between the employee and their supervisor.

High Speed Internet Connection. A fiber optic, DSL, or cable modem internet connection capable of transmitting faster than a dial-up modem at 56 kbps.

Intermittent Telework. A form of telework that is designed for episodic and short-term work.

Official Duty Station. The city/town, county and state in which the employee predominantly works and is reflected on the employee's Standard Form 50, Notification of Personnel Action.

PHI. In accordance with DoD Regulation 6025.18-R (Reference (r)) and DoD Regulation 8580.02-R (Reference (s)), PHI is individually identifiable health information that is created, received, or maintained by a covered entity, including TMA, that is transmitted or maintained by electronic or any other form or medium, except as otherwise contained in employment records held by TMA in its role as an employer.

PII. Information which can be used to distinguish or trace an individual's identity, including name, social security number, date and place of birth, mother's maiden name, biometric records, and any other personal information which is linked or linkable to a specified individual.

Principal Office. The location an employee works, when not utilizing a telework arrangement.

Privacy data. Any record that is contained in a system of records as defined in the Privacy Act of 1974 (5 United States Code (U.S.C.), Section 552a), Reference (m), and information the disclosure of which would constitute an unwarranted invasion of personal privacy.

Regular Telework. Refers to an arrangement that includes permanent or semi-permanent projects or work assignments that support a fixed telework schedule for an extended duration.

Sensitive information. In accordance with DoD Instruction 8500.2 (Reference (l)), the loss, misuse, or unauthorized access to or modification of information, which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a to Title 5, USC, "The Privacy Act" (Reference (m)), but which has not been specifically authorized under criteria established by Executive Order or an Act of Congress to be kept secret in the interest of national defense or foreign policy (Reference (n)). Examples of sensitive information include, but are not limited to, information in DoD payroll, finance, logistics, and personnel management systems.

Telecommuting. Another name used to refer to the Telework Program.

Telework. Any arrangement where eligible civilian employees and/or members of the Armed Forces perform officially assigned duties at an alternate duty station/location away from the principal worksite on either a regular or intermittent basis. Normally, the alternative work site will be the employee's residence.

Telework Agreement. A written agreement, completed and signed by an employee and appropriate official(s) in their organization, that outlines the terms and conditions of the telework arrangement. The telework agreement is good for two years; afterwards, a new agreement must be completed and submitted to the supervisor for approval.

Unscheduled telework. An arrangement where an employee on an approved telework agreement performs assigned official duties at home or other approved worksite when Government offices are closed due to an emergency event or open, but severe weather conditions or other circumstances disrupt commuting and compromise employee safety.

work-at-home telework. An approved arrangement whereby an employee performs his or her official duties in a specified work or office area of his or her home that is suitable for the performance of official Government business.