



Measurement Initiatives in Federal Telework

Working for America

Kimberly Wells, Ph.D.
Lead Research Psychologist
Work/Life Group

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT





U.S. Office of Personnel Management (OPM): Role in Federal Telework

- OPM provides leadership for Federal Work/Life programs through:
 - Policy guidance
 - Partnering and consulting with agencies to assist in the development and management of successful programs, including telework
- Support efforts include assessment initiatives at multiple levels



Tracking Telework Participation

- Fundamental measure of program success: [participation by intended users](#)
- Annual OPM Governmentwide data call
 - Applies systematic approach to data collection
 - Tabulates number of employees engaged in telework and frequency of telework participation
- Reported to Congress as Status of Telework in the Federal Government, 2002-2009 (telework.gov)



Federal Telework Status

- Data collected during calendar year 2008
- 78 agencies submitted data to OPM
- 61% reported an increase in telework
- 56% have reportedly fully implemented telework into COOP
- Employee participation in telework shown to increase by 8.72% between 2007 and 2008

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Tracking Participation: Challenges and Next Steps

- Definition
 - Varying program goals and measures
 - Scope of behavior
- Program implementation
- Efforts to address measurement issues
 - Triangulation of data sources: agency data and Federal surveys

Federal Telework Initiative

- On April 29, 2009, Director Berry announced his Federal Telework Initiative on Capitol Hill
 - Memorandum to Heads of Executive Departments and Agencies
- Intended to enhance and support telework in the Federal government





Telework Initiative: Key Elements

- Create Telework Advisory Group
- **Review existing agency telework policies**
- Support provision of broadly accessible, high quality telework training
- Establish Telework Managing Officer positions
- Ensure access to established appeals process



Advisory Group

- Acknowledged expertise in telework implementation and management
- Inter-agency, representative group
 - General Services Administration, Department of Defense, Department of State, Department of Homeland Security, Patent and Trademark Office, Environmental Protection Agency, Federal Deposit Insurance Corporation
- Tasked to develop telework policy review criteria and advise on assessment process



Policy Assessment Progress

- 68 telework policies received
- Advisory Group underway
- Evaluation instrument completed
 - Checklist specifies fundamental criteria
 - Flexible instrument
- Checklist reviewed by OPM and National Labor Unions

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Policy Assessment Next Steps

- Conduct policy reviews
 - Independent group of evaluators within OPM
- Report
 - Identify, summarize and share best policy practices with participating agencies



Contact Information

Dr. Kim Wells

Kimberly.wells@opm.gov

202-606-9088

Website: telework.gov