

Telework Program

I. Purpose

This Management Directive establishes policy that governs the telework program in the Department of Homeland Security's (DHS) National Protection and Programs Directorate (NPPD). The telework program promotes a policy under which qualified NPPD employees may participate in telework to the maximum extent possible without diminished employee performance or impact to mission accomplishment.

II. Scope

This directive applies to all NPPD employees and detailees. Contractors are not covered by this directive. This directive does not supersede any procedures contained in existing NPPD collective bargaining agreements and must be implemented in conjunction with the negotiated procedures. The term "subcomponent" throughout this document refers to all of the NPPD subcomponents and offices.

III. Authorities

- A. DHS Delegation 03000, "Delegation for Human Capital and Human Resources," June 5, 2012.
- B. DHS Management Directive 123-05, "Telework Directive," May 31, 2007.

IV. Responsibilities

A. NPPD Under Secretary (U/S):

1. Designates the NPPD Telework Coordinator to administer and oversee implementation of the NPPD telework program; and
2. Ensures that NPPD complies with any applicable Executive Orders, laws, regulations, directives and other DHS guidance concerning telework.

B. NPPD Telework Coordinator:

1. Develops and maintains the NPPD Telework Management Directive and Instruction with the supervision and approval of the NPPD Director of Management;
2. Administers the NPPD telework program in accordance with this directive and all applicable Executive Orders, laws, regulations, DHS MDs, and Collective Bargaining Agreements (CBAs);
3. Advises NPPD senior leadership on all matters related to telework;
4. Develops strategies for telework program implementation and continued improvement;
5. Serves as the liaison with internal and external stakeholders (e.g., Federal Agencies, DHS HQ, DHS working groups, DHS Telework Managing Officer, NPPD Senior Leadership, NPPD Office of Human Capital, Subcomponent Telework Coordinators);
6. Monitors and assesses NPPD telework implementation;
7. Reviews subcomponent semi-annual telework activity reports and provides semi-annual executive summaries to NPPD leadership;
8. Reviews and provides all reports that DHS Chief of Human Capital Officer requires for the Telework Program;
9. Ensures NPPD subcomponents compliance with the NPPD Telework Directive and Instruction.

C. NPPD Office of Human Capital:

1. Ensures that telework data and compliance are maintained and reports are prepared as required and provides these reports to the NPPD Telework Coordinator; and
2. Supports the Telework Coordinator as required.

D. NPPD Subcomponent Leadership:

1. Support and implement the policies in this directive;
2. Designate a representative to serve as their Subcomponent Telework Coordinator;
3. Authorize funding to support telework activities as available and appropriate for

mission accomplishment;

4. Ensure their employees are notified of the NPPD telework program, this directive, and eligibility requirements; and
5. Ensure that all required telework training is provided to appropriate employees.

E. Subcomponent Telework Coordinators:

1. Coordinate with the NPPD Telework Coordinator and serve as the primary point of contact on telework matters;
2. Establish processes for implementation of this directive and the NPPD Telework Instruction to the maximum extent possible without negatively impacting mission accomplishment;
3. Support supervisors on implementation of this directive and the NPPD Telework Instruction and serve as the primary point of contact on telework matters for the Subcomponents;
4. Define, in coordination with the Subcomponent Leader, which subcomponent positions are defined as telework-eligible;
5. Track and retain information on their telework program including: approved telework agreements (including signed Safety and Security Checklist and telework training certificates), denied telework agreements (including notification to employee and any grievance and/or appeal procedures available); and
6. Provide telework activity report input to the NPPD Telework Coordinator on a semi-annual basis.

F. NPPD Supervisors:

1. Coordinate with the Subcomponent Telework Coordinator in implementing the telework program;
2. Request information on telework-eligible positions from the Subcomponent Telework Coordinator and notify employees of positions considered to be telework-eligible;
3. Review, approve, deny, manage, and terminate telework agreements in accordance with applicable laws, rules, regulation, collective bargaining agreements, DHS and NPPD MDs and Instructions;
4. Evaluate employee needs for government-furnished equipment and determine resource availability;

5. Meet with the employee to establish a telework schedule, complete the telework agreement, and ensure that both the mandatory telework training and the safety and security checklist are completed by the employee;
6. Review requirements of the telework agreement with the employee and approve the complete telework agreement;
7. Provide a copy of the signed agreement and attachments to the Subcomponent Telework Coordinator;
8. Provide employee with clear criteria and tasks for telework activities and monitor performance to ensure performance remains consistent with in-office performance;
9. Coordinate with the NPPD Telework Coordinator and Subcomponent Telework Coordinator on all denials or terminations of telework;
10. Monitor employee performance during telework to ensure performance remains consistent with in-office performance;
11. Complete “Telework 101 for Managers” training as well as “Telework 101 for Employees” found at <http://www.telework.gov>; and
12. Ensure compliance with directives and any other guidance issued by NPPD, DHS, and OPM.

G. NPPD Employees:

1. Confirm eligibility and qualification for telework with supervisor;
2. Meet with supervisor to establish a telework schedule, complete the telework agreement, and complete the mandatory telework training;
3. Identify a suitable alternative worksite and obtain approval of the location from the approving supervisor;
4. Coordinate with their supervisor to determine the government equipment required to support the telework;
5. Complete and document all required telework training;
6. Review requirements of the telework agreement with supervisor, sign the completed Telework agreement, and retain a copy for their own records;
7. Adhere to the terms and conditions of the NPPD Telework Agreement, DHS

guidance, applicable NPPD guidelines, and checklists; and

8. Maintain performance expectations during telework to ensure performance remains consistent with in-office performance.

V. Policy

A. Telework may be used to:

1. Improve NPPD's ability to recruit and retain the best possible workforce in a highly competitive labor market;
2. Enhance work/life effectiveness and balance by allowing employees to better manage their work and family obligations, thereby retaining a more resilient, results-oriented workforce better able to meet agency missions and goals; and
3. Achieve cost savings (e.g. reducing real property, parking fees, and transit subsidies).

B. Continuity of Operations (COOP): Telework shall be an integral part of the NPPD continuity of operations planning for events that may include but not be limited to emergencies, anomalies, pandemic health crises, localized acts of nature, accidents, technological, or attack-related emergencies.

NOTE: While participation in the telework program is voluntary, an employee may be required to telework during temporary emergency situations. Therefore, all employees will be required to complete a situational/episodic Telework Agreement.

C. Telework Participation:

1. Telework participation is voluntary, yet highly encouraged. NPPD will make telework available to employees to the maximum extent possible without negatively impacting mission accomplishment.
2. Telework participation is not an employee entitlement or right. Telework is an additional method to accomplish work that management may approve and implement. Therefore, telework participation for employees in eligible positions is within the discretion of the subcomponent supervisors and management, consistent with this directive.
3. Employees should initiate a conversation with their supervisor about telework.
4. Employees who occupy telework-eligible positions BUT meet any of the following criteria, are disqualified from participation in scheduled telework:

- a. Employees who have been officially disciplined for unapproved absences charged as absent without leave (AWOL) for more than five workdays in any calendar year;
 - b. Employees who have been officially disciplined for violations of Subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch (5 C.F.R. pt. 2635); and/or
 - c. Employees who demonstrate performance not commensurate with expectations as established in employee performance goals.
5. Approval and/or disapproval of an employee's request to participate in telework must be based on the participation criteria in this directive and DHS/NPPD operational needs. Subcomponents may establish additional guidance coordinated through the NPPD Telework Coordinator to ensure consistency and accordance with NPPD policy.
 6. When a telework request is approved, denied, or terminated, the supervisor shall meet with the employee in a timely manner and provide a written business justification supporting the approval, denial or termination.
 7. Employees may terminate a scheduled telework agreement at any time.
 8. During temporary emergency situations (such as extreme weather events, or other type of emergency need) employees may be required to telework as part of a no-notice execution of situational/episodic telework agreements, and accordingly may not terminate situational/episodic telework agreements.

D. Records and Reports: NPPD may periodically conduct data calls to ensure signed and current telework agreements are in place for all telework participants.

VI. Questions

Address questions or concerns regarding this directive to the NPPD Director of Management.



Rand Beers
Under Secretary



Date