



# At a Glance

## Why We Did This Review

We conducted this review to determine whether (1) U.S. Environmental Protection Agency (EPA) telework policies are consistent with U.S. Office of Personnel Management (OPM) guidance, (2) managers received the required training to supervise teleworking employees, and (3) managers know of and have access to teleworking tools.

The Telework Enhancement Act of 2010 supports the development and advancement of telework by outlining a number of requirements to ensure the appropriate policies and trained personnel are in place to achieve effective telework programs. The act directed OPM to provide agencies with policy and guidance for telework. OPM issued its guidance in 2011.

### This report addresses the following:

- *Operating efficiently and effectively.*

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## ***EPA Telework Program Is Consistent With U.S. Office of Personnel Management Guidance***

### What We Found

EPA telework policies are consistent with OPM's guidance. We surveyed EPA managers and supervisors and found that 97 percent of respondents had received the required training to supervise their teleworking employees. The results of our evaluation showed that the EPA has implemented significant steps to ensure that those managers and supervisors who have not yet received the training come into compliance.

**The EPA's telework policies have resulted in nearly all managers being trained to supervise their teleworking employees.**

Our survey results also showed that EPA managers and supervisors use various agency-provided tools and methods to monitor the work accomplished by their teleworking staff, including work meetings, telephone calls, emails and business software. Some survey respondents also submitted written suggestions describing what additional training, tools and policies they believe are needed to improve the EPA's telework program. We grouped these suggestions into six categories of requested enhancements:

- Better communication tools.
- Consistent telework policy agencywide.
- Expanded telework training for staff.
- Need for American Federation of Government Employees policy ratification.
- Outcome-based management.
- More flexibility for managers.

In response to our discussion document, the Office of Administration and Resources Management provided a response to the six categories of program-enhancing suggestions submitted by EPA managers and supervisors. There are no recommendations in this report.