



United States  
Office of  
Personnel  
Management

## Compatible Duo at Library of Congress Shares One Job for 16 Years

**N**ancy Mitchell and Kim Moden shared a job as Special Events Coordinator at the Library of Congress for 16 years. Nancy Mitchell filled the full-time Special Events Coordinator job in 1978 when the Library created it to provide logistical support and arrange all of the details for official functions including exhibit openings, receptions, lectures, dinners, conferences and luncheons. But in 1979, Nancy was expecting her first child and wanted to work part-time after the baby was born.

Nancy got the idea of job sharing after seeing another pair of employees at the Library job sharing successfully and suggested it to management. Although there were negative feelings about the prospect of it working, management left the decision open. Nancy went on maternity leave in September 1979 without a decision about whether her position would be posted as a job share. Finally, one week before Nancy was to return to work, a part-time job was posted to fill the job share.

Nancy returned from maternity leave to work full-time until the other part-time position was filled three months later by Kim Moden. Kim, having worked in the Library of Congress' intern program from 1971-1976, learned about the job share position when she attended a



Successful job sharers, Kim Moden(left) and Nancy Mitchell(right) of the Library of Congress.

reunion party for her intern class. Kim had a 2-year old and a 3-year old and the idea of returning to work part-time appealed to her. She was eventually selected for the position and reported to work in March 1980. At the outset, their supervisors were so pessimistic about the prospects of the new arrangement working that they limited the job share to a one year appointment (at the end of the year, Kim had to reapply for the job). Kim recalls that man-

agement watched them very closely that first year.

A 10-day pay period would be completed with each working 5 days (Kim worked 2 days one week and Nancy worked the other 3; the next week, Kim worked 3 days and Nancy worked 2).

The two rather quickly created a system of communication that worked for them. Their primary mode of communication consisted of leaving each other detailed notes about the upcoming events they were planning. This involved a lot of written documentation so each could know, at

*continued on page 2*

**Changes  
are coming  
into FOCUS**

**Read more about them  
on page 12!**

*continued from page 1*

a glance, what was done and could determine the next steps. Frequently, calls were made home to one another, too.

“Voice mail later gave us another way to communicate efficiently without having to actually connect with one another. Voice

**“Certainly if you can share all the minute details of coordinating an event, you can share supervising,”**

**—Kim**

mail also saved us some time and effort in having to write everything down, but in the beginning those detailed notes were our lifeline,” said Kim.

When asked about initial adjustments, Nancy replied: “Actually, it was harder for others to get used to working with us than it was for us to get used to working with each other. We became effective very quickly, to the point of being interchangeable. It took a while for people to understand how well-informed we kept each other. Finally it got to the point where others realized we were interchangeable. We knew this happened when people would forget exactly which one of us they were in a meeting with or which one they last communicated with about a matter.”

Nancy and Kim attribute their success in sharing a job for 16 years to several factors. One contributing factor is their mutual suitability to the job. They both have good organization skills, are detail-oriented and flexible, and good at following through — qualities essential for the Special Events Coordinator job.

Equally important, however, in contributing to their success is that they both wanted it to work, so they helped each other. “For instance, let’s say either one of us got out of a meeting at 5 and wanted to go home? Well, we knew we’d better stay and document all the information the partner needed for the next day or we might negate the job share,” said Kim.

Added Nancy: “Competition was never an issue between us. It has survived because we had similar priorities. Our priorities in job sharing were to have time with our families. Since the situation worked so well in giving us what we wanted, we both did whatever we had to in order to make it work. Now if one of us had been more ambitious than the other,

that might have sabotaged it. We were in this for the same reasons. And of course, we are very compatible.”

One challenge they had to contend with was that management expected 100% coverage. Scheduling vacations and sick leave could be difficult since one of them always had to be there, unlike the individual full-time person who is sometimes on leave and not available. Approved to work up to 32 hours a week, they often extended their regular schedules (i.e., 16 hours one week and 24 hours one week in a pay period) either to cover for the other or to keep up with workloads. And in 1983 when Nancy went on maternity leave after the birth of her second child, Kim worked full-time.

Was the job share situation ever threatened? “No. Managers knew a lot of work was getting done here and that they could depend on us being organized. We are regarded as hard working and responsive,” replied Nancy.

Today, serving as Director Chiefs since 1989, they have one assistant, one secretary, and one accounting clerk. Initially, they had to contend with the belief among management that two people could not share a supervisory position, but Nancy and Kim never doubted it. “Certainly if you can share all the minute details of coordinating an event, you can share supervising,” Kim said.

By 1996, things began to shift. Not only was the workload increasing, but Nancy and Kim were both facing the prospects of financing kids through college. They also found themselves a little less tied down at home and starting to think more seriously about building their nest eggs for retirement. These factors led to their mutual decisions to return to work full-time.

Actually, Kim was the first one ready to work full-time again in 1996 (her kids are a bit older so they were heading to college earlier). Nancy stayed part-time until 1997. After 16 years of sharing one desk with two nameplates, each got her own desk when Kim went full-time.

Today Nancy and Kim still share an office. Kim says, “Now we have our own distinct areas, but we’re both very flexible and can work on each other’s projects. Now we don’t have to spend so much time communicating with one another, but our plates are very full. There are just so

many more events now — more outreach, more conferences, more exhibits, more lectures. We organized 429 events last year, up from 375 in 1997,” said Kim.

“We’ve always had to work twice as fast and twice as efficiently — to cut right to the point and often work right through lunch. But the events we plan today are more complicated,” said Nancy. Before, having a few more days off a week helped them to cope, to get some necessary respite from the job. Being back full-time seems a grueling pace. This leads them to believe that the persons who will fill their places when they leave will have tough acts to follow!

Do they have any advice for others who

**“We’ve always had to work twice as fast and twice as efficiently... and often work right through lunch.”**

**—Nancy**

want to job share? “Anyone who wants to job share has to be well-matched with each other and with the job. In our case, we used notes to organize and we tended to double- and triple-check. If one forgot, the other remembered,” said Kim. “Job sharers should really comprehend, too, that they share one job. Each one has to be willing to work in the spirit of true partnership. It takes an extra effort to job share, but the advantages to both the employee and the agency are great.”

“Unfortunately, though, despite seeing our success over the long term — I feel the mindset is still against job sharing. I think a problem is that a lot of supervisors won’t even try it. But I think if they did, they would see that it works. If employees want it to work, they will make it work. And the agency gets a lot of work out of two employees in one job,” said Nancy.

With no kids at home to care for anymore, they spend more time with volunteer projects — Nancy with Boy Scouts, her son’s schools, and a local women’s shelter, and Kim with church, Meals on Wheels, and theatre.

Nancy and Kim both feel thankful for having the opportunity to spend time with their children when they were growing up, but, as busy as they have been in and out of the job for all these hectic years, they definitely look forward to retirement! □

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# OPM Considers the Human Element Associated with Dilemma of the Y2K Bug *Products are Developed to Provide Support*

**T**he Office of Personnel Management (OPM) has been giving attention to the human elements of the now-famous "Y2K bug."

OPM recognizes the need to support computer professionals tasked with solving Y2K problems at Federal agencies, as well as for employees in general who may have growing anxiety about how a potential Y2K computer system failure could adversely impact their work or their personal life.

The Y2K workforce refers to the skilled computer professionals tasked with unraveling the complex technical problems presented by the Y2K.

Computer professionals working on Y2K issues are certainly contending with a lot of stress. Their jobs carry an immense level of responsibility since inability to resolve Y2K problems has potentially serious consequences. Moreover, they face an ever-closer time deadline.

In January 1999, OPM developed and distributed a guidebook, *Managing for Y2K in the Federal Workforce: The Human Element*. This book outlines several "workable do's and don'ts" for Federal managers in keeping the morale and health of Y2K staff in tact as they dedicate themselves to this challenge. It was mailed to all agency Directors of Personnel, Chief Information Officers, and Employee Assistance Program Administrators, and is available on OPM's web site.

A few of the tips offered for managers, for example, are to be proactive in managing overwork, to offer employee assistance program (EAP) and other supports for Y2K staff, to consider any dysfunctional aspects of the organiza-

tional structure, and to be creative in supporting employees under stress. The book offers specific ideas about how to carry out each strategy.

One important way to support employees in this situation is to accelerate their access to information that can help them to develop solutions. Acting in a clearinghouse role, OPM established a forum for agency computer staff to share their "best practices" with other Y2K professionals on the OPM web site (*if you have "best practices" to share, please use the phone number or addresses listed below to contact us*).

With the guidebook available and the web site operating as an information exchange, OPM is now addressing Y2K-related stress among employees.

A "Y2K Support Kit" is being developed for distribution to the government EAP community with the appropriate tools and guidance. The kit, *Strategies to Reduce and Enhance Productivity for Federal Employees*, guides agencies to: steer employees to various sources of accurate, useful and timely information about the Y2K implications; use existing personnel flexibilities; and help people to anticipate existing practices that might need to be modified in the event of a system failure.

OPM also provides agencies with information to assist them in reprogramming their computers to recognize the new century. This and the other guidance can be found on OPM's web site at [www.opm.gov/y2k/index/htm](http://www.opm.gov/y2k/index/htm). If you are interested in sharing "best practices," call the OPM Employee Health Services Branch at (202) 606-1269, fax (202) 606-0967, or email at [ehs@opm.gov](mailto:ehs@opm.gov) □



# Leading Health Organizations Redefine and Promote “Healthy Aging”

In countries around the globe, average life expectancy has risen dramatically, increasing the proportion of older adults. The United Nations, the American Association for World Health, and the Administration on Aging are leading an effort to draw attention to this phenomenon and the special challenges it presents.

While the changing demographic profile impacts many facets of society that require planning, such as housing, social services, and transportation, these organizations are focusing initiatives on helping individuals prepare for “healthy aging.”

Research over the last decades has brought to light new information about how healthy lifestyle behaviors can help individuals to stay active and prevent the onset of health problems. But “healthy aging” now assumes a broader definition - one that embraces older adults leading satisfying and productive lives and being

full participants in society.

In line with this aim, the United Nations proclaimed 10/1/98 to 12/31/99 the “International Year of Older Persons” (IYOP) with the theme “Towards A Society for All Ages.” The theme emphasizes promoting lifelong individual development through educational skills, good health, strong family relationships and social networks, as well as creating enabling environments where individuals of all ages can participate actively and receive care and support when needed.

With the support of the President, a U.S. Committee was formed to observe IYOP, with the Administration on Aging (AoA) serving as the focal point for the U.S. Government.

Working in concert and building upon the United Nations’ theme, the AoA selected as their theme for 1999 Older

Americans Month in May: “Honor the Past, Imagine the Future: Towards A Society for All Ages.” “Honor the Past” is meant to pay tribute to millions of Older Americans “who built and secured our Nation through their ingenuity, hard work, and sacrifice.” “Imagine the Future” recognizes the need to prepare the U.S. for the gift of longevity and to “enhance life for future generations.”

Older adults were the focus of the American Association for World Health’s (AAWH) World Health Day on April 7, 1999. “Healthy Aging, Healthy Living - START NOW!” was the theme for the event, sponsored by the AAWH and observed in the 191

member countries as a forum for discussion about health conditions worldwide.

The AAWH contends: “While many people think of healthy aging as preventing, postponing or treating diseases, in reality it involves much more. The concept of healthy aging considers the health of the whole person — one’s physical, psychological, social and spiritual health — and not just freedom from disease.”

AAWH defines healthy aging as consisting of the interaction of a wide range of factors, such as:

- taking steps to maintain or enhance one’s physical or mental functioning, including adopting healthy lifestyle behaviors;
- being active, productive, and involved in society;
- maintaining one’s independence while living in a stable social environment; and
- maintaining meaningful personal relationships.

## AAWH Resource Booklet

AAWH created a resource booklet with planning events for World Health Day in mind, but the booklet can help readers to plan health events that address healthy aging any time during the year. Included are 11 reproducible Fact Sheets about healthy aging and healthy living, as well as comprehensive lists of National hot-lines, toll free numbers and web sites, aging organizations and their services, State contacts, and other resources.

In addition to offering ideas about event activities, the booklet includes discussions about aging issues relevant to particular groups, such as women, minorities, and persons with disabilities. Other compelling concerns for the aging are examined, such as long-term care, elder abuse, age discrimination, consumer fraud, and housing.

To order the booklet, contact the AAWH at “[www.aawhworldhealth.org](http://www.aawhworldhealth.org)” or call them at (202) 466-5883 □

## LONGEVITY FACTORS Ten Great Public Health Achievements, United States 1900-1999

- *Vaccination*
- *Motor Vehicle Safety*
- *Safer Workplaces*
- *Control of Infectious Diseases*
- *Decline in deaths from coronary heart disease and stroke*
- *Safer and healthier foods*
- *Healthier mothers and babies*
- *Family planning*
- *Fluoridation of drinking water*
- *Recognition of tobacco use as a health hazard*

Source: Centers for Disease Control and Prevention

# OPM Opens Office for Family-Friendly Advocacy

The Office of Personnel Management (OPM) opened the new Family-Friendly Workplace Advocacy Office (FFWAO) on March 1, 1999, in response to a Congressional mandate.

The Office will respond to concerns and suggestions of Federal employees about the implementation of family-friendly programs such as alternative work schedules, telecommuting and leave programs, as well as child and elder care issues.

In the first 30 days of operation, the Office received well over 200 inquiries, and a large number were about alternative

***One of the first initiatives of the new office is to sponsor a nationwide child care summit.***

work schedules, family-friendly leave policies, and telecommuting.

The FFWAO will be the first Governmentwide office of its kind to identify the administrative or regulatory obstacles to implementing family-friendly policies and practices at agencies. The Office plans to propose regulatory or legislative changes where needed. In March 2000, after one year in operation, the Office will prepare a report to Congress with its recommendations.

The FFWAO was created after the release of an August 1998 comprehensive OPM report reviewing Federal family-friendly work arrangements. Despite great strides in developing a family-friendly workplace, the report concluded, there is still room for improvement.

One of the first initiatives of the new office is to sponsor a nationwide child care summit. All aspects of model child care arrangements and parental involvement in work-life issues will be featured at the summit.

## *Family-Friendly Program Products*

The following publications can be obtained electronically by sending an email message to [workandfamily@opm.gov](mailto:workandfamily@opm.gov):

- Work and Family Personnel Flexibilities Fact Sheets
- The Work and Family Kit (March 1995)
- Balancing Work and Family Demands Through Part-time Employment and Job Sharing (September 1995)
- Personnel Research Bibliography on Workplace Practices and Programs (July 1996)
- Handbook of Child and Elder Care Resources (June 1997)
- Adoption Benefits Guide for Federal Employees (June 1997)
- Telecommuting Briefing Kit (September 1997)
- Balancing Work and Family Demands Through Telecommuting (September 1997)
- How to Do A Fair - A Guide to Successfully Putting on a Child and Elder Care Fair (September 1997)
- The Work and Family Issues: A Module for Supervisors and Managers Training Guide (July 1998)
- A Review of Family-Friendly Workplace Arrangements (August 1998)

For further information, contact OPM's Family-Friendly Workplace Advocacy Office at (202) 606-5520.

The FFWAO offers resources such as: the Work and Family Speakers Bureau; the OPM Director's Award for Outstanding Work and Family Programs; the Interagency Adult Dependent Care Working Group; child support enforcement activities; father-friendly initiatives; the Work and Family Clearinghouse; and numerous publications for individuals and agencies, as well as conferences.

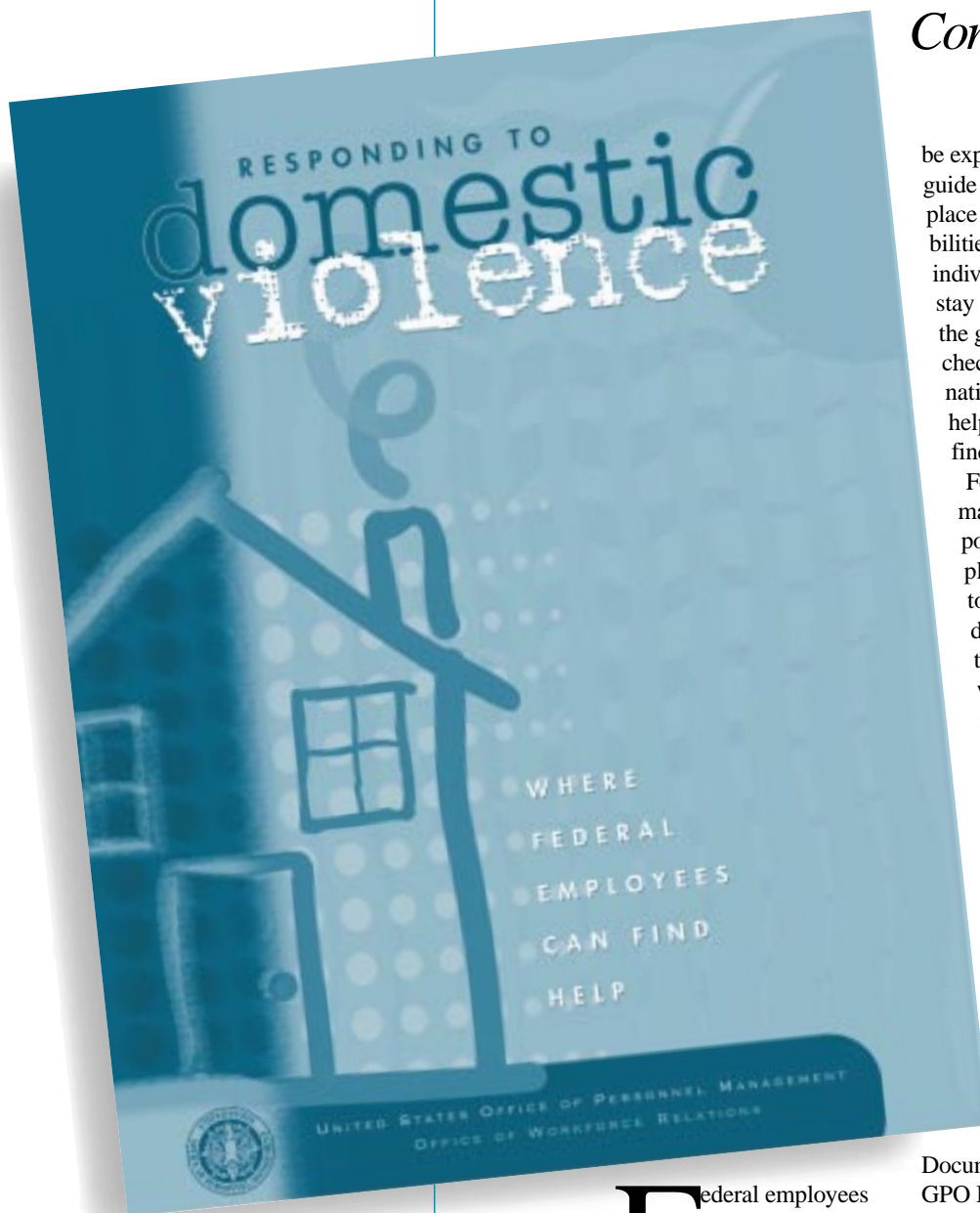
The office will also continue the work of the Work/Life Programs Center in providing Governmentwide leadership and technical assistance to agencies by aggressively supporting the use of comprehensive family-friendly programs.

For more information, call the FFWAO at (202) 606-5520; fax (202) 606-2091, or email [workandfamily@opm.gov](mailto:workandfamily@opm.gov). You may visit the web site at [opm.gov/wrkfam](http://opm.gov/wrkfam). □

# Guide Helps Federal Employees Respond to Domestic Violence

... Whether Victims, Managers, or

Concerned Friends



be experiencing domestic violence, the guide outlines places to turn in the workplace for help, as well as personnel flexibilities and entitlements that can help the individual to cope with the situation and stay productive on the job. Included in the guidebook is a personalized safety checklist, as well as information about national and community resources to help someone in an abusive relationship find safety and support.

For supervisors, the guide outlines the management tools and sources of support available in the Federal workplace. Supervisors can also learn how to recognize the possible signs of domestic violence, how to broach the topic if violence is suspected, and where to refer the employee for the right kind of help.

Concerned friends and co-workers can help in ways that managers cannot, and the guide explains the unique ways they can best help someone in an abusive relationship. The guide even offers a concise list of "do's and don'ts" for the concerned person.

The guidebook is available on OPM's web site at [www.opm.gov](http://www.opm.gov). You may order the booklet through the Government Printing Office (GPO), Superintendent of

Documents or purchase it at one of the GPO Bookstores. Check your June 1999 OPM Rider Bulletin for information about ordering through the OPM Rider.

Also, your agency's personnel office may have a copy to review. Single copies of the booklet were sent to agency Directors of Personnel.

For more information about the guidebook, contact OPM's Employee Health Services Branch on (202) 606-1269 or email [ehs@opm.gov](mailto:ehs@opm.gov) □

Federal employees can learn about places to turn for help in responding to domestic violence. The Office of Personnel Management (OPM) just issued, in response to a Presidential memorandum, a 42-page guidebook, *Responding to Domestic Violence: Where Federal Employees Can Find Help*.

For the Federal employee who may



*Timely Remarks from  
Bonnie Campbell,  
Director, Violence  
Against Women Office*

## Event Unveiling OPM's Domestic Violence Booklet Draws Discussion from Key Figure

To unveil the new booklet, *Responding to Domestic Violence: Where Federal Employees Can Find Help*, the Office of Personnel Management (OPM) held a seminar featuring as keynote speaker, Bonnie Campbell, Director of the Violence Against Women Office at the Department of Justice. Ms. Campbell, while serving as Attorney General of Iowa, strengthened the State's domestic violence law and fought for increased funding for victim compensation programs and domestic violence shelters. She wrote one of the Nation's first state anti-stalking laws—a model for other states around the country.

Ms. Campbell prefaced her presentation by calling the OPM booklet “a fabulous piece of work” and declared with confidence, “You have my absolute word that this document will save lives.” Below is a condensed version of Ms. Campbell's remarks on domestic violence:

“We must shatter the myths about intimate crimes, myths that tell us that intimate crime is somehow more acceptable than other crimes. We must shatter the myths that women are somehow flawed in their characters if they don't leave, myths that say leaving will stop the violence.”

“In reality, there are a thousand compelling reasons for a woman not to leave, like safety ones and economic ones. Our values in the Judeo-Christian society we live in dictate that we try to preserve the

marriage and the family. We know that leaving doesn't stop the violence. It escalates. Many women know the perpetrator and the violence he is capable of and they know the smart decisions to make for their safety and the safety of their children.”

“And sadly, many women face the very real risk of losing their children because in many of our courts, women are discredited in the criminal justice sys-

***“You have my absolute word that this document will save lives.”***

tem and batterers often do gain custody of the children.”

“It's an amazing thing, the way we view intimate crimes differently. When crimes against women are committed by someone the victim knows, it almost always carries with it the belief that the woman somehow did something to provoke the attack. The reality for women is that we're not safe outside and we're not safe at home. The home can be the most dangerous place for a woman.”

“Leaving can be a violent, treacherous thing for a woman. But we don't ask, ‘why don't batterers stop battering?’ we ask, ‘why doesn't she leave?’ Why should she have to leave? It's her home. He's the criminal. If he committed that same assault on a stranger, he would be locked up immediately. We've not been sympa-

thetic to battered women, but they are enormously courageous and we have not been very kind. We make excuses. Part of my job is to have the Justice system treat those crimes the same way they treat stranger crimes.

“The answer to the question, ‘why don't battered women leave?’ is they can leave if they feel safe. The criminal justice system can't do it all. The criminal justice system is reactive. In our office we asked, who in the community can be proactive? Who can intervene early?”

“Well, certainly the health care community and employers are among that group. And unless I'm mistaken, the Federal government is the largest employer in the world. The task is not easy. But we need to break the silence on this and say this is not OK.”

“Safe streets will start with safe homes. Studies tell us that children who grow up in homes where they see violence are affected in many adverse ways, including becoming violent themselves. It's in our selfish interest to care about these children. We have this obligation as a society to intervene as quickly as we can. And you here today have taken that seriously. I cannot overstate how important it is.”

“I know that you will read this wonderful publication and you will encourage your colleagues to read it and lives will be altered because of the effort put into this.” □

The General Services Administration (GSA) is working to transform itself to a “Work Anytime, Anywhere TeleWORKforce.” GSA defines a TeleWORKforce as one “in which all employees can work at any time or location that allows them to accomplish their organization’s mission in an efficient and effective manner.”

The TeleWORKforce is envisioned to improve customer service and employee satisfaction, and will move telework to a new dimension by making it possible to perform work anytime. GSA hopes to re-energize the National Telecommuting Initiative of 1996 by exporting its TeleWORKforce model to other agencies and by sharing the lessons it learns.

GSA Administrator David Barram began this transition in August 1998 by declaring that “all GSA employees (nationwide) are potentially teleWORKers.” GSA, long a leader in telework, currently has approximately 7% of their workforce teleworking one or more days per week.

#### **Change Management Team is Instrumental**

If effective workplace change needs leadership from the top, a workforce engaged in the change, and willingness to consider external perspectives, then GSA is taking the right approach.

At GSA, the Deputy Administrator Thurman Davis is leading the change management team moving GSA to a TeleWORKforce. The change management team (CMT), consisting of approximately 30 individuals, has been meeting since October 1998.

Team members represent different groups within GSA and outside agencies. The Department of Transportation (DoT), which co-leads the National Telecommuting Initiative with GSA, is on the team, as well as the Office of Personnel Management, which co-conducted the initial study of work-at-home programs with GSA in the early 1990’s. To include both big and small agency perspectives, the Department of Defense (DoD) and the Small Agency Council are serving on the CMT. Subteams focus on specific aspects of telework, such as technology, facilities, training, communication, and legal issues.

The CMT gathered employee input

## **GSA Striving to Create an “Anytime, Anywhere TeleWORKforce”**



Representatives focused on telecommuting at the International Telework Association and Council Conference in October 1998

to help identify and address problems and learn from successful experiences. A forum called “My 2¢” gathered input from GSA employees by posting three general questions about telecommuting on the Intranet. This forum drew well over 2,000 responses. An employee survey also collected baseline data.

#### **GSA to Share a “Blueprint”**

GSA, in striving to be a model for other agencies, will share a blueprint for teleworkforces. GSA anticipates unveiling this blueprint at the International Telework Association and Council (ITAC) 6th Annual conference in October 1999 (*see conference announcement page 11*).

The blueprint will provide: • technical guidance, assistance, and encouragement with a focus on results; • training guidance, resources, and policies to enable employees agencywide to work anytime, anywhere; and • feedback on lessons learned and best practices.

Visit GSA’s web site at “[policyworks.gov/telework](http://policyworks.gov/telework)” to find a wealth of information. Guidance, resources, and links to other web sites can help the reader with each and every step of telecommuting. It also explores the history of telecommuting and its outlook for the future.

For more information about the GSA Anytime, Anywhere TeleWORKforce Initiative, call GSA at (202) 273-4660. □

### **TELECOMMUTE MAGAZINE** *Free Subscriptions!*

Professionals involved in telework programs at their agencies can now receive the magazine, TELECOMMUTE, on a complimentary basis. The magazine is chock full of great ideas on teleworking; it also includes the official newsletter of the International Telework Association & Council.

Please note that this announcement of a free publication offer is provided solely as a service and does not constitute an official endorsement by OPM.

To request TELECOMMUTE magazine by email, contact [info@telecommutemagazine.com](mailto:info@telecommutemagazine.com) and identify yourself as a telecommuter provide the name of the organization where you work, or fax your request to (816) 587-8417.



## 1999 Offers A Full Education about Telework



**1999** was proclaimed “The Year of Telework” as part of Telework America, a campaign being carried out by a partnership of public and private organizations. “The Year of Telework” will culminate in Telework America Day on Wednesday, October 27, 1999, a day when “millions of American workers in communities across America will be asked to work from home or a telework center.”

Since November 1999, just after “The

Year of Telework” was announced, a web site (<http://www.telecommute.org/>) has been updated each month with a curriculum developed by various public and private telework experts. Each month a new curriculum appears on the web site, which builds on the previous lesson, so visitors can learn on a step-by-step basis throughout the year about the essential phases of development for a successful telework program. Sessions from previous months are available. The workshops are as follows:



Photos on this page were snapped at the 1998 International Telework Association and Council Conference where “The Year of Telework” was announced.

### **Workshop 1**

(November 98) Getting Educated About Telecommuting

### **Workshop 2**

(December 98) Making the Decision to Telework

### **Workshop 3**

(January 99) Selling the Telecommuting Decision

### **Workshop 4**

(February 99) Planning the Telework Program

### **Workshop 5**

(March 99) Determining the Scope of the Program

### **Workshop 6**

(April 99) Laying the Foundation

### **Workshop 7**

(May 99) Getting Ready to Implement

### **Workshop 8**

(June 99) Training the Participants/Announcing the Program

### **Workshop 9**

(July 99) Implementing the Program

### **Workshop 10**

(August 99) Monitoring the Program; Planning for Expansion

### **Workshop 11**

(September 99) Evaluation

### **Workshop 12**

(October 27, 99) Preparing for Telework America Day

# Wellness Conference Scheduled for July

**T**he 24th Annual National Wellness Conference, presented by the National Wellness Institute, Inc., is taking place at the University of Wisconsin in Stevens Point, Wisconsin, on July 17-23, 1999. The conference's theme is "The Wellness Connection ... Experience It." Conference features include:

- preconference seminars;
- 200+ presentations by over 140 presenters including more than 50 nationally-known industry leaders;
- lunch and learn sessions;
- free 500+ page conference room manual;
- 40+ hours of continuing education credit;
- morning, noon, and evening fitness and wellness activities;
- showcase of 30+ wellness program demonstrations;
- books, videos, cassettes, and more available at the conference bookstore;
- affordable conference meals and convenient campus housing;
- mentoring and networking opportunities.

Payments are accepted in the form of MasterCard, Visa, or American Express. Mail registrations to:

National Wellness Institute, Inc.,  
1300 College Court  
P.O. Box 827  
Stevens Point, WI 54481-0827.

Registration and payment are also accepted by faxing card information (card number and expiration date) to (715) 342-2979.

On-line, you may reach the National Wellness Institute at <http://www.wellnessnwi.org/nwc/>. Call 1-800-243-8694 or (715) 342-2969 for more information. □

## *EAP and ADR Professionals: Providing a Successful Partnership in Managing Workplace Disputes*

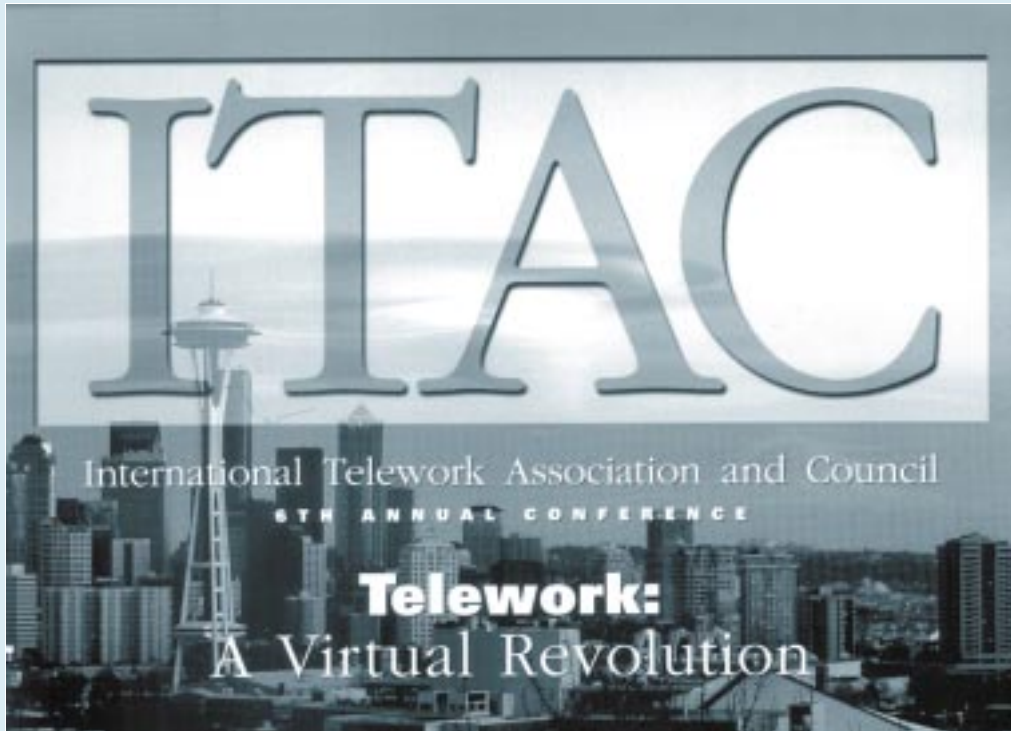
Employee Assistance Program (EAP) Providers everywhere are hearing more and more about Alternative Dispute Resolution (ADR) these days. But they may be asking themselves:

- **What exactly is ADR, and how is it similar or dissimilar from our own facilitation and mediation skills?**
- **If an ADR program utilizes identical principles of the EAP, such as confidentiality, employee participation on a voluntary basis, and workplace problem solving, how might it overlap into our EAP-targeted competencies?**
- **If my agency adopts an active ADR program, how will it infringe on my professional turf?**
- **How would partnering with my agency's ADR program enhance the EAP service delivery?**

For answers to these and other EAP and ADR questions, don't miss the next issue of FOCUS! In it, we'll share information about an article (soon-to-be-published) on the core principles of ADR and how ADR works most effectively in an organizational systems approach.

One of the authors, Kathleen Moore from the National Institutes on Health, prepared the above questions to gauge interest from the FOCUS audience. Kathleen is a former CEAP and served on the Design Team to implement the Center for Cooperative Resolution at NIH. She currently works as an Employee Relations Specialist at NIH.

The co-author, Leah Meltzer, has done extensive research on ADR and the Ombuds function. One year ago, FOCUS shared with readers her research about Federal Ombuds Programs, along with her recommendations.



## The International Telecommuting Association and Council (ITAC)

*6th Annual Conference, Telework: A Virtual Revolution*

Cavanaugh's on Fifth  
Seattle, Washington  
October 3-6, 1999

The ITAC Conference features interactive workshops, breakout sessions, internationally-recognized keynote speakers, and more than 25 presenters. Vendor exhibits will highlight the latest technologies supporting telework.

In selecting this year's theme, calling telework "a virtual revolution," ITAC explained, "Advanced technologies and new business practices are combining to give the American workforce a mobility unthought of just a few years ago." ITAC is excited about sharing information about this emerging revolution at the conference.

Public and private employers alike attend this conference. For more information about the 99 conference, call ITAC at (202) 547-6157, fax (202) 546-3289 or email [tac4dc@aol.com](mailto:tac4dc@aol.com). You may also get information on-line at [www.telecommute.org](http://www.telecommute.org). Registration fee is \$495 for ITAC members; \$595 for non-members. After August 27, add \$100.

For hotel information, call 1-800-325-4000 and identify yourself as a ITAC conference attendee.

Seize the benefits of emerging technology! Capitalize on more effective management practices! Enhance the satisfaction of employees and the livability of your community! ... Attend the ITAC 99 Conference!

# Coming Events

*July*      *August*

**Hemochromatosis Screening  
Awareness Month**  
**Hemochromatosis Foundation**  
P.O. Box 8569  
Albany, New York 12208  
(518) 489-0972

**National Therapeutic Recreation Week**  
**National Therapeutic Recreation Society**  
22377 Belmont Ridge Road  
Ashburn, VA 20148  
(703) 858-0784  
email: NTRSNRPA@aol.com

**Spinal Muscular Atrophy  
Awareness Month**  
**Families of Spinal Muscular Atrophy**  
P.O. Box 196  
Libertyville, IL 60048-0196  
(800) 886-1762

**August 1-7**  
**World Breastfeeding Week World  
Alliance for Breastfeeding Action**  
1400 North Meacham Road  
Schaumburg, IL 60173-4840

**We're sorry...**

**FOCUS has been off schedule!**

*But we're getting back on track!*

Over the next few issues, we'll be exploring a new format for FOCUS and may adopt a whole new look.

Start now to look for FOCUS on the OPM Web Site.

For the future... we may add a special web page where readers can tap into more immediate news. We are considering a new delivery schedule.

Tell us what you think. Email Tracey Long, the editor, at [telong@opm.gov](mailto:telong@opm.gov). Or call her at (202) 606-1638.



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