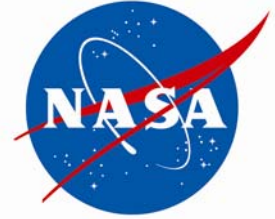


National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Administration of Voluntary Leave Transfer Program and Advanced Sick Leave Service Delivery Guide

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Approved by

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Deputy Director

Date

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Administration of Voluntary Leave Transfer Program and Advanced Sick Leave Service Delivery Guide

Introduction

Leave donations through the Voluntary Leave Transfer Program and advanced sick leave are two benefits available to NASA employees when circumstances warrant. This service delivery guide (SDG) addresses the NASA Shared Services Center (NSSC) responsibilities for reviewing and approving leave transfer and advance sick leave requests, including verification of eligibility; and reviewing, validating and delivering time and attendance data to Department of Interior (DOI) for payroll processing. The scope of these programs is outlined below.

Voluntary Leave Transfer Program

The Voluntary Leave Transfer Program allows an employee who has a medical emergency to receive transferred annual leave directly from other employees. This allows an employee to continue to receive pay while recuperating from an emergency (whether their own or a family member's).

A medical emergency means a medical condition of an employee or a family member that is likely to require an employee's absence from duty for a prolonged period of time and results in a substantial loss of income to the employee because of the unavailability of paid leave.

Employees may donate annual leave to an approved recipient except that an employee is not permitted to donate leave to his/her supervisor.

Advanced Sick Leave

An employee may draw on his/her anticipated future sick leave accruals when the requirements of an eligible circumstance surpass his/her current sick leave balance. Pursuant to policies contained in NASA Procedural Requirements (NPR) and Federal regulations, a maximum of 30 days (240 hours) of sick leave may be advanced to a full-time employee at the beginning of a leave year, or at any time thereafter, when required by the exigencies of the situation for a serious disability or ailment of the employee or a family member or for purposes relating to the adoption of a child. A part-time employee or an employee on an uncommon tour of duty may be advanced sick leave prorated based on the number of hours in the employee's regularly scheduled administrative workweek. Earned sick leave available must be exhausted prior to using advanced sick leave. There must also be a reasonable expectation that an employee will return to duty to repay advanced leave. Sick leave earned will automatically be applied toward the liquidation of the advanced sick leave.

Administration of Voluntary Leave Transfer Program – Initiate Leave Recipient Application

Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 – Employee applies to be a Leave Recipient	<p>Employee Accesses NSSC Portal – completes OPM Form 630 online and prints and completes form – submits to supervisor with medical documentation.</p> <p>Output: OPM Form 630 and attached medical documentation submitted to supervisor for recommendation</p>	Documentation must specify the beginning and ending dates of the medical emergency
Step 2 – Supervisor reviews package and makes recommendation	<p>Supervisor signs request with recommendation and employee faxes form and medical documentation to NSSC.</p> <p>Output: OPM Form 630 and medical documentation faxed to NSSC</p>	<p>Requirement for supervisory recommendation makes the supervisor aware and gives the opportunity to consult with Center HR if warranted.</p> <p>Fax is received in a secure area</p>
Step 3 – NSSC TechDoc Receives Employee’s Request	<p>Upon receipt, TechDoc scans and generates a Change Request via Remedy and Routes to FM</p> <p>Output: Change Request Generated</p>	NSSC will forward email to Center’s Employee Relations POC alerting that a request is received in case coordination is needed
Step 4 – NSSC Payroll receives Change Request	<p>NSSC Payroll Department validates leave balance information and forwards Change Request to NSSC HR for eligibility determination.</p> <p>Output: Change Request forwarded to NSSC HR</p>	
Step 5 – NSSC HR Reviews for Approval	<p>NSSC HR reviews and determines eligibility of recipient. If inadequate medical documentation is submitted by employee, NSSC HR will follow up with employee via phone and will send letter. If approved, forwards approval notification to NSSC Payroll for Processing via Change Request.</p>	NSSC HR will notify Employee and Supervisor of the disposition of request

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Roles and Responsibilities	Action	Tips
	<p>If not approved – NSSC HR notifies Employee and Supervisor and closes Change Request.</p> <p>Output: Approval Notification forwarded to NSSC Payroll via Change Request and Notification of Employee</p>	
Step 6 – NSSC HR updates the NSSC web portal to reflect approved leave recipient	<p>NSSC HR will update the NSSC Portal by adding the approved recipient to the listing on the website.</p> <p>Output: Updated Web Portal reflecting approved Recipient</p>	Information will only be posted on web if applicant indicates on the OPM 630 their medical condition can be released.
Step 7 – NSSC Payroll processes request	<p>NSSC Payroll establishes employee in WebTADS as a Leave Recipient and Closes Change Request.</p> <p>Output: Processed Request</p>	
Step 8 – NSSC HR will check suspense dates of recipient's for expiration date of eligibility	<p>NSSC HR will send a letter to the recipient ten business days prior to the expiration date of the recipient's eligibility. If NSSC does not receive a request for extension, NSSC HR will remove participant from the program.</p> <p>Output: Form Letter sent to Recipient's home address. Form POD A-2 submitted to NSSC Payroll to terminate Recipient from Program</p>	

Administration of Advanced Sick Leave Program

Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 – Employee requests Advance Sick Leave	<p>Employee Accesses NSSC Portal – completes OPM Form 71 online, prints form, and signs – submits to supervisor with medical documentation.</p> <p>Output: Employee will print document – attach medical documentation and submit to supervisor for recommendation</p>	Documentation must specify from and to dates and the number of hours requested
Step 2 – Supervisor reviews package and makes recommendation	<p>Supervisor initials in block 3 of the request form, with recommendation and faxes package to NSSC.</p> <p>Output: OPM Form 71 and medical documentation faxed to NSSC</p>	<p>Requirement for supervisory recommendation makes the supervisor aware and gives the opportunity to consult with Center HR if warranted.</p> <p>FAX is received in a secure area</p>
Step 3 – NSSC TechDoc Receives Employee's Request	<p>Upon receipt, TechDoc scans and generates a Change Request in Remedy and Routes to FM.</p> <p>Output: Change Request Generated</p>	NSSC will forward email to Center's Employee Relations POC for coordination
Step 4 – NSSC Payroll Receives Change Request	<p>NSSC Payroll Department validates requestor's leave balance information and forwards Change Request to NSSC HR for eligibility determination.</p> <p>Output: Change Request forwarded to NSSC HR</p>	
Step 5 – NSSC HR Reviews for Approval	<p>NSSC HR reviews and determines eligibility of recipient. If approved – forwards approval notification to NSSC Payroll for Processing via Change Request. If not approved – NSSC HR notifies Employee and Supervisor and closes Change Request.</p> <p>Output: Approval Notification forwarded to NSSC Payroll via</p>	NSSC HR will notify Employee and Supervisor of disposition of request

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Roles and Responsibilities	Action	Tips
	Change Request and employee notification	
Step 6 – NSSC Payroll processes request	<p>NSSC Payroll sends approved form to Department of Interior for update and processing into FPPS. Closes Change Request.</p> <p>Output: Processed Request</p>	

Administration of Leave Donor Program-- Request to Donate Leave, Within Agency Application

Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 - Donor requests to donate leave to NASA Agency employee	<p>Employee accesses NSSC Portal – completes OPM Form 630A online and faxes to NSSC.</p> <p>Output: Completed Form faxed to NSSC</p>	<p>Employee <u>must</u> designate a recipient on the form.</p>
Step 2 – NSSC Receives Completed Form	<p>Completed Form is received by NSSC TechDoc. NSSC TechDoc scans form, generates Change Request via Remedy and Forwards to NSSC FM.</p> <p>Output: Change Request</p>	
Step 3 – NSSC Payroll validates Recipient and leave balance information	<p>NSSC Payroll validates the recipient information and leave balance information of the donor. If the donor’s balances are adequate to support donation, recipient record is updated in FPPS. If donor’s leave balances are inadequate, donor is notified of rejected request. NSSC Payroll closes Change Request.</p> <p>Output: Processed Request</p>	<p>Information is screened to ensure donation is not being made to the donor’s supervisor.</p> <p>NSSC Payroll will inform NSSC HR when the recipient receives the number of hours needed per approved request.</p> <p>NSSC HR updates NSSC’s web portal with updated information.</p>

Administration of Leave Donor Program - Request to Donate Leave, Outside Agency Application

Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 - Donor requests to donate leave to Federal employee Outside NASA Agency	<p>Employee accesses NSSC Portal – completes OPM Form 630B online and faxes to NSSC.</p> <p>Output: Completed Form faxed to NSSC</p>	<p>Employee must designate a recipient on the form.</p>
Step 2 – NSSC Receives Completed Form	<p>Completed Form is received by NSSC TechDoc. NSSC TechDoc scans form, generates Change Request via Remedy and Forwards to NSSC FM.</p> <p>Output: Change Request</p>	
Step 3 – NSSC Payroll validates Recipient and leave balance information	<p>NSSC Payroll validates the recipient information and leave balance information of the donor. If the donor’s balances are adequate to support donation, recipient’s record is updated in FPPS. If donor’s leave balances are inadequate, donor is notified of rejected request. NSSC Payroll closes Change Request.</p> <p>Output: Processed Request</p>	<p>NSSC Payroll will inform NSSC HR when the recipient receives the number of hours needed per approved request.</p> <p>NSSC HR updates NSSC’s web portal with updated information</p>

Administration of Voluntary Leave Transfer Program - Terminate Employee from Voluntary Leave Transfer Program

Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 – NSSC HR will review Recipient’s status and expiration date	NSSC HR reviews suspense listing of termination dates weekly to determine expiring eligibility Output: Review of Recipient’s Expiration Dates	A suspense listing is maintained of leave recipients and their termination dates.
Step 2 – NSSC HR Notifies Recipient of Termination Date	NSSC HR will send a letter to the Recipient ten business days prior to the expiration date of the approved request. If NSSC does not receive a request for extension, NSSC HR will remove participant from the program. Output: Form Letter sent to Recipient’s home address. Form POD A-2 submitted to NSSC Payroll to terminate Recipient from Program	Letter gives employee response date by which NSSC must be contacted
Step 3 – NSSC HR Receives Extension Request from Approved Recipient	If the NSSC receives a Request for Extension, the Recipient would then follow process for “Initiate Leave Recipient Application.”	

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Payroll/HR	Timeliness Statistics	Financial Management – Center	Capture number of days it takes to receive official Voluntary Leave Transfer requests – Goal is to improve timeliness and improve employee satisfaction
Payroll/HR	Recipient Totals	Financial Management – Human Capital Management – Center	Capture total number of Recipients, and requests for Advance Sick Leave
Payroll/HR	Distribution of Notifications	Employee Supervisor Center's Employee Relations POC	95% of Notifications of eligibility shall be made within 2 business days and none to exceed 3 business days

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Tech Doc	Electronic Library	User and User Support	Web
Remedy	Workload Management System	User and User Support	Remedy
NSSC Web Portal	Internet Marketing and Communication Tool	User and User Support	Web
WebTads	Time and Attendance Processing. Located at NDC.	User and User Support	WebTADS
e-Payroll (DOI)	Payroll processing and payment. Located at DOI	User Support	Web
DOIs Data Mart	DOI repository for historical pay and personnel information.	User and User Support	Web
FPPS	Federal Personnel Payroll System	User and User Support	Web

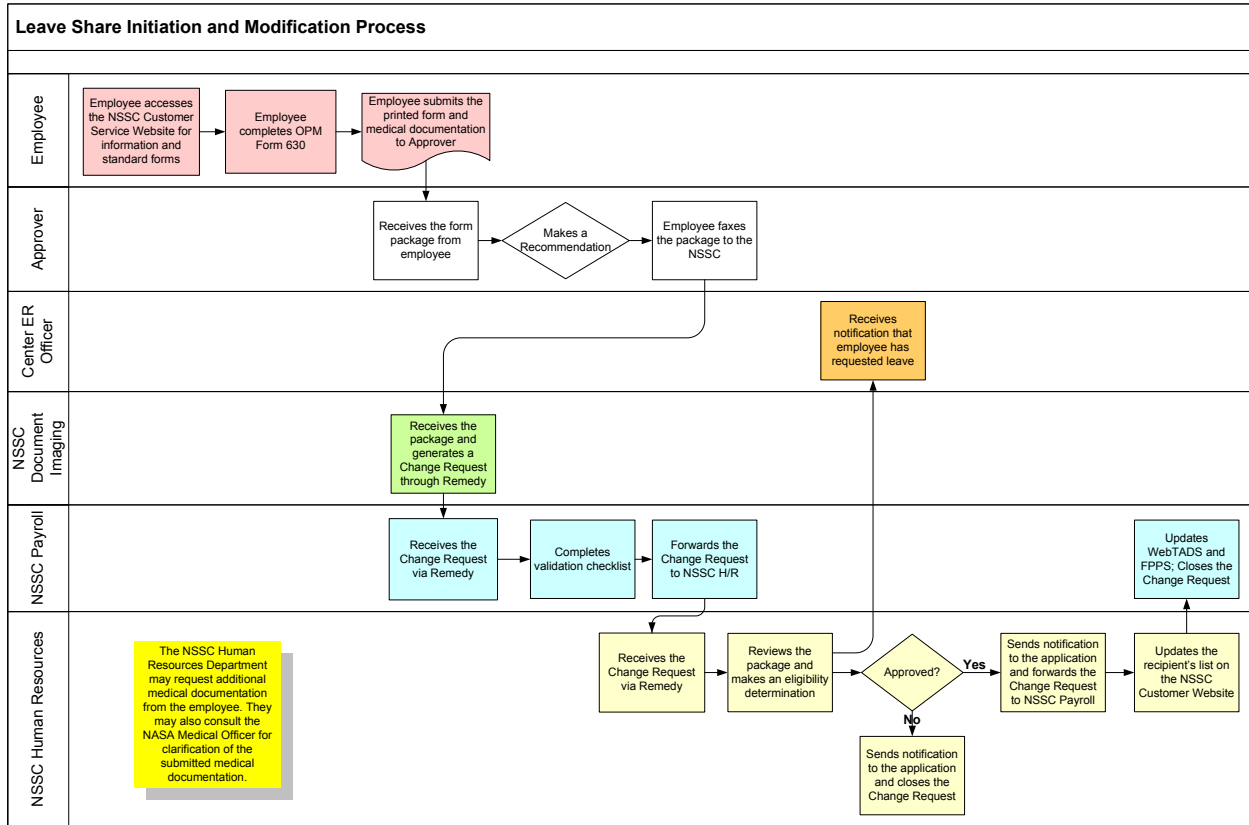
New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
None Identified			

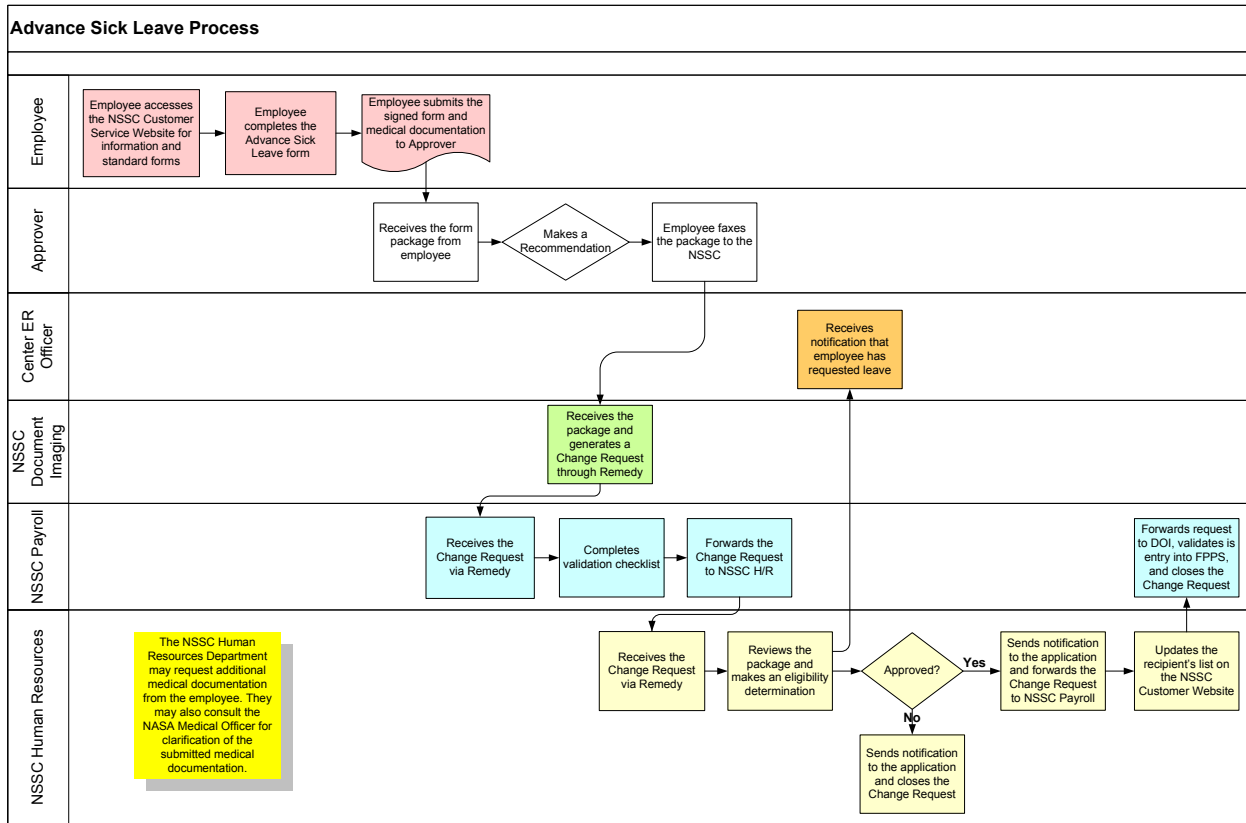
Customer Contact Center Strategy

The NSSC Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

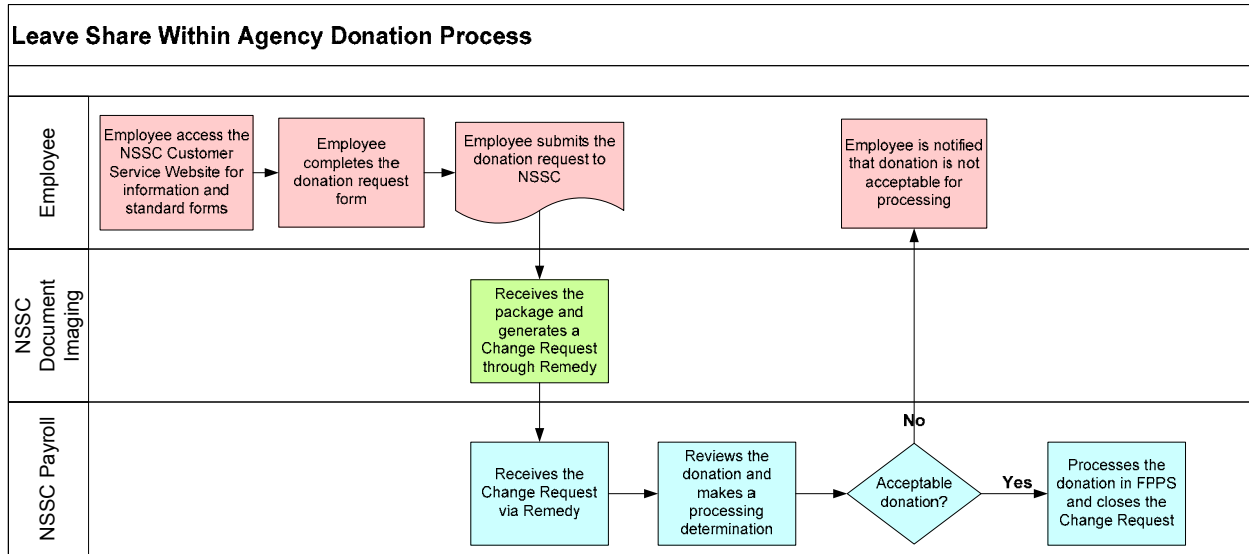
Voluntary Leave Transfer Initiate and Modification Process:



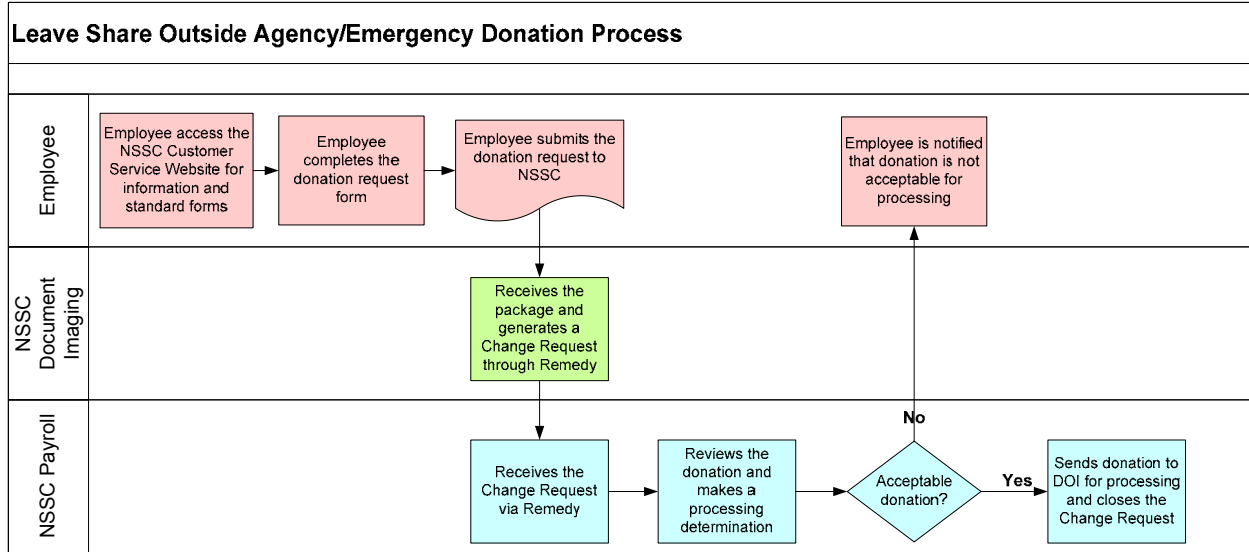
Advance Sick Leave Process



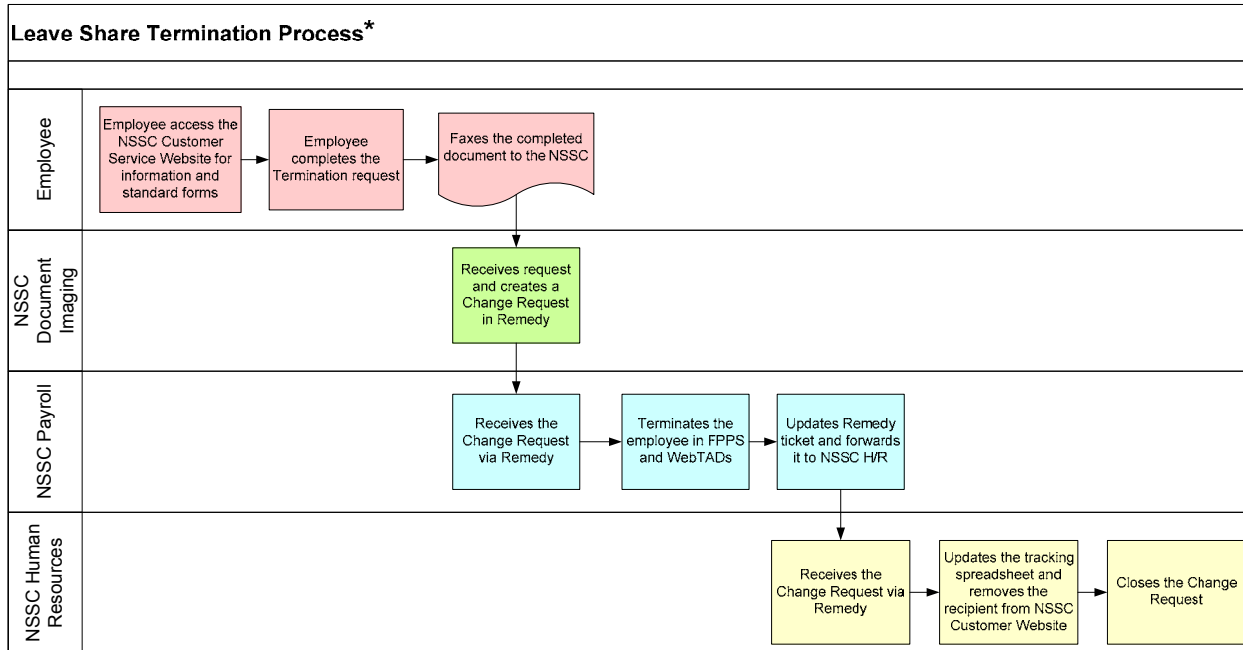
Voluntary Leave Transfer, Within Agency Donation Process



Voluntary Leave Transfer Program, Outside Agency/Emergency Donation Process



Voluntary Leave Transfer Program Termination Process



The NSSC Human Resources department will track all recipients on the Leave Share program. After several follow-ups with the recipient, the NSSC Human Recourses Department will complete a termination form on the employees behalf and submit the form through the Remedy system for processing.

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