

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Organization of Health and Safety Fairs Service Delivery Guide

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Page 1 of 12

Approved by

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Date

Document History Log

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	02/06/06	Basic Release
Revision	A	01/22/07	Revised flow chart

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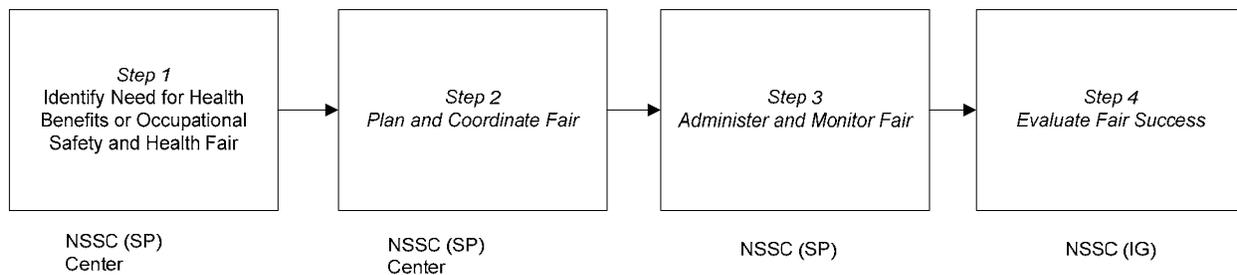
Organization of Health and Safety Fairs

Introduction

NASA is proactive in ensuring that employees are well informed about both health benefits entitlements and availability, and occupational health and safety awareness issues. The Office of Personnel Management provides a health benefits 'open season' for Federal employees. This is generally an annual event, held in late Fall through early Winter of each year, enabling employees to sign up for health benefits or move from one health benefits plan to another. As current employees cannot generally shift between health plans or enroll in the health benefits program, unless an approved life event has occurred, these open seasons are critical opportunities for employees. NSSC is responsible for publicizing this open season event, and for ensuring that employees are well informed about their health benefits options, understand open and closing dates for making health benefits changes, and have sufficient information to make informed benefits decisions.

NASA also values the importance of occupational health and safety awareness. NASA provides literature and articles on a continuing basis to its workforce. Additionally, Centers periodically plan for occupational health and safety awareness days to ensure that these very important issues are delivered effectively to employees. NSSC is responsible for providing administrative, planning, and logistical support for these events, and will work closely with the requesting Center to ensure that the event meets the Centers' plans and requirements.

Process – [Health and Safety Fairs]



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 NSSC (SP) Identify Need for Health Benefits Fair	The NSSC monitors the OPM website or other OPM releases to ensure that they are informed well in advance of a planned health benefits open season. Once an open season is announced by OPM, NSSC plans a health benefits fair coinciding with the open season period. The fair is intended to ensure that employees are fully informed before making any health benefits changes during the open season period. Output: Obtain information about Annual OPM Open Season Period	NSSC should recognize that Open Season generally occurs at the same time every year and plan well in advance, in case OPM is late in announcing the open season dates.
Step 1 Center Identify Need for Occupational Safety and Health Fair	NASA Centers submit plans 2 to 3 months in advance for Safety and Health Fairs that will require NSSC support. The plans include information on the timing, duration, and subject matter/topics to be covered, to permit optimum planning and preparation. Output: Event plan/requirements	Occupational Safety and Health Fairs might be a 1 hour event or a full day event; advanced planning and requirements are critical.
Step 2 NSSC (SP) Plan and Coordinate Fair	<u>For the annual health benefits fair</u> , the NSSC plans and organizes the fair, ensuring that all available health plans are invited and represented and that employees receive timely and comprehensive information to enable informed decision making. NSSC works	Health and Safety Fairs may be web-based events or on-site events. On-site events require substantially longer advanced planning

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Roles and Responsibilities	Action	Tips
	<p>with the carriers to coordinate early shipment of health benefits information, brochures, and any giveaways prior to the opening of the fair. NSSC coordinates fair dates and logistics with Centers and publicizes the event in sufficient time and manner to assure employee participation. If the event occurs on-site (versus a web-based event), the NSSC is responsible for contacting the Health Benefits providers and handling all logistics necessary for administration of the fair, including travel, security for vendors; and facility and equipment requirements.</p> <p><u>For Health and Safety Awareness Fairs,</u> the NSSC works with the requesting Center to fully understand the Center plans and requirements. The NSSC contacts vendors and arranges for all activities and logistics needed to administer the Center plans, ensuring that Center requirements are met. The NSSC coordinates the fair agenda, dates and logistics with the Center, making adjustments as required to meet the Center’s needs. The NSSC is responsible for travel and security coordination for vendors, and arrangements for facility and equipment requirements.</p> <p>Output: Health benefits fair dates and plans; Occupational Safety and Health fair dates, plans and agenda</p>	<p>time. NSSC will monitor web events to identify and correct errors or slow response times.</p> <p>Some early communication with participating carriers concerning realistic numbers of attending employees can avoid overly large shipments of brochures and reduce the post-fair clean-up efforts.</p>
<p>Step 2 Center Plan and Coordinate Fair</p>	<p>For Occupational Health and Safety Awareness Fairs, requesting Centers work closely with the NSSC to ensure that the NSSC fully understands the Center plans and requirements, and to ensure that the planned agenda is aligned with the Center’s fair goals. The Center will identify any recommended vendors, or activities, and provide appropriate contact information to the</p>	<p>Centers should recommend vendors or other contacts; however, NSSC may use alternate sources.</p>

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Roles and Responsibilities	Action	Tips
	<p>NSSC.</p> <p>Output: Coordinated Agenda and contacts</p>	
<p>Step 3</p> <p>NSSC (SP)</p> <p>Administer and Monitor Fairs</p>	<p>NSSC is responsible for the administration of each fair, ensuring that the fair occurs on time, that information is readily available and accessible, and that any system access is responsive to participants. NSSC will ensure that on-site events are set up and staffed appropriately, and address any issues that may arise during the event.</p> <p>At the conclusion of the health benefits fair, the NSSC (SP) works with the Center HR Office regarding retention and/or disposition of left-over brochures and giveaways.</p> <p>At the conclusion of on-site events, the NSSC will send a Letter of Appreciation/Certification to participating vendors.</p> <p>Output: Responsive, accessible, timely information. Letter of Appreciation/Certification to Vendors</p>	<p>NSSC will be present at on-site events to ensure that each event runs smoothly, and will provide contact information for web events to ensure that employee questions are answered quickly and efficiently</p> <p>Be sure to record names and addresses of participants and also names of supervisors for sending letter of appreciation</p>
<p>Step 4</p> <p>NSSC (IG)</p> <p>Evaluate Fair Success</p>	<p>The NSSC provides employees attending the health fair the opportunity to "sign in" and provide telephone and email contact information. Subsequently, a customer satisfaction survey will be sent to a selected sample of fair participants. The NSSC (IG) evaluates the survey results, reports results to Centers and the NSSC SP, and works with the NSSC SP on any needed improvement activities.</p> <p>Output: Customer Satisfaction survey results and analysis</p>	<p>Customer satisfaction responses will be analyzed and used to make improvements for future fairs.</p>

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Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Center	Occupational health and safety fair plans	NSSC (SP)	2 or 3 months in advance of event (2 months for <1/2 day; 3 months for full day events)
NSSC (SP)	Logistics details/publicity	Centers; Employees	2 weeks in advance of fair event
NSSC (SP)	Information/brochures	Centers	1 week in advance of fair
NSSC (SP)	Letter of Appreciation/Certification to vendors	Vendors	Within 2 days after conclusion of event
NSSC (IG)	Customer satisfaction results	Centers; NSSC (SP)	Within 2 weeks after event

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Organization of Health Fairs	Organize Health Benefits Fairs, Health & Safety Fair. Arrange for participation by health providers. Located at NASA Centers.	TBD	Web Access to FPPS (or eGov successor system) data warehouse

Contact Center Strategy

The NSSC Customer Contact Center (CCC) will be the primary point of contact (POC) for customers desiring information about Health Fairs pertaining to the annual open season for the Federal Employees Health Benefits Program (FEHBP). Inquiries received by the CCC are referred and handled by Level One (L1), Two (L2), or Three (L3) depending on the nature of the call. Each contact received by the CCC will initially be assigned as a Level "One" case. The CCC will open a Remedy case for all inquiries and undertake necessary actions to provide resolution to the inquiry. Since the events are planned and scheduled months in advance and typically occur only once each year, it is anticipated that information provided for use in the CCC will permit resolution of almost all customer calls at Level One (L1). Any inquiry that cannot be resolved by the CCC shall be routed to Level Two, which is the Health and Safety Fair Point of Contact, Service Provider (SP). Level Three inquiries include any unusual situations regarding interpretations of policy and procedures that require special research/coordination and a response from the Inherently Government (IG) point of contact.

The CCC will also be the initial contact point for inquiries concerning the periodic Health and Safety Fairs at NASA Headquarters (and/or inquiries concerning other Centers, as may be the case).

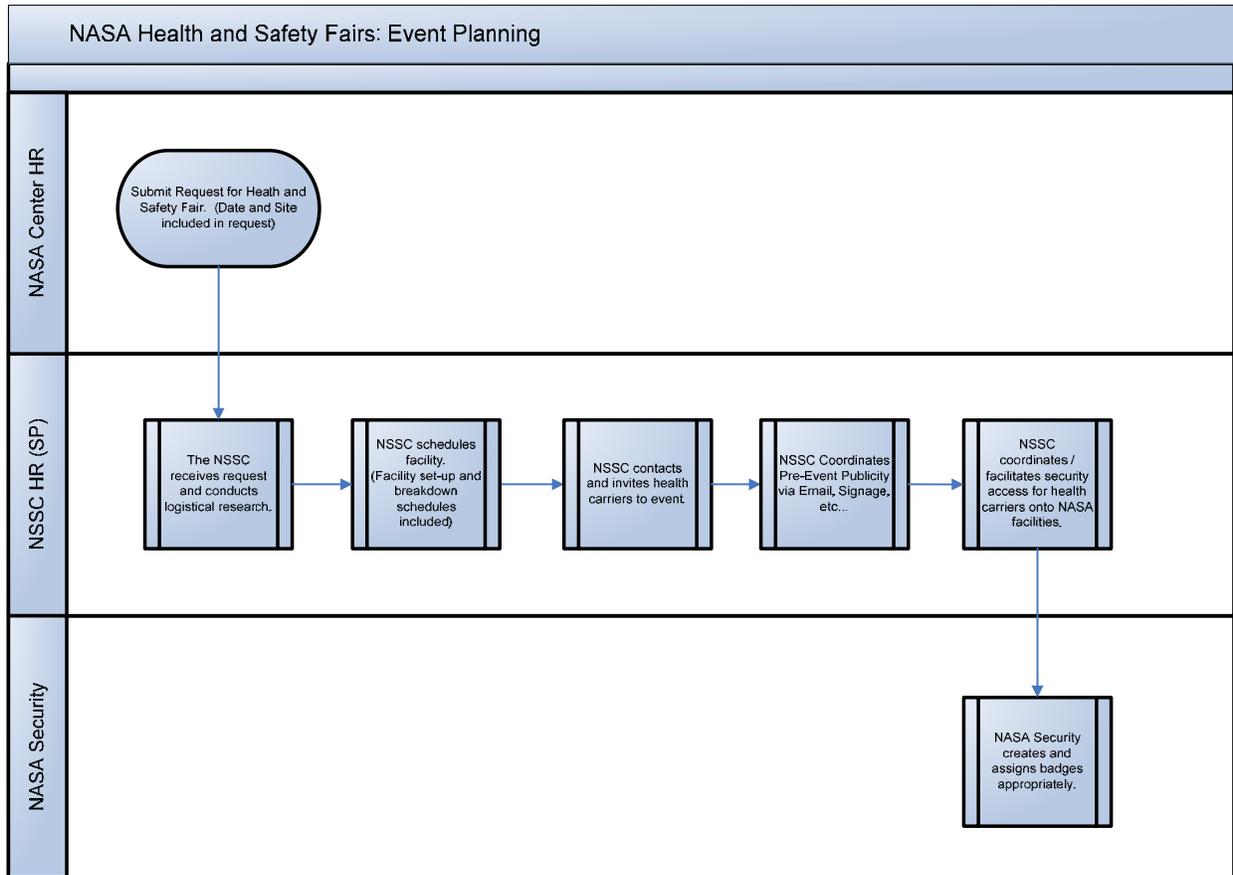
The NSSC CCC can be reached by telephone, facsimile or electronic mail as provided below:

Email: nssc-contactcenter@nasa.gov

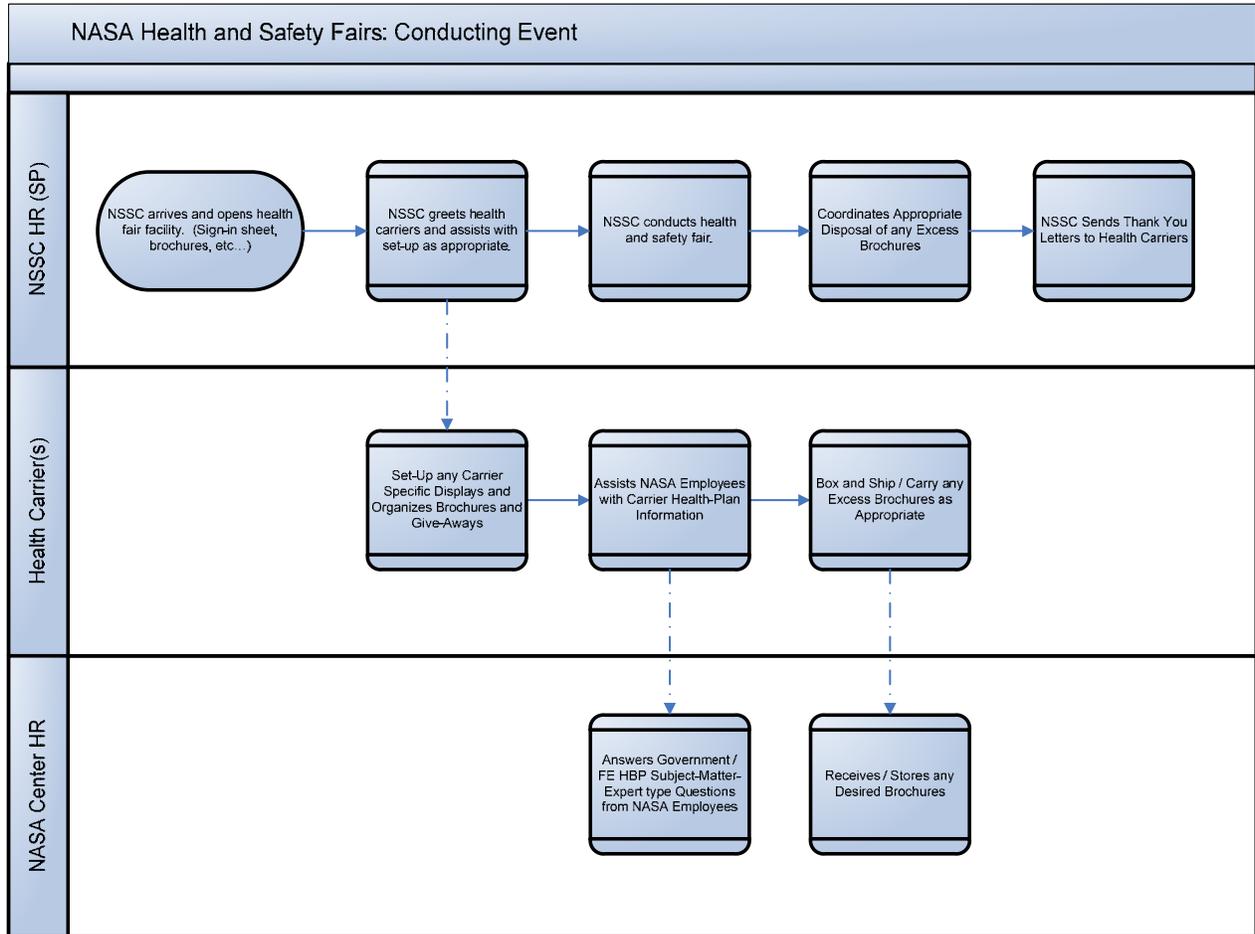
Fax: 1-866-779-6772

Telephone: 1-877-NSSC123 (or 1-877-677-2123)

NSSC HR, Health and Safety Fairs will equip the CCC with a list of URLs, web sites, other pertinent information and Frequently Asked Questions to assist in responding to Level One customer inquiries. To facilitate accurate referral in the event of level two (L2) inquiries, the NSSC HR, Health and Safety Fairs will also provide a listing of civil service and service provider HR, Health and Safety Fair personnel to the CCC identifying the activities for which each person is responsible. Further, NSSC HR, Recruiting Event Logistics has designated facilitators and back-up personnel to coordinate with the CCC to ensure the on-going flow of communications between the NSSC HR, Health and Safety Fairs and the CCC.



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