



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Washington, DC 20415

Employee Services

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FROM: MARK D. REINHOLD, ASSOCIATE DIRECTOR, EMPLOYEE SERVICES

Subject: Work-Life Program Evaluation Guide - Evidence-Based Strategies to Capture the Benefits and Costs

I am pleased to present guidance on evidence-based strategies to capture the benefits and costs of Federal work-life programs. One of the challenges facing human resource professionals is documenting the value and impact of work-life programs. The primary purpose of this guide is to assist Federal agencies with developing strategies to capture the benefits and costs associated with the use of work-life programs. Through the use of evidence-based data, agencies can make informed decisions to adequately resource and implement work-life programs that support the President's Management Agenda Cross-Agency Priority Goal 3 to improve employee performance and engagement.

The U.S. Government Accountability Office's (GAO) Federal Workforce Report, [FEDERAL TELEWORK Better Guidance Could Help Agencies Calculate Benefits and Costs \(GAO-16-551\)](#), recommended the Director of OPM take the following action: "To help agencies determine the value of their telework programs, working with the Chief Human Capital Officers Council, provide clarifying guidance on options for developing supporting data for benefits and costs associated with agency telework programs."

In response, the U.S. Office of Personnel Management (OPM) conducted research, shared options for evaluating work-life programs at an interagency Forum, and developed the attached guidance. The information presented in this guide includes:

- Strategies for evidence-based decision-making, including strategic planning, implementation, development, and evaluation
- Critical steps to determine the full scope of benefits, costs, and associated organizational outcomes of work-life programs
- Data collection methods and available sources agencies can use as evidence to determine key areas of work-life value
- Best practices and examples from three Federal agencies

OPM is committed to helping agencies further advance the various workplace flexibilities and to cultivate positive work-life integration, improving recruitment and retention of talented employees, and creating a high-performance culture.

If you have any questions regarding this guidance, please contact Corey Adams (Corey.Adams@opm.gov).

Cc: Chief Human Capital Officers (CHCOs) and Deputy CHCOs

Attachment: Guidance on Evaluating the Benefits and Costs of Work-Life Programs (see 508-conformant PDF below)