



**TO:** Theresa Cruz, Chair, NIH Child Care Board  
**FROM:** Director, NIH  
**DATE:** September 10, 2018  
**SUBJECT:** 2017-2018 Annual Report to the NIH Child Care Board

Thank you for sending me the 2017-2018 NIH Child Care Board Annual Report. I look forward to receiving your comprehensive report on the status of the NIH Child Care Services each year. The quality and variety of our child care services set the NIH apart from other federal and private agencies, as demonstrated in the results of the 2017 Office of Personnel Management Federal Work-Life Survey. I recognize the impact these services have on NIH's efforts to recruit and retain a highly talented, knowledgeable workforce.

I commend you all for ensuring that NIH is maintaining high quality programs through your recommendations to improve the NIH Child Care Subsidy program and thinking prospectively to address issues that are on the horizon. I look forward to learning new ways that NIH can continue to support our dynamic workforce. I appreciate your efforts to monitor the development of the Northwest Child Care Center and assist the Office of Research Services with integrating the new program into our excellent on-site child care community.

As the needs and demands for high-quality child care change, it is reassuring to know that the NIH Child Care Board is engaged and thinking creatively to address them as outlined in the 2017-2018 Annual Report.

A handwritten signature in black ink, which appears to read "Francis S. Collins".

Francis S. Collins, M.D., Ph.D.

# **Annual Report of the NIH Child Care Board**

**2017-2018**



*August 2018*



TO: Francis S. Collins, M.D., Ph.D., NIH Director  
Lawrence A. Tabak, D.S.S., Ph.D., NIH Principal Deputy Director

FROM: Theresa Cruz, Chair, NIH Child Care Board 2017-2018

SUBJECT: 2017-2018 Annual Report of the NIH Child Care Board

Dear Dr. Collins:

For over 25 years, the NIH Child Care Board has promoted affordable, accessible, and quality child care and related services to the NIH community. The NIH remains in the vanguard of federal agencies in recognizing that the quality of the scientific research at the agency is a direct result of the quality of our workforce. To further this goal, the Board supports policies, programs, and services that facilitate work-life balance, thereby aiding the recruitment, productivity, and retention of top scientific and administrative talent.

I am pleased to present the 2017-2018 NIH Child Care Board Annual Report. It reflects the activities and accomplishments of the NIH Child Care Board over the past year and makes three specific recommendations.

This year the NIH Child Care Board worked with the Office of Research Services (ORS) to open, staff, and enroll children from the NIH Wait List in the new Northwest Child Care Center. It has been seventeen years since the last NIH child care facility opened on campus and the current endeavor was more challenging than anticipated. We continue to work with ORS to achieve a fully occupied center and a high quality program for NIH families.

One highlight of the year was a presentation by Mr. Corey Adams, Human Resources Specialist at the Office of Personnel Management (OPM), who presented data from the 2017 OPM Federal Work-Life Survey. The OPM Federal Work-Life Survey is the first government-wide survey that assesses current and future needs, barriers, and intended outcomes of work-life programs across government. A copy of the NIH results can be found in Appendix A of this report.

From the survey, we learned:

- One in three NIH employees has child care responsibilities;
- 44% of respondents use NIH Child and Family Programs compared to a government-wide usage of 29%;

- Users of the programs reported
  - improved work performance (39%);
  - improved morale (44%);
  - increased desire to stay at the agency (50%); and
  - identified the Back-up Care program as a “top-5” program.

The NIH is in the top 10 of 100 agencies that employees reported satisfaction with existing work-life programs, according to Mr. Adams.

Our future goals include:

- increasing the utilization and awareness of child care services;
- providing child care services to all employment categories at the NIH;
- exploring innovative programs to increase the availability of affordable, quality child care options to the NIH community, including locations outside of the Metro DC/MD/VA area; and
- assessing current and future child care needs of the changing NIH workforce.

We look forward to another successful year continuing in our role to support the scientific mission of the NIH.

Sincerely,

Theresa Cruz, Ph.D.  
Chair, NIH Child Care Board

Attachment: 2017-2018 NIH Child Care Board Annual Report

cc:

Dr. Alfred C. Johnson  
Mr. Timothy J. Tosten  
Ms. Susan Cook

## **Table of Contents**

<b>Section</b>	<b>Page</b>
<b>NIH Child Care Board Mission</b>	4
<b>NIH Child Care Board Membership</b>	5
<b>Child Care Subsidy</b>	6
<b>Back-up Care</b>	8
<b>Wait List</b>	11
<b>Communications and Outreach</b>	13
<b>Innovative Programs</b>	16
<b>NIH Child Care Board Recommendations</b>	18
<b>2018-2019 Draft NIH Child Care Board Work Plan</b>	19
<b>Appendix A: OPM Federal Work-Life Survey: NIH</b>	21

## NIH Child Care Board Mission

Throughout its existence, the mission of the NIH Child Care Board has been to promote affordable, accessible, and high-quality child care-related services for the NIH community. The Board advises the NIH Director and other leadership regarding child care programs, services, and issues in support of the NIH mission. The NIH Child Care Board recognizes that the quality of scientific research at the NIH and the NIH's ability to support research nationwide is a direct result of the quality of the workforce. The productivity and performance of parents and guardians in the workforce are enhanced when their children are in high quality care. Employer-sponsored child care and related support systems are critical to organizations that wish to attract and maintain a highly efficient and increasingly diverse workforce. The Board appreciates that the entire NIH workforce benefits from the stable child care arrangements of working parents and guardians.

**NIH cares**

**about families**

**NIH child & family programs**  
OFFICE OF RESEARCH SERVICES | DIVISION OF ADAPTIVES AND TRANSPORTATION SERVICES

**child**

Learn more about the programs and services that support the well-being of our children.

**child care centers**  
non-subsidized centers

**child care subsidy**  
assistance with financial child care costs

**back-up care**  
emergency child care centers in homes

**resource and referral**  
support for emergency care

**NIH parenting classes**  
available community for non-families

**NIH parenting coach**  
meeting with and on-site and summer camp & care visit to quality your arrangements for school and in-home care

**family**

Learn more about the programs and services that support the well-being of our families.

**resource and referral**  
to include free consultations on:

- organizations
- day care & activities

**LIATH and LIATH webinars**  
offered monthly and then archived online upon request for personal or group, adult care, and work-life balance

**Adult elder resource and referral service** - supportive home care to care of ability, emotional, chronic, and acute needs

**Adult care support**  
LIATH - research community for non-families caring for adults

**adult & elder care**

Learn more about the programs and services that support the well-being of our adults.

**Adult elder resource and referral service**  
support for ongoing planning for care of an aging loved one with Alzheimer's

**back-up care**  
short-term care for non-adult and one in their home of care

**Adult care support**  
LIATH - research community for non-families caring for an adult

National Institutes of Health

[www.childfamilycare.ors.nih.gov](http://www.childfamilycare.ors.nih.gov)

**NIH Child and Family Programs Child Care Poster**

## **NIH Child Care Board Membership**

The NIH Child Care Board Membership is comprised of voting members, emeritus members, ex-officio members, and liaisons from the NIH child care centers and other fellow and employee groups. The voting members are NIH federal employees appointed to the Board by NIH leadership. The Board members are carefully chosen by a committee to represent a full range of careers and experience of the NIH community. This diverse group leverages their combined talents to address research and evaluate the child care and related needs of the NIH workforce.

### **VOTING MEMBERS 2017-2018**

Dr. Theresa Cruz, NICHD (Chair)  
Ms. Deborah Coelho, OD/OHR (Vice-Chair)  
Dr. Andrew Bremer, NIDDK  
Dr. Kristin Dupre, NINDS  
Dr. Chao Jiang, NIAID  
Ms. Olivia Kent, NIA  
Ms. Reaya Reuss, NIAMS  
Dr. Suzanne Ryan, CSR  
Ms. Erin Williams, NIA  
Ms. Kate Winseck, OD  
Ms. Christine Moretto Wishnoff, NCCIH  
Dr. Richard Wyatt, OD/OIR



*2017-2018 NIH Child Care Board Members*

### **EMERITUS MEMBER**

Ms. Heather Rogers, NIDDK  
Dr. Sheri Schully, OD/ODP

### **EXECUTIVE SECRETARY**

Ms. Tonya Lee, ORS

### **NIH GROUP LIAISONS**

Dr. Blake Warner, NIDCR, Clinical Fellows  
Ms. Eva Chen, OD/EAP  
Mr. Ivan Locke, OD/ORF  
Ms. Susan Cook, OD/ORS  
Mr. Russell Mason, OD/ORS

### **NIH CHILD CARE CENTER LIAISONS**

Ms. Christina Segura, Executive Director,  
Parents of Preschoolers, Inc.  
Ms. Anne Schmitz, Executive Director,  
Executive Child Development Center, Inc.  
Ms. Laura Bardini, Executive Director,  
Rockville Day Care Association, Inc.  
Mr. Ed Kang, NIEHS,  
First Environments Early Learning Center

## Child Care Subsidy

The purpose of the NIH Child Care Subsidy Program is to make licensed child care more affordable for lower income NIH federal employees using agency appropriated funds. The program is advised by the NIH Child Care Board Subsidy Committee, which met twice during the 2017-2018 Board year to accomplish the goals set forth in the Work Plan. Specifically, the Committee was tasked to:

- Monitor and report program utilization.
- Explore program usage by IC and employee category to look for underserved or underutilized employee populations.
- Collaborate with Strategic Planning Committee on marketing and communication initiatives.

### Monitor and Report Program Utilization

In calendar year 2017, 133 employees and 173 children received assistance through the Subsidy Program. This was a decrease from 2016 when 146 employees and 186 children participated in the program. The committee attributes this decrease to existing participants having increased incomes beyond the program limit of \$75,000 Total Household Adjusted Gross Income (AGI), employees leaving the NIH, and children no longer needing care.

In total during calendar 2017, the current program (Table 1) experienced low enrollment and only 15% of employees received the full amount of the \$5,000 IRS cap per family. As a result, the program did not exhaust all available funding. **In order to provide more support to the employees currently enrolled in the program and increase participation of eligible employees who are not enrolled in the program, the committee explored scenarios with ORS and FEEA Childcare Services, Inc., (FEEA) the contractor that administers the program, to raise the Total Household AGI limit and increase the subsidized percentage rates (while still remaining within the \$5,000 IRS cap).**

**Table 1: Current Subsidy Program**

NIH Federal Employees' Total Adjusted Household Income	Percentage of the Participants' Child Care costs the program will subsidize
> \$75,001	0%
\$65,001 - \$75,000	30%
\$50,001 - \$65,000	50%
< \$50,000	60%



The Committee developed recommendations (Table 2) to increase the Total Household AGI income limits in order to keep pace with inflation and to provide a higher subsidized percentage rates. The recommendations were presented and approved by the NIH Child Care Board on May 31, 2018. The Committee compared the NIH program to other federal agencies and found the proposed changes to NIH’s subsidy program to be competitive with the income limits at other federal agencies, such as NSF, FDA, and CDC.

**Table 2: Subsidy Program Recommendations**

<b><u>NIH Federal employees’ Total Adjusted Household Income</u></b>	<b><u>Percentage of the Participants’ Child Care costs the program will subsidize</u></b>
> \$80,001	0%
\$70,001 - \$80,000	40%
\$60,001 - \$70,000	60%
< \$60,000	80%

**Collaborate with Communications and Outreach Committee**

Given that the program operated below previous participation rates, the Committee chose to focus outreach to all parts of the NIH, not only those IC and employee categories with low usage. In conjunction with the Communications and Outreach Committee, the Child Care Subsidy Committee updated the infographic to attract eligible employees and provide essential information for applying to the program. A global email was sent out in April 2018 to all NIH. The NIH Wait List and Parenting listserv also received targeted emails about the Child Care Subsidy Program.

**Other Efforts**

The Committee received feedback from applicants about the difficult application process that relies on paper submission and can delay enrollment in the program. In response to this feedback, the Committee asked ORS to work with FEEA to allow online application to the Child Care Subsidy Program next year. Furthermore, every five years the NIH Manual Chapter for the NIH Child Care Subsidy Program must be updated. ORS has asked for the Committee’s assistance in reviewing the manual chapter.

**Proposed Work Plan for 2018-2019**

The Committee will:

- Review and advise ORS on revisions to the NIH Child Care Subsidy Program Manual Chapter.
- Monitor and report program utilization, especially for the impact of the proposed changes to reimbursement rates.
- Review forms and application process, particularly new Online Registration.
- Collaborate with Communications and Outreach Committee to monitor effect of outreach.

## Back-up Care

In January 2012, the NIH launched the NIH Back-up Care Program as a pilot program. The purpose of the program is to assist the diverse NIH workforce with the competing demands of work and family responsibilities by providing options for short-term care services – either center-based or in-home care – for employees' child and adult/elderly dependents and self-care (when the employee is ill or injured), in the home of the employee or the care recipient across the United States.

Given the success of the pilot program in 2014, the NIH leadership secured funds to establish the Back-up Care Program as an ongoing program, with Bright Horizons selected to serve as the contractor. The first year of the five-year contract began in October 2014 and went through September 2015. The third year of the contract was completed in September 2017.

The contract currently allows for the NIH to have 400 care uses per year, and the program is available to NIH federal employees only. Federal employees are eligible to use up to ten days of care per year, with center-based care costing \$6/hour and in-home care costing \$16/hour. The NIH pays for the administrative fee that allows employees to have access to the back-up care network. In addition to having access to back-up care providers, registered NIH employees can access the Bright Horizon's *Family Matters* online resource room that provides tips and strategies for parents and caregivers across a variety of family care and educational topics, as well as webinars offering expert information across a range of topics.

During the 2017-2018 NIH Child Care Board year, the Back-up Care Committee met with ORS and the Bright Horizons program manager to evaluate data about program utilization during the third contract year and patterns of usage.

### **KEY FINDINGS**

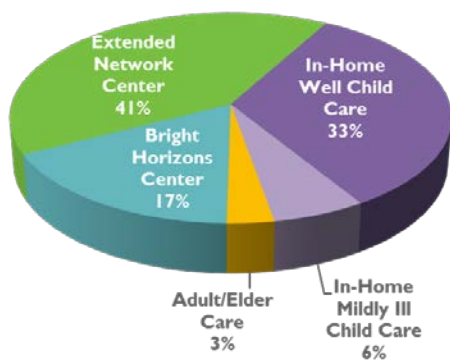
**Registered Users:** As of September 2017 (end of the third contract year), a total of 1,351 NIH employees had registered for the program, for the potential care of 2,151 dependents. This represents a 2% increase in registered employees and a 4% increase in registered recipients from the previous contract year. Of the registered dependents, 11% were adults/elders and 89% were children. Across the NIH, 8% of all eligible employees (i.e., federal employees) are registered, and these registered employees represent every IC. We expect these numbers to increase as awareness of the program grows.

**Overall Usage:** NIH employees used 343 of the 400 utilizations for which the NIH is contracted, yielding a very good utilization rate of 86%, with an average of 29 uses per month. However, it is important to note that, on average, there were 50 requests for back-up care per month. This reflects that more days of care were requested per month than were actually used because some employees were able to find other care arrangements (e.g., a family member or friend) after making the initial request.

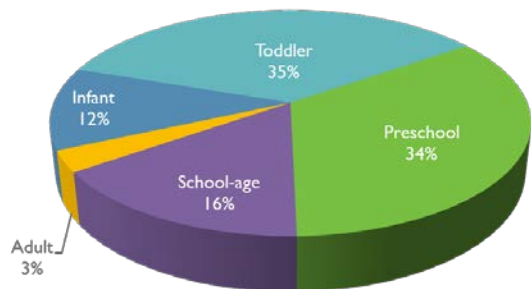
This important data demonstrates the high need for the Back-up Care services and the potential use that could have occurred if the employee had not found alternate care.

**It is critical to have this program in place for those employees who are not able to find a care arrangement on their own.**

**Type of Care Used:** Among employees who used the Back-up Care program, 58% of uses were for center-based care, 33% were for in-home care of well children, and 6% were for in-home care of mildly ill children (Figure 1). Across age groups, the program was most often used for the care of toddlers (35%) and preschoolers (34%) (Figure 2). Only 3% of all care was for adult care; this is a decrease from last year, when 7% of all care was for adults. Therefore, adult back-up care is an area with great potential for growth with increased marketing efforts.

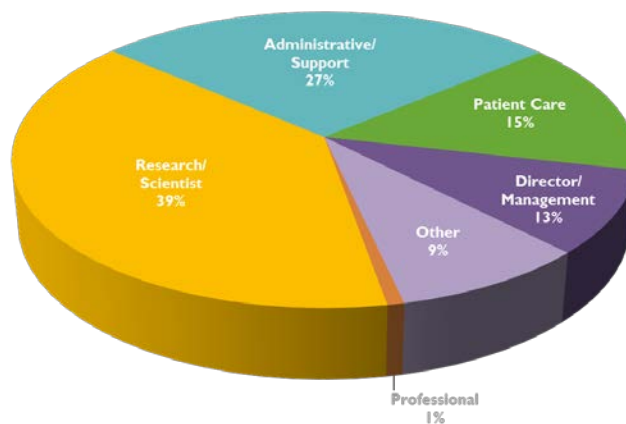


**Figure 1: Use by Type of Care**



**Figure 2: Use by Age Group**

**Usage by Job Type:** Across NIH employee job categories, the majority of uses (39%) were by Researchers and Scientists. Usage among other job categories was much lower: 27% by Administration/Support personnel, 15% of uses were by Patient Care personnel, and 13% by Director/Management personnel (Figure 3).



**Figure 3: Use by Job Category**

**Value of the Program:** A total of 303 employee absentee days were saved due to the availability of the Back-up Care program. Based on surveys of the program users, 95% of survey respondents were satisfied overall with the program. One example of feedback from NIH employees that illustrates the value of the Back-up Care program is as follows: **“This program is extremely helpful because it gives us options when otherwise a parent would have to miss work. It improves productivity, reduces stress, and helps morale.”**

In addition, it is important to note some exciting findings from a recent U.S. Office of Personnel Management (OPM) Federal Work-Life Survey (Appendix A). In 2017, OPM launched the first government-wide Federal Work-Life Survey to compare how federal work-life programs and benefits compare to private sector offerings, and to help agencies understand employees’ work-life needs and interests. The findings from this Federal Work-Life survey showed that **NIH employees identify the Back-up Care program as a top-5 program, which highlights the great value of this program for the NIH.**

### **NEXT STEPS**

Last year, the NIH Child Care Board recommended that ORS increase the contract to allow for unlimited usages. The Committee felt this change would increase back-up care usage by the NIH community by discouraging employees from ‘hoarding’ days for future use. ORS researched the recommendation and is unable to implement the change until the program exceeds the 400 uses. Once the program has reached this level of utilization, ORS has agreed to reconsider the recommendation.

As shown, the program is being utilized and the value of the program to the users and to the NIH is very high.

### **Proposed Work Plan for 2018-2019**

The Committee will:

- Monitor and report utilization of the program for the current contract year.
- Examine trends in program usage across contract years.
- Work with Communications and Outreach Committee on marketing and communication strategies to increase program awareness and utilization.

## Wait List

The limited availability of child care spaces in the NIH-sponsored Child Care Centers remains a great concern for NIH families. The ORS has contracted with LifeWork Strategies to maintain a centralized waiting list for the three NIH-sponsored child care centers located in Montgomery County, Maryland, in order to maintain fair and transparent enrollment processes. The NIH Child Care Board Wait List Committee evaluates data, policies and procedures, and makes recommendations to improve the efficiency, transparency and equity of the NIH Wait List.

### **Northwest Child Care Center**

The opening of the Northwest Child Care Center (NWCCC) in June 2017 was expected to make a significant impact on the NIH Wait List. As of May 29, 2018, there were 100 children enrolled at the NWCCC; 26 of those children were transferred from the now closed Infant and Toddler Child Care Center. Therefore, 74 children at the new center were enrolled from the NIH Wait List by the opening of the NWCCC.

When the NWCCC was added to the NIH Wait List, a dramatic increase in the number of new registrations. The NIH Wait List reached a high of 1054 children at the end of the 2<sup>nd</sup> quarter of 2017. By the end of the 1<sup>st</sup> quarter of 2018, the number of children on the Wait List decreased to 920. As the NWCCC reaches full occupancy, we expect to see a further reduction in Wait List numbers.

### **Wait List Survey**

In the spring of 2018, the Wait List Committee sent a survey to all families on the NIH Wait List. The purpose of the study was to gather data to better understand perceptions about the NIH Wait List, and to develop new policies and better inform the NIH community. The survey was pursued largely as a result of the high decline rates (40-50%) by families when they are offered a space in an NIH Child Care Center.

A majority of the families responded to the survey (54%). The main findings are summarized below:

- Most people learned about the NIH Child Care Wait List from coworkers, not supervisors or the Child and Family Programs Website.
- Most people joined the Wait List because the NIH Child Care Centers are conveniently located, affordably priced, and offer quality care.
- If offered a space around the desired date of enrollment, over 80% of respondents said they would accept the space. **This does not align with the observed rate of declines.**
- Only about half of the children on the Wait List are currently enrolled in a licensed, non-NIH-sponsored child care center.

The survey feedback will be used to improve the NIH Wait List FAQs for the NIH Community. In addition, the Wait List Committee will investigate policy changes designed to improve access to affordable, quality child care to the NIH community.

## **Proposed Work Plan for 2018-2019**

The Committee will:

- Review and communicate the findings from the 2018 Survey of NIH Wait List Participants to the NIH Child Care Board and other key stakeholders. Determine whether any policy changes should be proposed and discuss timelines for implementation.
- Make specific recommendations to the Communications and Outreach Committee on program promotion in ongoing communication/marketing efforts, based on the findings of the 2018 Survey of NIH Wait List Participants.
- Continue to review the impact of opening the NWCCC on the NIH Wait List. Discuss trends in center enrollment and the relative impact on the NIH Wait List.

## **Communications and Outreach (formerly Strategic Planning)**

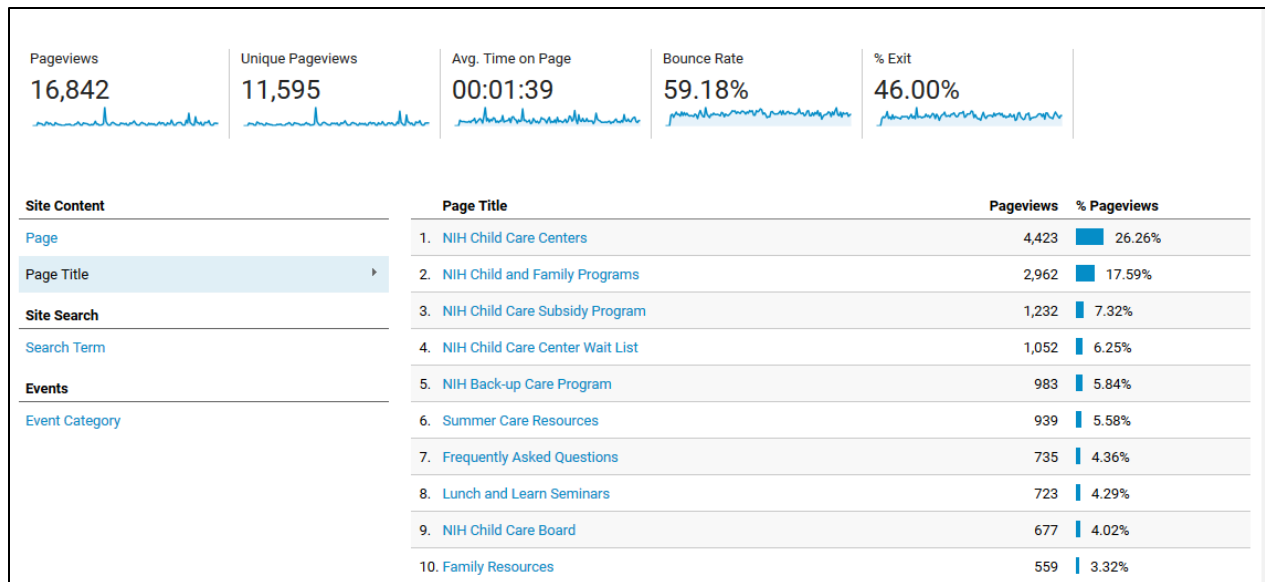
The Communications and Outreach Committee established four main goals for the year:

- Review and revise information materials within the recently established brand for outreach efforts.
- Identify additional populations for novel approaches for targeted outreach.
- Use established outreach calendar to plan outreach activities.
- Explore options for developing tracking tools to collect metrics on outreach activities and record impact of marketing efforts.

Surveys consistently suggest that while the NIH provides a variety of quality services for children and families, the NIH community lacks awareness of these services. Increasing awareness is the fundamental mission of the Communications and Outreach Committee, and one the Committee continues to pursue through increasingly diverse channels and media.

This year, the Committee worked to expand and leverage branded “NIH Cares” materials developed in 2016-2017 to increase awareness of the various child and family services at the NIH. Outreach included global email notifications, information fairs, posters and signage, and personal outreach by the Committee and Child Care Board. The Committee also supported the development of a folded card and posters with takeaway inserts. Additionally, the Board supported the development of an article for the *NIH Record* celebrating the opening of the Northwest Child Care Center. The article supported recruitment efforts at the Center by encouraging NIH families to share job announcements with their contacts.

A major Communications and Outreach Committee effort this year was centered around collecting and analyzing data about Child and Family Programs usage, awareness, and perceptions. This was done through a survey to Wait List families, implementing and tracking website analytics to Child and Family Program webpages, generating tracking URLs for global emails and program emails, and collecting data on webinars and in-person outreach events. This effort supported the establishment of a baseline for outreach impact. The Committee is now routinely tracking and analyzing the impact of outreach efforts and will continue to leverage newly available metrics to improve program awareness (Figure 4).



**Figure 4: A Snapshot of Child and Family Programs Website Traffic, Dec 1, 2017 – Apr 20, 2018**

The NIH workforce is a changing group, and child and family needs can come up suddenly. The Committee has worked to be responsive to the ways that NIH employees get and share information to make sure that when they need these services, employees know they are there. This has involved repeated touchpoints with the NIH community through global emails, informational outreach tables, links on OHR webpages, and print materials. The Committee has also explored options to reach new employees through OHR’s New Employee Orientation, Client Services, and the Transhare office. The Committee will continue to explore these opportunities over the coming Board year.

The Committee also expanded its calendar of outreach events and opportunities to support continued, targeted, and timely outreach throughout the year. During the 2017-2018 Board year, there were 10 outreach events (499 contacts) including three OHR Benefit Fairs, Summer Care and Camp, and Back-to-School events; seven webinars (1,374 registered and 811 attendees) varying from expecting parents to legal concerns; 13 presentations (309 participants) to various groups including Clinical Center staff, Mom-Dad-Docs support group, and OPM. The Board has also developed a SharePoint site to foster communication and facilitate document review.

**Proposed Work Plan for 2018-2019**

The Committee will:

- Implement plan for use and dissemination of new outreach materials to the NIH community.
- Continue to use outreach calendar to plan activities; leverage the calendar to record metrics and demonstrate progress.
- Assess and support other Child Care Board committees in reaching outreach & awareness goals.



- Develop creative partnerships with NIH offices to support integrated cross-promotion efforts.
- Review and submit recommendations to ORS on Child and Family Programs and NIH Child Care Board websites.
- Explore with other Child Care Board committees replicating the 2012 Life@NIH Survey to assess NIH-wide awareness of programs, supervisor training efforts, and upcoming trends. Partner with other stakeholders such as Health and Wellness Council, Aging and Adult Dependent Care Committee, and Office of Human Resources in developing the survey.

school-age



**NIH Cares about NIH Families. Learn more about the programs and services available to YOU and YOUR FAMILY.**

**Parenting Coach**  
Parenting is not only one of the most rewarding jobs, it can also be one of the most challenging. The NIH Parenting Coach can offer guidance and answers to your specific questions with a personalized email response within 48 hours. This service is free to the NIH community and their spouses. To contact the NIH Parenting Coach, email your questions to: [nihp parentingcoach@odventisthealthcare.com](mailto:nihp parentingcoach@odventisthealthcare.com).

**Parenting Listserv**  
NIH Child and Family Programs manages a listserv for child/parenting topics: NIH Parenting Listserv. To subscribe to the email list, go to the NIH LISTSERV page: <https://list.nih.gov>. Browse the list or type Parenting\_List.

**Lunch and Learn Seminars on Children and Families**  
NIH Child and Family Programs offers Lunch and Learn Seminars on various topics ranging from birth to caring for an elderly loved one. The seminars are webcast in real-time and are archived for future viewing. You can access these seminars by visiting <https://www.ors.od.nih.gov/lunchlearnseminar>.

**NIH-Sponsored School-age Care & Summer Camp**  
The NIH provides space and support services to the school-age program at Executive Child Development Center. For more information about school-age care, what schools they serve, and the summer camp they provide, contact ECDC directly.

**Executive Child Development Center, Inc. (ECDC)**  
Serves children 6 weeks to 13 years of age  
Location: Executive Blvd., Rockville, MD; Telephone: (301) 496-9411

NIH child care center enrollment is prioritized for parents or legal guardians who are employed by NIH.

**Back-up Care Program**  
NIH has contracted with Bright Horizons to offer NIH federal employees access to back-up care when they need to be at work and their regular child or adult/elder care is unavailable. NIH federal employees have access to the following back-up care programs: center-based child care, in-home child care, in-home mildly ill child care, in-home adult/elder care, and self-care (when YOU need care). Care can be provided in your home or in your loved one's home all over the United States. Register today at <https://backupcare.ors.nih.gov>.


**Child, Adult/Elder, Financial, Legal and Identity Theft Resource and Referral Services**  
NIH has contracted with LifeWork Strategies, Inc. to provide free, unlimited access to five types of resource and referral services: Child, Adult/Elder, Legal, Financial, and Identity Theft. This highly personalized professional service is available by calling 1-800-777-1720 between the hours of 8:00 am and 5:00 pm EST, Monday through Friday.

**Child Care Subsidy**  
NIH federal employees may be eligible to receive a child care tuition subsidy if their children are enrolled in licensed child care programs and their total adjusted household income is \$75,000 or less per year. For more information visit: <https://www.ors.od.nih.gov/childcaresubsidy>.

**Summer Care & Camp Resources**  
Finding summer care options which meet your needs, your family's budget, and your child's interests can be overwhelming. There are many NIH resources to help you navigate the choices, challenges, and opportunities that impact your summer planning. You can access these summer care & camp resources by visiting <https://www.ors.od.nih.gov/pes/gats/childcare/Pages/summerCareResources.aspx>.

*If you have any questions, please contact the NIH Child and Family Programs team at (301) 402-6180.*





National Institutes of Health  
Office of Management



www.childfamilycare.ors.nih.gov

**NIH Child and Family Programs School-age Flyer**

## **Innovative Programs (formerly Legislative)**

The Legislative Committee's purpose is to examine opportunities to expand access to the NIH Child and Family Programs for the entire NIH community. As the work is currently focused on new program development, rather than seeking legislative changes to the laws authorizing Child and Family Programs, the Committee voted to change their name to the **Innovative Programs Committee**.

The Committee has previously explored the development of community-acquired care programs in Montgomery County to expand access for NIH employees to child care services beyond the three programs housed in NIH managed space. However, we found that the program model being pursued was not of interest to local child care center providers. Therefore, the Committee sought input from local community child care services experts to determine the scope and structure of programs that could expand access to quality, affordable child care for NIH staff.

### **Meetings with Community Leaders in Child Care**

Over the course of the Board year, the Committee met with Dr. Barbara Andrews, Administrator, Early Childhood Services, Montgomery County Department of Health and Human Services; Ms. Sharon Friedman, Project Director, Montgomery Moving Forward; Ms. Joanne Hurt, Executive Director, Wonders Early Learning + Extended Day; and Ms. Sybil Philip, Commissioner, Montgomery County Commission on Child Care (and former NIH Child Care Board Voting Member).

Based on these meetings and discussions, the Committee identified several key findings:

- 1) Quality early childhood education and care is vital. Approximately 47 percent of children in Montgomery County are kindergarten ready when entering school.**
- 2) The provision of child care is a highly regulated system. While the regulatory process is designed to ensure safe, quality care for infants, toddlers and preschoolers, the processes can create barriers to developing and licensing additional providers.**
- 3) There is a system-wide shortage of child care providers, especially in the Metro DC/MD/VA area. Local, state, and national leaders are working to improve access, quality, and the quantity of available child care. The NIH efforts in this area align closely with these program goals.**

The NIH is one of the largest employers in Montgomery County, and NIH employees are distinctly impacted by the local child care services environment. The Child and Family Programs team have a unique perspective on programs that could address the needs of the NIH community. In the next Board year, the Committee will explore if, and in what capacity, the NIH could participate in various community forums on child care.

### **Consultation on Externally-Sponsored Programs**

As discussed in the 2016-2017 Annual Report, the Committee was approached by the FELCOM and FAES liaisons to discuss potential new programs targeted to NIH fellows. The

Committee met with the liaisons to discuss a draft proposal which was scheduled to be considered by the FAES Board of Directors. However, FAES chose not to pursue further development of the program this year. The Innovative Programs Committee is available to assist as needed in future development efforts.

### **Future plans**

The Committee will focus on developing new models and programs to meet the child care needs of the NIH community, including those outside of the Metro DC/MD/VA area. The Committee will work to address the need for additional quality infant and toddler child care providers in the local community.

### **Proposed Work Plan for 2018-2019**

The Committee will:

- In collaboration with ORS/DATS, develop a program proposal to enhance the local child care workforce, thereby increasing NIH employee access to qualified, quality child care providers in the local community.
- In consultation with the Office of General Counsel, determine if, and in what capacity, NIH representatives could serve on local government or community forums focused on child care.
- Examine recent reports (such as The National Academies) to identify additional ideas for program development.
- Serve as a resource to external organizations that may propose programs to support child and family services for non-FTE NIH staff, who cannot access all the NIH Child and Family Programs services.

### **Child Care Board Recommendations**

Based on the Boards' efforts during 2017-2018, the NIH Child Care Board makes the following recommendations to the NIH Leadership with respect to the NIH Child Care Subsidy Program (Table 3):

1. **Increase the Total Household Adjusted Gross Income cap to \$80,000;**
2. **Adjust the income ranges to \$70,001-\$80,000; \$60,001-\$70,000; and less than \$60,000; and**
3. **Increase the subsidized percentage rates of subsidized cost to 40%, 60%, and 80%.**

<b><u>NIH Federal Employees' Total Adjusted Household Income</u></b>	<b><u>Percentage of the Participants' Child Care costs the program will subsidize</u></b>
> \$80,001	0%
\$70,001 - \$80,000	40%
\$60,001 - \$70,000	60%
< \$60,000	80%

**Table 3: Recommended Changes to the NIH Child Care Subsidy Program.**

## **2018-2019 Draft NIH Child Care Board Work Plan**

### **NIH Child Care Subsidy Program**

- Review and advise ORS on revisions to the NIH Child Care Subsidy Program Manual Chapter.
- Monitor and report program utilization, especially for the impact of the changes to reimbursements rates.
- Review forms and application process, particularly new Online Registration.
- Collaborate with the Communications and Outreach Committee to monitor effect of outreach.

### **NIH Back-up Care Program**

- Monitor and report utilization of the program for the current contract year.
- Examine trends in program usage across contract years.
- Work with the Communications and Outreach Committee on marketing and communication strategies to increase program awareness and utilization.

### **Wait List**

- Review and communicate the findings from the 2018 Survey of NIH Wait List Participants to the NIH Child Care Board and other key stakeholders. Determine whether any policy changes should be proposed and discuss timelines for implementation.
- Make specific recommendations to the Communications and Outreach Committee on program promotion in ongoing communication/marketing efforts, based on the findings of the 2018 Survey of NIH Wait List Participants.
- Continue to review impact of opening the Northwest Child Care Center on the NIH Wait List, and discuss trends in center enrollment and the relative impact on the NIH Wait List.

### **Communications and Outreach**

- Implement plan for use and dissemination of new outreach materials to the NIH community.
- Continue to use outreach calendar to plan activities; leverage the calendar to record metrics and demonstrate progress.
- Assess and support other Child Care Board committees in reaching outreach and awareness goals.
- Develop creative partnerships with the NIH offices to support integrated cross-promotion efforts.
- Review and submit recommendations to ORS on Child and Family Programs and the NIH Child Care Board websites.
- Explore with other Child Care Board committees replicating the 2012 Life@NIH Survey to assess NIH-wide awareness of programs, supervisor training efforts, and upcoming trends. Partner with other stakeholders such as Health and Wellness Council, Aging and Adult Dependent Care Committee, and Office of Human Resources in developing the survey.

**Innovative Programs**

- In collaboration with ORS/DATS, develop a program proposal to enhance the local child care workforce, thereby increasing NIH employee access to qualified, quality child care providers in the local community.
- In consultation with the Office of General Counsel, determine if, and in what capacity, NIH representatives could serve on local government or community forums focused on child care.
- Examine recent reports (such as The National Academies) to identify additional ideas for program development.
- Serve as a resource to external organizations that may propose programs to support child and family services for non-FTE NIH staff, who cannot access all the NIH Child and Family Programs services.



# Federal Work-Life Survey

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**National Institutes of Health  
Department of Health and Human Services**

## ABOUT THIS REPORT

This report contains the agency-level results of the Federal Work-Life Survey, administered governmentwide from January to March 2017. The first section of this report highlights agency-level work-life program outcomes, satisfaction, participation, and employees' perceptions of work-life support. The dashboards compare your agency's results with governmentwide percentages and aggregated results from other agencies within your size category. The remaining sections include itemized responses to all survey questions. All responses represented in this report are weighted responses representative of the Federal workforce and your entire agency. The following categories were used to determine your agency size category:

- Very Large – More than 75,000 employees
- Large – 10,000 to 74,999 employees
- Medium – 1,000 to 9,999 employees
- Small – 100 to 999 employees
- Other Small and Independent Agencies (All Non-CHCOC represented agencies)

Workplace flexibilities and work-life programs allow agencies to recruit and retain an engaged, innovative and productive workforce. The programs covered on the survey are: Telework, Work Schedule Flexibilities, Employee Assistance Programs, Family & Dependent Care Programs, and Worksite Health & Wellness Programs.

## WHO SHOULD READ THIS REPORT

While this report includes data and key information useful for all, it is important to note how certain audiences may best leverage the findings to meet specific objectives.

### ***Senior Leaders, Managers, and Supervisors***

Leadership at all levels will learn about the relationship between work-life programs and organizational outcomes. This report provides an assessment of the impact of program participation on employee performance, retention, morale, and other areas of employee well-being. Understanding the impact of these areas allows leaders to make evidence-based decisions about investments in these programs. Leaders will also learn how their efforts compare to the efforts of similarly-sized agencies and Governmentwide averages.

### ***Human Resource Practitioners***

Practitioners will learn about their agency's program participation, specific employee needs, and satisfaction with the use of work-life programs. Furthermore, practitioners will be able to use this information to identify opportunities to optimize the use of programs and better advise their leaders on how to develop targeted strategies to meet the goals of their agency.

### ***All Federal Employees***

All Federal employees will learn about the work-life support opportunities in their agency, how their agency compares to the Federal Government as a whole, and how they may benefit from participating in work-life programs.



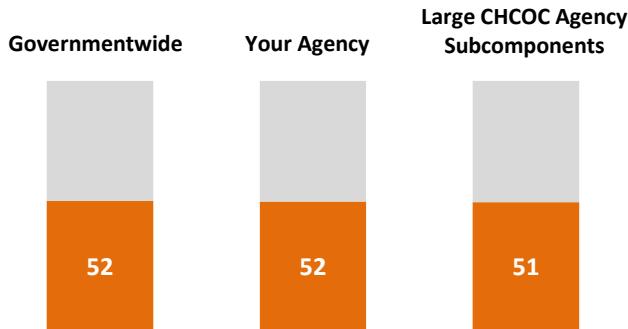


# Section 1 – Work-Life Support, Outcomes, Satisfaction, & Participation

## Work-Life Support Indices

### Support for Flexibility Index

Average % Positive

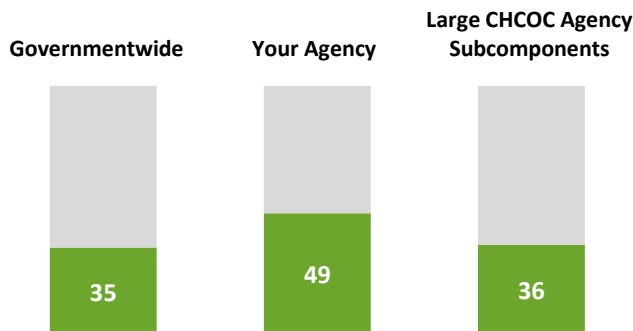


#### Survey items considered:

- "Overall, how much control would you say you have in scheduling your work hours?"
- "How hard is it for you to take time off during your work day to take care of personal or family matters?"
- "My work schedule or shift meets my needs."
- "I have the schedule flexibility I need to manage my personal and family responsibilities."

### Support for Wellness Index

Average % Positive

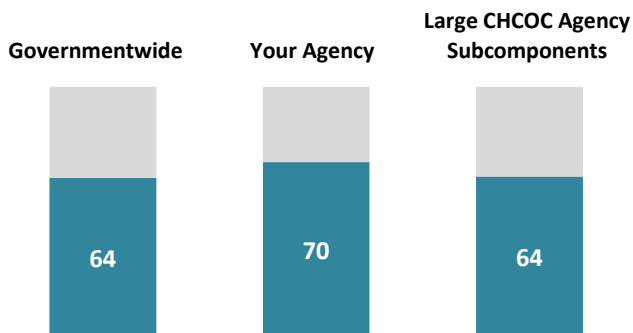


#### Survey items considered:

- "My agency promotes/encourages wellness at work."
- "My agency promotes/encourages wellness at home."
- "My immediate supervisor supports my participation in wellness activities."
- "My agency keeps me informed about wellness activities and programs offered."
- "Senior leaders at my agency support participation in wellness activities."
- "Senior leaders at my agency are committed to improving employee health."

### Supervisory Support Index

Average % Positive



#### Survey items considered:

- "My supervisor is fair and does not show favoritism in responding to employees personal or family needs."
- "My supervisor is responsive to my needs when I have family or personal business to take care of."
- "My supervisor is understanding when I talk about personal or family issues that affect my work."
- "I feel comfortable bringing up personal or family issues with my supervisor."
- "My supervisor really cares about the effects that work demands have on my personal and family life."
- "My supervisor supports the use of work-life programs."

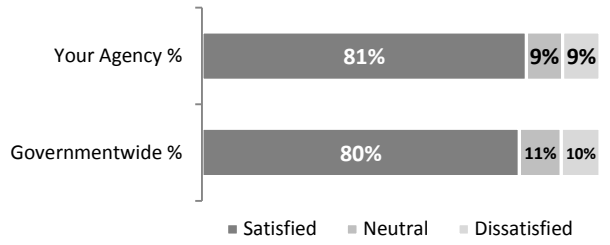
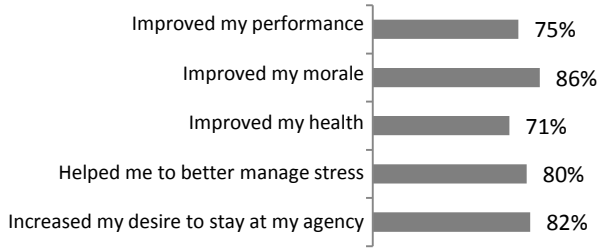


## Outcomes and Satisfaction

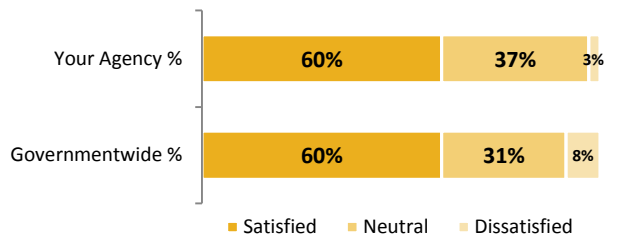
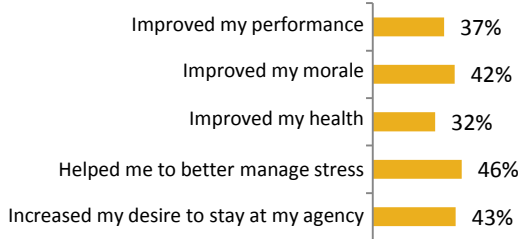
### Outcomes Associated with Program Usage

### Satisfaction with Program Participation

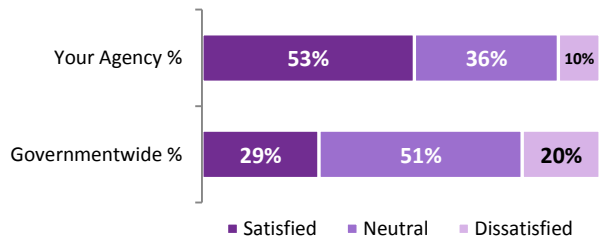
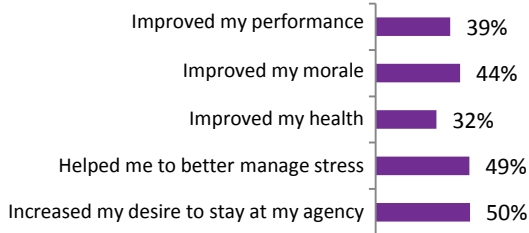
#### Work Schedule Flexibilities



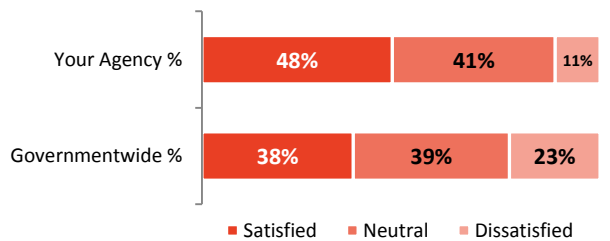
#### Employee Assistance



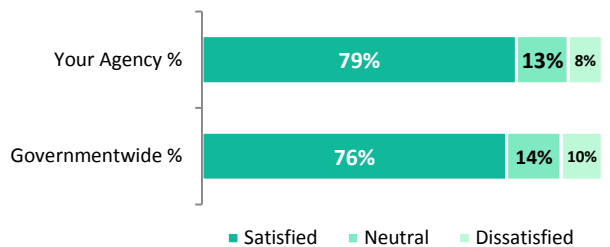
#### Family and Dependent Care



#### Health and Wellness



#### Telework



## Program Usage and Desired Use

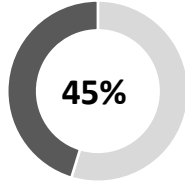
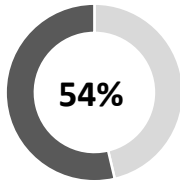
### Work Schedule Flexibilities

#### Programs Used

#### Programs Desired

Governmentwide

Your Agency



#### Top 5 Programs Used

- 22% AWS - Compressed
- 18% AWS - Flexible
- 5% Other
- 2% Part-time schedule
- <1% Phased retirement

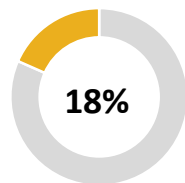
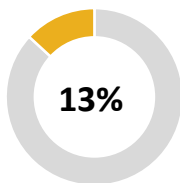
#### Top 5 Programs Wanted

- 51% AWS - Flexible
- 34% AWS - Compressed
- 21% Phased retirement
- 13% Part-time schedule
- 7% Other

### Employee Assistance

Governmentwide

Your Agency



#### Top 5 Programs Used

- 8% Educational program
- 6% Short-term counseling
- 5% Information & resources
- 3% Referral to services
- 1% Mediation

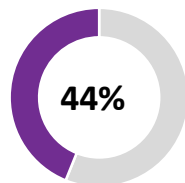
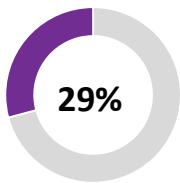
#### Top 5 Programs Desired

- 39% Educational program
- 29% Information & resources
- 28% Financial services
- 22% Legal services
- 21% Short-term counseling

### Family and Dependent Care

Governmentwide

Your Agency



#### Top 5 Programs Used

- 27% Flexible spending acct.
- 11% Listservs
- 10% Child care center
- 5% Educational program
- 5% EAP

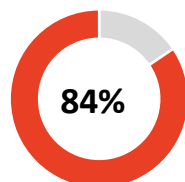
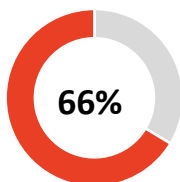
#### Top 5 Programs Desired

- 32% Flexible spending acct.
- 31% Employee discount(s)
- 18% Emergency back-up care
- 17% Educational program
- 17% EAP

### Health and Wellness

Governmentwide

Your Agency



#### Top 5 Programs Used

- 66% Flu vaccination
- 35% Farmers market/garden
- 22% Educational program
- 21% Onsite exercise facility
- 14% CPR training

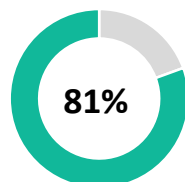
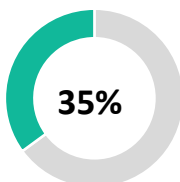
#### Top 5 Programs Desired

- 48% Flu vaccination
- 43% Onsite exercise facility
- 42% Farmers market/garden
- 37% Subsidy to fitness facility
- 34% CPR training

### Telework

Governmentwide

Your Agency



#### When do employees currently telework?

- 22% On a routine basis
- 36% In specified situations
- 22% Both routine and specific situations

#### Do employees telework as often as they like?

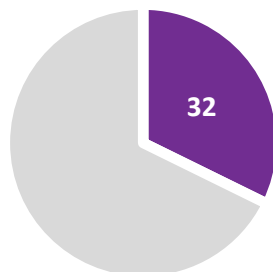
- 46% Yes
- 51% No, prefer to more often
- 3% No, prefer to less often



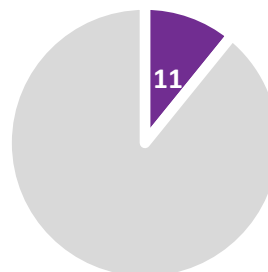
## Caregiving Responsibilities

### Employees with Current Caregiving Responsibilities

Childcare responsibilities (%)

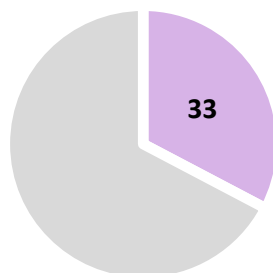


Adultcare responsibilities (%)

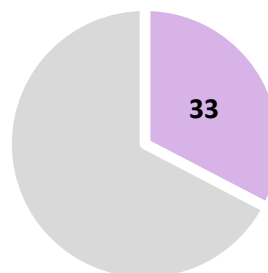


### Employees Expecting to Have Caregiving Responsibilities in the Next Five Years

Childcare responsibilities (%)



Adultcare responsibilities (%)



## HOW TO USE THIS REPORT

This report is intended to help agencies and individual program coordinators drive program improvements. One of the ways improvement goals can be accomplished is through action planning. Action planning is a systematic change-management process that allows coordinators to address program shortcomings and develop actionable plans for improving program challenges. Action plans can help coordinators set, achieve, and evaluate goals. The following steps should be considered to plan, implement, and monitor a successful action plan:

- Assess all results and identify areas where scores fall below peer group and governmentwide averages.
- Identify areas of concern and the potential causes.
- Create clearly-stated goals that address the concern or problem to be solved.
- Identify and target agency policies and practices for improvement that may positively influence areas of concern.
- Engage each appropriate level of leadership within the organization in the action planning strategy and encourage senior leaders to champion efforts.
- Implement the action plan by engaging with agency human resources staff and set clear guidance that empowers mid-level managers and frontline supervisors to take action.
- Monitor progress frequently using metrics, short targeted surveys, and/or anecdotal research to make any modifications to the original action plan.



## Section 2 – Item-by-Item Results

## Workplace Flexibilities

WF1. Which of the following work schedule flexibilities have you used in the last 12 months?	Your Agency N=13472		All Government N=1932484	
	%	N	%	N
Alternative work schedule (AWS) - Compressed work schedule	22%	2,956	23%	444,370
Alternative work schedule (AWS) - Flexible work schedule	18%	2,458	29%	551,190
Job sharing	0%	0	0%	9,058
Part-time schedule	2%	321	2%	36,596
Phased retirement	0%	6	0%	2,492
Other	5%	716	5%	101,482
None	55%	7,373	46%	895,030

WF2. Which of the following work schedule flexibilities would you like to use in the future if they were available to you?	Your Agency N=13358		All Government N=1916551	
	%	N	%	N
Alternative work schedule (AWS) - Compressed work schedule	34%	4,536	43%	825,821
Alternative work schedule (AWS) - Flexible work schedule	51%	6,799	54%	1,034,147
Job sharing	5%	630	6%	118,267
Part-time schedule	13%	1,746	12%	233,935
Phased retirement	21%	2,825	15%	294,845
Other	7%	902	8%	149,503
None	22%	2,958	17%	332,762

## National Institutes of Health Full Results

Participation in my agency's work schedule flexibilities has...		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
WF3_1. improved my performance.	Your Agency	52%	24%	23%	0%	2%	6,061
	All Government	43%	33%	20%	3%	2%	1,018,919
WF3_2. improved my morale.	Your Agency	61%	26%	11%	1%	1%	5,976
	All Government	54%	28%	12%	3%	2%	1,016,104
WF3_3. improved my health.	Your Agency	49%	22%	27%	1%	1%	5,803
	All Government	41%	26%	27%	4%	2%	996,341
WF3_4. helped me to better manage stress.	Your Agency	51%	29%	16%	3%	1%	6,023
	All Government	46%	29%	19%	4%	2%	1,011,221
WF3_5. increased my desire to stay at my agency.	Your Agency	57%	25%	17%	1%	1%	5,956
	All Government	48%	28%	17%	4%	3%	1,016,605

WF4. How satisfied are you with the work schedule flexibilities in your agency? (All respondents)		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N
WF4. How satisfied are you with the work schedule flexibilities in your agency? (All respondents)	Your Agency	32%	38%	17%	9%	3%	13,379
	All Government	28%	35%	20%	11%	6%	1,914,823
WF4. How satisfied are you with the work schedule flexibilities in your agency? (Users of WF only)	Your Agency	41%	41%	9%	8%	2%	6,086
	All Government	40%	40%	11%	7%	3%	1,024,154

WF5_1. I understand my agency's telework policy.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
WF5_1. I understand my agency's telework policy.	Your Agency	52%	36%	8%	2%	1%	13,143
	All Government	29%	31%	23%	9%	7%	1,876,079
WF5_2. My immediate supervisor actively supports telework.	Your Agency	46%	26%	15%	7%	5%	13,137
	All Government	23%	20%	36%	10%	10%	1,861,284
WF5_3. My agency's senior leaders actively support telework.	Your Agency	34%	31%	23%	8%	4%	12,556
	All Government	17%	21%	38%	12%	11%	1,791,711
WF5_4. My agency's telework eligibility requirements are reasonable.	Your Agency	40%	37%	17%	3%	3%	13,077
	All Government	19%	25%	40%	8%	7%	1,829,987
WF5_5. I have access to the equipment I need to telework (either my own or agency-supplied).	Your Agency	52%	33%	10%	3%	2%	12,925
	All Government	26%	25%	32%	9%	9%	1,854,006
WF5_6. Employees who telework in my agency are given similar work assignments as those who do not telework.	Your Agency	41%	29%	25%	4%	1%	13,056
	All Government	19%	19%	51%	6%	5%	1,863,258
WF5_7. Employees in my agency have to choose between telework and other work schedule flexibilities because they cannot do both.	Your Agency	10%	12%	43%	24%	11%	13,061
	All Government	5%	8%	58%	18%	11%	1,860,111

Note: N is the weighted number of responses representative of your agency/the Federal workforce.



WF6. Are you eligible to telework?	Your Agency N=13081		All Government N=1873375	
	%	N	%	N
Yes	83%	10,921	45%	842,635
No	14%	1,783	36%	683,071
Don't know	3%	377	19%	347,669

WF7. Do you have a written agreement with your immediate supervisor allowing you to telework?	Your Agency N=13110		All Government N=1868920	
	%	N	%	N
No	21%	2,691	64%	1,197,339
Yes	79%	10,419	36%	671,582

WF8. Which of the following best describes your current telework participation?	Your Agency N=13115		All Government N=1868478	
	%	N	%	N
I do not telework	19%	2,551	65%	1,213,260
I telework on a regularly scheduled, routine basis (for example, once or twice every work week or pay period)	22%	2,932	11%	208,833
I telework only in specific situations (e.g., for doctor appointments or when OPM announces unscheduled telework)	36%	4,717	15%	284,071
I telework BOTH on a routine basis and for specific situations	22%	2,914	9%	162,314

WF9. Do you telework as often as you would like?	Your Agency N=12317		All Government N=1579094	
	%	N	%	N
Yes	46%	5,638	32%	502,629
No, I would prefer to telework more often	51%	6,318	58%	915,134
No, I would prefer to telework less often	3%	361	10%	161,332

## National Institutes of Health Full Results

<b>WF13. I do not telework because...</b>	<b>Your Agency N=2539</b>		<b>All Government N=1200901</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
I choose not to telework	10%	242	10%	123,502
My job requires me to be physically present	52%	1,318	47%	566,081
I am not allowed because of data security concerns	1%	13	5%	60,313
My agency's policy does not allow me to combine telework with other schedule flexibilities	1%	25	4%	46,319
I do not have access to the equipment required to telework (for example, agency computer, mobile phone)	4%	92	4%	48,199
I am prevented by technical issues (for example, Internet connectivity)	2%	42	1%	12,284
I did not receive approval to do so, even though I am eligible to telework	18%	467	12%	139,936
Other	13%	340	17%	204,267

<b>WF10. What are the reasons you telework?</b>	<b>Your Agency N=10450</b>		<b>All Government N=647852</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Better coordinate my family and dependent care needs	42%	4,351	38%	245,456
Reduce stress	53%	5,570	54%	351,202
Minimize office interruptions/distractions	60%	6,319	67%	435,046
As a reasonable accommodation	18%	1,858	19%	120,669
Avoid my commute	64%	6,725	62%	401,166
Maximize my productivity	61%	6,393	64%	412,865
In response to a workplace initiative to reduce office space/costs	8%	857	14%	93,070
Increase time for a healthy lifestyle by eliminating commute time (for example, exercise, diet)	50%	5,206	50%	321,809
Increase time for personal interests (for example, hobbies, volunteer work)	24%	2,463	26%	168,966
Personal comfort (for example, clothes, space)	34%	3,537	40%	259,772
Reduce personal costs	37%	3,826	40%	258,246
It's not necessary to be in the office	35%	3,645	38%	243,123
Inconvenient work hours (for example, late meetings with clients in other time zones, weekend work)	6%	606	10%	61,645
Personal medical/illness (for example, minimize the need to take leave while recovering from a medical procedure)	25%	2,596	26%	167,461
Other	13%	1,332	12%	78,430

Note: N is the weighted number of responses representative of your agency/the Federal workforce.



WF11. How many hours in a typical two-week work period do you usually telework?	Your Agency N=10041		All Government N=635118	
	%	N	%	N
1-8	42%	4,231	36%	230,791
9-16	13%	1,272	14%	89,362
17-24	23%	2,329	18%	112,177
25-32	4%	412	4%	27,789
33-40	14%	1,364	10%	66,504
41-48	1%	56	4%	23,547
49-56	2%	181	3%	22,154
57-64	0%	35	2%	13,253
65-72	1%	87	3%	22,214
73-80	1%	74	4%	27,327

Participation in my agency's telework program has...		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
WF12_1. improved my performance.	Your Agency	40%	28%	30%	2%	1%	10,390
	All Government	43%	30%	24%	3%	1%	647,082
WF12_2. improved my morale.	Your Agency	49%	32%	16%	1%	1%	10,361
	All Government	54%	28%	14%	2%	1%	645,583
WF12_3. improved my health.	Your Agency	43%	23%	32%	2%	1%	9,837
	All Government	41%	27%	28%	3%	1%	636,861
WF12_4. helped me to better manage stress.	Your Agency	45%	29%	22%	3%	1%	10,384
	All Government	47%	30%	20%	3%	1%	642,822
WF12_5. increased my desire to stay at my agency.	Your Agency	47%	29%	20%	3%	1%	10,439
	All Government	49%	26%	19%	3%	2%	645,397

		Complete Control	A Lot	Some	Very Little	None	N
WF14. Overall, how much control would you say you have in scheduling your work hours?	Your Agency	6%	14%	37%	38%	5%	12,910
	All Government	19%	16%	32%	27%	6%	1,848,963

		Very hard	Somewhat hard	Not too hard	Not at all hard	N
WF15. How hard is it for you to take time off during your work day to take care of personal or family matters?	Your Agency	8%	21%	43%	28%	12,898
	All Government	10%	18%	40%	32%	1,849,263

## National Institutes of Health Full Results

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
WF16_1. My work schedule or shift meets my needs.	Your Agency	35%	46%	10%	7%	3%	12,783
	All Government	30%	46%	13%	8%	3%	1,828,695
WF16_2. I have the schedule flexibility I need to manage my personal and family responsibilities.	Your Agency	34%	42%	12%	8%	4%	12,855
	All Government	28%	40%	15%	11%	6%	1,829,508

WF17. What is your supervisory status?	Your Agency N=12838		All Government N=1847354	
	%	N	%	N
Non-supervisor: You do not supervise other employees	60%	7,760	67%	1,246,204
Team leader: You are not an official supervisor. You provide employees with day-to-day guidance...appraisals	20%	2,617	15%	280,167
Supervisor: You are a first-line supervisor who is responsible for employees'...approval	14%	1,842	11%	209,054
Manager: You are in a management position and supervise one or more supervisors	4%	545	5%	93,248
Senior leader: You are the head of a department/agency or a member of the immediate leadership team responsible for directing the policies and priorities of the department/agency. May hold either a political or career appointment and typically a member of the Senior Executive Service or equivalent	1%	74	1%	18,681

WF18. What factors have been important in your decision to approve employees' requests to telework?	Your Agency N=2425		All Government N=315527	
	%	N	%	N
Agency telework policy	80%	1,947	47%	146,744
Telework eligibility	77%	1,873	44%	137,458
Access to necessary equipment	58%	1,409	32%	100,076
Agency senior leadership support for telework	55%	1,333	23%	72,484
My prior experience managing teleworkers	36%	867	14%	44,391
Data security	34%	835	14%	43,348
Employee's past performance	69%	1,662	34%	108,187
Desire to improve employee's performance	11%	255	16%	51,641
Employee recruitment	24%	578	9%	28,474
Employee retention	66%	1,590	26%	80,543
Perceptions of fairness among employees	46%	1,118	22%	68,248
Employee's need to manage work and personal responsibilities	68%	1,657	30%	94,178
Enhancing workplace flexibility for employees who use other work schedule flexibilities	32%	765	22%	70,280
Not applicable (I have not approved any requests to telework)	11%	278	44%	138,166
Other	2%	50	4%	12,529

National Institutes of Health Full Results

WF19. What factors have been important in your decision to deny employees' requests to telework?	Your Agency N=2388		All Government N=314397	
	%	N	%	N
Agency telework policy	26%	617	16%	51,522
Telework eligibility	23%	548	14%	44,919
Access to necessary equipment	9%	215	9%	29,835
Lack of agency senior leadership support for telework	6%	143	6%	19,318
My prior experience managing teleworkers	6%	146	4%	12,626
Data security	9%	215	7%	20,842
Employee's past performance	35%	830	22%	70,503
Concern about adverse impact on employee's performance	21%	506	11%	34,603
Employee's status as an intern, trainee, or new employee	30%	718	12%	38,838
Office coverage	36%	867	18%	55,759
Need for team collaboration	20%	466	11%	34,499
Perceptions of fairness among employees	17%	396	6%	19,841
Employee uses another work schedule flexibility	4%	106	4%	11,471
Not applicable (I have not denied any requests to telework)	39%	927	59%	186,331
Other	4%	93	4%	12,266

The following programs support your employees' ability to perform their work...		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
WF20_1. Telework	Your Agency	48%	38%	10%	2%	2%	2,388
	All Government	23%	30%	32%	8%	7%	310,380
WF20_2. Work schedule flexibilities	Your Agency	48%	42%	10%	0%	0%	2,388
	All Government	37%	43%	14%	4%	2%	310,637
WF20_3. Family and dependent care programs	Your Agency	34%	38%	27%	2%	0%	2,351
	All Government	24%	38%	32%	4%	2%	305,013
WF20_4. Worksite health and wellness programs	Your Agency	27%	37%	34%	1%	0%	2,388
	All Government	22%	37%	32%	6%	3%	309,993
WF20_5. Employee Assistance Program	Your Agency	26%	40%	33%	0%	2%	2,388
	All Government	20%	39%	35%	4%	2%	308,240
WF20_6. Leave benefits	Your Agency	52%	39%	9%	0%	0%	2,382
	All Government	39%	43%	15%	2%	1%	310,654

Note: N is the weighted number of responses representative of your agency/the Federal workforce.

## National Institutes of Health Full Results

How much do you agree or disagree that you have adequate training to perform the following?		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
WF21_1. Manage and assess the performance of teleworkers	Your Agency	36%	42%	11%	11%	0%	2,353
	All Government	18%	30%	34%	11%	7%	305,305
WF21_2. Assess employees needs related to managing work and personal responsibilities	Your Agency	34%	36%	14%	14%	2%	2,353
	All Government	21%	46%	21%	9%	3%	305,196
WF21_3. Develop an individual or team flexible work arrangement or policy	Your Agency	28%	44%	12%	12%	3%	2,353
	All Government	19%	39%	25%	11%	5%	302,861
WF21_4. Evaluate the effectiveness of a flexible work arrangement or policy	Your Agency	27%	38%	20%	14%	2%	2,353
	All Government	19%	38%	27%	11%	4%	303,958

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N
WF22. How satisfied are you with the telework program in your agency? (All respondents)	Your Agency	29%	37%	21%	9%	4%	12,704
	All Government	14%	20%	49%	10%	7%	1,802,555
WF22. How satisfied are you with the telework program in your agency? (Teleworkers only)	Your Agency	35%	43%	13%	7%	1%	10,190
	All Government	33%	43%	14%	8%	2%	641,970

Note: N is the weighted number of responses representative of your agency/the Federal workforce.



# family & dependent care

## Child Care

CC1. Do you expect to have, or will you continue to have, child care needs at any point in the next 5 years?	Your Agency N=12626		All Government N=1810515	
	%	N	%	N
No	67%	8,497	67%	1,212,406
Yes	33%	4,129	33%	598,108

CC2. Are there any children younger than age 18 currently living in your household?	Your Agency N=12752		All Government N=1822259	
	%	N	%	N
No	65%	8,296	60%	1,098,877
Yes	35%	4,456	40%	723,382

CC3. How old are those children?	Your Agency N=4456		All Government N=720085	
	%	N	%	N
Infant (newborn to 12 months)	6%	286	8%	58,903
Toddler (more than 12 months but less than 24 months)	7%	328	9%	62,271
Preschooler (2 to 4 years old)	18%	817	22%	158,771
School-aged (5 to 12 years old)	51%	2,265	54%	390,562
Teenager (13 to 17 years old)	49%	2,179	46%	333,797

CC4. If you are not the parent or legal guardian of any children who live in your home, do you still take responsibility for the care of a child in your household?	Your Agency N=4456		All Government N=721767	
	%	N	%	N
No	8%	341	5%	33,521
Yes	10%	435	15%	110,193
Not applicable (I am the parent or legal guardian of a child who lives in my home)	83%	3,680	80%	578,053

<b>CC5. What is your relationship to the child(ren) in your household?</b>	<b>Your Agency N=4109</b>		<b>All Government N=684008</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Parent (includes foster, step)	96%	3,925	93%	633,638
Grandparent (includes foster, step)	4%	147	6%	42,434
Other relative	0%	0	1%	9,848
Legal guardian	4%	164	3%	21,185
Not related	1%	42	1%	7,021

<b>CC6. Which of the following best describes your level of responsibility for the day-to-day care of the child(ren) in your household?</b>	<b>Your Agency N=4115</b>		<b>All Government N=685265</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
I am not responsible for day-to-day care	5%	186	3%	22,090
My spouse or another adult in the household has primary responsibility for day-to-day care	8%	311	15%	106,124
Responsibility for day-to-day care is split evenly with (an)other adult(s)	57%	2,325	49%	337,357
I have primary responsibility for day-to-day care	31%	1,260	30%	206,343
Other	1%	32	2%	13,351

<b>CC7. For what period of your scheduled work time do you currently use paid child care for any of your children?</b>	<b>Your Agency N=4109</b>		<b>All Government N=681982</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
I never use paid child care	35%	1,453	47%	322,331
Full-day care (for example, 8:00 a.m. until 5:00 p.m.)	22%	914	22%	148,162
Part-day care (for example, you or another adult works part day)	3%	141	5%	33,446
Before and/or after school care (school-based)	26%	1,070	18%	121,192
Before and/or after school care (not school-based)	7%	275	9%	64,700
24-hour care (for example, overnight work travel)	1%	35	1%	8,444
Summer care, full-day	38%	1,575	22%	148,192
Summer care, part-day	8%	332	5%	36,894
Night/weekend care	4%	176	4%	26,916
School holidays	23%	926	15%	103,042
Other	2%	92	5%	32,214

National Institutes of Health Full Results

CC8. Think of the paid and unpaid child care arrangements that allow you to work. Which of the following child care options do you use most often now?	Your Agency N=3669		All Government N=623294	
	%	N	%	N
Federal child care center	7%	267	4%	23,098
Child care center (non-Federal)	14%	496	16%	99,323
Care in child(ren)'s own home by parent/guardian/relative	21%	768	32%	198,077
Care in child(ren)'s own home by non-relative	8%	302	7%	41,064
Care in a relative's home	11%	394	16%	99,405
Care in the home of a non-relative (licensed)	4%	132	4%	25,015
Care in the home of a non-relative (unlicensed)	3%	106	6%	40,370
Before and/or after preschool care	6%	203	6%	35,096
Full/part-day preschool	8%	286	10%	64,444
Summer/day camp program	52%	1,900	22%	138,527
Full-day kindergarten	5%	176	6%	35,456
Half-day kindergarten	0%	0	1%	7,998
Before and/or after school-based care program	30%	1,109	18%	113,615
Before and/or after school care (not school-based)	9%	346	10%	62,076
Child(ren) care(s) for self(ves) in own home before/after school	25%	923	20%	124,997
Other	5%	199	10%	64,292

How satisfied are you with each of the following aspects of your current child care arrangement?		Very Satisfied				Very Dissatisfied		N
		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied		
CC9_1. Cost	Your Agency	22%	30%	21%	13%	13%	3,309	
	All Government	20%	29%	26%	16%	10%	508,908	
CC9_2. Location	Your Agency	37%	46%	12%	4%	0%	3,344	
	All Government	35%	39%	19%	5%	2%	514,328	
CC9_3. Facility	Your Agency	36%	46%	17%	2%	0%	3,232	
	All Government	32%	42%	22%	3%	1%	497,099	
CC9_4. Hours	Your Agency	35%	43%	15%	6%	0%	3,265	
	All Government	31%	40%	20%	7%	2%	507,807	
CC9_5. Quality of services	Your Agency	39%	45%	14%	1%	0%	3,338	
	All Government	35%	41%	20%	3%	1%	505,047	

Note: N is the weighted number of responses representative of your agency/the Federal workforce.

National Institutes of Health Full Results

CC10. Have you used a Federal Child Care Center in the last 12 months?	Your Agency N=4115		All Government N=680459	
	%	N	%	N
Yes	6%	267	4%	29,063
No	91%	3,762	92%	628,681
Don't know if the center is federally-sponsored	2%	85	3%	22,715

CC11. How satisfied are you with the Federal Child Care Center you use?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N
		Your Agency	84%	16%	0%	0%	0%
All Government	42%	40%	8%	7%	3%	29,008	

CC12. From the list below, choose the reasons you do not use a Federal Child Care Center.	Your Agency N=3727		All Government N=623915	
	%	N	%	N
I do not need one	55%	2,034	52%	324,470
None available to me	12%	430	28%	172,463
I did not know about them	6%	230	19%	115,927
Prefer different arrangement(s)	7%	265	8%	47,016
Currently on waiting list	8%	293	2%	9,900
Center is too expensive	18%	676	7%	41,395
Center is inconvenient when I telework	8%	303	3%	16,655
I need to have children of different ages use the same child care arrangement	6%	213	2%	14,922
Child(ren) too old to attend	14%	536	7%	44,167
Center is in an inconvenient location (for example, too far from home/work)	11%	392	7%	45,042
Center does not provide transportation to/from my child	10%	367	4%	25,618
I am concerned about the safety of Federal buildings	0%	0	2%	10,319
Center provides poor quality services	0%	0	1%	7,495
Center hours do not fit my work schedule	1%	55	2%	11,078
Center cannot provide the care necessary for the special needs of my child(ren)	1%	37	1%	7,452
Other	3%	125	4%	21,850

Note: N is the weighted number of responses representative of your agency/the Federal workforce.



<b>CC13. For all of your child(ren) combined, how much do you pay in an average week for child care?</b>	<b>Your Agency N=4072</b>		<b>All Government N=673849</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
I do not pay for child care	34%	1,374	48%	321,697
\$1-\$50 per week	6%	252	4%	29,911
\$51-\$100 per week	6%	250	8%	54,413
\$101-\$150 per week	7%	297	9%	59,497
\$151-\$200 per week	5%	208	8%	53,858
\$201-\$250 per week	9%	365	5%	34,554
\$251-\$300 per week	5%	221	4%	26,990
\$301-\$350 per week	4%	161	2%	16,471
\$351-\$400 per week	3%	141	2%	15,577
\$401-\$500 per week	6%	255	3%	18,149
\$501-\$600 or per week	6%	225	2%	10,939
\$601 or more per week	8%	324	2%	13,380
Don't know	0%	0	3%	18,413

<b>CC14. Do you currently participate in a Federal Child Care Subsidy Program?</b>	<b>Your Agency N=4078</b>		<b>All Government N=678187</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
No	93%	3,813	97%	659,567
Yes	7%	265	3%	18,620

<b>CC15. Please choose the most important reason you do not participate in the Federal Child Care Subsidy Program.</b>	<b>Your Agency N=3778</b>		<b>All Government N=655171</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
I do not need it because I do not pay for child care	39%	1,475	44%	287,980
Subsidy program is not available in my agency	0%	0	3%	20,797
I do not qualify (for example, household income)	42%	1,601	19%	122,448
It is too difficult to apply	0%	0	1%	3,965
I am on a waiting list	0%	0	0%	798
I am not aware of the Federal Child Care Subsidy Program	15%	564	29%	187,234
Other	4%	138	5%	31,950

**National Institutes of Health Full Results**

<b>Think of the care you have used for the last 12 months. How often have you experienced difficulties...</b>		<b>Always</b>	<b>Frequently</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>N</b>
CC16_1. being able to afford the care your child(ren) need(s)?	Your Agency	13%	9%	17%	26%	34%	2,838
	All Government	13%	12%	25%	20%	30%	403,573
CC16_2. making extended care arrangements with your child care provider (in case of work or transportation delays)?	Your Agency	8%	8%	38%	25%	21%	2,347
	All Government	8%	12%	33%	25%	22%	393,278
CC16_3. arranging for back-up care (for example, when something unplanned happens with your regular care)?	Your Agency	7%	8%	37%	31%	16%	2,574
	All Government	9%	14%	38%	23%	16%	417,739

<b>CC17. In the last 12 months, have you breastfed or pumped breast milk?</b>	<b>Your Agency N=4041</b>		<b>All Government N=674091</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
No	95%	3,852	95%	640,254
Yes	5%	189	5%	33,837

<b>CC18. In the last 12 months, have you used the nursing mothers facility at your agency?</b>	<b>Your Agency N=189</b>		<b>All Government N=33837</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
No	37%	70	62%	21,090
Yes	63%	119	38%	12,747

<b>CC19. What is the reason you did not use the nursing mothers facility at your agency?</b>	<b>Your Agency N=70</b>		<b>All Government N=20962</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Was not pumping milk	0%	0	18%	3,749
Another space was available to me (for example, personal office)	100%	70	37%	7,667
Unaware of the availability of such facilities	0%	0	27%	5,594
Lack of private space	50%	35	16%	3,286
Lack of support from my manager/supervisor	0%	0	4%	916
Lack of support from my coworkers	0%	0	3%	537
Space was unclean	0%	0	4%	842
Equipment was unclean and/or unfamiliar	0%	0	1%	309
Lack of equipment	0%	0	3%	577
Time constraints	50%	35	17%	3,478
Location was inconvenient	50%	35	17%	3,464
Space is frequently occupied by other users	50%	35	6%	1,252
Other	0%	0	24%	5,116

Note: N is the weighted number of responses representative of your agency/the Federal workforce.

## National Institutes of Health Full Results

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
CC20_1. I was able to find a private place to pump milk at work.	Your Agency	63%	37%	0%	0%	0%	189
	All Government	40%	31%	7%	17%	6%	29,467
CC20_2. I was able to arrange break time for pumping milk at work.	Your Agency	56%	37%	3%	3%	0%	189
	All Government	34%	39%	13%	9%	5%	29,558
CC20_3. I was able to arrange a place to store pumped milk at work.	Your Agency	63%	37%	0%	0%	0%	189
	All Government	37%	44%	9%	7%	4%	29,038
CC20_4. I was worried about continuing to breastfeed because of my job.	Your Agency	3%	0%	22%	19%	56%	189
	All Government	24%	31%	11%	18%	17%	30,028
CC20_5. My agency provided the support I needed to breastfeed my child for as long as I wanted to.	Your Agency	59%	3%	37%	0%	0%	189
	All Government	25%	27%	24%	17%	7%	30,142

Note: N is the weighted number of responses representative of your agency/the Federal workforce.



# family & dependent care

## Adult Care

AC1. Do you expect to have, or will you continue to have, adult dependent care needs at any point in the next 5 years?	Your Agency N=12660		All Government N=1792043	
	%	N	%	N
No	67%	8,528	69%	1,238,803
Yes	33%	4,133	31%	553,240

AC2. Do you or someone in your household currently provide regular care for any adult dependents (age 18 and older) now? Include those adults living in your household and living separately.	Your Agency N=12678		All Government N=1800838	
	%	N	%	N
No	89%	11,305	85%	1,526,543
Yes	11%	1,373	15%	274,295

AC3. How old is/are those adult dependent(s)?	Your Agency N=1367		All Government N=271504	
	%	N	%	N
18-22 years old	4%	56	13%	34,346
23-30 years old	7%	93	7%	19,637
31-40 years old	4%	56	4%	9,896
41-50 years old	8%	107	3%	9,084
51-60 years old	5%	62	7%	18,316
61-70 years old	14%	192	18%	48,909
Older than 70	61%	834	61%	164,727

AC4. Do any of these adult dependents have physical and/or cognitive disabilities?	Your Agency N=1367		All Government N=272712	
	%	N	%	N
No	48%	660	40%	107,812
Yes	52%	707	60%	164,900

AC5. Do any of these adult dependents need help with activities of daily living, such as things that are difficult or impossible for them to do themselves?	Your Agency N=1367		All Government N=273351	
	%	N	%	N
No	35%	473	23%	61,526
Yes	65%	894	77%	211,825

AC6. Approximately how many hours do you spend per week providing help to the adult dependent(s) for whom you provide regular care?	Your Agency N=1196		All Government N=250369	
	%	N	%	N
1-4	10%	117	18%	44,692
5-8	22%	263	18%	46,053
9-12	17%	208	22%	55,143
13-16	18%	210	12%	29,089
17-20	3%	37	4%	9,202
21-24	11%	129	11%	26,889
25-28	7%	85	3%	8,612
29-32	4%	43	3%	7,202
33-36	1%	6	1%	3,586
37-40	8%	98	8%	19,901

AC7. How do you currently handle the care needs of your adult dependents who need help with activities of daily living?	Your Agency N=1323		All Government N=265782	
	%	N	%	N
I care for my adult dependent(s) in my own home by myself	45%	598	31%	83,565
Care in my own home by spouse/partner or other relative	29%	380	25%	66,381
Care in my own home by a non-relative (for example, nurse, therapist)	8%	107	4%	10,906
Care in adult dependent's own home by me or other relative	39%	513	36%	96,507
Care in adult dependent's own home by non-relative (for example, hired day nurse)	17%	220	9%	24,120
Care in other relative's home	11%	152	8%	20,983
24-hour adult dependent care facility (for example, nursing and rehabilitation residence)	6%	74	8%	20,895
Part-day adult dependent care facility	3%	43	2%	5,223
Part-day/full-day group home residence	0%	6	1%	3,676
Part-day care by volunteer/community organization (for example, church, YMCA)	3%	37	1%	3,191
Back-up care for unplanned needs (for example, facility snow days)	14%	187	7%	18,476
Back-up care for planned needs (for example, scheduled facility holidays)	5%	70	7%	17,600
Other	6%	75	13%	34,269

How satisfied are you with each of the following aspects of your current adult dependent care arrangement?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N
AC8_1. Cost	Your Agency	6%	37%	25%	18%	15%	1,109
	All Government	9%	27%	39%	16%	9%	216,825
AC8_2. Location	Your Agency	21%	42%	26%	7%	4%	1,184
	All Government	15%	37%	33%	10%	5%	219,406
AC8_3. Facility	Your Agency	19%	44%	32%	5%	1%	938
	All Government	13%	34%	43%	7%	3%	188,965
AC8_4. Hours	Your Agency	12%	44%	26%	17%	1%	1,109
	All Government	10%	33%	40%	12%	4%	211,532
AC8_5. Quality of services	Your Agency	17%	46%	32%	4%	1%	1,059
	All Government	14%	37%	37%	8%	3%	205,735



# family & dependent care

## Managing Work

MW1. During the last 3 months, approximately how often have issues with your family and dependent care (for both children and adults) caused you to alter your schedule or take leave?	Your Agency N=5097		All Government N=853329	
	%	N	%	N
Never	22%	1,101	21%	176,723
1 to 3 times	46%	2,328	45%	387,430
4 to 6 times	24%	1,225	22%	189,669
7 to 9 times	4%	210	6%	51,240
10 or more times	5%	234	6%	48,267

MW2. Thinking back over the last 3 months, approximately how many work days have you missed because of last-minute family and dependent care problems?	Your Agency N=4967		All Government N=819322	
	%	N	%	N
0	27%	1,358	25%	201,936
1-2	39%	1,933	36%	293,326
3-5	25%	1,254	28%	227,008
6-8	4%	217	6%	50,612
9-11	2%	87	3%	21,559
12-14	1%	43	1%	6,426
More than 14	2%	76	2%	18,455

MW3. Which of the following leave and workplace flexibilities have you used in the last 12 months to manage your family and dependent care responsibilities?	Your Agency N=5060		All Government N=850767	
	%	N	%	N
Alternative work schedule (AWS) - Compressed work schedule	13%	677	15%	125,565
Alternative work schedule (AWS) - Flexible work schedule	18%	890	22%	187,301
Part-time schedule	4%	220	1%	12,570
Job sharing	0%	0	0%	1,886
Phased retirement	0%	0	0%	188
Telework	57%	2,861	21%	176,405
Annual leave	68%	3,457	66%	564,060
Sick leave	71%	3,595	70%	595,671
Advanced leave	0%	19	3%	25,476
Family and medical leave	20%	1,003	18%	156,805
Leave without pay	3%	161	6%	47,789
Leave sharing (for example, leave bank or transfer)	2%	84	1%	5,838
Compensatory time off	6%	308	17%	147,178
Other	3%	143	3%	25,135
None	4%	222	8%	70,792



National Institutes of Health Full Results

MW4. Which of the following leave and workplace flexibilities would you like to use in the future to manage your family and dependent care responsibilities if they were available to you?	Your Agency N=5018		All Government N=843508	
	%	N	%	N
Alternative work schedule (AWS) - Compressed work schedule	26%	1,323	33%	279,141
Alternative work schedule (AWS) - Flexible work schedule	45%	2,280	48%	408,948
Part-time schedule	10%	511	9%	77,659
Job sharing	2%	96	4%	31,998
Phased retirement	9%	438	6%	51,322
Telework	64%	3,228	45%	377,432
Annual leave	46%	2,316	45%	376,086
Sick leave	49%	2,479	50%	419,838
Advanced leave	6%	282	7%	60,783
Family and medical leave	36%	1,806	27%	228,458
Leave without pay	5%	240	7%	62,476
Leave sharing (for example, leave bank or transfer)	13%	654	6%	51,282
Compensatory time off	22%	1,099	27%	224,657
Other	4%	216	4%	31,687
None	5%	266	8%	64,979

		Strongly				Strongly	N
		Agree	Agree	Neutral	Disagree		
MW5. I have enough paid leave to meet my family and dependent care needs.	Your Agency	16%	42%	19%	12%	11%	5,054
	All Government	15%	37%	19%	18%	11%	850,856

Note: N is the weighted number of responses representative of your agency/the Federal workforce.

<b>MW6. Which of the following agency programs and services have you used in the last 12 months to manage your family and dependent care responsibilities?</b>	<b>Your Agency N=5018</b>		<b>All Government N=846608</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Child care subsidy	1%	46	2%	14,399
Elder/adult care subsidy	1%	43	1%	9,368
Child care center	10%	523	9%	71,965
Adult day care center	1%	43	1%	7,367
Respite care	1%	37	1%	9,039
Emergency back-up care	2%	77	4%	33,679
Long-term care insurance	0%	0	1%	5,824
Employee discount(s)	2%	112	2%	19,041
Dependent care flexible spending account (FSA)	27%	1,331	10%	88,616
Support group(s)	1%	49	2%	17,262
Educational resources for dependent care (for example, seminars, resource libraries, caregiving fairs)	5%	275	3%	23,509
Resource and referral services for dependent care	4%	189	2%	16,623
Employee Assistance Program	5%	242	3%	28,573
Listservs	11%	562	1%	4,603
Other	3%	163	4%	34,191
None	56%	2,815	71%	599,823

MW7. Which of the following agency programs and services would you like to use in the future to manage your family and dependent care responsibilities if they were available to you?	Your Agency N=4909		All Government N=830291	
	%	N	%	N
Child care subsidy	16%	763	19%	160,623
Elder/adult care subsidy	16%	773	18%	146,499
Child care center	15%	760	16%	131,263
Adult day care center	7%	353	9%	74,785
Respite care	7%	338	5%	43,545
Emergency back-up care	18%	878	14%	118,714
Long-term care insurance	15%	734	12%	98,232
Employee discount(s)	31%	1,500	29%	240,776
Dependent care flexible spending account (FSA)	32%	1,585	20%	163,942
Support group(s)	10%	489	9%	71,740
Educational resources for dependent care (e.g., seminars, resource libraries, caregiving fairs)	17%	854	13%	106,487
Resource and referral services for dependent care	16%	809	14%	113,221
Employee Assistance Program	17%	843	18%	145,340
Listservs	12%	601	2%	15,676
Other	3%	135	5%	42,801
None	34%	1,682	37%	310,099

Participation in my agency's family and dependent care programs and services has...		Strongly				Strongly Disagree	N
		Agree	Agree	Neutral	Disagree		
MW8_1. improved my performance	Your Agency	9%	30%	52%	4%	5%	2,132
	All Government	9%	19%	60%	7%	5%	243,135
MW8_2. improved my morale	Your Agency	14%	30%	48%	3%	5%	2,132
	All Government	11%	24%	53%	7%	5%	242,007
MW8_3. improved my health	Your Agency	10%	22%	60%	2%	5%	2,060
	All Government	8%	18%	60%	8%	5%	238,363
MW8_4. helped me to better manage stress	Your Agency	18%	32%	43%	2%	5%	2,132
	All Government	11%	24%	52%	8%	5%	240,620
MW8_5. increased my desire to stay at my agency	Your Agency	18%	31%	42%	6%	3%	2,132
	All Government	13%	21%	54%	7%	5%	241,330

**National Institutes of Health Full Results**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N
MW9. How satisfied are you with your agency's family and dependent care programs and services? (All respondents with FDC responsibilities)	Your Agency	11%	28%	53%	5%	3%	5,012
	All Government	5%	16%	65%	8%	6%	836,057
MW9. How satisfied are you with your agency's family and dependent care programs and services? (Users of FDC services only)	Your Agency	9%	45%	36%	5%	5%	2,196
	All Government	7%	22%	51%	11%	8%	243,854



HW1. Which of the following health and wellness programs have you participated in or used at your agency in the past 12 months?	Your Agency N=12550		All Government N=1772987	
	%	N	%	N
Educational seminar, webinar, workshop, or class on health topics	22%	2,791	14%	243,320
Health and wellness fair	13%	1,614	16%	284,858
Onsite exercise facility	21%	2,603	21%	378,464
Agency-sponsored subsidy to commercial fitness facility	3%	431	2%	38,953
Organized individual or group physical activity program (other than use of an exercise facility)	10%	1,217	6%	103,743
One-on-one or group lifestyle counseling	0%	60	2%	28,975
Stress management program	2%	240	3%	49,649
Farmers market, community-supported agriculture, or garden	35%	4,397	9%	153,498
Onsite health clinic	4%	501	8%	140,034
Health screening or assessment	7%	860	10%	182,640
CPR training	14%	1,713	18%	321,853
Flu vaccination	66%	8,281	36%	641,783
Other vaccination(s)	2%	281	4%	73,933
Other	2%	267	3%	46,163
None	16%	1,950	34%	595,977

National Institutes of Health Full Results

<b>HW2. Which of the following health and wellness programs would you like to participate in or use at your agency in the future if they were available to you?</b>	<b>Your Agency N=12355</b>		<b>All Government N=1748169</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Educational seminar, webinar, workshop, or class on health topics	33%	4,038	29%	510,019
Health and wellness fair	27%	3,352	30%	522,807
Onsite exercise facility	43%	5,255	43%	755,230
Agency-sponsored subsidy to commercial fitness facility	37%	4,593	35%	618,478
Organized individual or group physical activity program (other than use of an exercise facility)	26%	3,176	24%	411,725
One-on-one or group lifestyle counseling	19%	2,406	15%	268,584
Stress management program	32%	4,002	30%	528,019
Farmers market, community-supported agriculture, or garden	42%	5,236	29%	498,271
Onsite health clinic	23%	2,794	21%	372,660
Health screening or assessment	32%	3,910	30%	522,443
CPR training	34%	4,146	30%	528,740
Flu vaccination	48%	5,956	33%	578,051
Other vaccination(s)	18%	2,204	14%	236,571
Other	2%	294	4%	65,566
None	10%	1,218	16%	279,325

<b>HW3. How did you find out about health and wellness programs offered through your agency?</b>	<b>Your Agency N=10600</b>		<b>All Government N=1169837</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Coworker	27%	2,876	26%	298,480
Supervisor	7%	721	15%	175,774
Agency intranet	17%	1,852	20%	231,056
Email announcement	83%	8,824	52%	611,211
Friend or family member	2%	239	4%	43,128
Workshop or training session	5%	507	4%	51,888
Poster, pamphlet, or other type of promotional information	24%	2,497	19%	224,360
Employee orientation	5%	499	10%	117,507
Other	2%	211	6%	69,734
Don't know	6%	652	15%	176,358

Note: N is the weighted number of responses representative of your agency/the Federal workforce.

## National Institutes of Health Full Results

Participation in my agency's health and wellness programs has...						Strongly	N
		Strongly Agree	Agree	Neutral	Disagree	Disagree	
HW4_1. improved my performance.	Your Agency	15%	27%	53%	5%	0%	10,410
	All Government	14%	28%	50%	5%	2%	1,165,736
HW4_2. improved my morale.	Your Agency	20%	28%	46%	5%	1%	10,303
	All Government	17%	31%	44%	5%	3%	1,162,648
HW4_3. improved my health.	Your Agency	24%	34%	37%	4%	1%	10,368
	All Government	19%	34%	40%	5%	2%	1,147,833
HW4_4. helped me to better manage stress.	Your Agency	17%	28%	48%	6%	1%	10,294
	All Government	16%	28%	47%	6%	3%	1,155,964
HW4_5. increased my desire to stay at my agency.	Your Agency	19%	29%	45%	6%	1%	10,416
	All Government	15%	26%	49%	7%	4%	1,157,005

HW5. What are the reasons you do not participate in your agency's health and wellness programs?	Your Agency N=1865		All Government N=581526	
	%	N	%	N
Unaware of programs	25%	468	42%	244,102
Cost	9%	166	5%	26,402
Privacy concerns	10%	180	6%	36,080
Lack of support from immediate supervisor	6%	116	8%	47,648
Time constraints	56%	1,041	34%	196,506
Insufficient incentives	1%	13	4%	23,620
Inconvenient location	30%	565	13%	76,054
Prefer going elsewhere for similar services and programs	13%	247	11%	61,142
Do not want to participate with other employees	11%	210	5%	28,012
Current injury or ill-health	3%	54	3%	16,684
No need/interest	27%	502	21%	120,592
Other	8%	146	16%	94,429

National Institutes of Health Full Results

<b>HW6. How often do you participate in physical activity programs offered through your agency (for example, onsite fitness center use, exercise class at work, walking club, on-line tracking program, etc.)?</b>	<b>Your Agency N=3324</b>		<b>All Government N=445494</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Several times a week	0%	6	1%	2,234
Once a week	54%	1,780	62%	277,328
Fairly regularly but less than once a week	12%	387	11%	48,165
Once a month	13%	423	7%	30,702
Twice a year	8%	265	5%	22,066
Once a year	6%	192	2%	8,032
Less than once a year	4%	120	8%	34,377
Prefer not to answer	5%	151	5%	22,591

<b>HW7. How often do you get any health screenings at your agency?</b>	<b>Your Agency N=819</b>		<b>All Government N=177454</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Daily	0%	0	0%	815
Several times a week	0%	0	0%	542
Once a week	5%	43	1%	1,092
Fairly regularly, but less than once a week	15%	123	3%	5,191
Once a month	11%	86	5%	9,557
Once a year	61%	498	58%	102,966
Less than once a year	8%	68	26%	45,599
Prefer not to answer	0%	0	7%	11,692

<b>HW8. In the past 12 months, have you had a screening for diabetes?</b>	<b>Your Agency N=770</b>		<b>All Government N=171038</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Yes, at a Federal agency	2%	19	21%	35,754
Yes, at a different location	33%	252	37%	63,570
No	59%	456	40%	68,888
Prefer not to answer	6%	43	2%	2,826



National Institutes of Health Full Results

<b>HW8. In the past 12 months, have you had a screening for blood pressure?</b>	<b>Your Agency N=813</b>		<b>All Government N=174658</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Yes, at a Federal agency	25%	201	43%	74,638
Yes, at a different location	52%	419	43%	75,464
No	18%	150	13%	22,131
Prefer not to answer	5%	43	1%	2,425

<b>HW8. In the past 12 months, have you had a screening for cholesterol?</b>	<b>Your Agency N=763</b>		<b>All Government N=170471</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Yes, at a Federal agency	14%	103	32%	53,938
Yes, at a different location	39%	295	44%	75,828
No	42%	321	22%	38,284
Prefer not to answer	6%	43	1%	2,422

<b>HW8. In the past 12 months, have you had a screening for osteoporosis?</b>	<b>Your Agency N=759</b>		<b>All Government N=162045</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Yes, at a Federal agency	1%	7	7%	10,965
Yes, at a different location	21%	160	20%	31,974
No	72%	549	72%	116,057
Prefer not to answer	6%	43	2%	3,049

<b>HW8. In the past 12 months, have you had a screening for weight?</b>	<b>Your Agency N=813</b>		<b>All Government N=170226</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Yes, at a Federal agency	19%	153	32%	54,369
Yes, at a different location	31%	253	36%	60,566
No	45%	364	31%	52,665
Prefer not to answer	5%	43	2%	2,627

Note: N is the weighted number of responses representative of your agency/the Federal workforce.

National Institutes of Health Full Results

<b>HW8. In the past 12 months, have you had a screening for depression?</b>	<b>Your Agency N=801</b>		<b>All Government N=164892</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Yes, at a Federal agency	9%	72	9%	14,097
Yes, at a different location	14%	112	17%	28,138
No	72%	573	72%	118,393
Prefer not to answer	5%	43	3%	4,264

<b>HW8. In the past 12 months, have you had a screening for other health issues?</b>	<b>Your Agency N=757</b>		<b>All Government N=145872</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Yes, at a Federal agency	17%	128	12%	17,581
Yes, at a different location	14%	106	27%	39,960
No	58%	439	56%	82,409
Prefer not to answer	11%	84	4%	5,921

<b>HW9. For this question, think about your activities both inside and outside of work. In a typical week, how many total minutes of vigorous physical activity do you do?</b>	<b>Your Agency N=12387</b>		<b>All Government N=1755772</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Never	10%	1,235	11%	201,517
30 minutes a week or less	22%	2,678	22%	381,196
More than 30 minutes, but less than 60 minutes a week	15%	1,911	15%	265,658
More than 60 minutes but less than 75 minutes a week	12%	1,437	11%	191,215
75 minutes (1 hour, 15 minutes) a week or more	38%	4,706	36%	636,990
Prefer not to answer	3%	421	5%	79,194

National Institutes of Health Full Results

<b>HW10. Again, think about your activities both inside and outside of work. In a typical week, how many minutes of moderate-intensity do you accumulate?</b>	<b>Your Agency N=12424</b>		<b>All Government N=1754542</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Never	4%	481	6%	102,382
30 minutes a week or less	15%	1,860	15%	271,027
More than 30 minutes, but less than 60 minutes a week	16%	1,950	15%	268,277
More than 60 minutes but less than 75 minutes a week	16%	1,939	14%	240,616
75 minutes (1 hour, 15 minutes) a week or more	47%	5,898	46%	799,027
Prefer not to answer	2%	297	4%	73,214

<b>HW11. I currently...</b>	<b>Your Agency N=12285</b>		<b>All Government N=1746517</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Smoke cigarettes	2%	296	6%	110,260
Use chewing tobacco, snus, or snuff	0%	6	2%	36,960
Use other tobacco products	0%	6	1%	23,615
None of the above, but I have used tobacco products in the past	23%	2,878	28%	485,956
None of the above, and I have never used tobacco products	71%	8,752	58%	1,012,863
Prefer not to answer	3%	347	5%	82,686

<b>HW12. Thinking of my actions both inside and outside of work in the past 12 months, my agency's health and wellness programs have helped me to...</b>	<b>Your Agency N=12202</b>		<b>All Government N=1735538</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Start, maintain, or improve a physical activity program	19%	2,376	18%	319,300
Control my weight	15%	1,771	16%	282,807
Manage my stress	19%	2,343	17%	295,434
Eat more healthy foods	19%	2,315	14%	236,311
Quit using tobacco products	1%	73	1%	18,452
Include family members/significant others in health and wellness activities	5%	647	5%	81,223
Read books or articles on health, nutrition, and wellness	14%	1,700	8%	136,912
Discuss health issues with a healthcare provider	11%	1,361	7%	129,373
Take any other specific action to prevent disease (for example, immunizations, increased use of sunscreen, regular adherence to medication schedule, or any other change in behavior to prevent a disease is applicable)	21%	2,623	11%	187,168
None of the above	50%	6,082	64%	1,106,395

National Institutes of Health Full Results

HW13. Who supports your healthy lifestyle goals at work?	Your Agency N=12272		All Government N=1730469	
	%	N	%	N
No one	60%	7,419	63%	1,084,554
Health coach	1%	120	1%	18,789
Occupational nurse	1%	74	2%	36,420
Coworker in my immediate group	21%	2,539	16%	282,685
Peer or friend outside of your immediate group	18%	2,243	14%	243,843
Immediate supervisor	15%	1,806	11%	195,083
Leader, other than your supervisor	5%	573	4%	73,953
Other	6%	787	8%	133,642

		Strongly				Strongly Disagree	N
		Agree	Agree	Neutral	Disagree		
HW14_1. My agency promotes/encourages wellness at work.	Your Agency	17%	41%	28%	11%	4%	12,364
	All Government	11%	32%	31%	17%	9%	1,747,940
HW14_2. My agency promotes/encourages wellness at home.	Your Agency	11%	31%	39%	14%	4%	12,189
	All Government	9%	25%	40%	18%	9%	1,740,499
HW14_3. My immediate supervisor supports my participation in wellness activities.	Your Agency	17%	27%	39%	12%	5%	12,141
	All Government	12%	26%	42%	12%	8%	1,711,912
HW14_4. My agency keeps me informed about wellness activities and programs offered.	Your Agency	17%	50%	21%	9%	3%	12,314
	All Government	9%	31%	33%	17%	10%	1,735,140
HW14_5. Senior leaders at my agency support participation in wellness activities.	Your Agency	14%	28%	42%	12%	4%	12,302
	All Government	9%	22%	44%	15%	11%	1,724,061
HW14_6. Senior leaders at my agency are committed to improving employee health.	Your Agency	12%	28%	43%	12%	5%	12,237
	All Government	8%	19%	47%	15%	12%	1,732,906

		Very		Neutral	Very		N
		Satisfied	Satisfied		Dissatisfied	Dissatisfied	
HW15. How satisfied are you with your agency's health and wellness programs? (All respondents)	Your Agency	11%	32%	45%	8%	4%	12,326
	All Government	7%	22%	45%	16%	10%	1,745,173
HW15. How satisfied are you with your agency's health and wellness programs? (Users of HW services only)	Your Agency	12%	36%	41%	8%	4%	10,417
	All Government	10%	28%	39%	15%	8%	1,158,870



# employee assistance program

EAP1. Which of the following Employee Assistance Program (EAP) services have you used in the past 12 months?	Your Agency N=12363		All Government N=1748885	
	%	N	%	N
Short-term counseling	6%	764	4%	71,192
Referral to services or treatment	3%	329	2%	39,284
Information and resources	5%	676	4%	62,215
Educational seminar, webinar, workshop, or class	8%	943	4%	77,468
Support group	1%	89	0%	6,997
Mediation	1%	158	1%	11,327
Financial services	0%	50	1%	17,102
Legal services	1%	92	2%	28,509
Emergency back-up care	0%	0	0%	4,094
Other services	1%	92	1%	15,809
None	82%	10,090	87%	1,518,770

EAP2. Which of the following Employee Assistance Program (EAP) services would you like to use in the future if they were available to you?	Your Agency N=12072		All Government N=1724373	
	%	N	%	N
Short-term counseling	21%	2,498	16%	283,439
Referral to services or treatment	17%	2,103	12%	213,878
Information and resources	29%	3,506	23%	395,688
Educational seminar, webinar, workshop, or class	39%	4,661	28%	487,431
Support group	11%	1,359	9%	157,712
Mediation	11%	1,306	10%	169,090
Financial services	28%	3,433	25%	424,185
Legal services	22%	2,676	23%	395,760
Emergency back-up care	12%	1,503	11%	189,217
Other services	6%	690	6%	110,311
None	35%	4,255	45%	772,341

EAP3. In the past 12 months, what led you to use your agency's Employee Assistance Program (EAP)?	Your Agency N=2164		All Government N=220463	
	%	N	%	N
Family/relationship issue	14%	309	28%	61,295
Alcohol or drug misuse	2%	37	2%	3,570
Workplace difficulties (for example, coworker issues, relationship with supervisor)	28%	616	20%	43,500
Caregiving support	10%	224	7%	15,505
Personal difficulties	15%	314	22%	47,949
Career support	18%	398	13%	29,656
Health issues	10%	218	11%	25,331
Traumatic event	9%	202	11%	23,170
Event(s) related to domestic violence, sexual assault, and/or stalking	0%	0	2%	4,320
Financial issues	5%	106	7%	15,802
Legal issues	7%	161	9%	20,136
Other	19%	412	18%	39,981
Prefer not to answer	8%	173	10%	22,958

Thinking of your most recent Employee Assistance Program (EAP) experience, how would you rate the following?		Very Good	Good	Fair	Poor	Very Poor	N
		EAP4_1. The knowledge shown by the EAP professional(s) in helping you solve your problem	Your Agency	33%	49%	15%	2%
	All Government	32%	38%	22%	5%	3%	219,112
EAP4_2. The level of respect and courtesy shown to you by the EAP professional(s)	Your Agency	51%	39%	9%	0%	1%	2,047
	All Government	44%	38%	14%	2%	2%	217,272
EAP4_3. How your concerns were addressed	Your Agency	38%	46%	13%	2%	1%	2,047
	All Government	33%	38%	20%	5%	3%	216,343

EAP5. If referrals were made for further services (for example, therapists, self-help groups), did you pursue the referral(s)?	Your Agency N=2195		All Government N=222947	
	%	N	%	N
Yes	20%	429	28%	62,838
No	7%	147	8%	17,138
No referrals were made	70%	1,526	59%	131,875
Prefer not to answer	4%	93	5%	11,096

EAP6. How did you find out about your agency's Employee Assistance Program (EAP)?	Your Agency N=2231		All Government N=223623	
	%	N	%	N
Coworker	27%	606	20%	45,041
Supervisor	28%	618	22%	48,274
Agency Intranet	26%	582	24%	53,329
Email announcement	34%	754	32%	71,108
Friend or family member	3%	63	4%	9,321
Workshop or training session	22%	501	11%	25,550
Poster, pamphlet, or other type of promotional information	31%	685	25%	54,987
Employee orientation	16%	352	20%	44,889
Other	6%	124	10%	21,561
Don't know	6%	123	9%	19,559

Participation in my agency's Employee Assistance Program (EAP) has...		Strongly	Agree	Neutral	Disagree	Strongly	N
		Agree	Agree	Neutral	Disagree	Disagree	
EAP7_1. improved my performance.	Your Agency	16%	21%	60%	1%	3%	2,225
	All Government	14%	27%	49%	7%	3%	221,963
EAP7_2. improved my morale.	Your Agency	20%	23%	52%	3%	3%	2,182
	All Government	15%	33%	41%	6%	4%	221,599
EAP7_3. improved my health.	Your Agency	16%	17%	60%	5%	3%	2,080
	All Government	14%	27%	49%	7%	4%	218,123
EAP7_4. helped me to better manage stress.	Your Agency	19%	27%	49%	2%	3%	2,182
	All Government	15%	34%	39%	8%	3%	219,554
EAP7_5. increased my desire to stay at my agency.	Your Agency	21%	22%	49%	3%	5%	2,189
	All Government	15%	25%	47%	7%	5%	221,064

National Institutes of Health Full Results

EAP8. What are the reasons you have not participated in your agency's Employee Assistance Program (EAP) in the past 12 months?	Your Agency N=9716		All Government N=1476826	
	%	N	%	N
I did/do not know how to contact my agency's EAP	12%	1,164	14%	205,428
Unaware of EAP services	22%	2,135	23%	341,802
No need/interest	64%	6,210	59%	866,609
Privacy concerns	12%	1,184	12%	172,160
Inconvenient location	8%	742	4%	59,453
Inconvenient hours of operation	5%	471	4%	56,810
Lack of support from immediate supervisor	4%	427	4%	56,747
Prefer going elsewhere for similar services and programs	6%	538	8%	114,015
Other	7%	718	9%	137,901

		Strongly Agree				Strongly Disagree		N
		Agree	Agree	Neutral	Disagree	Disagree		
EAP9_1. I am aware of the benefits of the EAP.	Your Agency	14%	40%	24%	17%	4%	12,194	
	All Government	13%	39%	24%	16%	8%	1,731,491	
EAP9_2. The EAP at my workplace has a good reputation.	Your Agency	9%	22%	63%	5%	1%	12,218	
	All Government	8%	17%	63%	7%	5%	1,725,752	
EAP9_3. My agency encourages use of the EAP.	Your Agency	10%	27%	52%	9%	3%	12,078	
	All Government	10%	28%	45%	11%	6%	1,700,681	
EAP9_4. My immediate supervisor would support my participation in the EAP.	Your Agency	17%	37%	39%	3%	3%	12,163	
	All Government	17%	36%	39%	5%	4%	1,723,605	

		Very Satisfied			Very Dissatisfied		N
		Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied	
EAP10. How satisfied are you with your agency's Employee Assistance Program (EAP)? (All respondents)	Your Agency	7%	20%	69%	4%	1%	12,215
	All Government	7%	16%	67%	6%	4%	1,731,155
EAP10. How satisfied are you with your agency's Employee Assistance Program (EAP)? (Users of EAP services only)	Your Agency	19%	42%	37%	2%	1%	2,218
	All Government	24%	37%	31%	5%	3%	226,537

Note: N is the weighted number of responses representative of your agency/the Federal workforce.



## Job and Workplace

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
JW1_1. I have the support I need in my workplace to manage my work.	Your Agency	29%	46%	14%	6%	4%	12,320
	All Government	20%	44%	20%	11%	6%	1,731,784
JW1_2. Employees who put their family or personal needs ahead of their jobs are not looked on favorably.	Your Agency	10%	11%	36%	33%	10%	12,265
	All Government	10%	18%	36%	27%	9%	1,736,323
JW1_3. Employees have to choose between advancing in their jobs or devoting attention to their family or personal lives.	Your Agency	10%	17%	32%	32%	9%	12,265
	All Government	11%	22%	35%	24%	8%	1,733,013
JW2_1. My supervisor is fair and does not show favoritism in responding to employees personal or family needs.	Your Agency	38%	36%	15%	7%	3%	12,128
	All Government	31%	39%	16%	7%	6%	1,728,140
JW2_2. My supervisor is responsive to my needs when I have family or personal business to take care of.	Your Agency	47%	42%	7%	3%	1%	12,200
	All Government	39%	43%	12%	4%	3%	1,728,478
JW2_3. My supervisor is understanding when I talk about personal or family issues that affect my work.	Your Agency	37%	35%	22%	4%	3%	12,087
	All Government	31%	35%	25%	5%	4%	1,719,969
JW2_4. I feel comfortable bringing up personal or family issues with my supervisor.	Your Agency	32%	33%	18%	10%	7%	12,108
	All Government	27%	32%	20%	12%	9%	1,722,491
JW2_5. My supervisor really cares about the effects that work demands have on my personal and family life.	Your Agency	35%	28%	24%	8%	6%	12,188
	All Government	27%	31%	26%	9%	8%	1,722,745
JW3_1. My supervisor supports the use of work-life programs.	Your Agency	27%	32%	35%	5%	2%	11,940
	All Government	17%	30%	45%	5%	4%	1,692,090
JW3_2. My agency's senior leaders support the use of work-life programs.	Your Agency	17%	30%	41%	7%	4%	12,091
	All Government	11%	24%	52%	8%	6%	1,718,355

National Institutes of Health Full Results

<b>JW4. What locations did you work from during the last 3 months?</b>	<b>Your Agency N=12159</b>		<b>All Government N=1697327</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Headquarters	64%	7,751	40%	686,602
Field office or annex - Domestic location	28%	3,349	44%	739,290
Field office or annex - Foreign location	0%	43	2%	26,517
Home - Telework arrangement	60%	7,323	25%	427,657
Home - Full-time remote work arrangement	2%	199	2%	29,748
At an alternative fixed location, but not my home (e.g., telework center)	3%	309	2%	35,064
At a public location (café, library)	2%	261	3%	48,508
Client/customer place of business	3%	386	7%	115,349
While traveling (for example, from a car, truck, train, plane, hotel/motel room)	19%	2,257	13%	222,325
Other	4%	488	12%	202,484

<b>JW5. In an average week when you travel to work, what form of transportation do you normally use to get to and from work?</b>	<b>Your Agency N=12171</b>		<b>All Government N=1731479</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
I never travel to work (e.g., work from home every work day)	1%	161	2%	26,362
Drive alone	84%	10,221	84%	1,446,734
Carpool/vanpool	5%	592	9%	151,138
Public transportation (e.g., bus, subway)	14%	1,714	12%	214,312
Walk/run	5%	566	3%	52,505
Bicycle	2%	271	2%	30,626
Other	2%	245	2%	34,451

JW6. How many hours in an average week do you usually spend commuting to and from work?	Your Agency N=12141		All Government N=1730030	
	%	N	%	N
0	2%	234	3%	57,515
1-3	21%	2,601	31%	538,845
4-6	30%	3,683	30%	520,380
7-9	20%	2,423	12%	211,538
10-12	17%	2,044	16%	270,408
13-15	4%	493	3%	55,291
More than 15	5%	663	4%	76,054

		Very				Very	N
		Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied	
JW7. Considering everything, how satisfied are you with your job?	Your Agency	30%	49%	10%	9%	2%	12,091
	All Government	25%	47%	14%	10%	4%	1,729,212
JW8. How satisfied are you with the promotion opportunities in your job?	Your Agency	14%	27%	20%	19%	19%	12,134
	All Government	11%	24%	21%	23%	21%	1,731,707

JW9. On my last performance appraisal I was rated...	Your Agency N=12135		All Government N=1728150	
	%	N	%	N
Outstanding	43%	5,181	36%	629,964
Exceeds Fully Successful	33%	4,011	30%	515,495
Fully Successful	18%	2,209	23%	396,443
Minimally Successful	1%	147	1%	19,091
Unacceptable	0%	6	0%	2,568
Pass (Pass/Fail systems only)	0%	7	4%	61,883
Fail (Pass/Fail systems only)	0%	0	0%	825
My performance rating is not represented on this list	1%	128	3%	45,526
Not applicable	1%	63	2%	26,077
Prefer not to answer	3%	382	2%	30,279

## National Institutes of Health Full Results

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
JW10. My last performance rating was a fair reflection of my job performance.	Your Agency	43%	35%	9%	8%	5%	11,912
	All Government	42%	35%	8%	8%	6%	1,701,828

		Not at all	Not too much	Somewhat	A lot	N
JW11. How much would you say your job and your personal life and/or family life interfere with each other?	Your Agency	15%	43%	31%	11%	12,104
	All Government	16%	38%	33%	12%	1,726,820

JW12. Are you considering leaving your organization within the next year, and if so, why?	Your Agency N=12049		All Government N=1724048	
	%	N	%	N
No	68%	8,238	64%	1,109,601
Yes, to retire	5%	651	6%	111,965
Yes, to take another job within the Federal Government	17%	2,002	19%	325,148
Yes, to take another job outside the Federal Government	4%	511	5%	78,954
Yes, other	5%	647	6%	98,380

JW13. If I were considering a new job, my decision to take it would be based in part on the availability of...	Your Agency N=12057		All Government N=1723037	
	%	N	%	N
Telework	61%	7,339	44%	760,137
Work schedule flexibilities	65%	7,837	61%	1,048,817
Family and dependent care programs	20%	2,426	17%	301,043
Worksite health and wellness programs	25%	3,065	21%	364,168
Employee Assistance Program	11%	1,374	11%	191,071
Leave benefits	51%	6,159	44%	764,711
None of the above	26%	3,092	32%	548,933

## Demographics

<b>D1. What is the highest level of education you have completed?</b>	<b>Your Agency N=12048</b>		<b>All Government N=1724945</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Less than high school	0%	13	0%	1,018
High school diploma/GED or equivalent	2%	214	5%	84,151
Trade or technical certificate	1%	157	3%	49,212
Some college (no degree)	9%	1,112	17%	286,157
Associate's degree (for example, AA, AS)	6%	714	11%	184,526
Bachelor's degree (for example, BA, BS)	22%	2,657	34%	578,245
Master's degree (for example, MA, MS, MBA)	31%	3,753	24%	412,347
Doctoral/professional degree (for example, PhD, MD, JD)	28%	3,429	7%	129,290

<b>D2. What is your current marital or cohabiting status?</b>	<b>Your Agency N=12092</b>		<b>All Government N=1722018</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Married	67%	8,054	67%	1,150,405
Not married but living (cohabiting) with a partner	4%	513	6%	94,895
Widowed	2%	299	2%	27,836
Divorced or separated	10%	1,184	13%	216,152
Never been married	13%	1,597	10%	175,894
Prefer not to answer	4%	446	3%	56,835

<b>D3. If you are married or living with a partner, does he/she currently work for pay?</b>	<b>Your Agency N=11872</b>		<b>All Government N=1686659</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Yes, full-time	58%	6,892	48%	816,907
Yes, part-time	5%	597	7%	125,904
Yes, intermittently	2%	189	2%	32,449
No	9%	1,078	17%	292,278
I am not married or living with a partner	21%	2,483	20%	340,673
Prefer not to answer	5%	633	5%	78,449

National Institutes of Health Full Results

D4. Please provide your total household income. For purposes of this survey, total family income is defined as the combined income of household adults before taxes.	Your Agency N=12091		All Government N=1717766	
	%	N	%	N
Less than \$20,000	0%	6	0%	1,420
\$20,000 to \$39,999	0%	26	2%	42,234
\$40,000 to \$59,999	3%	394	9%	162,522
\$60,000 to \$79,999	7%	792	13%	215,670
\$80,000 to \$99,999	5%	563	14%	239,691
\$100,000 or more	72%	8,681	50%	854,983
Prefer not to answer	13%	1,628	12%	201,245

Gender	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
Female	71%	9,610	49%	939,435
Male	29%	3,905	51%	996,682

Race/Ethnicity	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
American Indian/Alaska Native	0%	48	2%	31,561
Asian	11%	1,419	5%	93,087
Black/African American	17%	2,319	15%	299,883
Hispanic/Latino	4%	482	8%	152,153
Native Hawaiian/Other Pacific Islander	0%	0	0%	8,584
White	67%	9,078	68%	1,323,114
Other	1%	168	1%	27,038
Unspecified	0%	0	0%	697

Note: N is the weighted number of responses representative of your agency/the Federal workforce.

## National Institutes of Health Full Results

Age	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
Less than 25	0%	53	1%	14,452
25-29	5%	704	4%	82,633
30-39	19%	2,578	21%	406,826
40-49	23%	3,091	29%	556,518
50-59	34%	4,596	33%	638,838
60 or over	18%	2,493	12%	236,850

Veteran status	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
No	94%	12,644	67%	1,292,054
Yes	6%	871	33%	644,063

Disability status	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
No	86%	11,676	85%	1,639,927
Yes	10%	1,304	10%	184,448
Not identified	3%	354	4%	70,309
Not listed	1%	181	2%	41,434

Note: N is the weighted number of responses representative of your agency/the Federal workforce.

STEM occupation	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
Science	7%	997	4%	82,421
Technology	5%	687	4%	75,227
Engineering	1%	114	5%	104,624
Mathematics	1%	181	1%	19,395
Other	85%	11,535	85%	1,654,449

Years of service	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
Less than one year	5%	696	7%	127,991
One to three years	14%	1,872	12%	234,793
Four to five years	8%	1,127	10%	195,831
Six to 10 years	21%	2,873	24%	466,454
11 to 15 years	13%	1,789	16%	316,219
16 to 20 years	10%	1,321	9%	175,495
21 to 25 years	10%	1,340	7%	131,062
26 to 30 years	9%	1,265	9%	166,788
More than 30 years	9%	1,233	6%	121,485

Occupational category	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
Professional	46%	6,262	27%	525,865
Administrative	43%	5,769	40%	782,526
Technical	8%	1,044	18%	352,051
Clerical	2%	297	5%	103,699
Other White Collar	1%	81	3%	54,710
Blue Collar	0%	63	6%	116,562
Unknown/Invalid	0%	0	0%	704



## National Institutes of Health Full Results

Work schedule type	Your Agency N=13515		All Government N=1936117	
	%	N	%	N
Full-Time	97%	13,150	98%	1,894,514
Part-Time	3%	365	2%	34,291
Intermittent	0%	0	0%	7,283
Baylor Plan	0%	0	0%	29

Salary (adjusted)	Your Agency N=13508		All Government N=1935038	
	%	N	%	N
Less than \$30,000	0%	46	1%	12,336
\$30-39,000	1%	79	7%	129,451
\$40-49,000	3%	364	13%	246,183
\$50-59,000	8%	1,066	13%	254,127
\$60-69,000	6%	865	10%	197,870
\$70-79,000	5%	644	10%	196,877
\$80-89,000	6%	828	10%	201,185
\$90-99,000	12%	1,607	9%	182,076
\$100-109,000	15%	2,022	8%	155,600
\$110-119,000	12%	1,618	6%	117,756
\$120-129,000	4%	575	3%	64,266
\$130-139,000	7%	939	3%	49,189
\$140-149,000	8%	1,097	2%	44,090
\$150-199,000	12%	1,648	4%	72,572
\$200,000 or more	1%	111	1%	11,458