

B Handling Special Cases – Contractors, Volunteers or Temporary Employees

REVISION 46
(01/01/18 - 01/31/18)

A contractor, volunteer or temporary employee who is an active or past participant in an FAA program must report this to their direct Supervisor as a [conflict of interest](#). (See [Conflict of Interest Employee, Contractor, Volunteer or Temporary Employee Reporting Responsibility](#))

Contractors, volunteers or temporary employees must complete the application process for their own case and cases in which they are a [representative](#) during non-work time. The following non-work time may be used:

- Before and after scheduled work hours
- During lunch period
- Weekends
- Pre-approved time off which includes the following:
 - Annual leave
 - Leave without pay
 - Flex time
 - Sick time when hospitalized

EXCEPTION

Designated break time is considered state work time. The only activity allowed during a designated break time is taking documents to their direct Supervisor or the FAA Office Manager (LOM) to be uploaded.

NOTE It is not a conflict of interest for their direct Supervisor or the LOM to upload verification.

WARNING

A contractor's, volunteer's or temporary employee's case must not be maintained by anyone in the FAA office where the contractor, volunteer or temporary employee is stationed.

Lock the case files of contractors, volunteers or temporary employees

who are or have ever been FAA program participants.

Contractors, volunteers or temporary employees must not have any [case involvement\(g\)](#) with their own case or any case with which a conflict of interest exists. Case involvement includes, but is not limited to, the following:

- Accessing and viewing or making changes to the case file
- Determining eligibility of benefits
- Registering applications
- Interviewing the participant
- Case specific discussion with another FAA employee about the employee's, contractor's, volunteer's or temporary employee's case
- Issuing EBT cards on these cases
- Submitting verification on behalf of an individual with whom you have a conflict of interest

WARNING

All AZTECS, HEAplus and [OnBase\(g\)](#) inquiries are recorded and monitored. Actions that display on a case in which there may be a conflict of interest may be considered [suspicious or potentially fraudulent activity](#).

Contractors, volunteers or temporary employees must not request information from co-workers about their case or any other cases with which a conflict of interest exists. When information is needed on these cases, a contractor, volunteer or temporary employee may consider one of the following actions outside of work hours:

- Accessing their personal MyFamilyBenefits account
- Accessing their HEAplus account using the customer portal
- Contacting the FAA office that is maintaining the case

WARNING

Contractors, volunteers or temporary employees must not be given special privileges and must be treated as any other participant. State email is not to be used to solicit information regarding their case.

With permission from their direct Supervisor or LOM, contractors, volunteers, and temporary employees can use the office resources available to the participants in order to discuss or provide information for their case. This includes, but is not limited to, the following:

- Interoffice mail
- Office fax machines
- State telephones
- The FAA office lobby

WARNING

Professionalism is expected when government owned equipment is utilized to communicate changes and or other information.