

## A Handling Special Cases – Employees, Contractors, Volunteers or Temporary Employees

REVISION 25  
(07/01/13 - 09/30/13)

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

Employees, 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 their scheduled work hours
- During their lunch hour
- After their scheduled work hours
- Weekends
- Time pre-approved by their Supervisor which includes the following:
  - Annual leave
  - Leave without pay
  - Flex time
  - Sick time when hospitalized

**NOTE** Designated break time is considered State work time and cannot be used to complete the application process.

### **WARNING**

An employee's, contractor's, volunteer's or temporary employee's case must NOT be maintained by anyone in the local office where the employee, contractor, volunteer or temporary employee is stationed. When necessary, transfer the employee's, contractor's, volunteer's or temporary employee's application to another local office and document on CADO: "Conflict of Interest case – do not return to local office that services the ZIP Code."

### EXCEPTION

The Region Program Manager can grant exceptions or request [dual controls\(g\)](#) when sending the [case file\(g\)](#) to another office causes a hardship.

[Lock the case files](#) of employees, contractors, volunteers or temporary employees who are or have ever been FAA participants. Employees, contractors, volunteers or temporary employees must not have any [case involvement\(g\)](#) with their own case or the cases with which have a conflict of interest. This includes, BUT IS NOT LIMITED TO, the following:

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

### WARNING

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

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

- Accessing their personal MyFamilyBenefits account
- Contacting the FAA office that is maintaining the case

**WARNING**

Do NOT use State e-mail.

When discussing or providing information for any case with which the employee, contractor, volunteer or temporary employee has a conflict of interest, they may only have access to and use the same resources as any other participant during off-work time. Permission must be granted by their supervisor. This includes, but is not limited to, the following:

- Interoffice mail
- Office FAX machines
- State telephones
- The local office lobby

**WARNING**

Employees, contractors, volunteers or temporary employees must NOT be given special privileges and must be treated as any other participant.