	Policy Number	GCS-Admin-001
GCS Time & Leave	Effective Date	05/01/2011
	Revision Date	06/01/2011
	Subject Matter Expert	Team GCS
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	Approval Authority	GCS Lead Jeremy Sawicki Operations Program Director Jeffery B. Hoffer

1.0 Purpose

Because of the nature of GCS work as compared to other units in the DFPS-SWI, specific, supplemental instructions are required concerning Work Time Documentation and Leave.

2.0 Policy

This information is designed to provide a consistent method of logging time worked by GCS and notification of individual work status to all of SWI and GCS.

This Policy is supplemental to the Statewide Intake Internal Policies and Procedures as well as the Texas Health and Human Services Human Resources Manual Chapter 5 Work Leave.

3.0 Definitions

SWI - Statewide Intake, the division of DFPS where the GCS unit operates.

GCS - Operations Unit within the SWI which provides front line technical support to all of SWI. The designation GCS is referred to in terms of the Unit or an Individual in the Unit.

Floor - idiom for all SWI Personnel and/or Materials necessary for the function of SWI.

Spark - SWI Internal Messaging Program

PID - Personal ID Number

Worker Phone - A Nortel 3905 and 1150 used by most Intake Workers.

Flextime - A system that allows an employee to choose, within limits as defined by the supervisor, the hours of work each day.

Overtime - Overtime is the amount of time physically worked by an employee in excess of 40 hours in a workweek. Except in certain situations, overtime requires Supervisory approval.

Staffing - Time block Assignment to GCS for Floor Support activities, Takes lead in Downtime situations.

Mailbox - Time block Assignment to GCS to monitor and clear the GCS and LBS mailboxes. Also required to backup Staffing position in Downtime situations.

Laptop Distribution - Time block Assignment to GCS for Coop and WaHR laptop checkin/checkout, updates, and other tasks as assigned. This position is also Staffing backup for Floor Support and will also be the Downtime backup if the Staffing position is also manning the Mailbox duties.

Protected - Time block allowing GCS to work on other responsibilities as directed. Protected time can be interrupted based on area coverage and need.

AFK - Contraction for 'Away from Keyboard'. Status which may be used for short times away from duties, including restroom breaks.

4.0 Persons Affected

All current and future GCS will be impacted. GCS is affected by following the policy and procedures which changes the custom by which they are currently acting under. Management is affected by the changes in time keeping process and how this will apply to reporting GCS work hours.

5.0 Responsibilities

All current and future GCS is expected to comply with this policy unless authorized revisions are made.

6.0 Procedures

6.1. **Time Keeping**

6.1.1. **Working Onsite**

Upon Arrival - GCS will login using an unoccupied Nortel 3905 or 1150 Intake Worker telephone, then immediately logout.

At Departure - GCS will again log in using an unoccupied Nortel 3905 or 1150 Intake Worker telephone, then immediately logout.

The purpose of using the telephone system is to employ the CCMA program to establish time of arrival and departure. This is the most convenient, reliable, accurate and economic method currently available for time keeping. The purpose for using unoccupied Workers phones is because GCS does not have a dedicated phone that allows logging in.

6.1.2. **Working from home** - Note that Working from home requires specific supervisory approval before initiating.
Start of shift - GCS will complete and send a Ready or Duty template.

End of shift - GCS will complete and send a separate Ready or Duty template.

6.1.3. **Approved Leave During Shift** - If you have been approved leave for part of your shift, over your usual 30 minute lunch break, you are required to log in/out upon Departure and Arrival.

6.1.4. **Overtime** - Working recorded overtime requires prior supervisory approval, unless time is accumulated in the course of a downtime situation and the GCS supervisor was informed at the time of occurrence.

6.1.5. **Flextime** - Working longer or shorter time than scheduled in order to 'flex' time during the work week is acceptable in certain circumstances, but requires prior supervisory approval.

6.2. **Work Time Schedule**

 6.2.1. Management will make and maintain a schedule in 1 hour time blocks of assigned GCS activities. This is to equitably distribute duties and free time. GCS members are individually responsible for observing and undertaking the duties assigned in accordance with the schedule.

  It is recommended that GCS print and post the schedule in their pod to assist in the smooth transition of Time Block Assignments. As well, GCS has the option of using the Spark status feature to announce current Assignments. If this option is used, it is encouraged to use code that only GCS would be familiar with, additionally GCS is responsible for updates to their personal Spark Status. The following codes or a combination of these codes is recommended.

  LD - for Laptop Distribution

  FS - for Floor Support

  MB - for Mailbox

  PT - for Protected Time

  LB - for Lunch

 6.2.2. GCS will use Spark's status message feature to declare certain activities as listed below. GCS is responsible for updates to their personal Spark Status. Status Notifications include but are not limited to the following

  Break

  Lunch

  Working from Home

  Off Duty

  Available
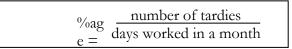
6.3. **Break Leave**

 6.3.1. **General Information concerning all breaks**. Because GCS is a technical support Unit, coordination with co-workers at all times is expected so that coverage is continuous. It should also be understood that on short staffed days, downtime situations, high demand times, and other analogous situations; breaks may be interrupted or require adjustments in times and duration.

 6.3.2. **Short Breaks** - GCS is expected to let Teammates know of break activities including quick 'AFK' breaks, by sending a GCS only Spark Broadcast or making a verbal exchange with the present GCS Team Members. This is to coordinate coverage while the worker is absent as well as courteous behavior.

 6.3.3. **Lunch Break** - An hour block is scheduled for each GCS member's lunch. GCS is to take the allotted ½ hour lunch break during that time frame. Deviation from this schedule is acceptable for emergency or downtime situations.

  As with short breaks, GCS is expected to announce intent and to coordinate Lunch so that GCS is not affected by the absence. When there is only one GCS on duty at Lunch, the employee has the option of sending a floor wide Spark Broadcast, in addition to changing the Spark Status.

Health & Human Services expects full time employees on a regular work schedule to take an uninterrupted meal break of at least 30 minutes. It is recommended that this option to broadcast a message be used for lone Staffing times to allow GCS to have a recess with no disturbances.

GCS is expected to take a full 30 minute lunch per work day, and is required to seek and receive supervisory approval for taking extended lunch as well as no lunch.

7.0 Policy & Procedure Violations

7.1. **Tardies** - Logging-in 5 minutes or more past scheduled start time is considered a tardy. Failure to login on a day worked will be treated as a tardy.

7.1.1. **Violation** - Being late 20% or more during any single month is a Tardy Violation of Policy. Management will calculate the ratio by dividing the number of days late by the number of days worked.

$$\%age = \frac{\text{number of tardies}}{\text{days worked in a month}}$$

7.1.2. **Prior Approval** - certain activities outlined above require Prior Approval of the GCS supervisor. Failure to obtain prior approval for those activities could result in the time not being recognized.

8.0 Revision History

Date	Action	Section
04/22/11	Creation of original Time & Leave Policy. Submitted to Management for approval.	All
05/03/11	Addition of approved leave during shift.	6.1.3
06/01/11	Addition of activities which require Supervisor Approval 1. Extended lunch/ not taking lunch 2. working from home 3 . overtime 4. flextime 5. failure to obtain Prior Approval 6. adding flextime to definition list 7. adding overtime to definition list	6.3.3 addition 6.1.2 addition 6.1.4 new section 6.15 new section 7.2 new section 3. addition 3. addition