DCFS Time Administrator Manual
(issued 7-2015)

Department of Children & Family Services

Building a Stronger Louisiana

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Welcome

Welcome to Time Administration at the Department of Children and Family Services (DCFS).

The federal Fair Labor Standards Act (FLSA) and the Department of State Civil Service (DSCS) rules require employers to maintain accurate payroll time and attendance records on its employees. Our department takes this responsibility seriously and strives for compliance with all federal and state laws, Civil Service Rules, DOA Office of State Uniform Payroll (OSUP) procedures, and DCFS policies.

The responsibilities of agency time administrators and time administrator reviewers are a major factor in compliance with these laws, rules, and policies. DCFS expects all employees serving in these roles to be familiar with the aspects of these resources, and their impact on time and attendance related areas. These individuals are responsible for being familiar with the following as each relates to time and attendance rules, policies, and procedures:

DCFS Policies:

- No. 4-02 on Time and Attendance
- No. 4-04 on Accrual and Use of Leave
- No. 4-10 on Human Resources Procedures for Emergency-Disaster Operations
- No. 4-11 on Family and Medical Leave Act
- No. 4-15 on Overtime Compensation
- No. 4-20 on Work Hours
- No. 4-21 on Crisis Leave Pool
- No. 4-28 on Recoupment of Overpayments

Civil Service Rules:

- Chapter 11: Hours of Work and Types of Leave
- Chapter 15: Effecting and Reporting Actions (especially Rule 15.2 on payroll & attendance)
- Chapter 21: Overtime and Overtime Compensation

Additional Resources:

- Civil Service General Circular No. 1742 issued 8/29/2008 on Office Closures, Special Leave and Overtime
- Federal Fair Labor Standards Act (FLSA) as it applies to overtime for non-exempt employees.
- DOA memorandums issued concerning special coding for disaster or emergency events.
- DCFS issued instructions and/or procedures that cover leave approval, leave usage, overtime hours, time and attendance, office closures, etc.

If you have questions concerning any of the above referenced items, contact the Payroll Unit of the State Office Human Resources Section.

DCFS has in place a system of checks and balances to prevent time and attendance fraud and/or abuse that is outlined in Policy No. 4-02 on Time and Attendance. Each office location is required to ensure the following mechanisms are in place:

- A primary and a secondary, or back-up, time administrator are to be assigned to each DCFS organizational unit or office location. The secondary time administrator is responsible for performing the duties of the primary time administrator in his/her absence and may be responsible for auditing the pay periods completed by the primary time administrator.

- Time administrators are not to enter their own attendances/absences except through the LEO system for supervisory approval. If a time administrator has personal time that requires input in the LaGov time management system, the time entry must be input by a different time administrator having access to the employee's time file or by a member of the State Office Human Resources staff.

- Reports used for time entry audit purposes (such as the ZT02 Time Entry Audit Report or the ZT20 Time Workflow Audit Report) MUST be printed directly out of the LaGov system and not exported into an Excel document. Reports printed directly out of the system prevent time entries from being manually altered and indicate the date and time the report was run.

- Time documents must be audited after each pay period closes. The audit system includes one audit conducted by the time administrator and one audit conducted by the time administrator reviewer. After each audit is completed, the person that conducted the audit signs the report to verify completion.

- Time entry corrections reported on Prior Period Adjustment (PPA) forms cannot be entered by time administrators. Only staff of the State Office Human Resources Section have the access and authority to make time entry corrections to closed pay periods.

<u>Password Reset:</u>

The LaGov system will allow only a set number of attempts to log on. After the maximum number of failed attempts has been reached, your personnel number will be locked and your password must be reset. In order to **reset your password** go to the LEO sign-on page, click on the "Forgot Password" tab, and complete the requested information items.

This Time Administrator Manual is provided as a resource guide for various time and attendance related topics and is not intended to teach the basics of entering absences and/or attendances into the system or the basics of running reports. Instead these

items are taught through courses available via the LEO Training System. The DCFS required courses are outlined in the next section of this manual. Participation in any additional time and attendance related training is also encouraged. Additional assistance may be obtained by contacting the Payroll Unit of the State Office Human Resources Section. Please refer to the Human Resources Staff Assignments Listing found on the DCFS Intranet for contact information.

Getting Started As a DCFS Time Administrator and Time Administrator Reviewer

In order to learn the basics of the LaGov system to include the Time Management System, all **DCFS Time Administrators are required to complete the following on-line training** through the LEO Training System using the paths indicated.

Statewide Courses>LaGov ERP Courses>LaGov Human Capital Mgmt (HCM) Trng:

* LaGov HCM Basic Navigation
* LaGov HCM Basics of Time Administration

Statewide Courses>LaGov ERP Courses>LaGov Web-based Training:

* LaGov Introduction to StLA Help
* LaGov Reporting - Basic
* LaGov Reporting - Advanced

An additional course entitled "LaGov HCM Practice Using PTMW Workshop" is also available for enrollment through LEO. This is a 3 ½ hour classroom course that is offered mostly in the Baton Rouge area and is therefore optional, but highly recommended since users are able to learn and practice in an instructor-led environment.

Time Administrators (TAs) are also required to sign up to receive automatic electronic notifications via "Listserv." Notices sent out from this source include such items as the following:

- DOA-OIS notices about LaGov and LEO issues to include system availability.
- DOA-OSUP notices about payroll related issues.
- DOA-Commissioner's Office notices about office closures that affect state agencies.

Because these are critical sources of information for maintaining up-to-date information, **all DCFS Time Administrators are required to subscribe**. This only takes a few seconds by following the below instructions:

- Go to the DOA-OIS website at http://www.doa.louisiana.gov/ois/.
- Scroll down to the Featured Services box and click on "Electronic Notifications"
- Scroll down in the LaGov ERP box until you get to the "Human Resources (HR) Time Keepers" option and click on the Subscribe button to the right on this line.
- When the e-mail pops up that states "Click on send to confirm notification request" then click on the "Send" button in this e-mail.

Understanding Overtime – FLSA versus State

The Fair Labor Standards Act (FLSA) sets forth requirements related to minimum wage, overtime compensation, recordkeeping, and youth employment standards affecting employees in the private sector as well as with federal, state, and local government. The U.S. Department of Labor, Wage and Hour Division is responsible for the administration and enforcement of the FLSA.

This Act requires that employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek. Exemptions exist for employees who occupy bona fide executive, administrative, professional, and outside sales positions. These individuals are referred to being "Exempt" while all others are referred to being "Non-Exempt." A provision of the Act also allows government entities to award compensatory time off, rather than cash pay, at the time and one-half rate for overtime hours worked over 40 in a workweek. In regards to overtime, the FLSA in essence applies only to employees in "Non-Exempt" positions and only to those overtime hours worked that exceed 40 hours in an employer's defined workweek.

Chapter 21 of the Civil Service rules also addresses overtime and overtime compensation. These rules pick up where the "FLSA Overtime" requirements stop and address "State Overtime" hours. "State Overtime" is usually compensated at the straight or hour-for-hour rate and includes the following:

- For "Nonexempt" employees – those overtime hours that DO NOT exceed 40 hours of actual work during a workweek due to leave taken, office closures, or holidays observed.

- For "Exempt" employees – all overtime hours since the FLSA provisions do not apply to these individuals.

The provisions of DCFS Policy No. 4-15 regarding Overtime Compensation comply with both the FLSA and the Civil Service rules. This policy defines the DCFS workweek as starting on Monday morning at 12:01 a.m. and ending on Sunday at 12:00 midnight. It also addresses overtime for meal periods; lectures, meetings and training programs; and travel as well as what occurs with compensatory balances when an employee leaves the department.

In order to determine the rate at which overtime will be compensated, you must take into consideration an employee's status, "Exempt" or "Non-exempt", and whether the hours are considered "FLSA Overtime" (i.e. overtime that exceeds 40 actual hours worked in the workweek) or "State Overtime" (i.e. overtime that does not exceed 40 actual hours worked in the workweek). The Exempt (EX) or Non-Exempt (NE) status is input on each position in the LaGov system and is then inherited by the employee in the position. The EX or NE status can be viewed on the time entry screen in PTMW and is shown under the heading "EE Subgrp". A complete listing of DCFS FLSA Non-Exempt positions is also attached to Policy No. 4-15.

The practice in DCFS is to award compensatory time for overtime hours worked. Payment for overtime hours must be granted in advance and in writing by the appropriate Appointing Authority. At the current time, payment for overtime hours worked applies to Disability Determination (DD) workers and specific Child Welfare workers conducting on-call duty involving child protection services. (See the specific CPS on-call procedures that apply to CW workers provided in a subsequent section of this manual.)

When awarding compensatory time for overtime worked, the Z001 code is used. This code takes into consideration the employee's FLSA status and number of hours actually worked in the workweek, and automatically calculates the amount of K-time earned. This is considered a "system calcs" or system calculation code. The Z002 is also a "system calcs" code, but is used for the coding of overtime hours that are to be paid.

Overtime Chart applies to DCFS Employees

FLSA Status	**FLSA Overtime** (actual hours worked over 40 in a workweek)	**State Overtime** (actual hours worked up to 40 in a workweek)
Non-Exempt Employee	1.5 K-time earned or 1.5 payment**	Straight K-time earned or Straight payment**
Exempt Employee	Not applicable	Straight K-time earned or Straight payment**

**Payment for overtime requires prior written approval from the appropriate Appointing Authority.

Employee Time Management Status

The majority of DCFS employees occupy full-time, leave earning positions that work a defined work schedule (such as five, 8-hour days Monday-Friday, four 10-hour days with Fridays off, etc.), which is input in the LaGov system. These employees are set up on what is referred to as "negative time entry," which means that only exceptions to the employee's work schedule must be entered. This includes absence hours (i.e. leave taken) and attendance hours other than the employee's regular work hours (i.e. overtime and on-call). Regular attendance hours do not need to be entered for negative time entry employees.

Part-time employees (such as WAE's, students, part-time job appointments, etc.) as well as certain full-time employees that do not have a set recurring weekly or bi-weekly work schedule (such as Centralized Intake staff) are set up on "positive time entry". The key to positive time entry employees is that all regular attendance hours worked (either ZA01 or ZWAE) must be input in order for these employees to be paid. There are some positive time entry employees (such as part-time job appointments and Centralized Intake) that also earn leave. Since these individuals do not have a defined work schedule, they are set up on the 24-hour/7-days per week schedule in the LaGov system. All regular, overtime, and on-call attendance hours worked must be entered in the employee's time file along with any absence hours if he/she earns leave.

NOTE: An employee's time status appears in the LaGov system and on reports under the column heading TM Status using the following codes:

TM Status:

1 = Positive time entry
9 = Negative time entry

The department also has what is referred to as LEO-Entry Employees and Non-LEO Employees. This simply refers to whether or not an employee has access to make time entries via the "Louisiana Employees Online" or "LEO" system to include the CATS-LEO system. The majority of DCFS staff are LEO-Entry Employees and are therefore responsible for inputting their leave, overtime, etc. hours via LEO and printing their Detailed Time Statement after each pay period closes. Non-LEO employees do not have access to the LEO system and therefore must use paper documents (i.e. Time Entry Sign-in Sheets) to record their time. These documents are then used by Time Administrators to record the employees' hours in the LaGov system.

DCFS has a small number of employees currently set up using the LEO-CATS system with the majority being in Centralized Intake. The LEO-CATS system allows employees to enter time requests like they have done all along in LEO, as well as their own regular attendance hours (ZA01). Use of CATS is helpful when employees are set up on 24-hour, 7 day work schedules or when employees need to cost hours to a particular project.

Time Increments for Leave and Attendance Hours

The Civil Service Rules allow an appointing authority to select the method for charging leave and attendance hours with the minimum charge being no less than one-tenth of an hour (or 6 minutes) and no more than one-half hour (or 30 minutes). DCFS has elected to use the quarter-hour increment (or 15 minutes) for attendance hours worked and leave hours taken, with an exception for unauthorized absences that is discussed below. The following quarter-hour increment chart is used.

QUARTER-HOUR INCREMENT CHART

Actual Time Worked or Leave Taken in Minutes	Increment Recorded
0 – 7	0
8 – 22	0.25
23 – 37	0.50
38 – 52	0.75
53 – 60	1.00

An exception to the above exists for leave without pay for unauthorized absences/ tardiness, which should be charged for the actual amount of time used rather than rounding to the nearest fifteen (15) minute increment. Below is the chart used for this.

UNAUTHORIZED LEAVE WITHOUT PAY CHART

Actual # of Minutes	Increment Recorded	Actual # of Minutes	Increment Recorded	Actual # of Minutes	Increment Recorded	Actual # of Minutes	Increment Recorded
1	0.02	16	0.27	31	0.52	46	0.77
2	0.03	17	0.28	32	0.53	47	0.78
3	0.05	18	0.30	33	0.55	48	0.80
4	0.07	19	0.32	34	0.57	49	0.82
5	0.08	20	0.33	35	0.58	50	0.83
6	0.10	21	0.35	36	0.60	51	0.85
7	0.12	22	0.37	37	0.62	52	0.87
8	0.13	23	0.38	38	0.63	53	0.88
9	0.15	24	0.40	39	0.65	54	0.90
10	0.17	25	0.42	40	0.67	55	0.92
11	0.18	26	0.43	41	0.68	56	0.93
12	0.20	27	0.45	42	0.70	57	0.95
13	0.22	28	0.47	43	0.72	58	0.97
14	0.23	29	0.48	44	0.73	59	0.98
15	0.25	30	0.50	45	0.75	60	1.00

Leave without Pay

Leave without Pay, often referred to as “LWOP”, is leave for which no payment is made to an employee. The code most commonly used for this is “LW", but also includes “LWFM” for unpaid FMLA leave, “LWLB” for LWOP in lieu of sick leave, “LWM” for military leave without pay, and “LDLW” for worker’s compensation leave without pay.

When accrued annual and/or sick leave balances are insufficient to meet an employee’s needs, he/she may request leave without pay. When leave without pay is requested in lieu of annual leave, it must be requested in advance and granted **only** after annual leave (to include any K-time) has been exhausted. An employee who has exhausted all sick leave may be granted annual leave (to include K-leave) or leave without pay provided the employee furnishes a doctor’s statement. For more information about this requirement refer to Policy No. 4-04 on Accrual and Use of Leave.

If an employee has no leave balance from which to deduct, the employee must be placed on leave without pay even if required documentation has not been received. At this time the only leave without pay that LEO- Entry employees can input themselves in the system is LWFM and LWLB. This means that all LW and LWM hours must be reported by the employee or employee’s supervisor and input by the Time Administrator. Completion of a paper leave slip is required for documentation of approved authorized leave without pay coded as LW or LWM.

When a supervisor has the need to place an employee on leave without pay for an **unauthorized absence**, the supervisor shall notify the employee in writing (e-mail is acceptable) and include the date(s), the period(s) of time, and reason(s) for the leave without pay. A copy of this written notice is maintained by the supervisor and a copy is given to the employee’s time administrator for leave coding in the LaGov system and placement in the pay period file for documentation. No leave slip is completed for unauthorized leave without pay.

Please keep in mind that when an employee is on leave without pay, he/she does not earn annual and sick leave. In addition if an employee is on leave without pay immediately preceding AND immediately following a holiday or other non-work day, the employee shall be charged leave without pay for the holiday. In other words the employee is not eligible for holiday pay if his/her leave without pay touches both sides of the holiday. For a legal holiday that automatically appears in the LaGov time management system (i.e. does not require manual entry), a substitution must be created in order to input the appropriate LW code on the holiday. The topic of substitutions is covered in a subsequent section of this manual.

Holidays

In state government, there are three types of holidays – legal, proclaimed, and designated. **Legal holidays**, also known as statutory holidays, are set by LA Revised Statute 1:55(B) (1)(a) and are observed without the need for a proclamation from the Governor.

Legal holidays that occur each year are as follows:

New Year's Day – January 1st
Martin Luther King, Jr. Day – 3rd Monday in January
Mardi Gras Day – Tuesday before Ash Wednesday
Good Friday – Friday before Easter Sunday
Independence Day – July 4th
Labor Day – 1st Monday in September
Veteran's Day – November 11th
Thanksgiving Day – 4th Thursday in November
Christmas Day – December 25th

In addition, the following legal holidays occur as indicated:

General Election Day – Every 2 years (even years only)
Inauguration Day – Every 4 years for ONLY employees that work in the city limits of Baton Rouge

These legal holidays, with the exception of Inauguration Day, are "hard coded" in the LaGov time management system for all employees set up on negative time entry. This means that "LH" does not have to be entered for these days.

Proclaimed holidays are ones that are granted at the discretion of the Governor and require a proclamation to be issued for the holiday to be observed.

Proclaimed holidays that have occurred in past years include:

Memorial Day – last Monday in May
Acadian Day – Friday after Thanksgiving
Christmas Eve Day or Day after Christmas
New Year's Eve Day or Day after New Year's

The final type are **Designated holidays** that occur when a legal or proclaimed holiday falls on an employee's regular day off. For example, if Christmas Day falls on a Sunday, employees who are off on Sundays must be given a designated holiday, which should be the closest work day.

Proclaimed and designated holidays are not hard coded by the system, which means manual entry must be made by Time Administrators using the LH or LHDH code for all eligible negative time entry employees AND on all eligible full-time, leave-earning positive time entry employees (such as Centralized Intake staff). These employees receive payment for the holiday without working, and no leave is taken from the employees' balances. If such an employee is required to work on a holiday due to agency need, then overtime compensation is also awarded.

Part-time positive time entry employees (such as students and WAE's) are only paid for hours actually worked, and therefore do not receive pay for legal or proclaimed holidays unless they actually work on these days.

Effect of Holidays on Alternate Work Schedules at DCFS:

When a holiday occurs DCFS requires that all employees who work an alternate work schedule (i.e. any schedule other than 5, 8-hour days) be temporarily returned to a 5, 8-hour Monday-Friday work schedule. This occurs as follows:

> Employees who work either 4-10's (working four days a week for ten hours a day) or 4-9's (working four days a week for nine hours) and 1-4 (working one day a week for four hours) will have their work schedule changed for the workweek (Monday to Sunday) in which the holiday falls.
>
> Exempt employees who work 4-9's (working four days a week for nine hours a day) and 1-8 (working one day for eight hours) one week of the pay period and 4-9's (working four days a week for nine hours a day) and 1 day off the other week in the pay period will have their work schedule changed for the entire two week pay period in which the holiday falls.

In order to temporarily change the work schedules of these employees Time Administrators MUST create work schedule substitutions, which is discussed in the next section of this manual.

Substitutions

Substitutions only need to be created when a holiday occurs and only applies to employees on negative time entry status, since the system does not "hard code" legal holidays for positive time entry employees. The first key piece in understanding substitutions is identifying the different types that are available in the LaGov system. One type involves a temporary change to just one day, a second type involves a temporary change to an employee's work schedule for an entire work week or pay period, and the third type is a combination of the previous two types. The next key piece is knowing when it is necessary to create a substitution.

Substitution for 1 Day – this type is necessary when time needs to be entered on a legal holiday that is automatically coded by the system and will therefore not allow any type of time entry to occur. A substitution must be created to "override" the system, thereby allowing time to be entered on this day. This is necessary when an employee is on FMLA protected leave in order to key in the appropriate FMLB or FMLM code in order to deduct from the quota bucket. If this employee is to receive pay for the holiday, then you must code the 8.0 LH in addition to the appropriate 8.0 FMLB or FMLM code.

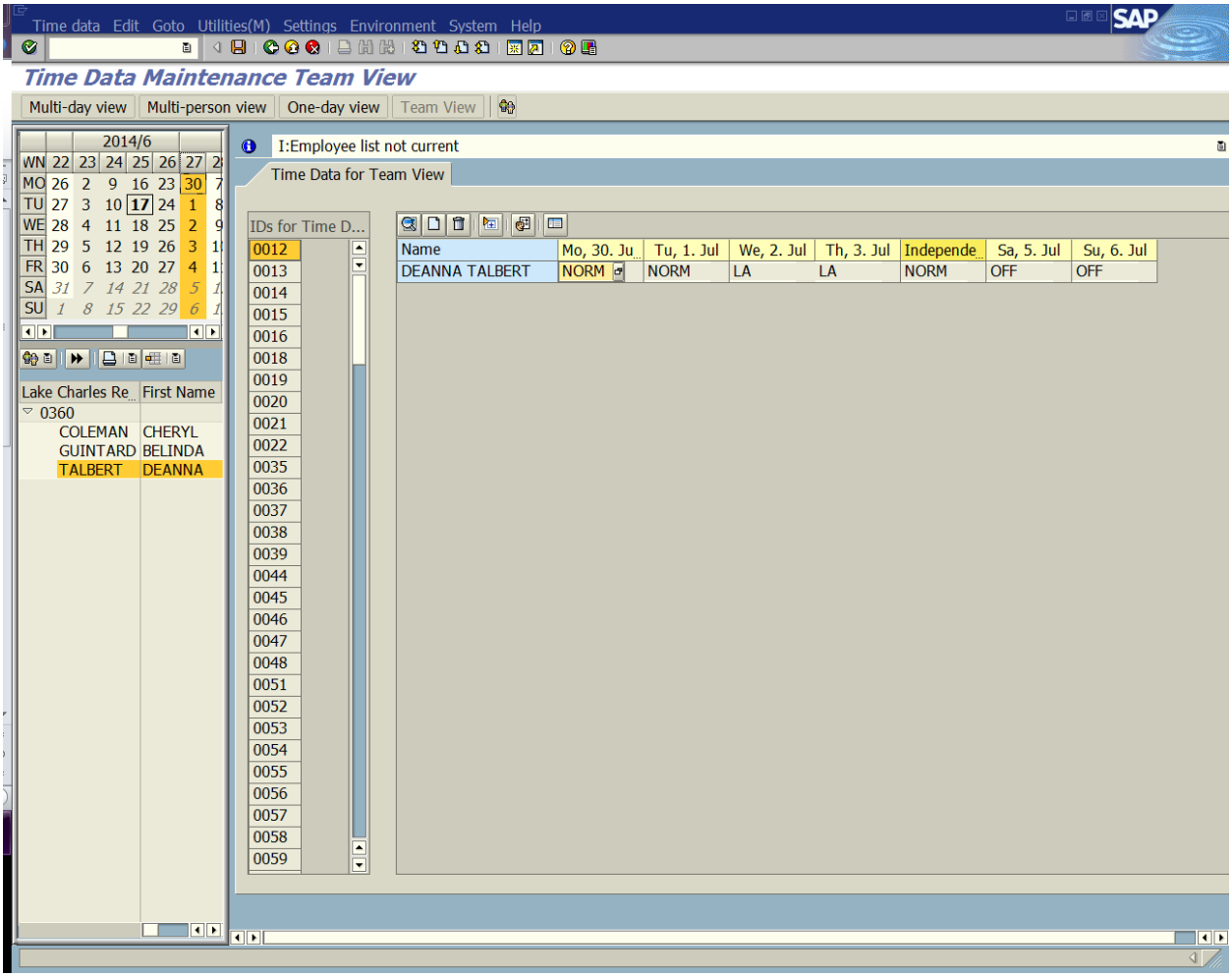
A second reason for needing to create a 1-day substitution is when an employee is on leave without pay immediately preceding and immediately following a legal holiday. In this case the employee is NOT eligible for holiday pay and must be coded on leave without pay for the holiday. The employee does not have to be on a full day of leave without pay before and after a holiday, but instead the leave without pay must be a reportable amount of time (i.e. at least 0.25 of an hour) that "touches" both sides of the holiday. Creating this substitution then allows you to input the appropriate LW code on the holiday.

Work Schedule Substitution – this type is necessary ONLY for employees that work one of the agency-approved alternate work schedules (i.e. other than 5, 8-hour work days) AND ONLY for work weeks that include a holiday (or pay periods for Exempt employees that work a 14-day schedule with one set "off" day each pay period). As mentioned in the preceding "Holiday" section of this manual, DCFS requires that all employees who work an alternate work schedule be temporarily returned to a 5-day, 8-hour Monday-Friday work schedule when a holiday occurs. In order to "override" the system and temporarily change an affected employee's work schedule, a substitution must be created.

Work Schedule Substitution AND 1-Day Substitution – this type is needed ONLY for employees that work an alternate work schedule, AND a holiday occurs, AND the "hard coding" on a holiday needs to be removed to allow time entry to occur.

The next several pages contain step-by-step instructions and screen prints to guide you through the process of setting up each of these type substitutions.

Creating a 1-day Substitution in PTMW

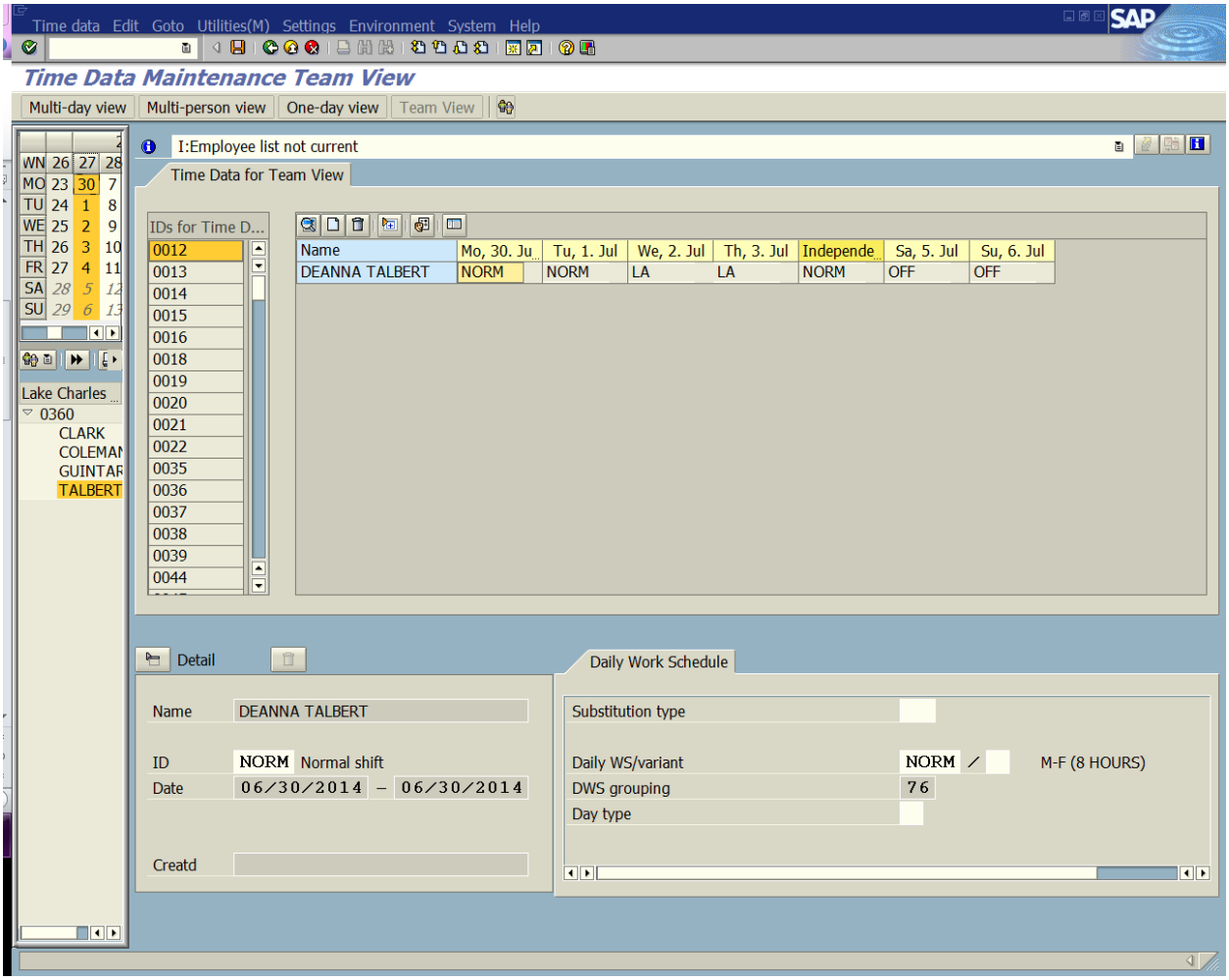


1-day substitutions are needed for negative time entry employees that are on the regular 5-day, 8-hour Monday-Friday work schedules (i.e. “NORM”) AND a legal holiday occurs that requires coding such as LW and/or FMLB or FMLM.

Begin by inserting the employee into your list if his/her name does not appear in your list.

- Double click Temporarily Insert Employees icon (double person).
- Insert the employee’s personnel number into the personnel no. field when the Temporarily Insert Employees box appears.
- Click the green check or hit enter.
- Click Team View, which is where your substitutions will be created in PTMW.
- The above screen will appear.
- Under the Monday of the week that you are creating the substitution for, double click inside of the highlighted box.

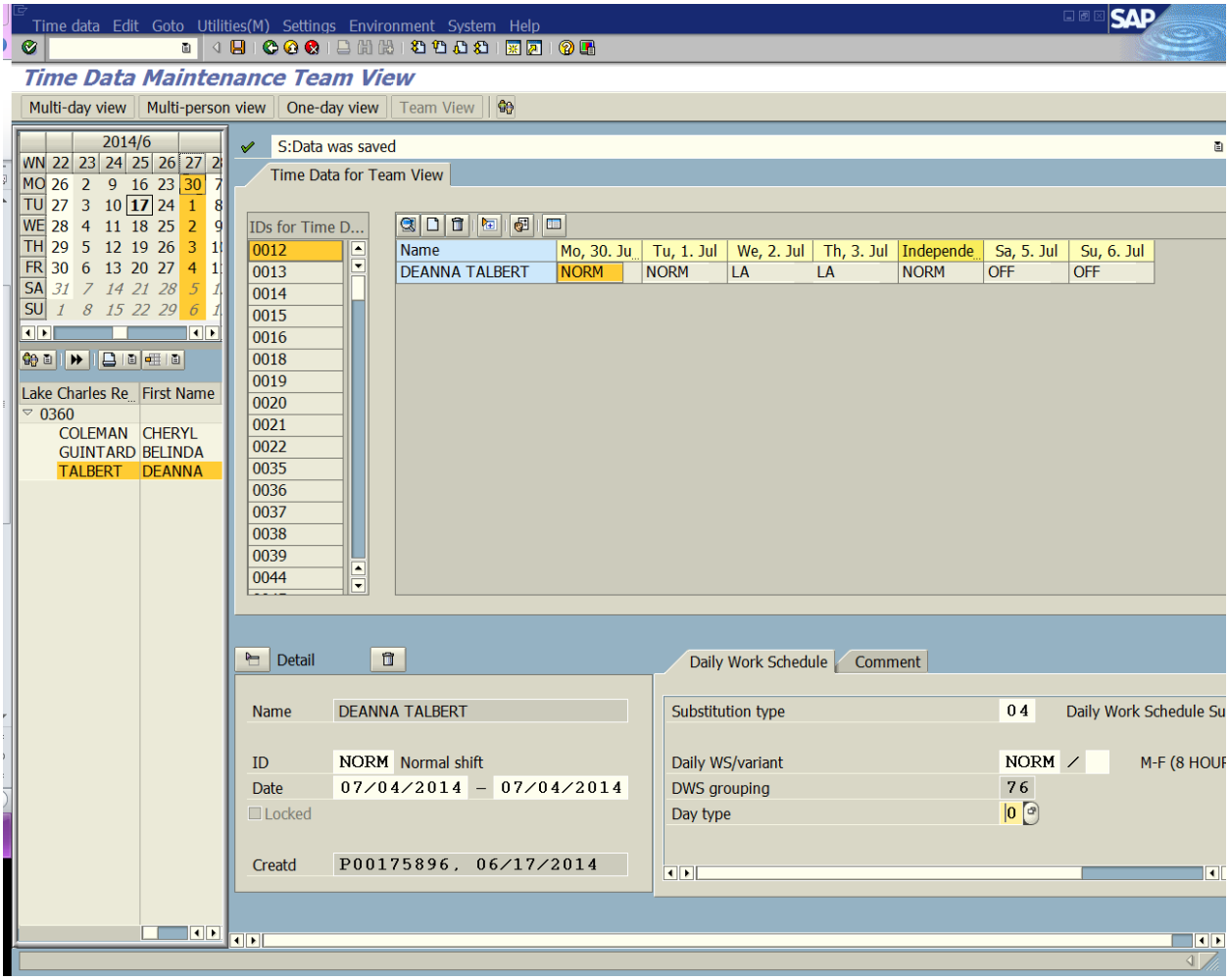
Creating a 1-day Substitution in PTMW – continued



This detail box will appear at the bottom of your screen.

- ❖ Click the drop-down box on ID and double click NORM and hit enter.

Creating a 1-day Substitution in PTMW – continued

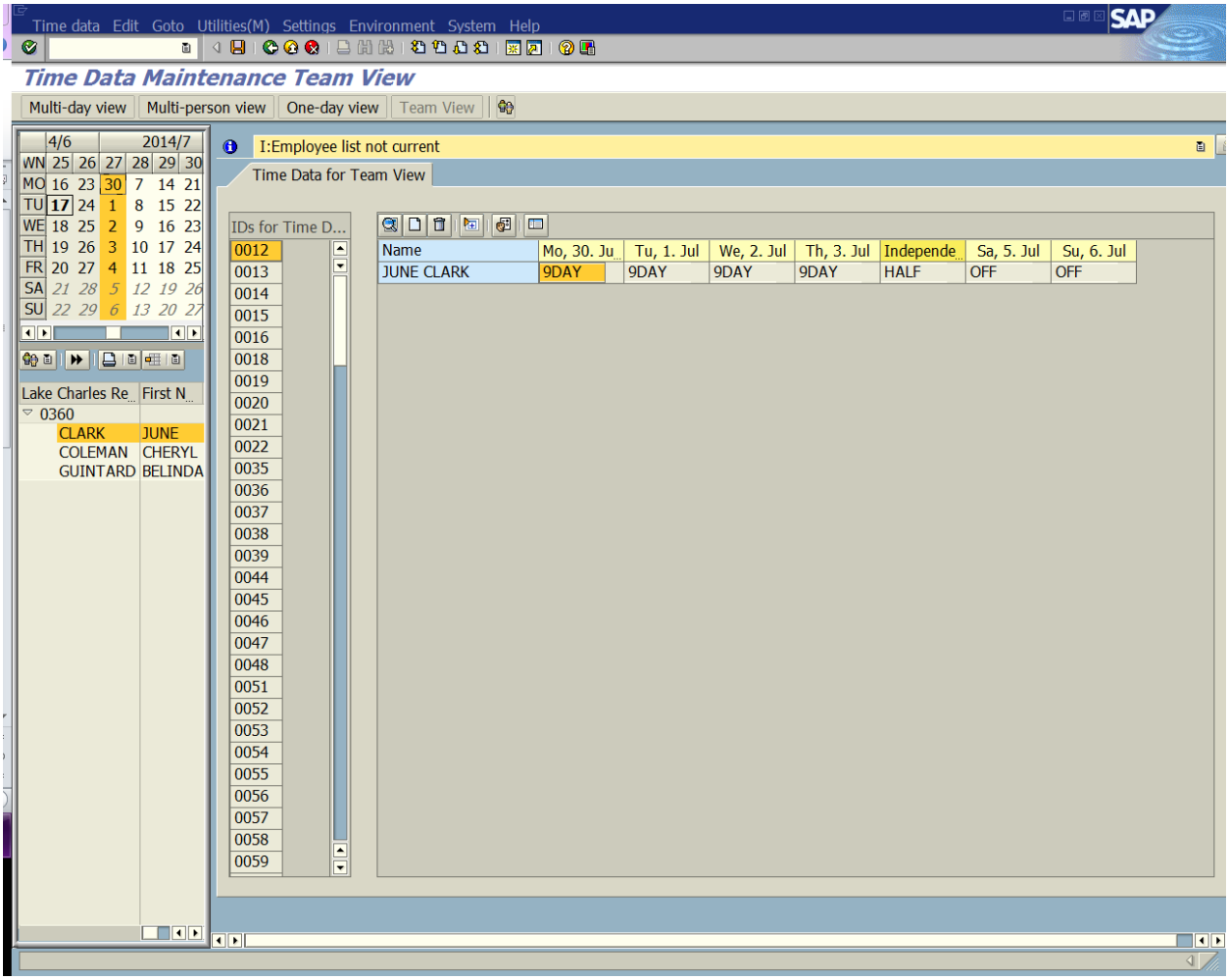


You will now be able to change the date(s) in the date box.

- Change the begin and end dates in the date box to the date of the holiday you are creating the substitution for.
- Enter “04” in the substitution type box.
- Enter “0” in the day type box.
- Click the Enter icon (green check).
- Click the Save icon (pink disk).
- The bar across the top of the employee’s screen will indicate that the data has been saved.

The holiday is no longer “hard coded” so you can now enter the appropriate LW and/or FMLB or FMLM code(s) on the employee’s time file.

Creating a Work Schedule Substitution in PTMW

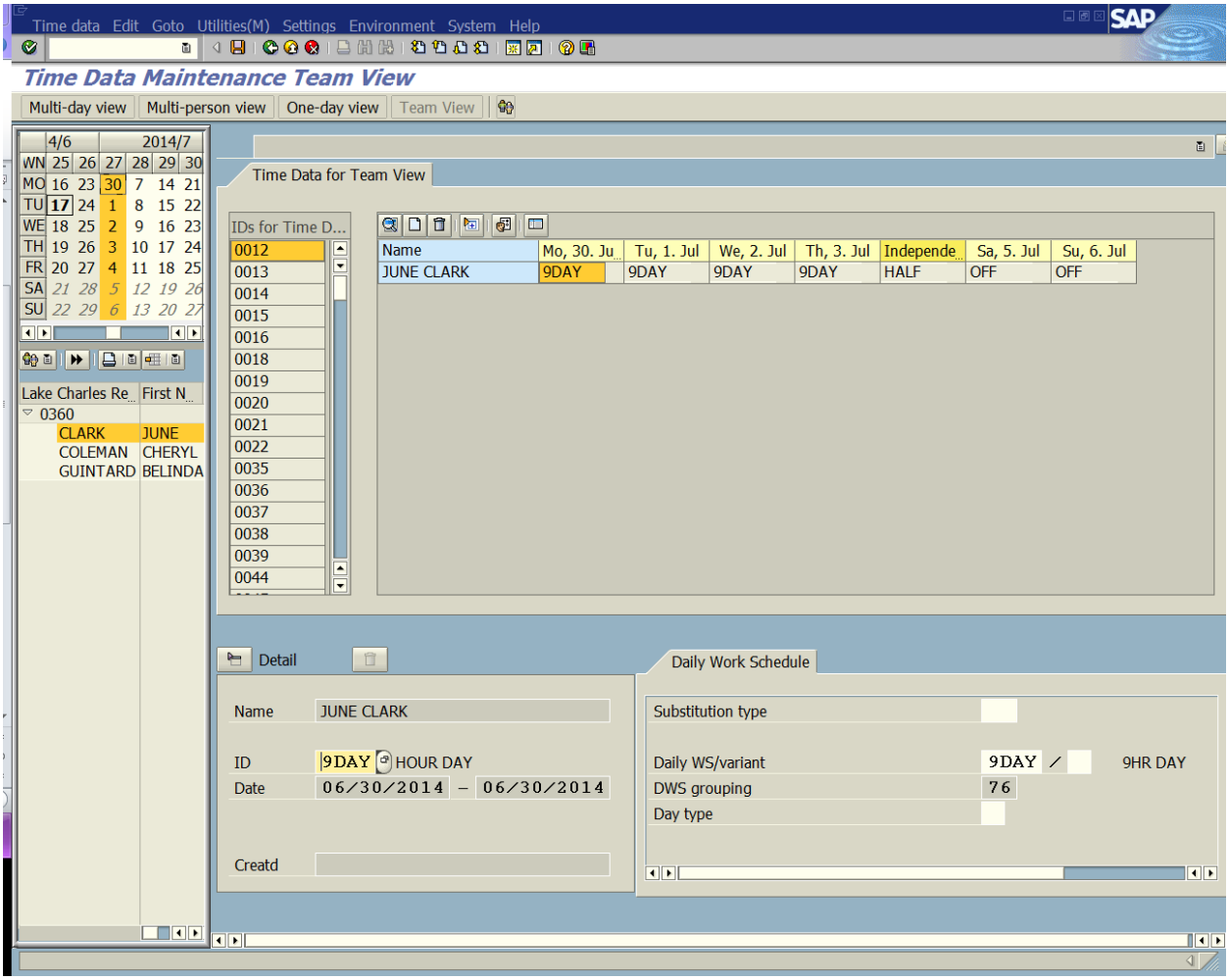


Work Schedule substitutions must be set up for all negative time entry employees that work an alternate work schedule AND a holiday occurs. This action temporarily changes an affected employee's work schedule to the 5-day, 8-hour Monday-Friday schedule.

Begin by inserting employee into your list if employee is not already in your list.

- Double click Temporarily Insert Employees icon (double person).
- Insert the employee's personnel number into the personnel no. field when the Temporarily Insert Employees box appears.
- Click the green check or hit enter.
- Click Team View, which is where your substitutions will be created in PTMW.
- The above screen will appear.
- Under the Monday of the week that you are creating the substitution for, double click inside of the highlighted box.

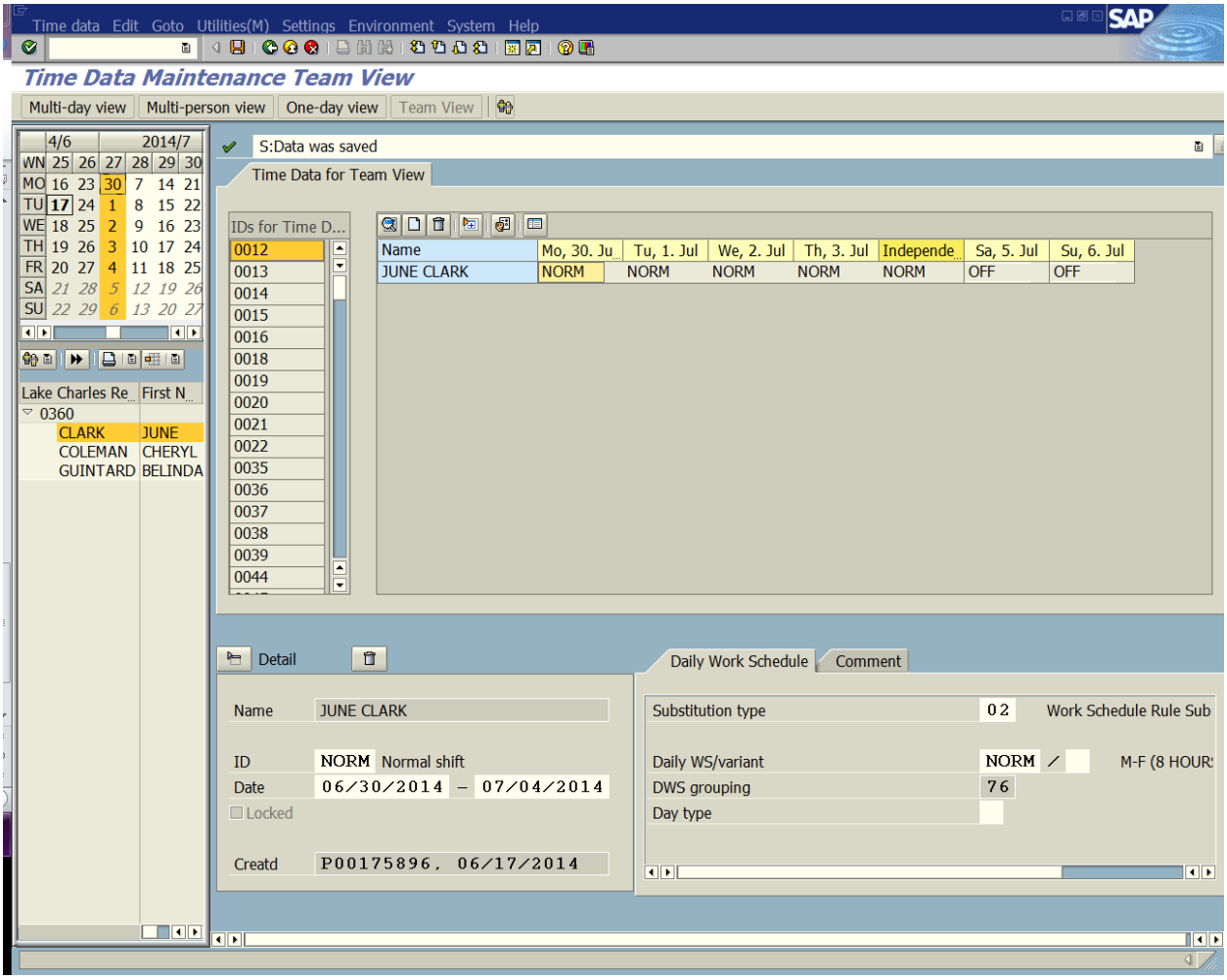
Creating a Work Schedule Substitution in PTMW – continued



This detail box will appear at the bottom of your screen.

- Click the drop-down box on ID and double click NORM and hit enter.

Creating a Work Schedule Substitution in PTMW – continued



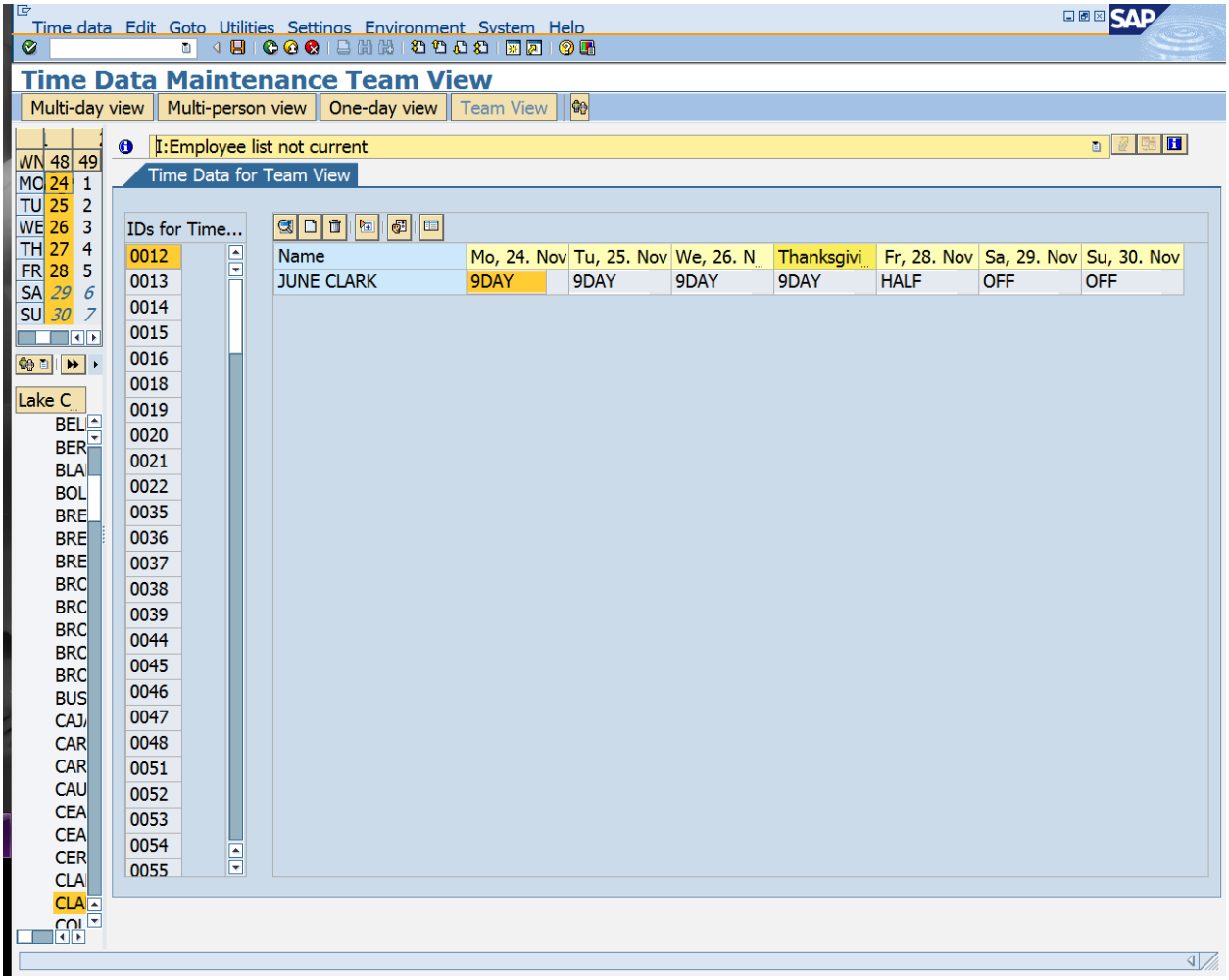
You will now be able to change the date(s) in the date box.

- Change the end date in the date box to the Friday of the week you are creating the substitution for.
- Enter “02” in the substitution type box.
- Click the Enter icon (green check).
- Click the Save icon (pink disk).
- The bar across the top of the employee’s screen will indicate that the data has been saved.

For Exempt employees on a 14-day schedule (i.e. has one set “off” day each pay period), you will need to create two substitutions – one for each week of the pay period.

The employee’s work schedule has now been temporarily changed to the normal 5-day, 8-hour Monday-Friday schedule (i.e. “NORM”). The legal holiday is still “hard coded,” which means LH is automatically coded by the system.

Creating a Work Schedule and a 1-Day Substitution in PTMW

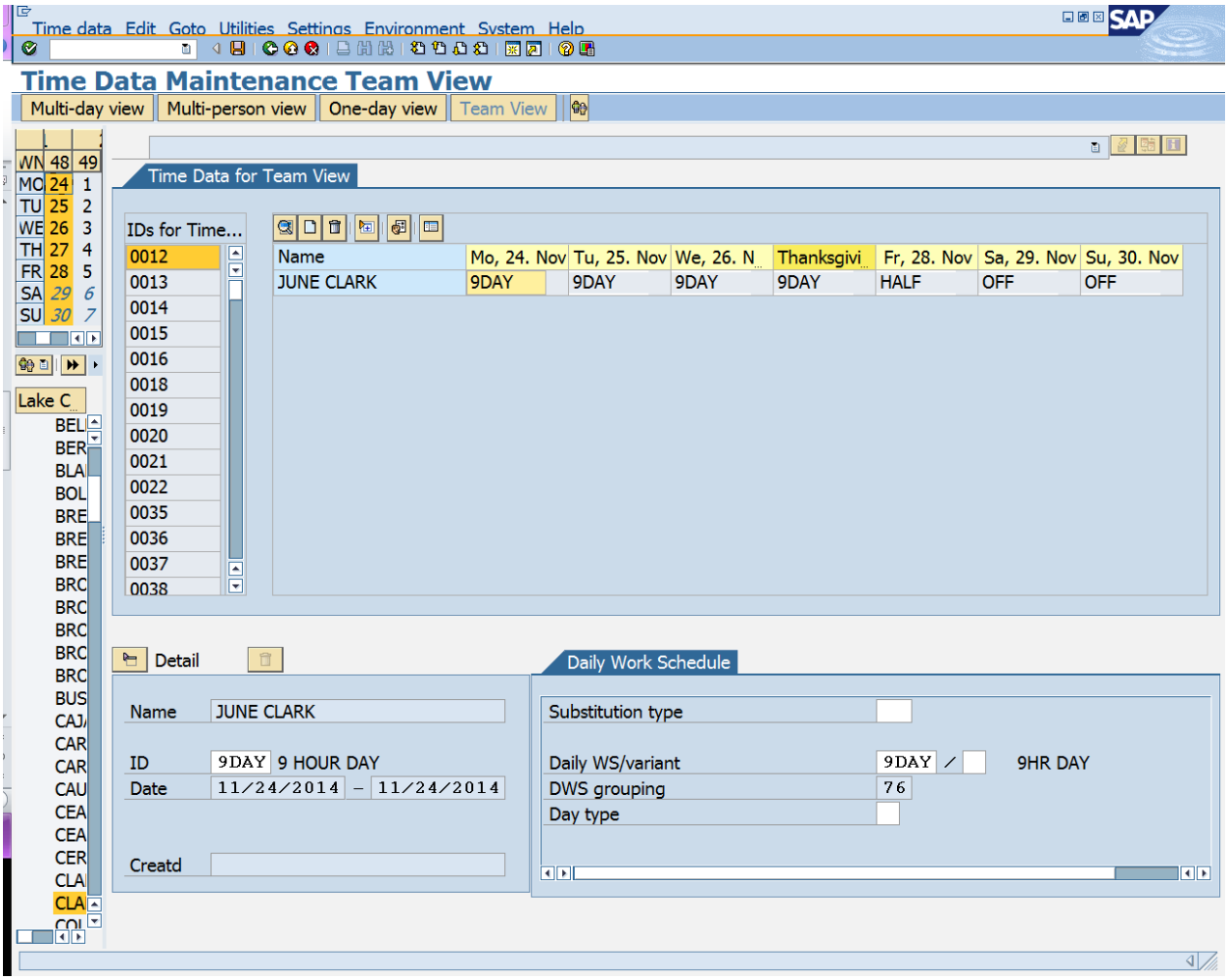


Creating both of these substitutions is necessary when a negative time entry employee works an alternate work schedule, AND a holiday occurs, AND coding needs to be input on the “hard coded” legal holiday such as LW and/or FMLB or FMLM.

Begin by inserting employee into your list if employee is not already in your list.

- Double click Temporarily Insert Employees icon (double person).
- Insert the employee’s personnel number into the personnel no. field when the Temporarily Insert Employees box appears.
- Click the green check or hit enter.
- Click Team View, which is where your substitutions will be created in PTMW.
- The above screen will appear.
- Under the Monday of the week that you are creating the substitution for, double click inside of the highlighted box.

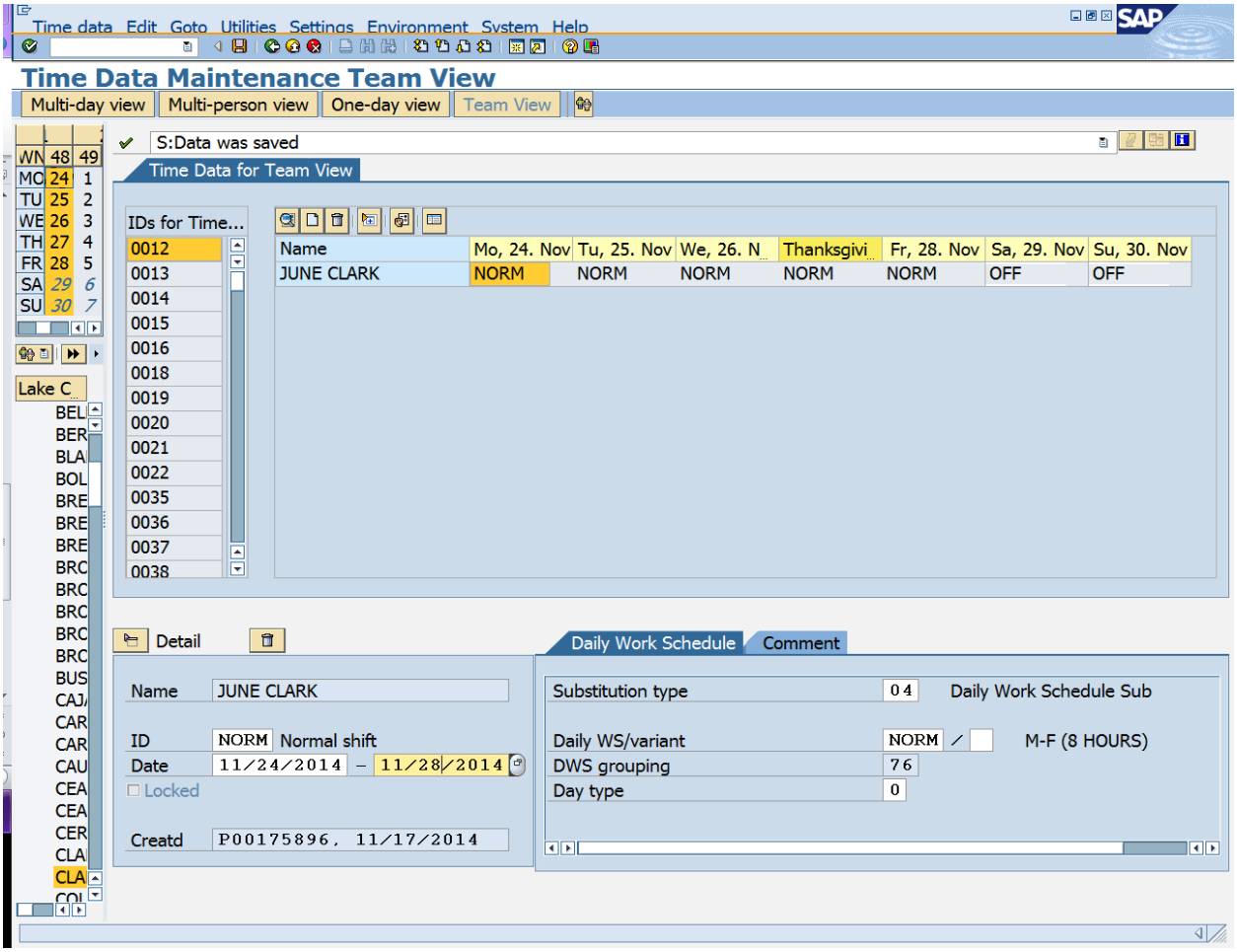
Creating a Work Schedule and a 1-Day Substitution in PTMW – continued



This detail box will appear at the bottom of your screen.

- Click the drop-down box on ID and double click NORM and hit enter.

Creating a Work Schedule and a 1-Day Substitution in PTMW – continued



You will now be able to change the date(s) in the date box.

- Change the end date in the date box to the Friday of the week you are creating the substitution for.
- Enter “04” in the substitution type box.
- Enter “0” in the day type box.
- Click the Enter icon (green check).
- Click the Save icon (pink disk).
- The bar across the top of the employee’s screen will indicate that the data has been saved.

For Exempt employees on a 14-day schedule (i.e. has one set “off” day each pay period), you will need to create two substitutions – one for each week of the pay period.

The employee’s work schedule has now been temporarily changed to a normal 5-day, 8-hour Monday-Friday schedule (i.e. “NORM”) and the legal holiday is no longer “hard coded.” This means you can now input the appropriate LW and/or FMLB or FMLM code(s) in the employee’s time file.

Procedures for Child Protection Services (CPS) After-Hours On-Call Duty

Below is a copy of the Operations Memorandum 14-08 issued on September 30, 2014:

Department of Children & Family Services
Building a Stronger Louisiana

Division of Operations
627 North 4th Street
Baton Rouge, LA 70802

(O) 225.342.9141
(F) 225.342.0963
www.dcfs.la.gov

Bobby Jindal, Governor
Suzy Sonnier, Secretary

RE: OPERATIONS MEMORANDUM 14-08

DATE: SEPTEMBER 30, 2014

TO: DCFS REGIONAL AND PARISH OFFICES

FROM: SHARON K. TUCKER, DEPUTY SECRETARY
DIVISION OF OPERATIONS

RE: PROCEDURES FOR CPS AFTER-HOURS ON CALL DUTY
CHILD WELFARE POLICY 4-305 – ON CALL DUTY AND CASELOAD STANDARD DSS POLICY, PART 4 – HUMAN RESOURCES,
4-15 OVERTIME COMPENSATION

The purpose of this memorandum is to inform staff of changes related to compensation and procedures for Child Protective Services Workers, other child welfare workers (Child Welfare Trainee through Child Welfare Specialists 3) designated for on-call duty and Child Welfare Supervisors (Child Welfare Specialists 4) during after-hours on call duty. Please refer to Child Welfare Policy 4-305 – On Call Duty and Caseload Standards for general requirements concerning after-hours on call duty.

In order to meet the requirements of the Louisiana Children's Code, Article 601, to investigate reports of child abuse and neglect promptly, Child Protective Services staff in all regions, as well as other designated staff, will be subject to on call duty and will be required to investigate new reports and/or conduct necessary investigation activities after regular working hours.

DCFS informs employees at the beginning of their career that overtime will be necessary and the position description (SF-3) for field positions states that staff may be required to work on-call. It is the staff person's responsibility to have a backup plan for personal obligations, including child care, while on duty as a result of being on-call. The ability to swap shifts, to the extent possible, shall be allowed for times that specific personal responsibilities preclude staff from being able to be on call on a particular day or during a particular week.

In an effort to develop consistency and uniformity in practice and procedures statewide, the following procedures will become effective with the payroll period beginning **September 29, 2014** and will replace current practices and procedures:

A. Child Protective Services Staff, or other designated staff, will be compensated at the rate of $1.50 per hour while on-call after hours and on weekends and holidays. Time spent on telephone calls will be reimbursed with straight or time-and-a-half compensatory leave. The on call pay ($1.50 per hour) shall be stopped when the employee begins engaging in telephone calls or conducting work activities as indicated in Paragraph B of this document and then resumes when the employee ceases the telephone calls or conducting work activity and returns to on call status.

B. Child Protective Services Staff, or other designated staff, will be compensated by pay during on call duty when traveling to respond to an emergency or conducting an investigation. The determination of whether the rate of pay is straight salary or overtime is determined by DSS Policy Part 4 – Human Resources, 4-15 Overtime Compensation. Note that compensatory leave will not accrue during time periods covered by salary.

C. No more than four workers are to be assigned on-call duty at any one time in each region. Exceptions may be granted if necessary. The reasons for the need for additional workers must be documented and approved by the Deputy Secretary for Operations in advance. This limitation is necessary because of financial considerations.

D. Only two Child Protective Services Supervisors, or other designated supervisory staff, shall be assigned after hours on call coverage at any one time in each region. Child Protective Services Supervisors, or other designated supervisory staff, assigned after hours on call supervisory coverage will be paid $1.50 per hour during on-call after hours, weekends and holidays. Time spent on telephone calls will be compensated with straight compensatory leave. When the Child Protective Services Supervisors, or other designated supervisory staff, assigned after hours on- call supervisory coverage is actively engaged (i.e., traveling to assist in response to an emergency or helping conduct an investigation), he or she shall be compensated at the straight overtime pay rate in lieu of the $1.50 per hour for such overtime worked in accordance with DSS Policy Part 4 – Human Resources, 4-15 Overtime Compensation. The on call pay ($1.50 per hour) shall be stopped when the employee begins conducting telephone calls or work activities as indicated in Paragraph B of this document and then resumes when the employee ceases conducting work activity and returns to on call status.

E. No staff member should work on-call shifts more frequently than every other week. This is especially important to prevent burnout. Regional plans should consider engaging Family Services or other staff to assist with on-call coverage as needed.

F. An on-call calendar shall be developed by each region and posted/disseminated in advance to give staff time to make personal arrangements including child care and travel. The regional contact person for Centralized Intake is to provide the on-call schedule to the Centralized Director (Marcia Daniel) as early as possible. If changes occur after the calendar has been submitted to Centralized Intake, the regional contact person is responsible for notifying the Centralized Intake Director of the changes. The changes are uploaded into VIBE so that all Centralized Intake supervisors are aware of them. If a last-minute change occurs (late in the afternoon for after hours or late Friday afternoon for the weekend), the regional contact person is to forward those changes to the Centralized Intake Director with a copy to each of the Centralized Intake Managers (Connie Guillory, Leslie Lyons, and Catherine Smith). Changes in the on-call calendar are not to be reported by telephone or email directly to Centralized Intake Supervisors.

While on call, staff are free to engage in any personal activity, but must be able to respond to a call within one hour from their official domicile. Staff are to abstain from consuming alcoholic beverages or other mind altering substances while on-call. Business casual attire (such as that worn on jeans days) is required when staff responds to an after-hours, weekend or holiday call.

Please contact Carol Groves, Operations Executive Management Officer, at (225) 342-4005 or Margaret Humphreys, Human Resources Manager, at (225) 342-6775 if additional information is needed.

Auditing

Time and attendance auditing is a major factor in catching time entry errors that can cause employees to be overpaid, underpaid, or accrue incorrect amounts of leave. The key to catching these errors as quickly as possible is the review and audit process that must be completed each pay period. Department Policy No. 4-02 on Time and Attendance requires a system of checks-and-balances conducted by time administrators and time administrator reviewers to prevent fraud and abuse. All suspected fraud or abuse must be reported immediately to the appropriate Appointing Authority.

The DCFS checks-and-balance system includes an initial review by the time administrator before the pay period closes on payroll deadline Monday (i.e. the Monday before payday Friday). Issues discovered by this review can then be investigated and resolved so that the time administrator can make appropriate corrections before the noon deadline. Time Administrators are also encouraged to review time entries at least twice on non-payroll weeks (Wednesdays and Fridays are recommended) as a best practice to catch and correct issues as soon as possible.

On each Tuesday after payroll has closed, the time administrator must conduct an audit of the time and attendance records. Afterwards the Time Administrator Reviewer also conducts an audit of all time documents. Time entry errors discovered in these audits must then be reported on Prior Period Adjustment (PPA) forms and submitted to the State Office Human Resources Section. Refer to Policy No. 4-02 for specific information regarding the review and audit process and timeline for completion. The following items are provided as reminders:

- The LaGov report used for the audit must be printed directly from LaGov system. It cannot be downloaded to an Excel spreadsheet or other document.

- After each audit is conducted the time administrator and time administrator reviewer are to sign the audit report to document completion.

When reviewing time entries, the following are just a few of the basic items to look for:

- ✓ Leave and attendance is coded in quarter-hour (15-minute) increments, with the exception of unauthorized leave without pay.

- ✓ Funeral leave (LF) is only coded on probational or permanent employees. Employees serving on job appointment are not eligible for funeral leave.

- ✓ Employees on LAFM, LBFM, LDFM, and/or LWFM have the corresponding FMLB or FMLM coding input for deduction of hours from the quota bucket.

- ✓ Z002 entries are only input on employees approved to receive overtime pay.

Prior Period Adjustment (PPA) Forms

If any corrections need to be made to an employee's time file after payroll closes, the time administrator and/or time administrator reviewer must ensure completion of a DCFS LaGov HCM Prior Period Adjustment (PPA) form. The PPA form can be completed by the employee, the employee's supervisor, the time administrator, or the time administrator reviewer. Once the Appointing Authority or designee signs the PPA form, it must be submitted to the time administrator so it can then be sent to the State Office Human Resources Section. As a means to reduce mailing costs, it is recommended that PPA forms be scanned and sent via e-mail to the appropriate HR staff member. This should be accomplished by the payday Friday of the pay period that contained the error.

After the HR staff member makes the necessary correction to the employee's time record, he/she will scan and e-mail the completed PPA form to the time administrator noting that the adjustment was processed and the date it was processed. Upon receipt of the PPA form from HR, the time administrator should re-run the time audit report to ensure the entry was completed correctly. If so, then the PPA form is filed in the applicable pay period file. If the correction is not accurate due to HR Staff input error, the time administrator is to notify the HR staff member by e-mail detailing the discrepancy. Once corrected the HR staff member will notify the time administrator by return e-mail.

NOTE: It has not been uncommon in the past for the State Office Human Resources Section to receive PPA forms for time entry corrections in the very distant past. This should not occur if the audits conducted by the time administrator and the time administrator reviewer are indeed being completed timely. There can be numerous issues and problems with time entry corrections that go back too many pay periods.

Often times these type corrections require HR staff to delete all time entries in the system back to the date of the correction reported on the PPA form and then re-enter all deleted time entries one pay period at a time. Often times these corrections result in the employee having an insufficient leave balance for subsequent leave that was taken. HR must then code the employee on leave without pay and notify the employee of the applicable amount of money owed to the department.

Therefore, it is extremely important that time audits and PPA forms, if applicable, be completed prior to the close of the subsequent pay period.

LaGov Reports

The LaGov system offers a large array of reports that time administrators have access to run in order to identify time issues and/or errors. Each report offers a report descriptor that is available through the "StLA Help" option, which identifies fields that appear on the report, fields that are hidden but can be shown, and uses for the report. Certain report descriptors also provide information about error messages along with actions to be taken to resolve the errors. The following is a list of the most commonly used reports along with a description of their purpose:

ZT02 – Time Entry Audit Report: This report shows all leave and attendance hours coded on employees for a specific payroll period. This report must be generated the Tuesday after payroll closes and audited against all related time documents by both the time administrator and time administrator reviewer. The signed report along with all related paper documents must be maintained in the pay period file along with all related documents/forms.

ZT06 – Absence Quota Report: This report outputs an employee's leave information as of a specific pay period to include beginning leave balances, leave earned and taken in the pay period, current period balances, year-to-date leave taken, and future leave that has been entered.

ZT20 – Time Workflow Audit Report: This report should be run each pay period to output details associated with the request, approval, cancellation, rejection, and posting of the absence and attendance information requested through LEO. This report can be reviewed and compared to pay period manual time documentation when performing time audits. There are actually two reports that are generated when the ZT20 is run. The first report that appears lists the time entries on LEO Entry employees, and the second report that appears lists the time entries on LEO-CATS Entry employees. At this time there are only a small number of DCFS employees on the LEO-CATS system, so the second report will appear blank for those time administrators having no LEO-CATS employees.

ZT24E – eTime Statement or Detailed Time Statement: This report contains up-to-date time-related information and serves as a LEO-Entry employee's time statement. The employee is responsible for printing, signing, and providing the time statement to his/her supervisor each Tuesday before payday Friday. If an employee is unable to generate his/her time statement due to system issues or extended absence, the time administrator can run and print the report in the LaGov system. Time Administrators are to review these time statements to ensure the following:

- "Auto-posted" entries have been initialed by the supervisor and the appropriate paper document has been completed, signed, and attached.

- Time entry corrections written in on the time statement have the corresponding completed paper document signed and attached, AND the PPA form completed.

- Comments for leave taken or overtime hours worked correspond to the type of time entry.

- Comments written in on the time statement are initialed by both the employee and supervisor.

- Time frames for leave taken actually occurred during the employee's scheduled work day and work hours.

- Time frames for overtime hours worked actually occurred outside the employee's scheduled work hours or work days.

- Time frames for attendance hours and leave hours do not overlap in any way.

ZT33 – Absence and Attendance Detail Report: Since this report contains the "Contract Type Text" field, it should be used by time administrators to review funeral leave (LF) to ensure no job appointment employees have this leave coded. This report can also be used to output prior pay period adjustment changes.

ZT 34 – Overtime Detail Report: This report summarizes overtime earned, taken, paid, and/or reduced for a specific time period. This is a useful tool for tracking the amount of overtime worked by employees in a specific time administrator group and for a specific pay period, pay period range, or date range.

ZT35 – Available Leave Hours Report: This report provides the amount of leave an employee has available on a given day. Time administrators should use this report when trying to enter leave for an employee that has low leave balances.

ZP136 – Total Attendance/Absence Report: This report can be used to review any specific type of attendance(s) and absence(s) for an employee or group of employees for a specific pay period or pay period date range.

ZP97 – Employee Variance Report: This report is intended to identify potential problems with time data entered. While it can be run at any time during a pay period, it is recommended that you run this report each Monday to evaluate time entered for the previous week.

DCFS Time Administrators are responsible for being familiar with these reports and running them as required and/or as needed.

Additional Information

The LEO system offers a number of "Help" resources that are easily accessed from the LEO entry page. Simply click on the "LaGov/LEO Help Website" option at the top right portion of the screen, and another box will open with several different options to select. Below is list of these resources.

My Info – Quick Reference Cards:

- Address & Phone, Bank, Tax, & W-2 Quick Reference Card
- CATS Approver Page
- CATS Time Request View Quick Reference
- eCert View Quick Reference (does not apply to our agency at this time)
- LEO Time Request Processing Quick Reference Card
- My Info – Employee Pay Statement Quick Reference Card

My Staff / My Employees Quick Reference Cards:

- My Employees Quick Reference Card
- My Staff Quick Reference Card
- My Staff Reporting

My Training Reference Info:

- Learn more about Course Programs and how to get credit once completed
- My Training Course
- My Training Quick Ref for LaGov Emps

Help / My Work Quick Reference Card

LaGov ERP / LEO Log On Assistance

On-line Help Scripts are another extremely useful resource that contains information on how to complete transactions in the LaGov system. To access these from the LaGov ERP page (which is before clicking on the Employee Portal – LEO tab) click on the "StLA Help" option in the right column. This will open the LaGov Help screen that lists all the various areas of the system. Click on "HCM – Human Capital Management" and then click on "TA – Time Administrator" to see the list of help scripts that are available.

There is also a LaGov HCM Time Administration Quick Reference Card that can be accessed using the following link:

http://www.doa.louisiana.gov/ois/Service/Publications/quickref/hr/HR_TimeAdmin.pdf .

Absence Type Codes	
LA	Annual Leave
LAFM	FMLA - Family
LALB	Annual Leave in Lieu of Sick
LALM	Annual Leave for Military Leave
LB	Sick Leave
LBFM	FMLA – Self
LCRI	Crisis Leave
LD	Worker's Compensation
LDFM	Worker's Comp/FMLA
LDWC	Worker's Comp Leave Buyback
LDLW	Worker's Comp Leave without Pay
LEJR	Educational Leave – Job Related
LF	Funeral Leave
LH	Holiday
LHDH	Designated Holiday
LI	Suspended with Pay
LILW	Suspended without Pay
LJ	Court
LMAL	Military Active Leave
LMPE	Military Physical Exam
LMTL	Military Training Leave
LSAG	Special Leave – Act of God
LSCA	Special Leave – Civil Air Patrol
LSEC	Special Leave – Emergency Civilian
LSNG	Special Leave – National Guard
LSOC	Special Leave – Office Closure
LSRC	Special Leave – American Red Cross
LSVT	Special Leave – Voting
LW	Leave without Pay
LWFM	FMLA – Unpaid
LWLB	LWOP in Lieu of Sick
LWM	Military Leave without Pay
FMLB	FMLA 12 Week
FMLM	FMLA Military Caregiver

Attendance Type Codes	
ZA01	Regular Attendance
ZCON	Conference/Convention
ZCRT	Court Appearance
ZDRG	Drug Testing
ZINV	Interview
ZTRN	Training
ZTST	Testing/Exam
ZWAE	When Actually Employed
0062	On Call Pay

Overtime – Evaluated Codes	
Z001	K-Earned (system calcs)
Z002	Overtime Paid (system calcs)

Absence Type Rolls (Automatic)	
If Entered:	**Quota Reduction Order:**
LA/LALB/LALM	1.5K>ST K>Annual
LBFM/LDFM	LB>1.5K>ST K>Annual
LAFM	1.5K>ST K>Annual
LD	LB>1.5K>ST K>Annual