

	<b>Agency Name</b>	Department of Social Services
	<b>Chapter No./Name</b>	DSS Policy Manual
	<b>Part No./Name</b>	4/Human Resources
	<b>Section No./Name</b>	4-20/Work Hours for Personnel
	<b>Document No./Name</b>	4-20/Work Hours for Personnel
	<b>Effective Date</b>	July 22, 2015

## I. STATEMENT OF POLICY

The Department of Children and Family Services (DCFS) recognizes many of its employees have a desire for **\*alternate\*** work schedules. DCFS also recognizes the provision of such work options may contribute to its success in employee **\*recruitment\*** and retention efforts. Therefore, when it is possible to accommodate employee's desires **\*while\*** continuing to provide the level of service expected by the public, DCFS will allow employees to deviate from the **\*traditional\*** Monday through Friday, 8:00 a.m. to 4:30 p.m. work week. Employees should be aware that not all jobs in DCFS allow for **\*the use of alternate\*** work schedules. **\*An\*** employee's appointing authority or designee must determine on a case-by-case basis whether alternate work arrangements can be accommodated by considering workload, **\*customer/\*** client service, work flow, work quality, and accomplishment of the unit's mission.

Employees must also recognize and accept that any DCFS unit's operational and staffing needs take precedence over an individual's work schedule desires. For example, employees who are assigned **\*to\*** work **\*shift schedules\*** in order to provide 24-hour **\*coverage/\*** services, **\*such as Centralized Intake,\*** cannot be offered **\*alternate schedules.\*** There will inevitably be other requests that will be denied due to the nature of the work or staffing needs; **\*therefore,\*** no employee should view an alternate work arrangement as a right. An **\*alternate\*** work schedule is a privilege, which may be terminated at any time by an employee's appointing authority or designee.

It is the purpose of this policy to establish agency regulations for employee hours of work and work schedules. This policy applies to all employees of the Department of Children and Family Services and shall be enforced in a fair and consistent manner.

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## II. PROCEDURES

Each DCFS employee's work schedule is entered and maintained in the **\*LaGov system\*** (not arrival/departure **\*times,\*** but the **\*number of\*** hours per day **\*such as\*** five 8-hour days Monday through Friday, **\*\*\*** four 10-hour days Monday through Thursday, etc.). Current work schedules must be maintained **\*\*\*** since the system pays and determines overtime eligibility on the basis of the work schedule on record.

Proposed changes to an existing **\*employee's\*** work schedule must therefore be requested via the DCFS Work Schedule Request Form ([Word version/Adobe version](#)) **\*and\*** approved by the appointing authority or his/her designee. **\*\*\*** Additionally, **if a \*\*\* work schedule \*request will change\* the number of hours worked per day or the days of the week on which work is scheduled, the form must also be submitted to the State Office HR Section for entry into the \*LaGov\* system.** When requesting such **\*a\*** schedule **\*change,\*** the effective date must be the first day of a prospective payroll period and the approved DCFS Work Schedule Request

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Form ([Word version](#)/[Adobe version](#)) must be submitted to and entered by the State Office HR Section **prior to the effective date.**

Each employee shall adhere to a fixed, approved schedule **\*except for those employees who are assigned to work shifts in order to provide 24-hour coverage/services.\*\*** Once a work schedule is approved, the employee may not request a schedule change for at least three months, unless changing to a 5-day work week or an unusual or emergency situation exists. The appointing authority however may change the employee's work schedule whenever deemed necessary.

As new employees are hired, their work schedules must also be provided to the State Office HR Section so **\*these\*\*** can be entered when new hire paperwork is completed. When the work schedule form is not received by Human Resources, the employee's work schedule will be set as **\*8 hours per day,\*\*** Monday-Friday **\*\*\***.

**Appointing Authority Responsibilities:**

Each appointing authority or designee is responsible for:

- A. Determining whether **\*alternate\*\*** work schedules can be accommodated in any DCFS unit by considering workload, staff size, work flow, impact on customer/client service, and accomplishment of the unit's work mission; determining whether the individual employee has demonstrated the ability to independently produce quality work; **\*and\*\*** reviewing/approving individual work schedule requests in a manner that ensures all staffing needs and work requirements are met. If disapproving a request, the appointing authority or designee **\*is to\*\*** explain to the employee in specific terms the reasons for disapproval.
- B. Ensuring that each new employee's **\*\*\*** work schedule is **\*reported to the State Office HR Section for entry\*\*** in the **\*LaGov\*\*** system, that employees adhere to **\*their approved\*\*** work schedules, **\*and\*\*** that employees' **\*\*\*** work schedule changes are provided to the State Office Human Resources (HR) Section prior to the effective date of the change.
- C. Ensuring that supervisors and employees are aware of their responsibilities **\*\*\*** that time sheets **\*time statements\*\*** reflect actual hours worked.
- D. **\*Ensuring adequate supervision and security is provided in each unit at all times.\*\***
- \*E.\*** Withdrawing **\*alternate\*\*** work schedule privileges from employees when such schedules conflict with the goals of DCFS. Such conflicts include, but are not limited to, staff shortages or staff coverage is inadequate to provide timely customer/client service or for reasons of abuse, failure to demonstrate time management skills. Other examples include, but are not limited to, failure to work independently or responsibly, failure to provide responsive customer/client service or failure to attain productivity or quality requirements.

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**\*General Guidelines:\*\***

**Official operation hours** for DCFS are 8:00 a.m. to 4:30 p.m., Monday through Friday. All units shall be open and operational, that is, providing full service functions with supervisory coverage \*\*\* during these hours each day. In considering requests for alternate work schedules, all managers and supervisors must ensure that the unit for which he/she is responsible is adequately staffed during these hours.

**Core hours** for DCFS are 9:00 a.m. to 3:30 p.m. No employee's alternate work schedule will have a regular start time later than 9:00 a.m. or a regular departure time before 3:30 p.m. except when an employee works four 9-hour days and one 4-hour day. \*\*\*

No supervisor/manager has the authority to alter the official operation hours or core hours of DCFS. Failure to comply with these rules and procedures may lead to disciplinary action.

**Work schedules \*for full-time DCFS employees include the following options:\*\***

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- Five 8-hour days per work week
- Four 10-hour days per work week
- Four 9-hour days and one 4-hour day per work week
- **Federal Labor Standards Act (FLSA), EXEMPT EMPLOYEES ONLY:** 80-hour pay period schedule \*with\*\* four 9-hour days and one 8-hour day one week of the pay period and four 9-hour days and 1 day off during the other week \*of\*\* the pay period.
- \*24 hours/7 days only for units responsible for providing 24-hour coverage/services, such as Centralized Intake.\*\*

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**Workdays** shall commence and end on \*\*\* the hour, half hour or quarter hour.

**Work hours** shall not begin before 6:00 a.m. or after 9:00 a.m. and work hours shall not end before 3:30 p.m. nor extend beyond 6:30 p.m., except for those employees who must work shift \*schedules\*\* to provide 24-hour coverage and those who work four 9-hour days and one 4-hour day. \*\*\*

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**Meal Breaks** - Employees shall choose and adhere to a fixed, approved \*meal\*\* period of 30, 45, or 60 minutes. \*\*\* Usually, \*meal\*\* breaks shall occur between 11:00 a.m. and 1:30 p.m., \*except for employees assigned to work shift schedules, and should occur about midway during an employee's work day. A meal period cannot be used to report to work late or to leave early.\*\* No unit shall be closed for the \*meal\*\* break, \*and\*\* all primary work areas shall have

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coverage throughout the workday. During the unpaid meal period, employees must be free from assigned work. If an employee is required (or permitted) to take a meal **\*break\*\*** at **\*a\*\*** workstation and **\*perform work,\*\*** or is required to work while eating, the time is considered work time and may be subject to overtime.

**Breaks** - Employees are allowed two 15-minute breaks per day, one **\*\*\* \*during the first half of the work day and one during the second half of the work day.\*\*** These breaks are paid time and are given at the agency’s discretion and, as such, are not mandatory. Break periods may not be combined with the **\*meal\*\*** break itself or with another break period, may not be used in order to report to work late or leave early, and may not be used in conjunction with any type of leave. Break periods may not be accrued. If breaks are not taken they are lost. **\*\*\***

**\* Break Times for Nursing Mothers** - As required by the Federal Patient Protection and Affordable Care Act (PPACA) and the Fair Labor Standards Act (FLSA) as amended, an employee who is breastfeeding will be provided reasonable break times to express breast milk for her nursing child for up to one (1) year after the child’s birth. The frequency of breaks to express milk as well as the duration of each break will vary. **\*\***

**Affect of Holidays on Alternate Work Schedules:**

**\*\*\*** Employees who work an alternate work schedule will be temporarily returned to a 5-8 hour work schedule for those **\*\*\*** periods that include a legal or declared holiday 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 work week (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.
- **\*This provision does not apply to employees who work shift schedules in order to provide 24-hour coverage/services, such as Centralized Intake.\*\***

Time Administrators are responsible for creating work schedule substitutions for affected employees. **\*\*\* \* Refer to the DCFS Time Administrator Manual ([DCFS Policy 4-02](#)) for step-by-step instructions on creating substitutions. \*\***

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**Exceptions:**

\*\*\* \*All requests for exceptions to this policy must be submitted in writing to the Human Resources Section for review and recommendation to the Secretary or his/her designee.\*\*

This policy is not intended to apply to those situations in which an employee is required to work overtime at the direction of his/her appointing authority. Such situations are governed by the official overtime policy of DCFS ([DCFS Policy 4-15 Overtime Compensation](#)) in compliance with Civil Service rules and the [Fair Labor Standards Act](#).

\* During Emergency/Disaster Operations an employee’s work schedule will normally remain the same; however, assigned work hours may be changed based on agency need. Refer to Policy [4-10](#) on Human Resources Procedures for Emergency-Disaster Operations and the Time Entry Instructions and FAQ’s Related to Payroll for Emergency-Disaster Operations ([DCFS Policy 4-10](#))\*\*

**III. FORMS AND INSTRUCTIONS**

DCFS Work Schedule Request Form ([Word version/Adobe version](#))

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**IV. REFERENCES**

[\\*DCFS Policy 4-02 Time Administrator Manual](#)

[DCFS Policy 4-10 Human Resources Procedures for Emergency-Disaster Operations](#)

[Time Entry Instructions and FAQ’s Related to Payroll for Emergency-Disaster Operations\\*\\*](#)

[DCFS Policy 4-15 Overtime Compensation](#)

[Louisiana Department of Civil Service Rules](#)

[Fair Labor Standards Act](#)

**Definitions:**

Alternate Work Schedule – Any approved work schedule other than five 8-hour days per work week.

Appointing Authority – The officers and employees authorized by statute or by lawfully delegated authority to make appointments to positions in the state service.

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Core Hours – The hours of the day during which **all** employees must be present at work, **\*\*\*** except on the employee’s scheduled day off or half-day off **\*and the employee’s assigned to work shift schedules in order to provide 24-hour coverage/services, such as Centralized Intake.\*\***

Official Operation Hours – The hours of the day the department will be staffed and open for business.

**\*\*\***

Unit – An organizational entity within DCFS. For purposes of this policy, state, regional, parish, or local offices; divisions; bureaus; and sections are units.

Work Week – For DCFS this is the seven day period that begins at 12:01 a.m. each Monday and ends at 12:00 **\*p.m.\*\*** (midnight) the following Sunday.