
**ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL**

Effective Date: February 10, 2003

Number: B-0206

Flex Schedules

Purpose The purpose of this procedure is to clarify the intent and expectation of flex schedules for selected Children and Family Services staff. This policy applies to the following classifications: SWA, SW I, SW II, SSW, SSS I, and SSSS. Additionally, policy information for flex schedules for managers and managers' secretaries is provided.

Approved This policy was approved by Michael Riley, Ph.D., Director of CFS, on February 10, 2003. *Signature on file.*

Background The County of Orange operates on a standard 40-hour work week, Monday through Friday, 8 a.m. to 5 p.m. Those are the standard hours in which county agencies and their staffs are expected to perform their assigned duties and responsibilities and be available to the community.

Individual departments may provide options for modified work week schedules, including flexible hours, if such schedules facilitate meeting department business needs. Departments choosing this option must ensure there is sufficient coverage to meet community needs during the aforementioned standard county business hours.

Children and Family Services' purpose is to provide effective and efficient services to the children and families of Orange County. When a request for a modified work week/flex schedule is considered, staffs' ability to meet this purpose will be paramount in management's decision to approve or not approve the request.

Definitions **Flexible Hours**
Any work hours other than 8am to 5pm equal to eight hours each day Monday through Friday.

Modified Work Week

Work hours generally in excess of eight hours per day with a flex day during the work week or pay period. For example:

- 9/80 -- Working eight nine-hour days and one day of eight hours in a pay period (80 hours), with one flex day during the pay period
- 4/10 -- Working four 10-hour days in a week, with one flex day each week

POLICY

Policy

In Children and Family Services, staff is permitted to request a modified work week or flexible hours schedule, with management/supervisory authorization, if the staff member has performed assigned tasks and responsibilities at a standard or better level of performance during the first three months of the Probationary period.

Options

Options for modified work week schedules or flexible hours may include providing employees with the option of working more hours in a day (4/10 or 9/80) or shifting the work hours to a schedule other than 8 to 5. Employees may also alter their schedules by taking a one-half hour lunch instead of the standard hour normally provided.

For example, in CFS, an employee may request a modified work week that involves working 10 hours per day for four days in the week. The employee may also request limiting the lunch period to ½ hour. If the employee reports to work at 7 a.m., the employee would be scheduled to leave work at 5:30 p.m. The hours remain the same whether the employee is working in the office or in the field. The lunch period may not be taken at the beginning or end of a scheduled work day.

Workload Coverage

It is the supervisor's responsibility to ensure adequate workload coverage at all times. Requests for a modified work week or flexible hours schedule will be approved only when:

- A. Adequate coverage is provided during the time staff is absent due to the modified work schedule, and
- B. The modified work schedule will not result in increased costs due to generation of overtime or other premium pay.

If these conditions are not met, modified work schedules will not be implemented, and staff will be assigned work hours by management.

**Flex Day
Availability**

The option of flexible hours or a modified work week is not to interfere with the day to day tasks and responsibilities assigned to Children and Family Services' staff.

When an employee has been approved to work a modified work schedule, the employee's flex day continues to be a work day for Social Services. Therefore, as a part of the modified work week agreement, it is expected that::

- A. Staff are to be available on flex days as required.
- B. To ensure adequate response to client needs, all staff are to:
 - Provide home phone numbers to Orangewood Children's Home for emergency purposes
 - Respond as soon as possible after being contacted or receiving a message
- C. When required to work on a flex day, the employee may consider the option of flexing all or part of the day worked on another day within the pay period. If that is not feasible:
 - Part time employees will be reimbursed at their normal hourly rate
 - Full time employees will be authorized overtime. All overtime must be pre-approved by the manager or his/her designee

**Court
Requirements**

Responsiveness to the juvenile court is an expectation and considered a priority for all staff, regardless of the implemented work schedule. Juvenile Court staff must have access to staff who can provide case information and make decisions regarding the case, regardless of staff members' flex schedules. When a case is calendared on the assigned SSW's flex day, the assigned SSW is to ensure that a staff person knowledgeable about the case is available to the Court as needed. In these circumstances, the SSW is to:

- A. Notify his or her Supervisor of the scheduled Court case and discuss case information to prepare the Supervisor to answer questions the Court may have, OR
- B. If the Supervisor will not be available on the SSW's flex day, the SSW is to alert the Officer of the Day (O.D.) or another Supervisor in the same program to be available to answer questions regarding the case. This information is to be left on the SSW's voice mail. The SSW is to provide the O.D. or other Supervisor with relevant case information to prepare him or her to respond to questions regarding the case.

When staff are subpoenaed on a flex day, the following policy is to be followed:

If	Then
The staff person has been subpoenaed,	it may be necessary for the Staff person to be placed on call with the Court through Victim Witness.
The staff person has been placed on call,	the staff person will be reimbursed for the on-call period at the standard on call rate [see CFS Policy and Procedure Emergency Response On-Call System (A-0406)].
The matter can be resolved by phone,	the time on the phone will be reimbursed as overtime.
The staff person is required to report to Court,	call back pay (minimum of four hours) will be authorized.

Note: This policy applies to both Social Workers and Supervisors.

Termination

While modified work schedules may be authorized, they are considered a privilege, not a right. Staff may voluntarily return to a regular five-day/week schedule upon notification to the supervisor. If in the view of administration, a modified work week or flexible hours schedule is deemed detrimental to an employee's job performance, or completion of required work, the employee's supervisor may eliminate it. The supervisor must give the employee a seven-day notice regarding termination of the modified work week or flexible hours schedule. Termination of the modified work week or flexible hours schedule will be timed to start at the beginning of the first pay period after the seven days.

**Manager's and
Managers'
Secretaries**

Management level staff are limited to the options of a flexible hours schedule or a modified work week with a 9-80 schedule. Managers with an approved modified work week schedule are limited to flexing Fridays only. Managers and their secretaries may have the same day off if adequate coverage is arranged. Managers will come to meetings on their flex day and flex other time off in the pay period. Another manager, not a supervisor, will provide coverage for a manager on a flex day. All deputy directors and managers shall carry a pager during their work hours.

REFERENCES

Other Sources Other printed references include the following:

- County of Orange and The Orange County Employees Association: Memorandum of Understanding, Supervisory Management Unit, Office Services Unit, Community Services Unit, 2001-2004