

Internal Procedure 107: On-Call Standby Duty

11/2023

On-call standby duty is assigned during nights, weekends, holidays, or other situations without regular staff coverage. On-call standby duty may apply to Program Assistants and Family Service Workers (FSWs) (hereinafter referred to as frontline field staff) as well as supervisors. DCFS county leadership will provide employees who are required to be on-call standby with a schedule of the time and date that the employee will be designated as on-call standby duty.

The following requirements apply to employees when designated as on-call standby:

- A. Employees designated as on-call standby staff will be paid 20% of their base, hourly wage during their designated on-call standby time under 1202 Wage Type.
- B. When an employee is designated as on-call standby during a state holiday, the employee will receive holiday pay as well as the 1202 Wage Type for the hours in which he or she is designated as on-call standby.
- C. Unless otherwise advised, the employee is not required while assigned to on-call standby duty to remain at his or her official workstation. However, the employee must remain available by phone or text while offsite and respond to any call or message within fifteen (15) minutes. The on-call standby employee must also have access to state email and the Division's information management system as needed.
 - 1) An employee who fails to respond within fifteen (15) minutes when contacted by phone or text may have his or her on-call standby pay rescinded and is subject to disciplinary action in accordance with DHS Employee Discipline Policy 1084.
 - a) DCFS will take into consideration any failing equipment or other malfunctions when determining disciplinary action.
- D. Staff designated as on-call standby must also return to a designated work site upon notification of the need within the specified response time.
 - 1) A designated work site is defined as any location in which an employee is conducting emergent official business in which face-to-face interaction with clients or stakeholders takes place for fifteen (15) minutes or more.
- E. The employee must remain free of the influence of alcohol or illegal drugs. In addition, the employee should not take any over the counter or prescription drug that adversely affects his or her ability to safely and effectively perform his or her job duties. If an employee has a medical condition and has concerns about complying with this requirement, the employee should consult with the DCFS Human Resources Liaison.
- F. An employee cannot be designated as the on-call standby employee for more than forty-eight (48) hours within any seven (7) day period (this is any rolling, seven (7) day period, not only a standard Sunday through Saturday work week).
 - 1) In the event that extenuating circumstances require an employee to be designated as on-call standby for more than forty-eight (48) hours within a seven (7) day period, the Area Director will contact the Assistant Director of Field Operations or designee.
- G. If the employee has a conflict and is unable to be on-call during his or her assigned time, it is the employee's obligation to pre-arrange for a replacement to cover the employee's on-call standby shift and then request approval from the applicable supervisor or designee of the change.
 - 1) An employee who fails to find a replacement will not be paid for on-call standby duty and is subject to disciplinary action in accordance with DHS Employee Discipline Policy 1084.

- H. DCFS will identify positions and employees who are required or may be required as a condition of employment to be assigned on-call standby duty to work outside of the employee's regular shift.
 - 1) Once DCFS identifies these positions, employee will be notified in writing that the essential functions of his or her job requires the employee to maintain an on-call standby status on either an intermittent or regularly scheduled basis.
 - 2) The employee's position description will also be updated accordingly.
- I. For travel-related reimbursement please see DCFS Internal Procedure 110: Travel Related to Official Business.

107.1 On-Call Standby Requirements Specific to Frontline Field Staff

When a frontline field staff is designated as on-call standby, that employee will be the staff person who carries the on-call phone or has the on-call line forwarded to his or her state-issued phone. Any amount of time spent responding to phone calls, voicemails, texts, emails, or working from a state-issued laptop or through Remote Desktop Control will be paid under the 1202 Wage Type. Frontline field staff will enter assigned 1202 Wage Type hours into EASE.

Frontline field staff designated as on-call standby who must leave his or her residence or other location to respond to emergent official business in which face-to-face interaction with clients or stakeholders takes place for fifteen (15) minutes or more will key ATTN. Such response will be for emergency purposes (as opposed, for example, to catch up on home visits) and require pre-approval from the on-call supervisor.

For each incident in which an employee designated as on-call standby is required to leave his or her residence or other location to respond to emergent official business, ATTN will be entered for a minimum of two (2) hours even if the actual time spent on emergent official business is less than two (2) hours. Travel time to and from the location in which face-to-face interaction with clients and stakeholders takes place will also be keyed as ATTN. The frontline field staff person will inform his or her supervisor when the ATTN duties end during the on-call standby shift.

ATTN will only be keyed when an employee is on emergent official business and in fifteen (15) minute increments. 1202 Wage Type and ATTN time will not be paid for the same time period.

The first forty (40) hours of ATTN time entered within the work week will be paid at the employee's regular rate of pay. Any ATTN hours entered by an employee for more than forty (40) hours in one week (Sunday-Saturday) is considered overtime which will be paid at a rate of time and a half (1 ½). All ATTN hours are documented by the employee in EASE and approved by the employee's supervisor in EASE. Supervisors are responsible for ensuring time entries are correct before approving. Please see DCFS Internal Procedure 108: Overtime and Flex Time for more information.

For frontline field staff serving an on-call standby shift during a state holiday, the employee will key both HLDY for the hours of 08:00-16:00 as well as the 1202 Wage Type for the hours in which he or she is designated as on-call standby during the holiday. If at any point the employee must respond to official business in which face-to-face interaction with clients or stakeholders takes place for fifteen (15) minutes or more during the state holiday, the employee will key ATTN for that response time rather than HLDY. Any time keyed as ATTN on a state holiday (between the hours of 8:00-16:00) will result in the employee banking those same number of hours as HLDY for use at another time.

107.2 On-Call Standby Requirements Specific to Supervisors

A supervisor assigned to on-call standby is expected to be available to and support the FSW who is the designated on-call standby staff. A supervisor will only receive the pay differential under the 1202 Wage Type for the hours in which he or she is designated as on-call standby.

However, if a supervisor designated as on-call standby must leave his or her residence or other location to respond to emergent official business in which face-to-face interaction with clients or stakeholders takes place for fifteen (15) minutes or more, the supervisor must first obtain Area Director or designee approval. If approved, the supervisor will be paid under the 1303 Wage Type for those hours during which face-to-face interaction with clients or stakeholders takes place and associated travel time. The supervisor will also notify the Area Director or designee when the 1303 duties end during the on-call standby shift.

For each incident in which a supervisor designated as on-call standby is approved to leave his or her residence or other location to respond to emergent official business as described above, 1303 Wage Type will be entered for a minimum of two (2) hours even if the actual time spent on official business is less than two (2) hours.

A supervisor serving an on-call standby shift who leaves his or her residence or other location to respond to emergent official business as described above will be paid straight time for the onsite work.

If a supervisor is assigned to serve as on-call standby during a state holiday, that employee will key into EASE both HLDY for the hours of 08:00-16:00 as well as the 1202 Wage Type for the hours in which he or she is designated as on-call standby during the holiday. If a supervisor serving an on-call standby shift during a state holiday must respond to official business in which face-to-face interaction with clients or stakeholders takes place for fifteen (15) minutes or more during the state holiday, the supervisor will key 1303 Wage Type for that response time.

Supervisors will claim both 1202 and 1303 Wage Types by keying time in EASE. The direct supervisor will review and approve the timesheet in EASE.

Scenarios

- A. FSW Sarah is the on-call standby employee for Tuesday evening. FSW Sarah stays at the office from 4:30 p.m.-7:00 p.m. to work a placement crisis that started earlier in the day. While at her home, FSW Sarah responds to a phone call at 9:00 p.m. from a resource parent not related to the previous incident and is on the phone with that resource parent until 9:30 p.m. At 1:00 a.m. FSW Sarah receives a call from local law enforcement that a youth who has been missing has been picked up. The youth ran from the local QRTP provider who has agreed to allow the youth to come back. FSW Sarah picks the youth up from the police station, returns the youth to the QRTP placement provider, and returns home at 3:00 a.m. Time keyed for FSW Sarah for Tuesday afternoon through Wednesday morning will be:

16:30-19:00	ATTN
19:00-1:00	1202 Wage Type
1:00-3:00	ATTN
3:00-8:00	1202 Wage Type

- B. FSW Susie is the designated standby on-call employee on Thursday evening. She receives a call at 6:00 p.m. requiring her to come pick up a sibling group of six. FSW Susie calls the on-call standby Supervisor Beth to ask permission to call one other non-exempt employee – FSW John -- to assist with transportation and locating placement. Supervisor Beth approves and also comes to the office to assist with making sure children are fed and to help locate placement. FSW Susie leaves her home at 6:15 p.m. and calls FSW John from her car on the way to meet the children. FSW John receives the request at 6:15 p.m. and leaves for the office at 6:30 p.m. Supervisor Beth leaves her home for the office at 6:15 p.m. New placement is secured for all siblings by midnight. FSW Susie arrives home at 12:30 a.m. FSW John arrives home at 12:45 a.m. Supervisor Beth arrives home at 1:00 a.m. Time keyed for Thursday evening into Friday morning for these employees will be:

FSW Susie

16:30-18:15 1202 Wage Type

18:15-00:30 ATTN

00:30-8:00 1202 Wage Type

FSW John

18:15-00:45 ATTN

No 1202 Wage Type keyed because he was not the designated on-call standby employee for the county on this evening.

Supervisor Beth

16:30-18:15 1202 Wage Type

18:15-1:00 1303 Wage Type

1:00-8:00 1202 Wage Type

- C. FSW Ben is assigned a Priority I investigation at 3:00 p.m. on Monday. FSW Ben discusses the information in the narrative with his supervisor, Callie. Neither FSW Ben nor Supervisor Callie are designated as on-call standby that evening, but they decide it will be best for FSW Ben to initiate the investigation that afternoon given the information from the hotline. FSW Ben removes the children at 5:00 p.m. on Monday and brings them back to the office. Supervisor Callie supports him in calling identified relatives. An aunt is identified as a possible provisional placement. At 7:15 p.m. they contact FSW Olivia who is the Resource Worker assigned as on-call standby for the area for that evening. FSW

Olivia leaves her home at 7:30 p.m. to travel to the aunt's home to conduct a visual inspection. FSW Olivia arrives back at her home at 10:30 p.m. FSW Ben places the children with the aunt at 10:45 p.m. and arrives at his home at 11:30 p.m. Time keyed for these employees for Monday afternoon will be:

FSW (Investigator) Ben

13:00 (return from lunch)-23:30 ATTN

Supervisor Callie

No 1202 or 1303 Wage Type keyed since Supervisor Callie was not the designated on-call standby supervisor for this evening.

FSW (Resource Worker) Olivia
16:30-19:30 1202 Wage Type
19:30-22:30 ATTN
22:30-8:00 1202 Wage Type

- D. FSW Annie is scheduled as the standby on-call employee from Saturday @ 08:00-Sunday @ 12:00. At 14:00 on Friday, FSW Annie learns that her father has passed away. FSW Annie asks her friend FSW Jane to cover for her, and FSW Jane agrees. When FSW Annie reaches out to her Supervisor Tom to let him know about the change, Supervisor Tom knows that FSW Jane has already served as standby on-call -for 48 hours within this same seven (7) day period (FSW Jane had already served as standby on-call on the preceding Sunday starting at 08:00 through 08:00 Tuesday morning since that preceding Monday was the President's Day holiday), so does not allow FSW Jane to cover but does arrange for FSW Lee to cover instead.

FSW Lucy served as the on-call standby employee on Veteran's Day. Her on-call standby schedule for Veteran's Day was Wednesday from 8:00 a.m.-Thursday 8:00 a.m. Lucy was called out by law enforcement on Veteran's Day to assist with a child welfare issue. She left her home on Wednesday at 3:00 p.m. to travel to the scene and returned home at 6:00 p.m. She received no other calls on Veteran's Day.

On Thursday afternoon at the office, FSW Lucy receives a call about a placement disruption of two siblings on her caseload at 3:00 p.m. FSW Lucy picks up the children and works to find another placement until leaving them at a new resource home at 8:00 p.m. and returning to her home by 8:30 p.m. FSW Lucy is not the standby on-call employee for Thursday evening. FSW Lucy asks permission from her supervisor to flex out the additional four hours from Thursday evening on Friday morning, which is approved.

Finally, FSW Lucy served as the on-call standby employee on Friday from 4:30 p.m.-Saturday @ 8:00 a.m. On Friday night, FSW Lucy receives one call at 7:30 p.m. Friday evening from a placement provider, which lasted 1.5 hours. Time keyed for Wednesday-Friday for FSW Lucy will be:

Wednesday 8:00-15:00	HLDY + 1202 Wage Type
Wednesday 15:00-18:00	ATTN
Wednesday 18:00-Thursday 8:00	1202 Wage Type
Thursday 8:00-12:00 and 12:30-20:30	ATTN
Friday 12:30-16:30	ATTN
Friday 16:30-Saturday 8:00	1202 Wage Type

FSW Lucy will bank 1.0 hours of HLDY time since the last 1.0 hours of the Veteran's Day holiday she had to enter ATTN for being on the scene of an incident at the request of LLE (rather than HLDY).

- E. An employee drives from West Memphis to Little Rock to place a child. After placing the child, the employee conducts personal business in Little Rock. ATTN will not be keyed while on personal business. ATTN will resume when the employees is back en route to West Memphis.