

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-7	Effective Date: September 1, 2024	Version: 4.0
POLICY TITLE: ON-CALL		
OVERVIEW: A Family Case Manager (FCM) who is on-call shall be compensated when required to perform job duties or report to work. FCMs will receive overtime compensation at the applicable rate when hours worked exceed 40 hours in a calendar week. FCMs and FCM Supervisors 4, who are assigned on-call duties, are eligible for a paid bonus while waiting to engage (WTE) when assigned on-call duties.		

I. DEFINITIONS

- A. Call-back hours: Any time an employee performs work during the on-call period.
- B. On-Call: The period during which an employee is away from the worksite but must be available to return to work within a relatively short period of time, specifically: Monday through Friday (from 4:30pm to 8:00am), Saturdays and Sundays (a 24-hour period starting at 8:00am), State holidays (a 24-hour period starting at 8:00am).
- C. Overtime: Hours worked in excess of 40 hours in a calendar week by an overtime-eligible employee.
- D. Waiting to engage (WTE): The time during an assigned on-call shift when a worker is not actively working or called back.

II. REFERENCES

- A. [Fair Labor Standards Act \(FLSA\)](#)
- B. [State Personnel Department's Overtime Assignments Responsibilities and Procedures](#)
- C. [DCS Travel Bulletin](#)

III. STATEMENTS OF PURPOSE

- A. A Family Case Manager (FCM) will be compensated for all hours worked at the appropriate rate. See the [State Personnel Department's Overtime Assignments Responsibilities and Procedures](#) for more information.
- B. Call-back hours will be recorded in 15-minute increments. Commute time to and from work shall be compensated at the applicable rate.
- C. A FCM in cohort training is ineligible to shadow on-call until the day after their successful completion of the Essential Learning portion of the training.
- D. An FCM and FCM Supervisor 4 will record call-back and WTE hours on the [On Call Tracking form](#) and submit to their immediate supervisor.
- E. Call-back hours performed will not result in an automatic reduction of the employee's regular schedule. Any authorization to flex the employee's assigned regular work schedule requires written approval from their immediate supervisor.
- F. In accordance with federal law, no employee may volunteer time for any activity that resembles part of the employee's work duties.
- G. An on-call employee may use their home address as their workstation when claiming travel for on-call purposes unless traveling directly to or from home and office, as these are commutes and not claimable for mileage reimbursement. See the [DCS Travel Bulletin](#) for more information.

H. FCM Supervisor 3s are ineligible for compensation during their on-call hours.

IV. PROCEDURE

- A. The FCM or FCM Supervisor 4 will:
1. Complete all required documentation to track call-back hours during on-call time and enter the call-back hours in PeopleSoft, no later than the end of the final shift worked in each pay period.
 2. Track time spent WTE in 15-minute increments (rounded to the nearest quarter-hour increment) on the [On Call Tracking form](#), and
 3. Submit the completed form to their immediate supervisor.
- B. The immediate supervisor will review the [On-Call Tracking form](#) and the employee's timesheet and ensure the time entered on both is accurate.
- C. FCMs will be paid a WTE bonus as follows:
1. Monday through Friday: \$50 bonus for a full on-call shift of 15.5 hours; and
 2. Weekends and Holidays: \$120 bonus for a full on-call shift of 24 hours.

Note: Bonus will be prorated based upon the actual number of hours spent in WTE status for each shift.

- D. FCM Supervisor 4s will be paid a WTE bonus as follows:
1. Monday through Friday: \$50 bonus for a full on-call shift of 15.5 hours; and
 2. Weekends and Holidays: \$120 bonus for a full on-call shift of 24 hours.

Note: Only one (1) FCM Supervisor 4 per an assigned shift may be compensated for the WTE pay. The Local Office Director shall determine which FCM Supervisor 4 is eligible for the WTE bonus.

V. FORMS AND OTHER DOCUMENTS

- A. [On-Call Tracking Form](#)

APPROVED

Date: August 26, 2024

Eric Miller, Director

Department of Child Services