INDIANA
WORKFORCE
DEVELOPMENT
AND ITS WorkOne CENTERS

TO: Indiana's Workforce Investment System

FROM: Teresa L. Voors
Commissioner, Indiana Department of Workforce Development

THROUGH: Marty Morrow
Chief Operating Officer

THROUGH: Dale Wengler
Deputy Commissioner, Policy and Field Operations

DATE: June 27, 2008

SUBJECT: DWD Policy 2007-44
Alternative Work Schedule Policy

Purpose
To provide guidelines and procedures for the development of the Alternative Work Schedule within the Department of Workforce Development

Rescission
DWD Policy 2005-01, issued August 1, 2005

Content
In order to support the provision of quality services to the customers of the Indiana Workforce Investment System and to meet the business needs of the Department itself, Alternative Work Schedules may be utilized by Indiana Department of Workforce Development staff as necessary to meet the agency's and system's objectives. The approval and use of an Alternative Work Schedule is at the sole discretion of the Department. As a result of field integration efforts and adoption of a functional supervision model for field operations, the Department's approval of the use of Alternative Work Schedules by field staff shall be made by the State supervisor in collaboration and cooperation with the individual's functional supervisor and/or Regional Operator. It is the State supervisor's responsibility to execute the approval form process.

This policy and its contents shall not be construed as an entitlement to or requirement for the adoption of an Alternative Work Schedule. Due to the nature of the Department's and WorkOne system's services, DWD reserves the right to change, deny, disapprove, or discontinue any individual employee's participation in this program for performance or operational reasons.

ELIGIBILITY AND RESPONSIBILITY

To participate in the Alternative Work Schedule program, employees must meet eligibility requirements and be responsible to maintain those requirements. If an event should occur that prevents the employee from meeting the eligibility requirements, the employee's participation may be discontinued. If participation is discontinued, the employee will return to working a ten-day work schedule during a two-week pay period at the start of the next pay period.

To be eligible for alternative work schedules, an employee must meet the following criteria:

- be a full-time state employee;
- not be on an original work test;
- not be on a work improvement plan;
- not have any negative rating(s) on performance appraisals (below standard, marginal, or unsatisfactory) during the preceding six (6) months;
- not have any disciplinary action(s) during the preceding six (6) months; and

The employee must submit the following:

- complete and submit an Alternative Work Schedule Request Form to the formal and/or functional supervisor for review and approval;
- have approval from the employee's State supervisor and Deputy Commissioner/Division Head before starting an alternative work schedule;
- adhere to the selected alternative work schedule stated on the request form;
- alter the alternative work schedule on "off" days that occur on official state holidays; the "off" day will be adjusted another day within the same week as the holiday;
- submit a written request to his/her supervisor if he/she wishes to discontinue the selected alternative work schedule;
- post his/her schedule to communicate his/her working hours.

In the event of a transfer or promotion, the employee will need a new approved form from their new functional supervisor, the employee's State supervisor, and Deputy Commissioner/Division Head.

PROCEDURES AND RESPONSIBILITIES

It is the manager's and formal/functional supervisor's responsibility to develop and document a plan in which the office/division meets three (3) specific criteria: customer service, operational objectives and cost control (savings or revenue neutrality).

Customer Service

The Indiana Department of Workforce Development and the WorkOne system provide many services for a wide range of customers, both internal and external. To ensure our customers have the opportunity to utilize these services, alternative work schedules will allow the Department and WorkOne system to serve customers during alternative work hours. Hours would be extended to assist customers before 8:00 a.m. and after 4:30 p.m., or service hours can be developed to best meet the needs of the customers. However, within an alternative work schedule, overtime-eligible employees may work no more than seventy-five (75) hours during a pay period. The employee should work no less than thirty-five (35) hours in one week and no more than forty (40) hours in the second week in any pay period, unless pre-approved overtime has been authorized. The manager or functional supervisor must ensure that the office/division maintains adequate staffing to provide quality customer service during work hours.

Operational Objectives

To establish an Alternative Work Schedule, each manager and/or formal/functional supervisor is required to consider operational issues internally, i.e., interactions between offices, telephone duties, computers, etc. Each manager and/or formal/functional supervisor is also responsible for communicating service hours to customers. Each Alternative Work Schedule plan should include staffing proposals and clearly defined supervisory responsibilities for employees working alternative work hours.

Cost Savings or Revenue Neutral

In order to apply this policy, the manager and/or formal/functional supervisor must ensure cost savings or revenue neutrality will result when implementing an Alternative Work Schedule.

Responsibilities

In addition to the three specific criteria, the employee's State supervisor must:

- verify the requesting employee's eligibility to participate in the Alternative Work Schedule program before approving any request (see Eligibility and Responsibility);
- when necessary, give preference for a selected schedule to the employee who has greater classification seniority (see Definitions);
- determine if "off" days should be limited to Mondays only or Fridays only for employees within his/her scope of authority;
- submit a completed Alternative Work Schedule Request Form to Human Resources for processing;
- ensure that an adequate number of the division's, office's, or unit's staff members are scheduled to work (either in the office or in the field) every day during affected pay periods;
- monitor the participating employee's work schedule to ensure that for **overtime eligible** staff seventy-five (75) hours are scheduled (and worked as scheduled) over a period of at least **nine (9) work days** during each pay period, the participating employee should work no less than thirty-five (35) hours in one week and no more than forty (40) hours in the other week in any pay period, unless pre-approved overtime has been authorized;
- monitor the participating employee's work schedule to ensure that for **non-overtime** eligible staff at least seventy-five (75) hours are scheduled (and worked as scheduled) over a period of at least **nine (9) work days** during each pay period and the participating employee should work no less than thirty-five (35) hours in one week and no more than forty (40) hours in the other week in any pay period, unless pre-approved overtime has been authorized;
- monitor the participating employee's work schedule to ensure that for **overtime eligible** staff seventy-five (75) hours are scheduled (and worked as scheduled) over a period of at **least a four (4) day work week** during each pay period, and that no more than thirty-seven and one half (37.5) hours are scheduled or worked during any one work week;
- monitor the participating employee's work schedule to ensure that for **non-overtime eligible** staff at least seventy-five (75) hours are scheduled (and worked as scheduled) over a period of at least **four (4) day work** weeks during each pay period, and that no more than thirty-seven and half (37.5) hours are scheduled or worked during any one work week;
- ensure that the participating employee adheres to the specific alternative work schedule he/she selected on the request form;

- ensure that the alternative work schedule is altered so that if the "off" day occurs on an official state holiday, the "off" day will be moved to another day in the same week, where as weekly totals should still match the chosen schedule;
- ensure that the participating employee codes the hours worked each day on the Employee Attendance Report (A-4 form) in 15-minute increments (examples: 7.5 hours or 3.75 hours) rather than daily increments (examples: 1 day or ½ day);
- allow an employee to discontinue his/her selected alternative work schedule at any time upon receipt of his/her written request to do so and completion of the pay period;
- ensure that all schedules are posted to communicate employee's work hours;
- ensure that all position descriptions and performance appraisals for staff are up to date; and,
- ensure that all required management training courses have been completed.

FIXED FLEXIBLE TIME
Standard Business Hours for the Indiana Department of Workforce Development and the WorkOne system are 8:00 a.m. to 4:30 p.m. The standard workday for State merit employees consists of 7.5 hours with a one (1) hour lunch.

State merit employees may request to work a Fixed Flexible Time schedule to accommodate their individual need or preference. Fixed Flexible Time must be approved by the manager and/or formal/functional supervisor and the employee's State supervisor and the Deputy Commissioner/Division Head for that division for the Department.

Any employee who requests to change his/her work hours and later finds it is a hardship may return to the official business hours by submitting a written request to his/her formal and/or functional supervisor and the employee's State supervisor.

Due to the nature of the Department of Workforce Development's business and that of the WorkOne system, management reserves the right to adjust work schedules as necessary in order to serve its customers.

Effective Date: June 27, 2008

Review Date: October 1, 2010

Ownership
DWD Human Resources Division
Indiana Department of Workforce Development
10 North Senate Avenue
Indianapolis, IN 46204
Telephone: 317.232.7475

Action
All staff must consider the above policy in formulating an Alternative Work Schedule. Any changes or modifications to an Alternative Work Schedule plan must be submitted in accordance with procedures outlined within this policy. See the forms attached.

Attachments
IDWD ALTERNATIVE WORK SCHEDULE REQUEST FORM, Nine (9) Work Days Per Pay Period
IDWD ALTERNATIVE WORK SCHEDULE REQUEST FORM, Four Day Work Week
IDWD FIXED FLEXIBLE WORK SCHEDULE REQUEST FORM

DEFINITIONS

Alternative Work Schedule (AWS):	A work schedule in which the employee works seventy-five (75) hours over a period of two four day work weeks or nine (9) days (rather than ten (10) days) during a two week pay period.
Classification Seniority:	The total amount of time (years/months/days) an employee has held his/her current job classification.
Fixed Flexible Time:	A work schedule of 75 hours per pay period with a fixed start and end time other than 8:00 a.m. to 4:30 p.m.
Holiday:	Official state holidays are days which have been designated as holidays by the annual "Holiday Schedule" memo distributed by the Office of the Governor.
State Seniority:	The total amount of time (years/months/days) an employee has been continuously employed by Indiana State Government.

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT
ALTERNATIVE WORK SCHEDULE REQUEST FORM
NINE (9) WORK DAYS PER PAY PERIOD

Participation in the Indiana Department of Workforce Development's (DWD) Alternative Work Schedule program is considered an employee privilege and not an employee right. Due to the nature of DWD's services, DWD reserves the right to change, deny, disapprove, or discontinue any individual employee's participation in this program for performance or operational reasons.

Employee (please print):
Supervisor (please print):

Schedule 1:

Employees can work five (5) days the first week totaling forty (40) hours and four (4) days the following week, totaling thirty-five (35) hours. Employee will choose which day he/she will take "off". Each day includes one (1) hour for lunch.

Monday	***Tuesday***	***Wednesday***	***Thursday***	***Friday***	
8	8	8	8	8	40
Off	8.75	8.75	8.75	8.75	35

Schedule 2:

Employees can work four (4) days the first week totaling thirty-five (35) hours and five (5) days the following week, totaling forty (40) hours. Employee will choose which day he/she will take "off". Each day includes one (1) hour for lunch.

Monday	***Tuesday***	***Wednesday***	***Thursday***	***Friday***	
8.75	8.75	8.75	8.75	Off	35
8	8	8	8	8	40

Check which schedule you prefer: Schedule #1:_____ Schedule #2:_____

Work Hours (i.e., 7:00 a.m. to 4:45 p.m.): _____

_____

Check which day of the week will the "off" day:

Monday___ Tuesday___ Wednesday___ Thursday___ Friday___

Employee Signature:		Date:
Supervisor/Manager:	☐ Approved	☐ Disapproved
Reason:		
Supervisor/Manager Signature:		Date:
Deputy Commissioner Signature:		Date:

cc: Employee
Employee Fact File
Employee Personnel File

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT
ALTERNATIVE WORK SCHEDULE REQUEST FORM
FOUR DAY WORK WEEK

Participation in the Indiana Department of Workforce Development's (DWD) Alternative Work Schedule program is considered an employee privilege and not an employee right. DWD reserves the right to deny, disapprove or discontinue any individual employee's participation in this program for performance or operational reasons.

Employee (please print):
Supervisor (please print):

Employee can work 4 days each week, selecting one day of the week as an off day, totaling 37.5 hours per week. Each day includes one (1) hour for lunch.

Monday	***Tuesday***	***Wednesday***	***Thursday***	***Friday***	
9.5	9.5	9.5	9	Off	37.5
9.5	9.5	9.5	9	Off	37.5

Work Hours (i.e., 7:00 a.m. to 5:30 p.m.): _____

_____

Check which day of the week will be the "off" day:

Monday___ Tuesday___ Wednesday___ Thursday___ Friday___

Employee Signature:		Date:
Supervisor/Manager:	☐ Approved	☐ Disapproved
Reason:		
Supervisor/Manager Signature:		Date:
Deputy Commissioner Signature:		Date:

cc: Employee
Employee Fact File
Employee Personnel File

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT
FIXED FLEXIBLE WORK SCHEDULE REQUEST FORM

Participation in the Indiana Department of Workforce Development's (DWD) Alternative Work Schedule program is considered an employee privilege and not an employee right. DWD reserves the right to deny, disapprove or discontinue any individual employee's participation in this program for performance or operational reasons.

Employee (please print):
Supervisor (please print):

Fixed Flexible Work Schedules

Employees may select from one of the following seven (7) hours of work schedules in conjunction with the supervisor/managers approval:

- ☐ 7:00 a.m. to 3:30 p.m.
- ☐ 7:30 a.m. to 4:00 p.m.
- ☐ 8:00 a.m. to 4:30 p.m. (Standard Core Hours)
- ☐ 8:15 a.m. to 4:45 p.m.
- ☐ 8:30 a.m. to 5:00 p.m.
- ☐ 9:00 a.m. to 5:30 p.m.
- ☐ 9:30 a.m. to 6:00 p.m.

Employee Signature:		Date:
Supervisor/Manager:	☐ Approved	☐ Disapproved
Reason:		
Supervisor/Manager Signature:		Date:
Deputy Commissioner Signature:		Date:

cc: Employee
Employee Fact File
Employee Personnel File