

Title Alternative Work Arrangements Procedure	Effective Date. August 1, 2009
Department/Issuing Agency Administration Division, Public Health – Seattle & King County	
Approved Chief Administrative Officer	

1.0 **SUBJECT TITLE:** Alternative Work Arrangements Procedure

1.1 **EFFECTIVE DATE:** August 1, 2009

1.2 **TYPE OF ACTION:** New

1.3 **KEY WORDS:** Alternative Work Schedule, Compressed Schedule, Flex Schedule, Match, SSL-VPN, Telecommuting

2.0 **PURPOSE:**

To provide procedures used to initiate, maintain, and cease alternative work arrangements including alternative work schedules and telecommuting. This procedure also provides a process to ensure work schedules for Match participants are accurate.

3.0 **ORGANIZATIONS AFFECTED:**

Applicable to the Department of Public Health – Seattle & King County

4.0 **REFERENCES:**

4.1 Executive Policy PER 8-1-2 (AEP), Exempt FLSA Practices

4.2 Executive Policy PER 8-2-1 (AEP), Hourly FLSA Practices

4.3 Executive Policy PER 18-1 (AEP), Alternative Work Schedules

4.4 Executive Policy PER 18-4 (AEP), Telecommuting

4.5 Human Resources Division Alternative Work Arrangements Guide

4.6 Applicable Collective Bargaining Agreements

4.7 Public Health Security and Health Information Policies and Procedures

5.0 DEFINITIONS:

5.1 "Alternative Work Arrangements (AWA)" means alternative work schedules, telecommuting, or both. AWAs may be either employee requested or supervisor required.

5.2 "Alternative Work Schedule" means any of the following:

5.2.1 "Fixed flex" means a work schedule divided into "core" time, during which the employee must be at work, and "flex-time bands" at either end of the core time, during which employees may adjust the times they begin and end their workday, subject to prior approval.

5.2.2 "Full flex" means a work week consisting of the hours (either 35 or 40) and days (five in a seven-day period) that would be worked by an employee on a regular schedule, but in which the daily hours worked may vary from day to day in order to meet the professional requirements of the position.

5.2.3 "Compressed work week" means a work week of fewer than five days in a seven-day period or fewer than ten days in a 14-day period.

5.4 "Core Hours" means the time periods during the workday during which an employee is required to be present for work. Core hours may be assigned to both FLSA exempt and non-exempt employees.

5.5 "Medicaid Administrative Match (MAM or Match)" means the program allowing partial federal reimbursement for administrative activities that support the goals of the Medicaid state plan.

5.6 "Outlook Web Access (OWA)" means a tool used to access e-mail, calendars, contacts, and tasks through the internet. Files and applications cannot be accessed in OWA.

5.7 "Remote Access" means access to electronic systems from a remote location via the internet.

5.8 "Rescission" means to rescind a previous agreement and to return to the status quo prior to the agreement. In this procedure, rescission applies only to employee-requested AWAs.

5.9 "Schedule Change" means changing a required AWS with appropriate notice.

5.10 "Single Socket Layer-Virtual Private Network (SSL-VPN)" means an approved type of technology used to gain remote access.

5.11 "Telecommuting" means an arrangement that enables employees to work from a telecommuting worksite, which may include the employee's home. Telecommuting may or may not include remote access.

6.0 PROCEDURES:

6.1 There are two types of AWA requests –telecommuting (with or without access to SSL-VPN) and alternative work schedules (AWS). All changes to work schedules or telecommuting will follow this procedure using Workforce. This includes when the change is reverting to a non-AWA status.

6.1.1 Temporary AWS assignments of 30 days or less are not required to be entered into Workforce; however all time worked outside of the normal schedule during the temporary assignment must be documented with a timesheet of the days and hours worked.

6.1.2 This procedure does not apply to AWS for paramedics, Jail Health nursing staff, and Short-term Temporary/Interns/Work Study staff.

6.2 Employees may request an AWA in Workforce after a discussion between the employee and supervisor. Employee requests are approved or denied based on AWA Considerations and Planning contained in the Human Resources Division Alternative Work Arrangements Guide (Reference 4.5) and the department’s business needs. For all AWA requests an employee must review this procedure and the Alternative Work Arrangements Guide. Requests for telecommuting also require that the employee review the DPH Telecommuting Guidelines (Appendix 7.1) and take the Telecommuting training (Appendix 7.2)

6.2.1 If the supervisor recommends approval of the request, they will approve it in Workforce. A notification is then sent electronically to the division manager for approval. If the division manager or designee approves the request, Workforce will send an email notification to the supervisor, employee, Payroll, and PH Human Resources of the approval. If the AWA includes approval for SSL-VPN, the KCIT PH Help Desk is included in the notification email.

6.2.1.1 The supervisor will send a copy of all alternative work schedules (new, modified, or deleted) to the timekeeper.

6.2.1.2 Once KCIT PH has set up the SSL-VPN access, they will notify the employee, supervisor, and PH Human Resources via email.

6.2.2 If the supervisor recommends denial of an employee requested AWA, or wishes to withdraw approval of an employee-requested AWA, they will complete the AWA Denial/Rescission form (Appendix 7.3) which will document the business need for the action. If the employee accepts the denial or rescission, the supervisor will ensure that Workforce correctly reflects the employee’s status concerning AWA. The employee will be given a copy of the denial form and the original will be filed in the Personnel file.

6.2.2.1 The employee may make an appeal to a denied/rescinded AWA request. Appeals must be in writing with any supporting documentation and submitted to the supervisor within 10 business days of the denial.

6.2.2.1.1 If a collective bargaining agreement provides for an appeal process, the CBA process will be followed.

6.2.2.2 If the Division Manager upholds the denial/rescission, the AWA Denial/Rescission form is updated to include the Division Manager's comments. The form is then sent to PH Human Resources; if PH HR concurs they will add comments to the Denial/Rescission form and send to the Department Director or designee who makes a final decision on the denied/rescinded AWA request.

6.3 The supervisor may require the employee to work an AWA based on the unit's needs. Required AWAs are entered into Workforce by the supervisor and the supervisor shall provide the employee all materials listed in 6.2 as applicable. Any change to a required AWS is a schedule change.

6.4 Hourly employees on an alternative work schedule are required to complete a timesheet for a workweek that has a holiday. Employees who work at a site that is closed on a designated holiday are required to cover the hours beyond the normal 8-hour holiday allowance by using accrued time off (vacation or compensatory time) or take leave without pay. Alternatively, by mutual agreement with the supervisor, the employee may make up the hours during the same workweek if the change will not result in overtime pay.

6.5 All AWAs will be monitored by the supervisor to ensure that they do not negatively impact the productivity of the employee or work unit.

6.6 Except for required AWAs described in 6.3, all AWAs must be reviewed and considered for renewal at least annually. Workforce will generate an email notification to the supervisor and employee 30 days prior to the expiration of the AWA. The supervisor will meet with the employee to discuss the renewal. If there is no change to the original agreement, the supervisor will mark the renewal block in Workforce. If there are changes a new request will be submitted.

6.7 An employee who has requested and been approved for an AWA may ask to stop the AWA through a new request in Workforce. The request should normally have a 2-week notice unless otherwise indicated in the CBA or by mutual agreement. If the supervisor rescinds a mandated AWA, the employee will be provided a minimum 2-week notice unless a different notice period is required by the CBA.

6.8 Staff that are in the Match program must also follow this procedure to ensure that work schedules are correct for monitoring the program even if the employee is not requesting an alternative work arrangement. These regular work schedules are entered by the employee and approved by the supervisor. They do not need division manager approval.

6.8 If language in a Collective Bargaining Agreement conflicts with these procedures, the Bargaining Agreement shall prevail.

7.0 APPENDICES:

7.1 Telecommuting Guidelines

7.2 DPH Telecommuting Training Presentation

7.3 AWA Denial Form

Procedure Owner	Last Review Date	Comments
HR SDM II	6/22/09	Established