

After-Hours Sign-up and Emergency/Force Policy

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Any information referenced within this document is considered to be a part of this policy with the exception of the "Related Resources" section.

Summary

This policy defines how employees will be scheduled to ensure coverage during non-business hours of operation at the Division of Milwaukee Child Protective Services (DMCPS). The DMCPS must respond to reports in compliance with the requirements of Chapter 48 Wisconsin Statutes, CPS Access and Initial Assessment Standards, and CPS Safety Intervention Standards.

Policy

The DMCPS is responsible for receiving Access reports 24 hours/7 days a week and responding to screened in Access reports of alleged maltreatment. This policy defines the sign-up procedures and emergency ("forced") coverage for After-Hours. See Policy 40.01, After Hours Program for more information.

Related Resources

- [Policy IA 40.01: After Hours Policy](#)

Definitions

Assigned After-Hours designee – A person, the Executive Staff Assistant, who assumes responsibility for a particular task related to After-Hours. The assigned After-Hours designee is subject to change.

Force list – This list is utilized during day-to-day operations when a staff is unable to work their After-Hours shift. The Assigned After-Hours designee maintains the list which is used to determine the next person eligible.

Forced – Requiring to cover a vacant After-Hours shift on a day to day basis.

Made to work – During the After-hours sign up there may be shifts which no one volunteered to work. In that scenario, staff will be “made to work” and required to sign up to cover the shift based on seniority.

Proxy – an employee who represents and signs up for another worker during After-Hours Sign Up.

Procedures

After-Hours Employee Assignment and Schedule

Employees are assigned to one of three groups made up of Initial Assessment Specialist from Access, Initial Assessment (IA) and Professional Development. The After-Hours groups are divided to maintain equal distribution among the After-Hours Groups. The order of the list is based on DMCPs Full-Time Employment (FTE) length-of-service status. In cases where two employees have the same length-of-service date, the employee’s alphabetical order of their last name will be the determining factor with the first alphabetical letter/name being treated as the most senior.

Once an employee is eligible to work After-Hours, they will be assigned to one of three After-Hours groups. Every effort will be made to ensure assignment to an After-Hours group will remain the same; however, this may change based on new or departing employees to meet agency needs. Any changes that occur will be at the direction of the Initial Assessment Bureau Director, Access Section Manager, and/or Program Managers.

Two IA supervisors facilitate the sign-up process virtually via Zoom for each After-Hours group and an assigned After-Hours designee coordinates the process.

The facilitating IA Supervisors are responsible for the following at each Sign-Up:

1. List each step of the process chronologically (using numerical lists), Creating and sending out a Zoom meeting invitation for the staff on their Sign-Up Priority List.
2. Collecting proxy information for use in each Sign-Up and ensuring each worker on that groups’ Priority List is accounted for.
3. Ensure all shifts for their group on each months’ calendar are filled before the meeting ends.
4. Email the assigned After-Hours designee the completed calendars.

The assigned After-Hours designee, Executive Staff Assistant, is responsible for the following:

1. Schedule and notify employees of the After-Hours Sign Up schedule each quarter.

2. Establish Zoom Link for meeting and/or schedule conference room for Sign-Up date/time.
3. Maintain and update the After-Hours Schedule.
 - a. Maintain and update the daily After-Hours Schedule.
 - b. Maintain and update the monthly After-Hours Calendars for IA Specialists, IA Supervisors, and IA Program Managers.
4. Maintain and update the After-Hours Phone List.
5. Maintain the After-Hours Force List.
6. Notify employees when coverage is needed for After-Hours via volunteers and/or After-Hours Force List. (NOTE: Workers should attempt to fill any shift they are unable to work prior to requesting the assistance of the assigned After-Hours designee except there are unusual circumstances.)

After-Hours Sign-Up will occur quarterly on the first full work week of the designated sign-up month (i.e., March, June, September, and December) unless it falls on a holiday week. In that case sign-up will be held the following week. Changes to this rule could occur if business needs dictate, with consulting Program Managers approval. The sign-up month will establish the schedules for the following three months (i.e., sign up in March for coverage in April, May, and June).

After-Hour Months to Schedule Month Employees Sign-Up

After-Hour Months to Schedule	Month Employees Sign Up
April, May and June	March
July, August and September	June
October, November and December	September
January, February and March	December

Group Order	Day Assigned to sign up for After-Hours (@ 2 PM, 1 st full week of the month)
Group One	Tuesday
Group Two	Wednesday
Group Three	Thursday

All IA Specialists must submit time off requests to their Supervisors for the identified three-month Sign-Up timeframe by the established deadline. During major Holiday's Supervisors will submit all requests to the designated Program Manager by established deadline. The Program Managers and IAB Director will ensure that all absence requests are reviewed and approved in accordance to the Division's workload needs prior to sign-up. Supervisors facilitating After-Hours sign-up will reference the approvals when conducting sign-up.

Alternative or modified work schedules do not alter the employee's availability to work After-Hours shifts (e.g. 4 days/40 hours). If the employee's schedule would normally indicate that they are not present on the day of an After-Hours shift, the employee may still be required to accept shift or shifts through the process of After-Hours Sign-Up. The alternative work schedule does not remove or change the employee's place on the After-Hours Force List.

No employee shall be made to work an After-Hours shift on the day the employee is utilizing pre-approved benefit time, the day immediately preceding a day on which the employee utilized pre-approved benefit time, or the day immediately following a day the employee utilized pre-approved benefit time.

Ex: Employee A is utilizing vacation on Tuesday; employee A shall not be made to work an AH shift on Monday or Tuesday as they are pre-approved off on Tuesday. Employee can be made to work on Wednesday.

If an employee is utilizing vacation on a Monday or Friday, the employee shall not be made to work an After-Hours shift during the weekend attached to their pre-approved vacation.

Ex: Employee A is utilizing vacation on Friday, employee A shall not be made to Thursday, Friday, Saturday, or Sunday. The employee can be made to work on Monday.

Ex: Employee A is utilizing vacation on Monday, employee A shall not be made to the Friday, Saturday, Sunday, or Monday prior to their scheduled Monday off. The employee can be made to work on Tuesday.

State recognized Legal Holidays (during the weekday) are not considered pre-approved vacation time.

Eligible Initial Assessment Specialist from IA, Access, and Professional Development can be made to work and/or forced for either the Access or IA function of After-Hours.

An employee cannot be forced to work two consecutive After-Hour shifts; however, the employee has the option to sign up for consecutive After-Hours shifts or volunteer to take consecutive shifts through the force process (e.g., requests to be used on the After-Hours Force List).

Sign-Up Procedure

1. To ensure the most accurate After-Hours group lists (1-2-3), supervisors will timely notify the assigned After-Hours designee timely of an employee's schedule (e.g., limitations or changes).
2. The assigned After-Hours designee, the Executive Staff Assistant, will establish and update the DMCPs FTE length-of-service rankings before each quarterly sign-up and creates the three-month Sign-Up calendars. These items are emailed to employees one week prior to the After-Hours Sign-Up. Sign-up occurs the first full week of the month (possible exceptions noted on page 2).
3. The Supervisors assigned to coordinate the quarters' Sign-Up will send out Outlook meeting invites including Zoom links to their individual groups a week prior to the Sign-Up date or by the established deadline. The Large Conference room will also be reserved each date in case anyone wants to participate in person.
4. Each Group has two Supervisors proctoring. One will lead the meeting and the other will share the live calendar(s) on the screen, filling in the shifts using first Initial and full last name as the shift is taken.
5. Employees are to come prepared with their own calendar(s) to follow along and track their shifts.
6. Sign up begins at 2:00 p.m. All employees are expected to attend their assigned After-Hours designated Sign-Up unless they are unavailable (utilizing benefit time, training, appearing before court, responding to an emergency case or have a supervisory pre-approved valid reason to not be in attendance.
 - a. In those cases where an employee is not able to be present, they may select a proxy to represent them and shall notify the After-Hours group leaders prior to the Sign-Up date. If a proxy decision has not been made, the After-Hours group leaders will serve as a proxy for the absent employee. Decisions made by proxies are binding upon the absent employee. An employee attending the After-Hours Sign-Up meeting may only be a proxy for one colleague.
 - b. A proxy must be assigned to the same After-Hours sign-up group as the person they are proxying for.
 - c. A proxy must sign-up for After-Hours at the designated selection time for the staff member they are proxying for.
7. All eligible employees are responsible to select shifts at each of the quarterly After-Hours Sign-Up meetings.
8. The process by which employees select After-Hours shifts will be divided into four steps, identified as Rounds. Prior to beginning the Sign-Up, the supervisors facilitating will conduct a roll call to ensure all employees are present, this includes any proxies.
 - a. Mandatory Round: The facilitator will call names in order of the priority group list. During this Round, every employee/proxy must select ONE shift from the calendar for the group in which they are assigned. Supervisor modifications during the mandatory round may occur. Ex. Employee cannot be made to work two consecutive shifts or accommodate preapproved time off.

- b. Voluntary Rounds: The facilitator will call names in order of the priority group list (the list within each group with staff and their assigned order). During this Round, no employee is obligated to select any shifts but may choose to select ONE shift. When a name is called, the employee/proxy will either pick a shift or “pass”. This Round may be repeated as often as is necessary until there are no remaining shifts or no employee identifies an interest in accepting additional shifts.
 - c. Made To Work Round (if necessary): The remaining shifts are counted by the Supervisor and confirmed by recount of at least one employee present. The Supervisor needs to verify approved vacations prior to completing the made to work round. Remaining shifts are chosen in order of the priority group lists.
 - i. Ex: If there are 7 remaining shifts, the 7 least senior employees are made to work ONE shift in order of most to least senior.
9. The completed After-Hours calendars are e-mailed to the assigned After-Hours designee by the Supervisor facilitating the Sign-Up. The assigned After-Hours designee maintains the calendars and emails employees prior to the next month.
10. Employees have the option to trade/give away their shifts only after the After-Hour Sign-Up process for all three groups is completed. The employee taking the shift must be eligible to work After-Hours. The original scheduled employee must email the assigned After-Hours designee any After-Hour shift changes. The email must include the employee taking the shift confirming the changes.
 - a. If changes occur after 5:00pm or on a weekend/holiday, an email notifying the assigned After-Hours designee and backups, the employee taking the shift, After-Hours Supervisor and Program Manager must be included.
11. If an employee is unavailable for five hours or more (due to employee illness, a resignation, or family medical leave) on the business day s/he is scheduled, the employee is not eligible to work their regular shift and After-Hours shift. The employee/supervisor must find a replacement for their After-Hours shift and inform the designated assigned After-Hours designee to update the After-Hour schedule. If a replacement is not identified the After-Hours Force list may be used.
 - a. If an employee resigns, the employee is no longer eligible to work After-Hours shifts immediately after being removed from full case rotation.

After-Hours Force List

An After-Hours Force is utilized when an unfilled After-Hours vacancy is identified, and no one has volunteered to provide coverage.

The After-Hours Force List is managed by the assigned After-Hours designee. New staff are added in alphabetical order when they start working After-Hour shifts.

The assigned After-Hours designee will identify the next employee on the Force List who is in work status who has not yet been Forced or with the oldest recorded After-Hours Force date, check the After-Hours schedule(s) and Master Leave Calendar for availability, and submit to the employees Supervisor and Program Manager for a possible Force. The Supervisor/or Program

Manager will notify the worker of the possibility of a Force and/or the confirmation of a Force. Once the Force is confirmed, the employee Forced shall be required to accept responsibility for the shift, either working or locating an appropriate replacement. NOTE: Only after and employee is officially Forced, if the employee finds an appropriate replacement for the shift, the Forced employee will still receive credit for the Force. Once an employee has been forced, their name is moved into the upper area of the force list and their availability is listed by date forced going forward.

1. In the event there are no volunteers willing to accept a vacant shift by noon (12:00 P.M.); the assigned After-Hours designee shall proceed to utilize the After-Hours Force List to fill the open shift. If there is a vacancy for the After-Hours shift for that evening, or if it is the last business day before the vacancy, volunteers will be requested. If it is early enough in the day, employees will have until 12:00 p.m. (noon) to volunteer. If no one volunteers, the next person on the After-Hours Force List is notified by 2:00 p.m. that s/he is forced to work said After-Hours shift. If it is identified later in the day, notice will be given as soon as is possible.

The employee's Supervisor must notify the assigned After-Hours designee when an employee's After-Hours eligibility status changes as this impacts the After-Hours Force List. In addition, new employees will only be forced if they are eligible to work After-Hours.

2. The assigned After-Hours designee will provide the Supervisor and Program Manager with the names of employees on the After-Hours Force List that is up next to be forced and has been vetted to be available to work. The Supervisor is responsible for confirming the availability of the employee to be Forced if the employee has been selected via the After-Hours Force List.
3. Volunteers will be sought to take After-Hours shifts for planned or known vacancies. The After-Hour Designee will e-mail requests as soon as vacancy is known. The assigned After-Hours designee will notify the Supervisor of the next possible person on the After-Hours Force List.
 - a. Volunteering for an After-Hours shift or shifts does not affect your rotation in the After-Hours Force List.
 - b. Vacation, FMLA, or Educational Leave: Employees who have approved vacation, FMLA, or educational leave will not be assigned an After-Hours Force shift. The employee will resume their place on the After-Hours Force List on the first day they return to for eligible duty.
4. Coverage of After-Hours Force shift: When an employee who has officially been forced to cover an After-Hours shift locates someone to take the After-Hours shift, the original employee being Forced will still get credit for the shift, not the employee covering the After-Hours force shift.
5. Alternative work schedule employees are eligible to be Forced for After-Hours with the same expectations regardless of their predetermined scheduled days off.
6. If notice is given before 12:00pm, those identified as being the next person on the After-Hours Force List will be contacted by their supervisor and the employee must return the



telephone call/message by 1:00 PM that day. If notice has not been given in advance, as much possible notice will be given to the employee to be Forced.