

After- Hours Sign Up and Emergency/Force Policy

Policy Number: IA 40.00

Subject: Access, Initial Assessment, After-Hours, emergencies, and force list

Previous Version: February 25, 2015

Release Date: August 27, 2018

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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.

The following sections detail the process:

- I. After-Hours Employee Assignments and Schedule (page 1)
- II. Sign-Up Procedure (page 3)
- III. After-Hours Force Procedure (page 4)

I.) After Hours Employee Assignments and Schedule

Employees are assigned to an After-Hours group based on length-of-service status and equal distribution between the After-Hours groups. Employees not assigned to a permanent group will be assigned to a temporary group to ensure equal distribution. Once an employee is assigned to a permanent team, s/he will remain in that specific After-Hours group. Every effort will be made to ensure membership to an After-Hours group will remain the same; however this may change based on new or departing employees to meet agency needs. The Training Team employees will be assigned to a permanent After-Hours group upon transition to their permanent supervisor/unit.

IA supervisors facilitate the sign-up process for each After-Hours group and two designated operations program associates (OPAs) coordinate the process. The OPA is responsible for the following:

1. Schedule and notify employees of the *After-Hours Sign Up schedule* each quarter.
2. Maintain and update the *After-Hours Schedule*.
3. Maintain the *After-Hours Force List*.
4. Notify employees when coverage is needed for After-Hours via volunteers and/or *After-Hours Force List*.

After-Hours Sign Up will occur quarterly on the first full work week of the designated sign up month (e.g. March, June, September and December). The sign up month will establish the schedules for the following three months (i.e. sign up March to coverage April, May and June).

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 (@ 3 PM, 1st full week of the month)
Group One	Tuesday
Group Two	Wednesday
Group Three	Thursday

Shift selection for employees will be assigned through a length-of-service based rotation. In cases where two employees have the same length-of-service date; the employee's alphabetic order of their last name will be the determining factor with the first alphabetical letter/name being treated as the most senior.

The IA supervisors will ensure that the *Scheduled Absence Calendar* is located on the S Drive is updated three weeks prior to the *After-Hours Sign Up month* (e.g. March, June, September and December).

The alternative 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 required 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, on a weekend immediately following or preceding the use of pre-approved benefit time on either Monday or Friday.

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 (i.e. requests to be used on the *After-Hours Force List*).

II.) Sign-up Procedure

1. Employees and their supervisors will ensure that all the appropriate individuals are timely informed of an employee's schedule (e.g. limitations or changes).
2. The After-Hours group leader (IA supervisor facilitating) will be responsible to provide an accurate count of eligible employees to the designated OPA two weeks prior to the After-Hours Sign up date (two weeks before the Tuesday of the first full week of the sign up month).
3. The designated OPA will establish and update the length-of-service rankings before each quarterly sign up and obtain the scheduled absence calendar for the After-Hours quarter to be scheduled. This information will be emailed to employees one week prior to the After-Hours Sign Up date/month (one week before the Tuesday of the first full week of the sign up month).
4. Sign up begins at 3:00 p.m. All employees are expected to attend their assigned After-Hours group day and time unless s/he is unavailable (utilizing benefit time, appearing before court, or responding to an emergency case).
 - 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 leader. If a proxy decision has not been made, the After-Hours group leader will designate an employee to 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. The employee serving as the proxy may write down their colleagues name when it is the colleagues turn to sign up (based on the After-Hours list rotation).
 - b) A copy of the After-Hours calendar for the current month should be e-mailed to the employees and the information maintained at the desk or office of the OPA for review by all DMCPs employees.
5. All employees are responsible to select shifts at each of the quarterly *After-Hours Sign Up meetings*. All employees should sign up using both their first and last names to prevent mistaken identity.
6. The process by which employees select After-Hours shifts will be divided into four steps, identified as Rounds.
 - a) *Round One*: The calendar for each identified month shall be passed from the most senior employee, or their proxy, in order to the least senior employee, or that employee's proxy. During this Round, every employee must select ONE shift from the calendar for the group in which they are assigned.
 - b) *Round Two*: The calendar for each identified month shall again be passed from most senior employee, or that employee's assigned proxy, to the least senior employee. During this Round, no employee is obligated to select any shifts but may choose to select ONE shift in length of service order. This Round may be repeated as often as is necessary to allow employees wishing to take extra shifts until there are no remaining shifts or no employee identifies an interest in accepting additional voluntary shifts.

- c) *Round Three*: The remaining shifts are counted by the IA supervisor and confirmed by recount of at least one employee present. The calendar is then provided to the most senior employee in ranking equivalent to the number of available shifts, who must sign up for one of the remaining dates on the calendar for their group. If there are 7 remaining shifts the 7 least senior employees are required to sign up for ONE shift in order of most to least senior.
 - d) *Round Four*: If any shifts remain, due to the protections provided by benefit time, the shifts will be assigned to the least senior available employee and proceed up the line to the most senior employee until all shifts are assigned. Employees will continue to receive protection from pre-approved benefit time and the rotation will skip these individuals and proceed up in order of length of service, least to most, with each employee required to accept any available remaining shifts.
 - e) Once the sign up process is complete, and before any changes have been made, the final calendars will be given to the OPA.
7. Employees have the option to locate a replacement employee for their assigned After-Hour shift only after the sign up process is complete. The replacement employee must be an approved After-Hours employee. The original scheduled employee must communicate and confirm the changes with the After-Hours schedule with the OPA.
 8. If an employee is unavailable for five hours or more (due to being sick, a termination, 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. Their supervisors must find a replacement for their After-Hours shift and inform the designated OPA so the schedule can be updated for After-Hours. If a replacement is not identified the force list may be used.
 9. For both last minute and advance notice, a replacement will be located through volunteer or through utilization of the After-Hours Force List. The OPA should request for volunteers for any open shifts as soon as possible.
 10. In the event there are no volunteers willing to accept the shift by noon (12:00 P.M.); the OPA shall proceed to utilize the After-Hours Force List to fill the open shift.

III.) After Hours Force

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

The designated OPA utilizes a centralized *After-Hours Force List*, which details all employees approved for After-Hours and their length of service date. Initially, the *After-Hours Force List* is based on length-of-service date and in cases where two employees have the same hire date, the employee's alphabetic order of their last name and then first name will be the determining factor with the first alphabetical letter/name being treated as the most senior. Employees are selected based on their last *After-Hours Force date*. The employee in work status with the oldest recorded After-Hours Force date shall be required to accept responsibility for the shift, either working or locating an appropriate replacement.

Example:

Employee Last Name, First Name	Length-of-Service Date	Last Force Date	Selection for <i>After-Hours Force List</i> for coverage needed 12/21/2014
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Bear, Mama Honey	01/01/1997	10/05/2014	This individual is second for <i>After-Hours Force</i> shift because her last force date.
Hood, Little Red Riding	01/01/1997	12/09/2014	This individual is forth for the <i>After-Hours Force</i> shift because of her length of service date AND last force date.
Wolf, Bad	01/01/2001	11/20/2014	This individual is third for the <i>After-Hours Force</i> shift because of her last force date.
Wolf, Big Bad	01/01/2001	09/24/2014	This individual is first for <i>After-Hours Force</i> shift because of his last force date.
Tiger, Tony	10/01/2006	12/09/2014	This individual is fifth for the <i>After-Hours Force</i> shift because of his length-of-service date AND last force date.

The assigned employee's Training Team Supervisor must notify the OPA when an employee has graduated from the training team and is approved to be listed on the *After-Hours Force List*. In addition, new employees will only be forced after they have worked After-Hours at least once and their IA Supervisor approves the force.

Procedure

1. Notification of After-Hours Force: the designated OPA will provide the IA supervisor and program manager with the names of employees on the *After-Hours Force List*. The IA supervisor is responsible for confirming the availability of the employee for *After-Hours Force List* and in the event that the employee has been selected via the *After-Hours Force List*.
2. Planned After-Hours Vacancy: Volunteers will be sought to take After-Hours shifts for planned or known vacancies. E-mail requests will be sent a minimum of five business days (when possible) prior to the day of the planned vacancy. Concurrently, the OPA will notify the IA supervisor of the next person on the *After-Hours Force List* the possibility of a force for the shift with the known vacancy.
 - 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 on the approved vacation, FMLA or educational leave day(s). The employee will resume his/her place on the *After-Hours Force List* on the first day s/he returns to for eligible duty
3. Same-Day After-Hours Vacancy: 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.
4. Coverage of After-Hours force shift: when an employee who is being 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. 4/40 Week: employees working an alternative work schedule such as 4 days for 40 hours (4/40) and/or employees working part-time can be forced to work the After-Hours shift on their designated off day during the work week. These employees are treated (same

expectations and requirements) as employees working a 4/40 week when determining who is forced to work for planned or unplanned vacancies.

6. Identification: Those identified as being the next person on the *After-Hours Force List* will be contacted at home (e.g. work and/or personal cell and landline) by their supervisor and the employee must return the telephone call/message by 1:00 PM that day.
 - a. The IA Supervisor notifies the designated OPA of the employee's status. In the event the employee is not approved to cover the After-Hours shift, the OPA will identify the next person to be forced on the list.
7. Employees who are skipped and are permitted to work will retain their position on the *After-Hours Force List* until they fulfill the duties of the list. Any abuse or failing to fulfill job expectations and requirements related to After-Hours Force policy may warrant corrective action of the employee and/or discontinuation of the 4/40 week.
8. Exceptions: IA managers (supervisors, program managers, Access section chief, and IA Bureau director) have the authority to limit an employee's ability to sign up and/or volunteer for consecutive After-Hours shifts.

Note: Employees who are skipped and are permitted to work will retain their position on the *After-Hours Force List* until they fulfill the duties of the list.

Related Resources:

After-Hours Force List

Scheduled Absence Calendar

[DMCPS Policies](#)

- After-Hours Policy IA 40.01
- Temporary and Permanent Guardianship
- TPC (Temporary Physical Custody)
- IA 9.00, IIHS 2.00, OCM 4.00 Medical Evaluations for Children
- FCA 13.00, IA 17.00, OCM 12.00 Placement of a Child in Out-of-Home Care
- [Case Assignment Pilot Protocol](#)

[DMCPS After-Hours On-Call Verification Form \(DCF-F-2970\)](#)

[Court Directives](#)

- 04-01A
- 09-01

[CPS Standards](#)