

Context:

In order to accommodate an anticipated increase in client demands as a result of the PHE unwinding, DSS, in consultation with SEBAC, shall develop an advanced scheduling protocol for employees in the above classifications to be used as needed for the duration of the 2-month period. The advanced scheduling protocol will establish a rotational schedule within each field office such that employees will receive up to one (1) week of notice if anticipated demands require that they report to their field offices on days they otherwise had been scheduled to telework. The rotational schedule is intended to ensure teleworking employees will be called into their offices in an equitable and predictable manner. While DSS will endeavor to provide advance notice of up to one (1) week, DSS reserves its right pursuant to Section 8 of the Telework Policy to call teleworking employees into the office with less than one (1) week notice. This Agreement is contingent upon the development of an advanced scheduling protocol which is acceptable to both DSS and SEBAC.

Field Operations Proposed Advanced Scheduling Protocol:

In addition to the current telework schedule already in place, Field Operations will need to implement the following to comply with the SEBAC agreement for a 2-month period from_____.

- I. By 5/31/23 managers for each office will update a tracker that will record for each day of the 2-month period of this agreement:
 - a. The maximum # of Benefit/Eligibility (B/E, generalist) and TFA staff needed in office to meet Service Center (SC) in-person needs based on SC interview booths, reception window and greeter(s). This will be established in collaboration with the respective Associate Directors and will not change from week to week.
 - b. Count of B/E and TFA staff scheduled to be in office according to the existing Telework (TW) schedule. Need to track B/E and TFA separately.
 - c. Of the numbers offered above for B/E and TFA, count of staff who have scheduled time off.
 - d. Count of additional staff needed to meet SC staff count established under “a” above. This represents the number of staff who were scheduled to TW but will need to report to office.
- II. Managers will maintain a rotational schedule that will track the names of staff who are teleworking but need to report to office and the dates that they are required to come in. The rotation will be based on least seniority.
- III. Schedule should be reviewed daily to incorporate newly approved time off requests.
- IV. The rotational schedule will be shared at least one week in advance to the affected teleworking staff to notice them of day(s) of their need to report to office.
- V. Managers will reserve the right to call in staff with less than a week’s notice to meet operational needs due to last minute call outs.