



**Department of Health and Human Services  
Office of the Commissioner  
Policy and Procedure Statement**

Policy # DHHS-17-05

Issue Date: 10/31/05

Revised Date:

**I. SUBJECT**

Flexible Work Schedule Policy

**II. POLICY STATEMENT**

The Department of Health and Human Services (DHHS) recognizes the positive effects flexible work schedules may have in meeting DHHS operational needs and services to clients and the public. Flexible schedules can also extend client service availability beyond traditional business hours in a cost efficient manner and help employees balance their career and family lives. Approval of flexible work schedules will be contingent upon the extent to which the work arrangement supports or improves department operations.

**III. RATIONALE**

DHHS strives to provide efficient, effective and timely service to our clients and meet operational needs in a cost effective manner. Office directors and facility managers may authorize a flexible schedule program in order to improve client services, extend client services availability, provide more effective supervision and assist employees in balancing their career and family lives. Office directors, unit, program and facility managers are to determine the feasibility of flexible work schedules in their respective units and are authorized to approve flexible work schedules in accordance with the procedures outlined in this policy. Flexible work schedules may only be approved when they will not impair department operations. Licensing and staffing requirements in units or facilities with 24-hours coverage may prohibit the authorization of flexible schedules. DHHS encourages managers, supervisors and employees to partner in developing and implementing voluntary flexible work schedules, when appropriate.

Office directors, unit, program and facility managers may also approve temporary alternative work schedules for individual employees in order to accommodate special needs. Such arrangements are subject to the manager's determination that the alternative work schedule does not adversely impact client services or departmental operations.

#### **IV. PROCEDURES**

##### **Flexible Work Schedules:**

1. Office, unit, program and facility managers shall ensure all approved flexible work schedules maintain adequate coverage and supervision during normal business hours between 8:00 a.m. and 5:00 p.m., Monday through Friday.
2. Supervisors shall ensure there is adequate supervisory coverage at all times to provide adequate support and supervision.
3. Initial implementation of a flexible work schedule must consider the entire work unit. Voluntary flexible schedules, when available in a unit, shall be available to all employees in that unit and shall be equitable among employee work groups, regardless of such characteristics of job class, pay or occupational group.
4. Each employee proposal shall be considered individually with appropriate consideration given to operational needs, unique circumstances, work routines, required communication with peers, subordinates and supervisors.
5. Voluntary flexible schedules shall not result in an increase or decrease of employee workloads.
6. Voluntary flexible schedules shall be developed collaboratively by employees and their supervisors, and reviewed and approved by the appropriate unit or program manager. The flexible schedule request shall be submitted on the accompanying Flexible Schedule Request form (see attachment 1).
7. A minimum lunch break of one-half hour shall be required for all full-time employees, which may be specified to a fixed period of time or within a midday flexible range (e.g., 11:00 a.m. to 1:30 p.m.)
8. Employees may flex their hours within a workweek to promote effective client services and meet operational needs, with prior supervisory approval.
9. The flexible schedule for full-time employees shall always equal 40 hours during any workweek and the flexible schedule for part-time employees shall equal the authorized hours for their positions.
10. The approving authority may withdraw the approval at any time with two week's notice to the employee if it is determined that the flexible work schedule is not meeting the original expectations of the agreed upon schedule.

##### **Temporary Alternative Work Schedules:**

1. Individual employees may request approval for a temporary alternative work schedule by contacting their supervisor.
2. Each employee request shall be considered individually with appropriate consideration given to operational needs, unique circumstances, and work routines.
3. Office, unit, program or facility managers may approve temporary alternative work schedules when they determine that the alternative schedule will not adversely affect client services or department operations.

4. Temporary alternative work schedules must only be approved for a specific, pre-determined period of time, and the approving authority may withdraw the approval at any time with two week's notice to the employee if it is determined that the alternative work schedule is not meeting the original expectations of the agreed upon schedule.
5. A minimum lunch break of one-half hour shall be required for all full-time employees sometime during the work period.

## V. DEFINITIONS

Flexible Schedule: A work schedule that allows an employee a range of possible work hours beyond the limits of fixed starting and quitting times. For example, the range of work hours for the agency could be designated as 6:30 a.m. to 7:00 p.m. The employee's flexible schedule is comprised of core hours and flexible time within the range of work hours.

Flexible Time: The period during which employees may select variable starting and quitting times.

Temporary Alternative Work Schedule: A work schedule approved for an individual employee in order to meet the special needs of the employee for a specific, pre-determined period of time. Temporary alternative work schedules may only be approved when the office, unit, program or facility manager determines that the requested work schedule will not adversely affect client services or department operations.

## VI. DISTRIBUTION

All employees, via e-mail and hard copy postings on designated bulletin boards.

February 22, 2007

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Review Date

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Brenda M. Harvey  
Commissioner

**Flexible Schedule Request**

**(This Section to be completed by Employee)**

Starting Time                      Lunch Break                      Ending Time  
\_\_\_\_\_ a.m.                      \_\_\_\_\_ to \_\_\_\_\_                      \_\_\_\_\_ p.m.

Core Hours: \_\_\_\_\_ to \_\_\_\_\_

1. I understand that I am normally expected to be at work between the hours selected, and that any modification to my schedule must be approved by my supervisor in accordance with the Flexible Schedule Policy.
2. I understand that my supervisor may, from time to time, adjust this schedule as necessary to ensure proper coverage or meet other operational needs.
3. I have read and understand the Flexible Schedule Policy.

\_\_\_\_\_  
(Signature of Employee)                      \_\_\_\_\_  
(Date)

**(This Section to be completed by Supervisor)**

\_\_\_\_\_ I recommend the schedule be approved.

\_\_\_\_\_ I recommend the schedule to be adjusted as follows:

Starting Time                      Lunch Break                      Ending Time  
\_\_\_\_\_ a.m.                      \_\_\_\_\_ to \_\_\_\_\_                      \_\_\_\_\_ p.m.

Core Hours: \_\_\_\_\_ to \_\_\_\_\_ (If applicable)

\_\_\_\_\_  
(Signature of Supervisor)                      \_\_\_\_\_  
(Date)

Reviewed and Approved by: \_\_\_\_\_  
(Office, Unit, Program or Facility Manager)

cc: Payroll