



Knowledge Services Attendance Policy

This document outlines processes and policies related to time off, attendance, and PTO usage for Knowledge Services Eligibility Assistants (EA) and Eligibility Specialists (ES) at the DFR Local Offices.

1. **Attendance Policy:** Reiterates our current attendance policy
2. **Call Off Procedure:** Shows the steps of our current Call Off Policy
3. **Paid Time Off (PTO) Accrual Process:** Outlines how PTO hours are accrued, the amounts that staff have potential of accruing annually, how PTO balances can be viewed by staff.
4. **Time Off Request Process:** Offers step-by-step instructions of the Time Off Request Process.
5. **PTO Use Policy:** Provides in-depth details on PTO, along with step-by-step instructions of how PTO is submitted and processed through KS.
6. **Bereavement Policy:** Outlines a policy for Bereavement time off for the death of an immediate or extended family member.
7. **FMLA:** Reminder that PTO must be used in conjunction with FMLA.

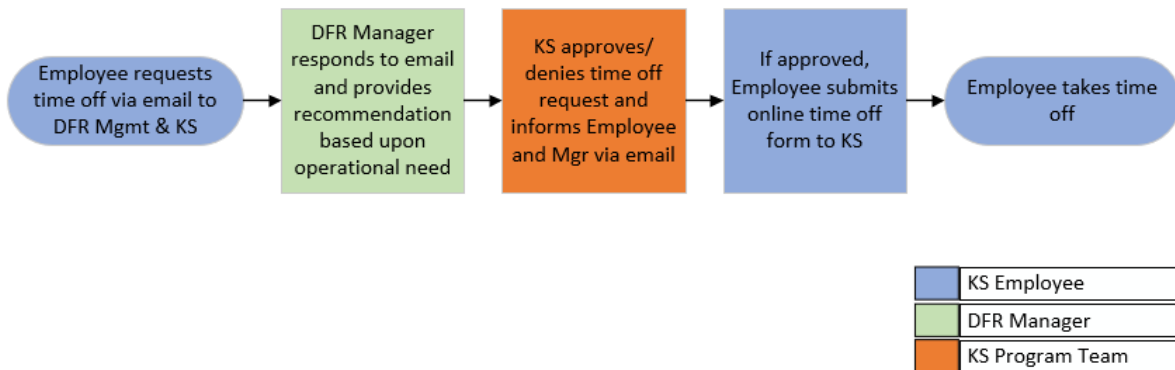
Paid Time Off (PTO) Accrual Process

- As part of the benefit package provided by Knowledge Services, Eligibility Assistants (EA) and Eligibility Specialists (ES) accrue Paid Time Off (PTO) hours to use for vacation, sick, or personal time off.
- PTO hours are accrued on an hourly basis based on the individuals PTO Accrual Rate.
- Staff start accruing PTO hours on their start date on the DFR project.
- PTO accrual is calculated by multiplying the PTO Accrual Rate by the total amount of hours worked each week.
 - Example: The accrual rate is 0.0385. If the EA works a full week of 37.5 hours, then they will accrue 1.44 PTO hours for that week. $37.5 \times 0.0385 = 1.44$.
- Below is an outline of the PTO Accrual Rates based on the length of time that the EA/ES is on the project:
 - **0 - 3 Years working on the DFR project**
 - Accrual Rate: .0385
 - Projected PTO in Days per year: 10
 - **3 - 6 Years working on the DFR project**
 - Accrual Rate: .0577
 - Projected PTO in Days per year: 15
 - **6 + Years on the DFR project**
 - Accrual Rate: .077
 - Projected PTO in Days per year: 20
- When an individual approaches a new PTO Accrual Rate bracket (as shown above), the PTO Accrual Rate increases on their project start date anniversary.



- Individuals in a non-sub vendor office have access to see their up to date PTO balance each week on their pay stubs, which are available to them electronically.
- Individuals in a sub vendor office receive a weekly email from their Employee Relations Coordinator with their up-to-date PTO balance every Friday.

Time Off Request Process



Below is a Step-by-Step guide to the Time Off Request Process:

1. **An individual wishes to request planned time off** for vacation, doctor appointment, or another personal need and ensures to account for the following before requisition process:
 - The individual should submit their Time Off Request via email to DFR Management and KS as soon as they are aware of the Time Off need.
 - Time Off Requests should not be submitted more than 60 days from the date(s) to be taken off from work. If there is a need for a request more than 60 days out, those will be addressed on a case by case basis.
 - Please note that the Time Off Request Email is for planned time off due to vacations or personal need only. If an individual requests time off in the form of a Call Off due to illness or emergency, then the Call Off Policy must be followed.
2. **The individual sends an email to both DFR Manager & KS** with the date and the times that they would like to request off at least 24 hours before the requested time off date.
3. **The DFR Management reviews the Time Off Request** email and makes a recommendation based on the operational needs of the office.
 - DFR Managers will include both KS and the individual making the request in the email providing their recommendation.



4. **KS approves/denies the time off request** and informs the individual and DFR Managers via email.
5. **If the time off request has been approved by both KS and DFR Management**, the EA/ES will then submit the electronic PTO Submission Form.

PTO Usage Policy:

- DFR Regional and/or Local Office Management will make recommendations on all time off requests based on DFR operational needs. This recommendation will be shared via email to KS and the individual making the request.
- Employees are required to utilize PTO for any time off work for vacation, illness, or personal business.
- Any time off, authorized or unauthorized, without PTO will be unpaid.
- Any time off taken without prior approval, including time taken off without PTO, may be subject to disciplinary action.
- All staff are not to exceed 37.5 hours each work week unless there is written approval sent to Knowledge Services from Regional Management (RM or DRM). Therefore, no PTO hours will be processed that exceed 37.5 hours total for the work week (including hours worked).
- Staff may carry over up to 40 hours of PTO into the following State of Indiana fiscal year from June into July.
- If an individual's assignment ends with available PTO hours in their balance, these hours will be paid out on a separate check the week following their final check. This payout is not to exceed 40 PTO hours.
- In order for accrued PTO to be processed, a PTO Submission Form must be completed for both pre-approved and unexpected absences.
- The PTO Submission Form is an electronic form used by Knowledge Services to document the amount of PTO an EA/ES has utilized each week. Below is an outline of the PTO Submission Process:
 1. Prior to completing the PTO Submission Form, the EA/ES is required to have received approval for their time off request via email from both KS and DFR Management, unless it's being completed for an unexpected absence/call off.
 2. The PTO Submission Form link is located on the Knowledge Services Employee Website that is sent to all EA/ESs on their start date on the project.
 3. It is the EA/ES's responsibility to submit a PTO Submission Form for their absences.
 4. The EA/ES navigates to the PTO Submission Form link on the KS Employee Website and clicks on the link.
 5. On the PTO Submission Form, the EA/ES enters their first and last name and their email address. This email address is where a confirmation email will be sent to confirm receipt of the PTO Submission Form.



6. The EA/ES selects the date(s) PTO is needed by using the calendar icon on the form.
 7. The EA/ES selects the amount of PTO hours needed for the date(s) by using the dropdown menu on the form. PTO must be submitted in 15-minute increments, which are listed in the dropdown.
 8. After the PTO Submission Form is completed with the EA/ES's name, email address, PTO date, and amount of PTO hours needed, the EA/ES clicks on "Submit."
 9. The electronic form is sent to Knowledge Services, and a confirmation email is sent to the EA/ES email address that was entered on the form.
- All PTO Submission Forms are due by Monday mornings at 10:00am EST for the previous week.
 - If a PTO Submission Form is received after the 10:00am EST Monday morning deadline, then those PTO hours will not be processed until the following pay period.
 - PTO usage is optional when interviewing for a position within the DFR.

Unpaid Time Off Policy

Any time off without PTO is discouraged but will be evaluated on a case by case basis. DFR Management will continue to provide recommendations to KS on unpaid time off based on the operational needs of the DFR offices (see Time Off Request Process).

As a general guideline, unpaid time off **should only be** used for emergencies or prior approved absences, in the event that PTO is unavailable.

- Unpaid Time Off is not to be used without explanation. Unpaid Time Off will require staff to provide a justification for the unpaid leave request and may include the provision of documentation.
- Unauthorized leave may be subject to disciplinary action.

Attendance Policy

- All EA/ES are responsible for maintaining excellent attendance, which means:
 - Reporting to work on time as scheduled.
 - Returning from breaks and lunch on time.
 - Working until the end of the scheduled workday.
 - Requesting time off in advance.
 - Attending all New Worker Training Sessions



- For training classes greater than 8 weeks, the trainee cannot miss more than 24 hours (3 days) of training
- For training classes ranging approximately 2 to 3 weeks, the trainee cannot miss more than 8 hours (1 day) of training
- Other Excused absences or tardiness can include but are not limited to:
 - Approved FMLA or leaves of absence.
 - Court or jury duty obligations with appropriate documentation provided.
- Reoccurring absences and/or tardiness may result in disciplinary action up to and including termination.
- All doctors' notes, court/jury duty statements, and any other form of documentation is to be sent only to KS.
- Three days of no call, no show will be considered Job Abandonment and a voluntary resignation.
- For types of leaves of absences, please contact KS.

Call Off Procedure

- In the event that illness, inclement weather or emergency prevent an individual from reporting to the DFR office at their scheduled time, they should follow the proper call off procedure.
- If an employee will be arriving after 8:00 AM, or not coming in at all, they must contact the following people prior to 7:45 AM:
 - Their Local Office DFR Manager(s) – They should have their SEM's phone numbers saved in their phone and contact them via their preferred method.
 - Knowledge Services – They should notify their Employee Relations Coordinator by phone call or email. **Text messages are unable to be received.**

Bereavement Policy (New Policy)

- The EA/ES will be granted a maximum of three (3) consecutive days off work following the death of an immediate family member. Such days shall be in conjunction with the time of the death or date of the funeral. Bereavement days are unpaid and do not count against their PTO balance, but staff may choose to use any accrued PTO.
 - Relative means husband, wife, father, mother, son, daughter, brother, sister, grandparent (including greats), grandchild (including greats), or spouse of any of these, or a person living in the same household with the employee. For a married employee, these members of the spouse's family are included.
- As soon as possible, staff should send an email, copying both their DFR Manager and Employee Relations Coordinator noting the dates they will need to be out of the office for bereavement.
- Please note, staff may be required to provide proof of the funeral or memorial service in the form of an obituary or statement from the funeral home.



FMLA

- All FMLA requests and ongoing administration thereof, will be directed and managed by the KS Program.
- All PTO must be used in conjunction with FMLA time.
- In the event an EA/ES is approved for FMLA, KS will require that PTO Hours available will be utilized in parallel with FMLA hours.
- DFR will be notified when an employee is approved for FMLA. DFR must also be notified of the terms of the FMLA; such as hours approved to be off work per week/month etc. For Operational needs DFR needs to be able to determine how long/estimate how often an individual will be out of the office.

Holiday Time Off

- Knowledge Services employees will receive paid Holiday time off the same as the state employees.