

1 **Appendix B**

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3 **Credit Hour and Flexible Work Arrangements (FWA) for Teleservice Centers**
4 **(TSCs) and Immediate Claims Taking Units (ICTU) In TSCs**

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6
7 **Section 1. Purpose**

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9 This appendix sets forth the credit hour, and FWA (which is flextime or a flexible 5/4/9-
10 work arrangement) procedures to be followed in Teleservice Centers (TSCs) and
11 provides authority for such employees to participate in these plans.

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14 **Section 2. Scope**

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16 A. General

17
18 **All** employees have the option of participating in either flextime with credit hours or
19 the flexible 5/4/9 **or 4/40** -work arrangement plan.

20
21 B. Credit Hour Plan

23 All full-time employees (including temporary employees) may participate in the credit
24 hour program consistent with the provisions and requirements of this appendix.

25 Part-time employees are covered on those days that they work an 8 hour tour. Part-
26 time employees may also earn up to ~~2½~~ **8** credit hours on their non-tour day(s).

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28 C. Flexible 5/4/9 **and 4/40** -Work Arrangement

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30 TSC employees may participate in the flexible 5/4/9 **or 4/40** work arrangement in
31 accordance with the provisions of Section 4 below.

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34 **Section 3. Credit Hours Provisions**

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36 A. General Provisions

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38 Credit hours are worked at the employee's option ~~subject to the prior approval of~~
39 ~~management. In addition to prior management approval, working credit hours is~~
40 ~~conditioned on the availability of~~ **provided there is** appropriate work **available, and**
41 **it can be performed at the requested time(s)**~~as determined by management.~~

42 ~~Credit hours are not to be confused with overtime hours.~~

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44 **Employees will be allowed to work credit hours outside of their normal shift**
45 **hours, as long as the facility is open.**

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B. Requesting Credit Hours

~~1. Employees should normally request the opportunity to earn credit hours no later than 3:30 p.m. on the workday prior to the proposed date of working the credit hours, however this does not preclude requesting same day credit hours.~~

1. The Employee has the option to request the opportunity to earn credit hours either orally, or in writing, at their option. The request will be made prior to the planned usage of credit hours. Denials must be in writing and returned to the employee as soon as possible.

~~2. The employee has the option to request the opportunity to earn credit hours orally, or in writing by completing a form designed by management.~~

~~3. The request will be submitted to the immediate supervisor. In the supervisor's absence, the request will be submitted to the next available line manager. Denials of written requests will be in writing and returned to the employee as soon as possible. Denials will specify the reason for disapproval.~~

4. If credit hours are requested and approved and overtime is subsequently made available, the employee will be afforded the opportunity to elect to work the overtime.

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71 C. Signing for Credit Hours

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73 All employees working credit hours will sign in and sign out for the credit hour period
74 worked on a serial sign-in/sign-out sheet, subject to final Automated Time and
75 Attendance agreements, provided by management. Employees must be ready and
76 available to work upon signing in.

77

78 D. Earning Credit Hours

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80 An employee may earn up to ~~two~~ **three** and one-half (2 1/2) credit hours per
81 workday. Credit hours may be earned in one-quarter (¼) hour increments. ~~An~~
82 ~~employee may accrue up to 28 credit hours during a pay period; however, only a~~ **A**
83 maximum of 24 credit hours may be carried over from the prior pay period. Part-
84 time employees may not carry over from the prior pay period more than one-half of
85 their weekly part-time tour. Credit hours must be earned in advance of their use.

86

87 **Employees may adjust their arrival and departure times forward and**
88 **backward, within the flexible bands available for their TSC, to allow them to**
89 **work the maximum number of credit hours per day. An employee who works**
90 **credit hours prior to the start of their scheduled shift may not clock or sign out**
91 **prior to the end of their scheduled shift unless supervisory permission is**
92 **granted.**

93

94 E. Using Earned Credit Hours

95

96 The use of credit hours shall be approved in the same manner as annual leave in
97 accordance with Article 31 of the national agreement. Credit hours can be used
98 together with approved leave.

99

100 1. Credit hour use will be requested on Form SSA-71 or equivalent.

101

102 2. In the event of scheduling conflicts, the use of leave will take precedence over
103 the use of credit hours. In the event of a conflict between credit hour requests it
104 will be resolved in favor of the employee(s) with the earliest SCD within the work
105 unit.

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108 **Section 4. Flexible 5/4/9 and 4/40 Work Arrangement Provisions**

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110 A. Eligibility to Participate in flexible 5/4/9 **and 4/40** work arrangement

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112 TSC employees are eligible to participate in the flexible 5/4/9 **and 4/40** work
113 arrangement in accordance with the provisions set forth in B below.

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115 B. Flexible 5/4/9 **and 4/40** Work Arrangement Rules For TSC's

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The flexible 5/4/9 **and 4/40** work arrangement shall be in accordance with the following rules:

1. Employees electing to work the flexible 5/4/9 **or 4/40** work arrangement **can** ~~will~~ work a flexible schedule that is consistent with the **flexible bands for that TSC office/shift flexible band to which they are assigned**. Employees must schedule their arrival so as to complete their 9 **or 10** hour work schedule by the end of their flexible band **or leave must be taken to fulfill the employee's daily work requirement.**

C. Determining the Flexible 5/4/9 **or 4/40** Work Arrangement

The flexible 5/4/9 work arrangement will be designed so that **a minimum of approximately** 10 percent of the employees per position in the office can be off work at one time on a flexible 5/4/9 work arrangement. However, the Employer may allow an excess of 10 percent of the employees per position off on any given day.

The 4/40 work arrangement will be designed so that a minimum of 20 percent of the employees per position in the office can be off work at one time on a 4/40 work arrangement. However, the Employer may allow an excess of 20 percent of the employees per position off on any given day.

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140 Scheduling

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143 1. Management will consider operational needs and employee preference in
144 making assignments and reassignments to work schedules.

145

146 2. Once operational needs are taken care of, any other conflicts in scheduling that
147 result will be resolved in favor of the employee with the earliest SCD.

148 Management will timely communicate to the employee any denial of the preferred
149 day off.

150

151 3. After initial assignments, rotation between shifts will occur, if employee conflicts
152 continue to exist, on a semi-annual basis, consistent with semi- annual leave
153 requests, to ensure that all employees have an opportunity to have the most
154 popular days off. **When an employee with a Monday or Friday off for the prior
155 semi-annual period has to change his/her day off due to employee conflict,
156 and there is no conflict for a Tuesday, Wednesday, or Thursday, the
157 employee will have a choice of which day to take off. ~~The rotation may occur
158 in the following or similar fashion:~~**

159 ~~Employees with Mondays off would rotate to Wednesday, Tuesday to Thursday,~~
160 ~~Wednesday to Friday, Thursday to Monday, Friday to Tuesday, etc.~~ **Conflicts
161 will be resolved by earliest Service Comp Date.**

162

163

164 **Section 5. Flextime in TSCs**

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166 A. Flextime in TSCs

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168 Flextime for TSC's will provide employees an option of reporting ~~either 45 minutes~~
169 **two hours** before or **one hour** after their tour/shift begins; e. g., the TSC tour is 8
170 a.m. to 4:30 p.m.; the modified flextime reporting times are ~~7:15 to 8:45~~ **6:00 – 9:00**.
171 Employees would leave 8 ½ hours after their reporting time (includes 1/2 hour
172 lunch).

173

174 ~~A.~~ **B. Scheduling Flextime**

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- 176 1. Employees will be given an opportunity to request the ~~fixed~~ tour of their choosing.
177 Shift rotations will continue under local agreements.
- 178
- 179 2. Management will consider operational needs and employee preference in making
180 assignments and reassignments to work schedules.
- 181
- 182 3. Once operational needs are resolved, conflicts in scheduling will be resolved in
183 favor of the employee with the earliest SCD.

184

185 4. All full-time bargaining unit employees (including temporary employees) working
186 in any TSC are covered by this appendix. Part-time employees may work
187 flextime on those days that they work an 8 hour tour. On days where the tour for
188 a part-time employee is less than 8 hours, employees may flex 30 minutes before
189 or after their normal start time.

190

191 C. TSC Flextime Procedures

192

193 1. Core time is the period that begins at the end of a shift's morning flexible band
194 and ends at the beginning of that shift's afternoon flexible band, excluding the
195 lunch period. To the extent possible, existing lunch and break arrangements at
196 the sites will be maintained.

197

198 2. ~~The beginning of the shift core time will constitute the beginning point for any~~
199 ~~tardiness or absence that may arise pursuant to Article 31, Sections 3.A and 5 of~~
200 ~~the National Agreement.~~

201

202 3. All full time TSC employees will be able to report to work any time within the
203 applicable morning flex band and leave during the applicable afternoon flex band
204 after accounting for 8 hours of work, excluding lunchtime.

205

206 4. Part-time employees who work an 8 hour day may use flextime in the same
207 manner as full-time employees. Those part-time employees who work less than

208 an 8 hour day may start anytime between 30 minutes before the normal start
209 time and up to 30 minutes after the normal start time. Their workday may also
210 end from between 30 minutes prior to the normal end of workday up to 30
211 minutes after the end of the normal workday.

212

213 5. Employees ~~with prior supervisory approval~~ may flex out **during the work day.**
214 ~~for lunch. The employee may only append this time to his/her already~~
215 ~~established lunch period.~~ **The employee will extend his/her workday by the**
216 **number of minutes taken on flex out, either working the extra minutes or at**
217 **the employees option, by using leave or credit hours to make up/fulfill their**
218 **daily work requirement.**

219

220 6. **Credit hours can be worked at any time within the flexible band of the**
221 **office. Employees may adjust their arrival and departure time to work**
222 **credit hours before and/or after their normally scheduled shift. If an**
223 **employee works credit hours prior to the start time of their morning flex**
224 **band, the employee's departure time cannot be prior to the end of core time**
225 **for that shift unless supervisory permission is granted.**

226

227 7. **To the maximum extent feasible, management will continue existing lunch**
228 **and break arrangements. If Management proposes to change existing**
229 **lunch or break arrangements, notice will be provided to the Union in**

230 **accordance with Article 4 of this Agreement. Employees will not be**
231 **required to sign-in/sign-out for either breaks or lunch.**

232

233

234 D. FLEXIBLE BANDS will be as follows except in the first and last shifts in the Mega
235 Centers.

236

237 1. Morning Flexible Band: Begins forty five (45) minutes before the normal start time
238 and ends forty five (45) minutes after the normal start time.

239

240 Afternoon Flexible Band: Begins forty five (45) minutes before the normal quitting
241 time and ends forty five (45) minutes after the normal quitting time.

242

243 2. In TSCs with 2 shifts the second shift has a normal start time fifteen (15) minutes
244 after the currently existing starting time (Shift 1). The flexible band is one and
245 one half (1 ½) hours as above. One third of the staff is assigned to shift one with
246 the remaining employees assigned to shift two.

247

248 3. Shift assignments and rotations will continue under existing local level
249 arrangements.

250

251 4. MEGA-TELESERVICE CENTERS (including Salinas TSC)

252

253 a. The first shift in the Mega Centers will start 30 minutes before the normal start
254 time and end 60 minutes after the normal start time.

255
256 Example: Normal start time is 7:00 - An employee may report as early as 6:30
257 and no later than 8:00.

258
259 **The first shift in the Mega TSC's will be adjusted for those employees**
260 **who opt to work 4/40.**

261
262 **Example: Normal start time is 7:00 – An employee reports at 7:00 a.m.**
263 **and leaves at 5:30 p.m.**

264
265 b. The middle shifts in the Mega Centers will start forty-five (45) minutes before
266 the normal start time and end forty-five (45) minutes after the normal start
267 time.

268
269 Example: Normal start time is 8:00 – An employee may report as early as
270 7:15 and no later than 8:45.

271
272 c. The last shift in the Mega Centers will start thirty (30) minutes before the
273 normal start time and end fifteen (15) minutes after the normal start time.

274

275 Example: Normal start time is 10:45 – An employee may report as early as
276 10:15 and no later than 11:00.

277
278 1. The employees in the last shift have the option of coming in up to one
279 and one-half (1 ½) hours before the normal start time, but only if such
280 employees elect to flex out the same amount of time during the workday.

281
282 Example: Normal Start time is 10:45 a.m. – The employee reports to
283 work at 9:15, but must flex out one and a half hours (1 ½) during the
284 tour, and they will complete their work tour at 7:15.

285
286 **2. The last shift in the Mega Centers will be adjusted to allow**
287 **employees to work 5/4/9 and 4/40 and to allow employees to work the**
288 **maximum number of credit hours allowable.**

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290
291 d. ~~Fixed end of shift invocation~~

292
293 ~~1. When an insufficient number of employees are available for phone~~
294 ~~coverage, managers may assign employees to a fixed end of shift from 6~~
295 ~~to 7:15 p.m.~~

296

297 ~~2. The employees required to work this fixed period will be selected in the~~
298 ~~following manner:~~

299

300 ~~a. Volunteers~~

301

302 ~~b. When there is an insufficient number of volunteers, those with the~~
303 ~~lowest SCD will be chosen.~~

304

305 ~~c. When there are an excess number of volunteers, those with the~~
306 ~~highest SCD will be chosen.~~

307

308 ~~d. Ties in SCD will be broken by a locally agreeable method.~~

309

310 ~~e. Shift assignments and rotations for Mega Centers will continue~~
311 ~~under local agreements.~~

312

313 ~~3. Night differential pay is payable in this situation for the period from 6:00~~
314 ~~to 7:15 p.m. that the employees have no flexibility about working in~~
315 ~~accordance with applicable payroll policies.~~

316

317 E. Return to fixed shift

318

- 319 1. The conditions listed below are examples of reasons that may be cause
320 for a return to normal working hours for all or some participating employees.
321 **Nothing will prevent an employee from working credit hours before or after**
322 **normal working hours in the below situations:**
323
- 324 a. Court Leave: Employees eligible for court leave will automatically revert to
325 their normal office working hours for purposes of returning to work when court
326 closes early or their services are not needed by the court. **Nothing will**
327 **prevent the employee from working morning or afternoon credit hours**
328 **on days that they are scheduled for court leave.**
329
- 330 b. Out-of-Office Training: Employees who are scheduled to attend all day or
331 partial day out of office training may be required to revert to normal office
332 working hours.
333
- 334 c. Travel Status: Employees who will be in travel status will either revert to
335 normal office hours or remain on flextime, depending upon operational needs.
336
- 337 d. Delayed Office Openings: When the opening of an office is delayed all
338 employees will revert to normal office hours.
339
- 340 e. Full Day Training: Employees scheduled to attend all day in office training
341 may be required to revert to a fixed shift.

342

343 **Section 11. Tour of Duty**

344

345 **The Administrative work week is Sunday through Saturday. Accept where**
346 **otherwise agreed upon by SSA and AFGE, office hours for non-Mega Teleservice**
347 **Centers are established as 6:00a.m. – 5:30 p.m., and tours of duty may be**
348 **established within those hours, at the election of the employee, pursuant to this**
349 **Article.**

350

351 **Any offices where employees have a tour of duty which ends after 5:30 p.m. will**
352 **continue that practice.**

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