

Survey to Chief APOs

Issue: Non-traditional Work Schedule for Staff

Question: (from Lebanon County)

Are any offices open evening hours to accommodate individuals reporting after work? If so, are the full functions of the office running at that time, i.e., support staff, collections?

Is there shift differential offered for officers/support staff?

Do any offices utilize a schedule that consists of four 10-hour days? If so, how is your scheduling handled and have you encountered any staffing/office coverage issues? Does this include support/collections staff? How do you handle subpoenas or mandatory trainings that may be scheduled on someone's day off, i.e., flexible schedule that week vs. OT?

Allegheny County

In Allegheny County our community resource centers (CRC) are open from 8:30am to 6:00 pm. Standard work hours are 8:30am to 4:30PM, however, staff assigned specifically to the CRCs work from 10:00am to 6:00pm, including support staff. Since the court's close at 4:30pm, some work is constrained if you need judicial input after 4:30pm etc. Supervisors working the 10:00am to 6:00pm shift receive a \$1/hour differential.

Allegheny also has a number of POs designated as "high risk" officers. They receive a \$3,500 annual differential for this work, but are required to work weekends, holidays, and a daily 2:00pm to 10:00pm on a rotation. We do not utilize four 10-hour days.

Beaver County

Our courthouse hours as well as both of our sub offices are 8-430 M-F. Some staff work 8-4 with the others working 830-430. Lunch is 30 minutes and officers work a 37.5 hour work week. Beaver does not utilize 10-hour work days

Berks County

The Berks County Adult Probation & Parole Department is open from 8:00 am to 5:00 pm. Our officers work 7 hour shifts, 35 hour work weeks, so we have several working 8-4, 8:30-4:30 and 9-5. Our field officers may work up to 7 hours of non-tradition time (home/field visits) seeing high & moderate risk offenders, or offenders who otherwise cannot make it into the office. Non-traditional time can be flexed, paid OT or comp time. OT (1.5) is only paid for hours worked over 8 per day, or 40 per week. Officers can bank up to 250 hours of comp time. We have a on office on-call each week along with a supervisor. The union officer is compensated at the rate of \$3.50 per hour on call and then they are paid their hourly rate for phone time.

We do not utilize four 10-hour days

Blair County

We have evening hours for drug testing for individuals on specialty courts. Shifts are covered by testers with no Officers or intake staff.

Officers are encouraged to work off hours doing field visits sporadically.

No 10-hour days.

Cambria County

if a person cannot come in to the office to be screened, we will send them to our Day Reporting Center. Their hours of operation are Mon-Fri 8am to 7pm. Also, field officers conduct home visits that are after work hours and the officers can flex their time.

Carbon County

Carbon County works 8:30 to 4:30. Officers have the opportunity to work an additional 2.5 hours per week "after hours". We also have on-call 24/7.

Last year we were trying to have our building open 1 or 2 days a month to accommodate the public. Our building houses Adult, Juvenile, Domestic Relations, Veteran Affairs and until recently Children and youth.

We had a plan but our County Commissioners gave us such problems that the department heads all decided to scrap the idea. It is something I would love to re-visit.

Clarion County

There are no scheduled office evening hours. We work a late field shift (1pm-9pm) on an every-other-week basis; the night of the week varies.

No 10-hr days. Odd hours are covered with comp time.

Clinton County

Clinton County does permit POs to earn Comp/OT to meet nontraditional meetings but must be in the field. There is no collections or support staff during nontraditional hours.

The traditional work week is 8-5 on M/T/TH/F (45 min lunch) with Wednesday being 8-12:30 for a 37.5hr work week. PO's have the option to work after hours on Wednesday afternoon, weekdays in evening, or weekends but the work must be in the field seeing offenders unless approved by a supervisor. The PO's can choose to get Comp or OT if the work is in the field. Two (2) out of thirteen (13) PO's consistently take advantage of accruing enough Comp per week to take off on Monday or Friday for a 4-day work week. The remaining POs occasionally utilize this schedule or take half days on Fridays. This flexibility allows the newly hired PO's that have limited vacation to take time off.

Columbia & Montour County

Columbia and Montour doesn't have either of those items currently.

Cumberland County

Cumberland is the same as Erie except officer can bank up to 40 hours of comp time.

Elk County

Elk County Adult Officers work Monday through Friday, 8:30AM-4PM. An on-call officer is available in case of emergencies or questions.

Erie County

Erie County does not offer extended office hours. Officers can work flexible schedules to accommodate the field aspect of supervision. We do not have a 4-day work schedule, however the after normal business hours field work can be used or banked up to 22.5 hrs.

Franklin County

Our offices close at 4:30 p.m. each day. Officers work non-traditional shifts to accommodate those who cannot report due to employment. Officers can flex their time, but only for up to 4 hours at once, so they are required to be in the office 5 days a week. The optional 10-hour, 4-day work week was proposed to the BOJ by our District Attorney's office but was not pursued.

Jefferson County

Our office closes at 4:30 p.m., but all officers are permitted to work an additional five hours a week in order to conduct home or employment contacts after hours. Per their CBU, there is no comp/flex time, so they are paid straight time for the extra hours. Anything over 40 is OT. We do not permit four 10-hour days. We work Monday-Friday, 8:30 – 4:30.

Lancaster County

We have one night per week that we formally stay open late and the Sheriff's deputies stay. However, support staff and collections unit are not here late. There is no additional pay for this. Staff either utilize AWS (explained below) or accrue comp time.

No, four 10 hour days has been discussed in the past but not currently doing that. Our Court established an "Alternative Work Schedule" policy years ago to allow flexibility. It essentially formalized what used to be called "flex time". AWS policy is attached (addendum).

We provide comp time for this.

Luzerne County

Luzerne utilizes "flex" schedules depending on operational need. As the trend is for Probation Services to accommodate offenders and their schedules, we will address those needs accordingly. Since COVID, offenders have been utilizing E-pay through the AOPC website in larger numbers. We still maintain an in-house Court Collections Division with Fiscal Technicians and POs assigned.

A normal workday is 8:30 AM to 4:30 PM Monday through Friday, however. We maintain an "on-call" listing of POs (compensation through contract) and there is also "overtime" after 8 hours. The time between the normal day and 8 hours is considered "comp" time.

Since we have specialized units, PSI officers, with permission, have worked weekends if there is a need (short time frames for reports to be completed). All out of the ordinary schedules need to be approved by supervisors.

Mifflin County

Mifflin County allows officers to flex to meet nontraditional meetings. There is no collections or support staff during nontraditional hours. We have our own building and security set up here so we are able to be available as much as needed to cover nontraditional appointments.

Mifflin County does offer a 4-day work week. 90% of our staff has opted into the 4-day work week and it really helps us with officer retention. The 4-day work week helped us expand our hours of operation to 7am- 4:45 pm mon-fri. 7 am opening helps us see a large amount of our working offenders as they report before they go to work. Our staff is divided up so that half get Monday and half get Friday off. On weeks with a holiday officers are required to work normal work week. (they are already getting a short week in this case) Officers are still required to cover their full duties including court. It has been a huge hit amongst our officers and has been in operation for over a year now with no issues. If anyone would like more specifics feel free to reach out. Thanks

Northampton County

Northampton Court does not offer evening hours.

Northampton County works a 40-hour work week, Monday-Friday.

Northumberland County

We do not have any afterhours office time however POs do work in the field after hours either evenings or weekends with approval from their supervisors. Officers will accrue comp time or OT depending on which they choose. The normal work day is 8-430 with an hour lunch for a 37.5 hour work week. We have moved to having satellite offices in the larger communities for our office visit days which has worked out tremendously. The local PDs have allowed us to use their buildings for those days and have been pleased with the outcome as well. Those POs then work out of the PDs for their field days as well and often partner and assist the PDs.

No we do not and we do not use a flex schedule because it has created office coverage issues in the past, mainly on Fridays and Mondays which also happens to be our main criminal days in Court.

Pike County

Pike has extended hours on Wednesdays 2 times a month until 6:00 p.m. to accommodate individuals under supervision. Generally, there are 5 PO's present, 1 supervisor, and 1 support staff to receipt payments on fines, costs, restitution, and fees. The Sheriff's Department is responsible for courthouse security and is also present at their post. The employees are offered OT or comp. time, their choice.

Other than Wednesdays, our office hours are M-F 8:30 – 4:30. Any OT must be approved by a supervisor.

Schuylkill County

Schuylkill has extended hours on Tuesdays and Thursdays till 7:30 PM. The Department is operated with 3 officers or 2 officers and one Aide. Overtime is given.

Schuylkill does not utilize 10-hour work days. Flex scheduling is encouraged to work evening hours, during times when there is no hearings / trainings scheduled in the.

Somerset County

Po's are encouraged to flex hours to help accommodate Probationers schedules. No support staff are scheduled after 4pm.

We do not allow for 4 scheduled 10-hour days. If working over 8 hours, supervisors must approve.

Union County

The Union County courthouse is open until 4:30 pm. Our office remains open to collect payments until 5 pm with support staff. Officers are available for random urine testing until 1845 to accommodate work/ education/medical conflicts. Officers are able to flex schedules to accommodate the conflicts previously noted.

Venango County

We are typically open 8:30 to 4:30. However, Po's are encouraged to flex hours to help accommodate Probationer's schedules as needed. Two officers are required to be present after hours if meeting with someone. No support staff are scheduled after 4:30 p.m.

We do not allow for a schedule of 4 ten-hour days. If Po's are working over 40 hours, supervisors must approve that.

Westmoreland County

No office is open; however, we do have officers who may flex shifts upon the need to. Officers must report in to the on-call Supervisor at the beginning or end of each flex shift. Shift differential is offered as per the union contract.

A 10-hour work day is not offered.

York County

York County does allow for evening appointments for officers to meet with clients after work. Support Staff and the receptionist are not working though.

We do have a mobile workforce policy. I have attached it for your review. All staff are eligible to work mobile based on their job duties and the needs of the office. However, support staff must work standard hours. Officer can flex their days and even work four 10-hour days if they so choose. However, they must adjust their hours and report to the office for mandatory trainings, court hearings and anything else that may require them to be in the office.

ADDENDUM - Lancaster County

ARTICLE C4

ALTERNATIVE WORK SCHEDULES

Section C4.1 The purpose of this policy is to establish an Alternative Work Schedule, allowing Court employees to work flexible schedules outside the standard business hours as approved by the Court.

Section C4.2 All full-time employees are eligible to submit a request for an alternative work schedule.

Section C4.3 Definitions

1. Basic Work Requirement: The number of hours which an employee is required to work during a calendar week, either 37.5 or 40.0 hours depending on position. Each employee is required to take a half-hour meal break for every five hours worked.
2. Alternative Work Schedule (AWS): A flexible schedule in which an employee's arrival and/or departure times, and/or length of meal break vary from the standard business hours. Any use of an AWS must be completed within one calendar week.

The definition of an AWS does not extend to working during a County holiday, from home, or during a time or at a location that is not logistically feasible (IE: a time in which an employee cannot have access to a building/location).

Section C4.4 All employees who desire to utilize an AWS must submit an Alternative Work Schedule Request (See Appendix C4.4) or comparable form that incorporates the provisions of an AWS request. An AWS will be approved/disapproved in a manner consistent with Department/ District Judge Office practices. An AWS may be approved so long as it:

1. provides that the Basic Work Requirement will be met;
2. does not detract from the ability of the office to maintain sufficient operations;
3. allows the employee to fulfill the duties and requirements of his/her position;

4. is consistent with all provisions of this policy.

If necessary, an approved AWS can be revoked in order for the operational needs of the Court to be fully met.

Section C4.5 Supervisors/Department Directors/District Judges, at their discretion, may approve use of an AWS on an unplanned basis.

Section C4.6 In the event that an employee is unable to fulfill the Basic Work Requirements of an approved AWS:

1. An employee shall be permitted to utilize applicable, accrued leave.
2. If the employee desires and his/her Supervisor/ Department Director/District Judge agree, the employee may be given the opportunity to alter his/her remaining schedule rather than utilizing accrued leave.

Section C4.7 It is the responsibility of each Department Director/District Judge to assure that the operational needs of the Court are met during standard business hours and that the approval/disapproval of requests for AWS is fair and equitable.