NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES POLICY AND PROCEDURE

SUBJECT: SCHEDULING PROCESS FOR 24-HOUR CONSUMER CARE POSITIONS

NUMBER: NN-HR-32

ORIGINAL DATE: 05/01/08

REVIEW/REVISE DATE: 9/16/10, 3/17/11

APPROVAL:	Rosalyne Reynolds (s)	, Agency Director

I. PURPOSE:

The purpose of this policy is to provide clarification on why and how Northern Nevada Adult Mental Health Services (NNAMHS) employees receive assignment to various shifts and duties and to set forth a standard procedure to establish work assignments.

II. POLICY:

It is the policy of NNAMHS when assigning employees work areas, scheduling workdays and/or shift assignments, the agency's top priority is to evaluate each assignment in terms of the agency's mission, goals and objectives. These considerations shall include, but are not limited to the agency's ability to accomplish the following:

- a. Providing the highest quality consumer care including appropriate and timely response to individual consumer needs;
- b. Maintaining applicable health and safety standards and comply with all required regulations;
- c. Meeting the expectations of relevant licensing and accreditation bodies; and
- d. Responding efficiently and effectively to emergency needs.

III. REFERENCES:

MHDS Policy: 4.041-Schedule of 24-Hour Client Care Positions

NAC 284.614 Layoffs Procedure

NAC 284.394 Transfers Initiated by Appointing Authorities

NAC 284.630 Layoffs - Reemployment

NAC 284.390 Transfers Initiated by Employees

NRS 284.340 Reports: Duty of Reporting Authority

NNAMHS Policy and Procedure NN-HR-14 Shift Trading

IV. PROCEDURES

A. NNAMHS Priorities:

- Consideration of priorities will first require assessment of available employees'
 competency levels, relative skill levels, certification level, and status in order to
 strategically fulfill priority needs. Additional consideration will be given as to an
 employee's physical ability and gender (for gender specific assignments due to
 the need for minimum male and female staffing levels).
- Top priority considerations as stated above must be satisfied before the agency makes a scheduling decision on the basis of any second-tier priority. If the NNAMHS consideration of top priorities results in a decision (prior to issuance of a general announcement, bidding notice, etc.) that a particular employee is the only or best individual suited for the work area, workdays and/or shift in question, the agency does not need to proceed with a posting process. However, the agency's consideration of top priorities may occur at any time, including after it invites bids on the available assignment(s) from eligible staff members.
 Management will provide an explanation as to the factors considered in making a final decision and include those factors in an employee coaching explaining the change in duty.
- NNAMHS is required to identify second-tier priorities to be considered after top priorities have been met. NNAMHS shall utilize seniority as its second-tier consideration in scheduling.
- 4. If an employee has been reassigned to another shift against their wishes to fulfill staffing requirements, every effort will be made to return that person to their prior shift if an opportunity exists and they desire the change.
- 5. When a vacancy occurs, it will be first posted internally for transfer for eligible employees. After a sufficient time period and no eligible employees are interested in transfer, the position will be posted utilizing the NEATS application process.
- 6. It is a priority for NNAMHS to promote employee satisfaction in the workplace. Therefore, after all top priority considerations are satisfied, the vacated position will be opened to all eligible employees for transfer prior to opening recruitments to the greater community. The eligible employee with the greater seniority will have first opportunity to move to the new position.

B. Seniority:

- The primary definition of seniority for schedule bidding purposes is the length of continuous full-time equivalent service within the current agency (i.e., NNAMHS).
- 2. If there is a tie between employees after applying the primary definition of seniority, the following definitions are to be used in given order until the tie is broken:
 - Length of continuous full-time equivalent service within the Division;
 - b. Length of continuous full-time equivalent service within the state;
 - Length of all direct service client care experience within the state.

8. Calculating Seniority:

- Seniority is not to be counted prior to the most recent break in service except in the following circumstances:
 - If the most recent break in service was due to layoff as outlined in NAC 284.614, and the employee was re-employed within one year from the date of layoff, service prior to the layoff will be counted toward seniority.
 - If it becomes necessary to use the final tie-breaking definition (length of all direct consumer care experience within state service), all such experience is to be considered.
- b) In computing seniority, the time covered by a report on performance with an overall rating of "below standard" or "unacceptable" made during the last four years must not be included, except that no report may be considered for the time covered within 75 calendar days before the assignment change is made. The time covered by a report of "below standard" performance runs from the date the report was filed with State Personnel until the date recorded on a subsequent report on performance as the date on which performance improved to standard or better. If no subsequent report on performance is filed by the date required by NRS 284.340, the employee's performance shall be deemed standard effective the date the report was due, and until or unless a subsequent report with an overall substandard rating is filed with the department of personnel.

C. Transfers

- A transfer from the jurisdiction of one appointing authority to a position under the jurisdiction of another appointing authority may be initiated by an employee if the positions are in the same class or a comparable class.
- 2. An employee who wishes to make a transfer must do so in accordance with the process designated in NAC 284.390.
- 3. Except as otherwise provided in subsection 2 of NAC 284.394, an appointing authority may, after giving 5 working days' notice, transfer for the convenience of this State any employee to another position in the same class or a comparable class with the approval of the Department of Personnel. The 5 working day notice may be waived if the transfer does not exceed 10 working days. If a bona fide or justifiable emergency exists, the transfer may be made immediately with the prior approval of the Department of Personnel.
- 4. A permanent employee who is required to transfer to a different geographical location and who declines the transfer has the same rights provided in NAC 284.630 as an employee who is laid off.
- Involuntary transfers to a different geographical location that are appealed will be temporarily assigned pursuant Subsection 6 of NAC 284.394 pending the disposition of the appeal.
- E. Filling position vacancies and making administratively necessitated changes.
 - All vacancies will be filled in accordance with pre-approved recruiting and hiring procedures.
 - When an administrative decision must be made to change an employee to another work area or shift, or to change days off and there are no applicable requests for change of area, shift or days off are already submitted, the department head or designee shall first ask for volunteers. If there are no volunteers, the process will be consistent with the procedure for the scheduling process first considering the competencies, skills and other top priority considerations to meet the needs of the position and then second on seniority date. The employee in the affected classification with the least amount of seniority will be moved. All affected employees will be provided a minimum of 5 working days notice of the change unless the move will not exceed 10 working days or is necessitated by emergency. Every effort will be made to return an employee moved involuntarily to a different location or shift at the first practicable opportunity.
 - 3. Employees who desire to permanently exchange work areas, workdays and shift assignments must follow the procedure as outlined in policy NN-HR-14

regarding Shift Trading. Employees desiring to transfer must follow the procedures outlined in NAC 284.390.