

Operational Guidelines for Inactive Employees

Guiding Principle

Agency with Choice (AWC) supports participants who hire multiple employees to complete various support services.

Purpose

To manage employees who have not provided services for a designated period of time.

Procedure

Existing Employees

1. Human Resources will provide a quarterly report to the operations staff with a list of employees that have not received a paycheck in the previous quarter. The report will be provided quarterly.
2. The Manager will review the report and add columns titled "Actions Taken" and "Date Actions Taken" to the report. Each Manager will filter and save the report per office at T: Operations/AWC/Tracking/SSP Inactive in the appropriate location folder.
3. The Manager will notify the Clerical Assistant that the report is ready.
4. The Clerical Assistant will review the document and will contact the Managing Employer to discuss the employee's status.
 - If the employee has not worked at least 8 hours in 2 months and there is no plan to work in the next 1 month, employment will be separated using the Operation Guideline for AWC Employee Status Change.
 - The Managing Employer (ME) will be informed by the Clerical Assistant.
 - The employee will be informed by the ME and with the agency separation letter.
 - If the ME has the employee scheduled to work in the next 1 month, Clerical Assistant will document the conversation in MatrixCare activities and notify the Specialist.
 - Specialist will put a reminder in their Outlook calendar to ensure the employee works in that 1-month timeframe.
 - If the employee does not work in that 1-month timeframe, employment will be separated, and the Specialist will start the separation process using the Operation Guideline for AWC Employee Status Change.
 - The ME will be informed by the Specialist.
 - The employee will be informed by the ME and with the agency separation letter.
 - The only exception to this process is for employees who provide respite only services who are required to work at least once every six months.
5. All actions taken by the Clerical Assistant will be documented in the report in the appropriate columns.
6. When the next quarterly report is received, the Manager will compare the new report to the previous report to ensure the appropriate actions have been completed.

Onboarding Employees

1. Employees in the onboarding process must complete the process and receive a start letter within 3 months of beginning the onboarding process.

Operational Guidelines for Inactive Employees

- If the employee does not respond to the Hiring Coordinator after 3 attempted contacts, at any time during the process, the Hiring Coordinator will contact the ME providing a 3 day expected response from the employee.
- If the employee does not respond to the Hiring Coordinator within 3 days of speaking with the ME, the Hiring Coordinator will start the separation process.
 - The ME will be informed by the Hiring Coordinator.
 - The employee will be informed by the ME and/or with the agency separation letter.
 - The Hiring Coordinator will communicate with the Intake Coordinator (new participant) or the Specialist (existing participant).
 - The Hiring Coordinator will communicate with the Manager to complete the remainder of the separation process using the Operation Guideline for AWC Employee Status Change.