

On-Call/Emergency Callback Time Recording Procedures For Community Corrections

Revised October 2014

Subject Employees:

Probation/Parole Officers and Information Processing Technicians: It is the policy of the State of North Carolina to provide additional compensation to designated forty hour FLSA **subject** (non-exempt) employees who are required to serve in On-Call status and/or who are called back to work. For these employees, all hours physically worked over 40 hours in any 40-hour work week will go into the Overtime Comp Bucket (9000/Approved Leave) at time and a half, unless the leave offsets. If the Overtime Comp is not taken, entered and approved in the system, it may be paid based on the position's payout period.

Note: If an employee enters 9000/Approved Leave (to use the Overtime Comp prior to expiration) and it is not approved prior to the expiration date, the employee will be paid for the overtime. The system will deduct the hours from the next quota in the hierarchy since the overtime was paid. Once the time is entered and approved, the system will recalculate and deduct the 9000/Approved Leave hours from the Overtime Comp and take the overtime monies back the following month.

On-Call (BEACON code 9517)

- Employee is designated for On-Call and/or Emergency Callback.
- Employee will receive \$2.00 an hour or position's designated amount as On-Call.
- Record 9517/On-Call for all hours designated as On-Call.
- The total of regular work hours, On-Call hours and Callback hours cannot exceed 24 hours in a day in Beacon. The only exception is a holiday. In this case, all excess On-Call hours unable to be recorded in BEACON, must be submitted to DPS Payroll on the Holiday On-Call form. You can only record up to 24 hours in one day in BEACON.
- **On-Call hours must be reduced by any Callback hours earned (Remote or Physical) OR at least 30 minutes for remote callback or two (2) hours for physical callback.**
- Leave and On-Call time cannot overlap. (This does not include holidays). Example: During a 24-hour period, an employee may be on vacation for eight (8) and be On-Call for no more than 16 hours in that day per OSHR policy.

Remote Callback (BEACON code 9511)

- Employee responds via telephone or computer.
- Record **actual time worked** in BEACON using the attached Time Conversion table (ex. 15 minutes is 0.25 recorded hours). *See Example Attached*
- FLSA non-exempt employee responding via telephone/computer will receive a *minimum* of 30 minutes per occurrence as time off or additional pay:
 - Record 9511/Remote Callback for hours designated as Remote Callback.
 - The actual time worked for the Remote Callback will be calculated at one-and-a-half times when time worked exceeds 40-hour standard for the week.
 - If the 40 hour standard is exceeded when Remote Callback occurs in a week when 9300/Holiday Leave, 9540/Other Management Approved Leave and/or 9550/Civil

On-Call/Emergency Callback Time Recording Procedures For Community Corrections

Revised October 2014

Leave is taken, it will be paid as Gap Hours (straight time) in the first available paycheck because DPS is on immediate payout for Gap Hours.

- BEACON will automatically calculate the difference of the actual time worked and the 30-minute minimum at their straight-time rate of pay (Gap Hours). (Ex: 30 minute minimum (.50) – 15 minutes (.25) actually worked = 15 minutes (.25 hours) of Gap Hours. This is called the Remote Callback adjustment.
- For Remote Callbacks of less than 30 minutes, the 30-minute minimum **must be deducted** from the On-Call hours, since the employee is being compensated for the entire 30 minutes and double compensation is not allowed. *See Example Attached*
- All single Remote Callbacks less than 30 minutes must be recorded separately and reflect actual time.
- If more than one Callback occurs within a given shift, the total Callback time will not exceed two (2) hours. After two (2) hours employee will be compensated for actual time worked.
- If the Callback time is more than the two hour minimum, the employee will be compensated for the actual time worked and Callback **must be deducted** from the On-Call hours.

Physical Callback (BEACON code 9516)

- Employee responds by physically leaving home and returning to a work site.
- Record **actual time worked** in BEACON, including travel time to the worksite; using the conversion table (ex. 1 hour and 30 minutes is 1.50 recorded hours). *See Example Attached*
- FLSA non-exempt employee responding, by physically returning to work, will automatically receive compensation for a minimum of two (2) hours as time off or additional pay.
 - The actual time worked for the physical Callback will be calculated at one-and-a-half times when time worked exceeds 40-hour standard for the week.
 - If the 40 hour standard is exceeded when physical Callback occurs in a week when 9300/Holiday Leave, 9540/Other Management Approved Leave and/or 9550/Civil Leave is taken, it will be paid as Gap Hours (straight time) in the first available paycheck because DPS is on immediate payout for Gap Hours.
 - BEACON will automatically calculate the difference of the actual time worked and the two (2) hour minimum at their straight-time rate of pay (Gap Hours). (Ex: 2.00 hour minimum – 1.50 hours actually worked = .50 hours, Gap Hours) This is called the callback adjustment.
 - For physical Callbacks of less than two (2) hours, the two (2) minimum **must be deducted** from the On-Call hours, since the employee is being compensated for the entire two (2) hours and double compensation is not allowed.
- All single physical Callbacks less than two (2) hours must be recorded separately and reflect actual time.
- If actual time worked is more than two (2) hours the employee is compensated for all hours worked and Callback **must be deducted** from On-Call hours. *See Example Attached*
- Employees who must stay over past their regularly scheduled work day are **not eligible** for the Callback compensation. That time is considered time worked, and a continuation of their workday (holdover rule) and not Callback time.

On-Call/Emergency Callback Time Recording Procedures For Community Corrections

Revised October 2014

Exempt Employees:

CPPO: For Exempt (not subject) employees all hours physically worked over 40 hours in any 40-hour work week will go into the Comp Bucket for 365 days. Employees will not be compensated for these additional hours. If the hours in the Comp Bucket are not used within 365 days, they are forfeited. Exempt Employees are not eligible for the Callback adjustment (Gap Hours). Exempt personnel should *only* subtract actual hours of callback from On-Call totals because they are not eligible for the Callback adjustment (Gap Hours). However, they are eligible to receive the approved dollar amount for time designated as On-Call.

On-Call (BEACON code 9517)

- Employee is designated for On-Call and/or Emergency Callback
- Record 9517/On-Call for all hours designated as On-Call.
- The total of regular work hours, On-Call hours and Callback hours cannot exceed 24 hours in a day. The only exception is a holiday. In this case, all excess On-Call hours unable to be recorded in BEACON, must be submitted to DPS Payroll on the Holiday On-Call form. You can only record up to 24 hours in one day in BEACON.
- On-Call hours *must* be deducted by any actual Callback.
- Leave and On-Call time cannot overlap. (This does not include holidays). Example: During a 24-hour period, an employee may be on vacation for eight (8) and be On-Call for no more than 16 hours in that day per OSHR policy.

Callback- Remote (9511) and Physical (9516)

- Record *actual time worked* in BEACON using the appropriate code.
- Gap hours only apply to non-exempt employees subject to overtime.
- Exempt employees are not eligible for the Callback adjustment (Gap Hours) like subject (non-exempt) employees, so there is no 30 minute or 2 hour minimum compensation.
- Employees are eligible for the actual hours of Callback; therefore, they should *only* deduct the actual Callback time worked from the total On-Call hours in a day.

On-Call/Emergency Callback Time Recording Procedures For Community Corrections

Revised October 2014

Examples for Subject Employees

Scenario:

Non-exempt employee Z works an 8-5 schedule Mon-Friday with an hour for lunch. Employee was on-call from 5 p.m. until 8 a.m. (15 hours), Monday, Tuesday, Wednesday, Thursday, Friday and 24 hours on Saturday. On Tuesday, the Employee received a call at 8:15 p.m. to return to work to fix a server that went down. Employee arrived at work at 8:45 and completed work at 11:30 pm. Employee's time should be recorded as follows:

Code	Code Name	Total	Sun	Mon	Tue	W	Th	F	Sa
9500	Time Worked	40		8	8	8	8	8	
9517	On-Call	95.75		15	11.75	15	15	15	24
9516	Callback	3.25			3.25				

Non-exempt employee C works an 8am-5pm schedule Monday-Friday. Employee was on-call from 5 p.m. until 8 a.m. (15 hours), Monday, Tuesday, Wednesday, Thursday, Friday and 24 hours on Saturday. On Tuesday the Employee received a call at 6:15 p.m. to return to work to fix a server that went down. Employee arrived at work at 6:30pm and completed work at 7:30 pm. On Wednesday, the Employee had a remote Callback from 8:00pm – 8:15pm. Employee's time should be recorded as follows:

Code	Code Name	Credit	Sun	Mon	Tue	W	Th	F	Sa
9500	Time Worked	40		8	8	8	8	8	
9517	On-Call	96.5		15	13	14.5	15	15	24
9516	Callback	1.25			1.25				
9511	Remote Callback	.25				.25			

Note: You *must* record the actual Callback hours in BEACON. If actual time worked for Remote Callback is less than 30 minutes, you *must* deduct 30 minutes from the On-Call hours since the employee will be compensated for the entire 30 minutes (Remote Callback Adjustment). If actual time worked for Physical Non-Remote Callback is less than 2 hours, you *must* deduct 2 hours from the On-Call hours since the employee will be compensated for the entire 2 hours (Callback Adjustment).

Special Note: Employees who take 1 hour lunch are only eligible for a maximum of 15 hours on-call each 8 hour workday. (e.g., Employee works from 8am - 5pm. Employee is then on-call from 5pm - 8am the next day which totals 15 hours maximum). On-call hours among divisions may vary.

On-Call/Emergency Callback Time Recording Procedures For Community Corrections

Revised October 2014

Callback on a Holiday

Code	Code Name	Total	Sun	Mon	Tue	W	Th	F	Sa
9500	Time Worked	40			8	8	8	8	
9517	On-Call	95.75		*16	11.75	15	15	15	24
9516	Callback	3.25		4	3.25				
9300	Holiday Leave			4					

*The additional 4 hours of On-Call for Monday must be sent to Payroll on the Holiday On-Call Form. (24 hours On-Call minus 4 hours of Callback equals 20 hours.) The additional four (4) hours of Holiday Leave will move to the Holiday Comp bucket since they worked four (4) hours on the holiday. 9000/Approved Leave must be entered to use the four (4) hours since it rolled to Holiday Comp quota.

If the system does not accept the holiday and/or on-call, you'll need to split the holiday on two lines. (Example - 4 hours 9300, 4 hours 9300, and 16 hours 9517 on one day) A yellow warning is a caution. A red warning in Beacon is a hard stop.

Employees must account for 40 hours each week (not including 9517/On-Call).

Examples for Subject Employees

Remote Callback – (Record actual time worked as 9511)

Actual Time Worked	Callback Sequence	Time Recorded in BEACON
15 minutes	1	.25 hours
35 minutes	2	.58 hours
20 minutes	3	.33 hours
10 minutes	4	.17 hours

Physical Non-Remote Callback – (Record actual time worked as 9516)

Callback Sequence	Actual Time Worked	Time Recorded in BEACON
1	45 minutes	.75 hours
2	1 hour 50 minutes	1.83 hours
3	2 hours 30 minutes	2.50 hours
4	3 hours	3.00 hours

On-Call/Emergency Callback Time Recording Procedures For Community Corrections

Revised October 2014

On-Call minus Callback Examples for Subject Employees

Scheduled On-Call Hrs.	Actual Time Worked	Actual On-Call Record - 9517
15 hours	15 minutes (Remote)	14 hours 30 min. (14.50 hrs)
15 hours	25 minutes (Remote)	14 hours 30 min. (14.50 hrs)
24 hours	45 minutes (Remote)	23 hours 15 min. (23.25 hrs)
24 hours	20 minutes (Remote)	23 hours 30 min. (23.50 hrs)
15 hours	45 minutes (non-Remote)	13 hours (13.00 hrs)
15 hours	1 hour 3 min. (Non-Remote)	13 hours (13.00 hrs)
24 hours	3 hours (Non-Remote)	21 hours (21.00 hrs)
24 hours	1 hour (Non-Remote)	22 hours (22.00 hrs)

Note: If actual Time Worked for Remote Callback is less than 30 minutes, you must deduct 30 minutes from the On-Call hours since the employee will be compensated for the entire 30 minutes. If actual Time Worked for Physical Non-Remote Callback is less than 2 hours, you must deduct 2 hours from the On-Call hours since the employee will be compensated for the entire 2 hours.

Time Conversion

Minutes	Decimals	Minutes	Decimals	Minutes	Decimals	Minutes	Decimals
1	0.02	16	0.27	31	0.52	46	0.77
2	0.03	17	0.28	32	0.53	47	0.78
3	0.05	18	0.3	33	0.55	48	0.8
4	0.07	19	0.32	34	0.57	49	0.82
5	0.08	20	0.33	35	0.58	50	0.83
6	0.1	21	0.35	36	0.6	51	0.85
7	0.12	22	0.37	37	0.62	52	0.87
8	0.13	23	0.38	38	0.63	53	0.88
9	0.15	24	0.4	39	0.65	54	0.9
10	0.17	25	0.42	40	0.67	55	0.92
11	0.18	26	0.43	41	0.68	56	0.93
12	0.2	27	0.45	42	0.7	57	0.95
13	0.22	28	0.47	43	0.72	58	0.97
14	0.23	29	0.48	44	0.73	59	0.98
15	0.25	30	0.5	45	0.75	60	1



North Carolina Department of Public Safety
Controller

Pat McCrory, Governor
Frank L. Perry, Secretary

James Cherokee, Controller

MEMORANDUM

Date: _____

To: DPS Payroll Office
2020 Yonkers Road
4228 MSC
Raleigh, NC 27699-4228

From: _____
(Printed Supervisor's Name & Signature)

Unit # & Name: _____

Reference: Request for Holiday On-Call Pay NOT Entered in BEACON/SAP

Employee Name: _____

Personnel # (Beacon): _____

Holiday/Date: _____

**On Call Hours Due:
(Not Paid in Beacon)** _____

On Call Rate of Pay: _____

Amount Due to Employee: _____

Note: No one can enter more than 24 hours on one day in BEACON/SAP. Only list the on-call hours not accounted for in CAT 2 or ESS.

MAILING ADDRESS:
4228 Mail Service Center
Raleigh NC 27699-4220

www.ncdps.gov



An Equal Opportunity Employer

OFFICE LOCATION:
2020 Yonkers Road
Raleigh, NC 27604
Telephone: (919) 716-3300
Fax: (919) 324-6240