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Revised October 1999
The Office of Administration’s Agency Temporary (ATS) Services Division is responsible for providing centralized temporary clerical staffing services to state agencies located in the Harrisburg metropolitan area through its TEMPORARY CLERICAL POOL (TCP) Program.

ATS operates similarly to a temporary employment agency. ATS' administrative staff is responsible for recruiting, (in conjunction with the State Civil Service Commission), hiring, and retaining a staff of several hundred skilled clerical employees, available for assignment to state agencies on short notice. State agencies submit work requests for assistance and employees of ATS' TEMPORARY CLERICAL POOL are assigned to the agencies to complete the work. Employees return to ATS at the completion of their assignments to await additional work. The TEMPORARY CLERICAL POOL Program offers significant benefits to state agencies:

- This centralized resource of skilled and experienced employees ready and available for assignment strengthens state agencies' ability to swiftly respond to critical staffing needs during periods of peak workload, seasonal programs, special projects, etc.

- The costs to state agencies utilizing the program associated with the recruitment, hiring, and staffing of temporary clerical employees are eliminated due to the consolidation of these activities into one centralized organization.

- The centralization of the temporary clerical work force enables the Commonwealth to more accurately and efficiently plan adequate staffing levels. This significantly reduces agency user's exposure to costly unemployment compensation liability.

- The TCP work force provides state agencies with an excellent resource of skilled and experienced individuals to select from when filling their permanent vacancies. Over 1,000 TCP employees have transferred into permanent positions with state agencies since the inception of the TEMPORARY CLERICAL POOL Program in 1992.

This manual provides an overview of the various components of ATS' operations and serves as a reference regarding the policies and procedures associated with the TEMPORARY CLERICAL POOL Program.
TEMPORARY CLERICAL POOL (TCP) EMPLOYEES

The Temporary Clerical Pool (TCP) work force performs a vital support role in assisting state agencies permanent staff accomplish their various missions. ATS' administrative staff works to match each employee with the appropriate assignment, taking into consideration each employee's skills and experience with the needs of the agency. The information below outlines fundamental characteristics of the employees and are discussed in further detail in following sections.

DESCRIPTION

- Employees are classified as "Limited Term Clerks" (Code=00001) and Limited Term Clerk Typists (Code=00002).
- Employees fall under the "A7" bargaining unit, pay ranges 50 and 56.
- Employees are Civil Service employees and remain in a Civil Service probationary status for the duration of their employment.
- Employees are not separated from employment after completing assignments. They remain in active status to await additional work.

WORK PERFORMED

- Employees are responsible for performing "entry level" clerical work such as: sorting, filing, microfiching, transporting/delivery of forms, documents, packages to assigned locations, typing, word processing, receptionist work, data entry, opening/sorting of mail, elementary mathematical calculations, and other related work.
- Employees may not be utilized to train other temporary or permanent employees or perform work in a lead worker capacity.

PAY/BENEFITS

- Employees rate of pay is based on regular hours worked in the TCP.
- Employees move to higher hourly rates effective the beginning of the pay period in which they obtain over 1,350 or over 2,700 hours, as applicable.
- Fair Share deduction applies to employees.
- Employees do not earn and are not entitled to any paid annual, sick, or personal leave.
- Employees are required to contribute to retirement after accruing 750 or more hours in a calendar year.
• Employees are covered under Workers’ Compensation. (Benefits are coordinated through the Office of Administration.)

• Employees are only compensated for actual time worked. Employees are not compensated for time off from work due to holidays or authorized closings of state offices, testing, or interviewing for Commonwealth or private sector employment or civil obligations such as jury duty and court appearances.

• All employees are on pay group three biweekly pay schedule.

• All employees are on a 37.5-hour pay schedule regardless of the agency to which they are assigned.

• Employees are compensated for overtime at a straight time rate up to 40 hours and at the rate of time and one half after working 40 hours in a pay week in accordance with the Fair Labor Standards Act (FLSA).

EMPLOYEE SENIORITY/PLACEMENT INTO PERMANENT POSITIONS

• Employees who accrue 1,950 or more seniority hours are covered under “Just Cause” provisions of the AFSCME contract.

• Employees who accrue 1,465 or more seniority hours are eligible to bid on and be considered for permanent Civil Service or Non-Civil Service Clerk 1 and Clerk Typist 1 vacancies posted through ATS’ PLACEMENT PROCESS. (Employees are eligible to apply for and be considered for permanent Civil Service or Non-Civil Service positions outside ATS’ PLACEMENT PROCESS at any time throughout the duration of their employment with ATS.)

• Seniority accrued while employed with ATS does not carry over with employee after attaining permanent status with the Commonwealth with regards to regular bargaining unit seniority and earned sick, annual, or personal leave.

• Upon promotion into permanent Clerk Typist 1 and Clerk 1 positions, any TCP employee who has accrued more than 975 seniority hours is to serve a 90 day contractual probationary period. Any employee who has accrued less than 975 seniority hours prior to attaining permanent status will serve a six month contractual probationary period. Length of Civil Service probationary periods are not affected. TCP employees promoted into any higher level classifications serve standard contractual/Civil Service probationary periods.
Written requests (WORK ORDER) must be submitted by agency Personnel Offices directly to ATS in order to obtain temporary staffing assistance. Upon receipt, agency WORK ORDER information is reviewed for accuracy, compliance with program policy, etc. Then files are created in the MAPPER system (for payroll purposes) and ATS’ internal tracking system. ATS immediately begins call out of employees in order to fill the WORK ORDER on the requested start date. Once an employee is scheduled, the agency is contacted to confirm the arrival of the employee to begin the assignment. (See APPENDIX A – SAMPLE WORK ORDER/INSTRUCTIONS FOR COMPLETING WORK ORDER.)

SUBMISSION OF WORK ORDERS

Requests for services should be submitted with as much advance notice as possible prior to the requested starting date of the WORK ORDER. Advance notice helps ATS meet staffing needs in a timely manner and is especially important in instances where WORK ORDERS are for a significant number of employees or are for a very short duration.

LENGTH OF ASSIGNMENTS

ATS honors requests for services lasting one day to one year in length with the following condition – The intent of the Temporary Clerical Pool Program is to fill agency TEMPORARY STAFFING NEEDS ONLY. Agencies are not to utilize ATS services in place of hiring permanent employees. In the case of a permanent vacancy, an agency may utilize ATS' staffing services only for the time period necessary to fill the vacancy. Services will not be provided for requests that violate the original intent of the program, regardless of the length of the assignment.

EXTENSIONS OF ASSIGNMENTS

Requests for extension of employee assignments must be received from agency Personnel Offices no later than 10 workdays prior to the originally agreed upon end date of the assignment in order to receive consideration. ATS recognizes the occasional need to extend employees past the originally agreed upon end dates due to unforeseen circumstances out of an agency's control and will work to honor such requests to the best of their ability. Please note, however, that extension of employees directly impacts on the degree of responsiveness in which new requests for services can be filled. The extension of an employee in one agency often translates into a delay in filling another agency's request. (See APPENDIX B – SAMPLE WORK ORDER EXTENSION REQUEST.)

RESPONSIVENESS

ATS' administrative staff makes great effort in planning adequate staffing levels in order to meet the demand for its services. Historical demand/hiring trends, employee turnover trends, etc., are routinely reviewed in order to maintain optimal levels of responsiveness to requests for services. Such factors as the frequency of agency extension requests and the amount of advance notice that agencies provide ATS prior to the start of assignments have significant impact on ATS' ability to swiftly respond to agency staffing requests. It is critical that joint cooperation exists between ATS and agency users in the above mentioned areas in order to ensure timely delivery of services.
BACKFILLING OF WORK ORDERS

Agencies are notified in the event that an employee currently assigned to them is to be separated from employment with ATS. ATS will automatically initiate a call out for a replacement for the employee unless advised by the agency that a replacement is not needed. There is no need to submit an additional WORK ORDER to obtain additional services.

REQUESTS FOR SPECIFIC EMPLOYEES

ATS discourages agencies from requesting that specific employees formerly assigned to them be returned to the agency to perform in the same previous capacity. An important aspect of the TEMPORARY CLERICAL POOL Program is to provide employees with the opportunity to broaden their skills through the variety of experience and training they receive in a variety of assignments. Requests for specific individuals to be returned to an agency are carefully reviewed to ensure that this opportunity is not limited.
DIRECTION OF TCP EMPLOYEES

Although TCP employees are technically employees of the Office of Administration, the responsibility for day to day direction of the employees is primarily the responsibility of agency supervisors with regards to work assigned, daily hours, overtime, reporting of hours worked, minor disciplinary matters, etc. All employees are advised of this relationship at their orientation sessions, and are instructed to adhere to the policies and instructions set forth by their supervisors. The following information outlines major areas of importance related to the direction of TCP employees and related policies and procedures:

AGENCY POOL COORDINATORS

Each agency has an individual designated as that agency's "POOL COORDINATOR." The POOL COORDINATOR is responsible for organizing and tracking the activities of TCP employees in their respective agency. Supervisors are to channel all correspondence, inquiries, requests for extensions, etc., through this individual.

DAILY DIRECTION OF EMPLOYEES

Agency supervisors have the authority to:

- Assign work to, and direct employees as deemed necessary within the confines of job descriptions and the collective bargaining agreement.
- Determine and enforce the starting and ending time of workdays, lunch periods, and assignment of overtime for employees within the confines of the collective bargaining agreement.
- Approve and disapprove employee requests for time off.
- Administer discipline for minor infractions of policies and rules up to and including written warnings.

TRAINING OF EMPLOYEES

Employees are routinely moved from one assignment to another. The transition into new assignments occasionally can be difficult, especially when the policies and procedures of the new work location differ from policies and procedures in the previous work location. In order to help employees adapt quickly to the new work unit, ATS strongly suggests that newly-assigned employees be provided with:

- A written document that defines the work unit's policies and rules regarding daily work hours, break and lunch times, policy for reporting off work, identification of immediate supervisor, etc. Agencies should have the employee sign off, acknowledging receipt and understanding of the policies, and maintain a copy. This will eliminate any possible claims of ignorance in the event the policies are not adhered to in the future.
• Depending on the complexity of the work, a written outline of the duties assigned to employees which explains how certain procedures are performed, and any standards they are expected to meet. This allows employees to know exactly what is expected of them in addition to:

  – Providing a valuable reference for employees to fall back on.

  – Eliminating any ambiguities or miscommunication that may take place if instructions are described orally.

  – Serving as backup documentation in the event employees fail to satisfactorily perform their assigned duties.

EVALUATION OF EMPLOYEES/ON SITE VISITS

ATS administrative staff evaluates all employees during their initial month of employment and during the first month of each subsequent assignment. The feedback received from agency supervisors is critical in assisting ATS monitor the performance of its employees, and also helps ATS address potential problems in a timely manner. Supervisors’ candid appraisals of employees’ performance enables ATS to better match the skills of employees with the requirements of the agencies serviced. ATS administrative staff also makes routine visits to work sites in order to discuss employee performance and related issues. Supervisor cooperation and timely response to ATS administrative staff inquiries regarding employee performance is appreciated.

EMPLOYEE ATTENDANCE

Employees must obtain permission from the agency supervisor they are assigned to PRIOR to taking any time off from their assignment. Availability to report to work on a full-time basis is a condition of employment for TCP employees. Supervisors may disapprove requests for time off if the employee exhibits a pattern of poor attendance, or if the employee’s absence would significantly disrupt operations and should take disciplinary action if needed.

AGENCY SUPERVISORS ARE NOT TO APPROVE ANY REQUESTS FOR TIME OFF EQUAL TO OR GREATER THAN ONE WEEK IN DURATION. EMPLOYEES MUST SUBMIT WRITTEN REQUESTS DIRECTLY TO ATS ADMINISTRATIVE OFFICES AND RECEIVE PERMISSION DIRECTLY FROM ATS STAFF IN SUCH CASES.

DISCIPLINE OF EMPLOYEES

The ATS administrative staff depends on agency supervisors to assist them in administering employee discipline since supervisors are in direct daily contact with TCP employees. Although authority for DISMISSING employees lies solely with the employer (ATS), agency supervisors have authority and are required to administer “preliminary” disciplinary measures (counseling, oral and written warnings) for minor infractions of rules and policies (tardiness, performance, attendance). Supervisors are to utilize ATS’ EMPLOYEE INCIDENT FILE, CONFIRMATION OF ORAL WARNING and WRITTEN WARNING forms (see APPENDIX C) in administering discipline. Copies of all forms are to be forwarded to ATS immediately after completion or after discipline is administered to keep ATS staff informed of the situation.
DIRECT ATS INTERVENTION

ATS will intervene immediately and directly administer discipline due to the degree of severity of the following actions: (The agency must provide supporting documentation of any of the following action(s) prior to ATS intervention.)

- EMPLOYEE DISRUPTS THE WORK PLACE
- EMPLOYEE FAILS TO REPORT TO WORK OR CALL OFF
- EMPLOYEE FAILS TO REPORT TO WORK AFTER BEING DENIED TIME OFF
- EMPLOYEE LEAVES THE WORK SITE WITHOUT PERMISSION
- EMPLOYEE REFUSES TO PERFORM WORK
- INSUBORDINATION
- THEFT
- HARASSMENT
- ANY OTHER ACTION NOT LISTED, BUT DEEMED SEVERE ENOUGH TO WARRANT IMMEDIATE ATS INTERVENTION*

SUPERVISORS ARE AUTHORIZED TO IMMEDIATELY REMOVE AN EMPLOYEE FROM THE WORK SITE IN INSTANCES WHERE THE EMPLOYEE’S CONDUCT POSES A THREAT TO THE HEALTH AND WELFARE OF THE EMPLOYEE, COWORKERS, OR THE PUBLIC, OR IF THE EMPLOYEE EXHIBITS VISIBLE SIGNS OF IMPAIRMENT WHICH PREVENT THE EMPLOYEE FROM PERFORMING ASSIGNED DUTIES.

REMOVAL OF EMPLOYEES FROM ASSIGNMENTS

MINOR INFRACTIONS (tardiness, attendance, and performance). Employees are to be issued an ORAL WARNING initially. If the employee fails to take corrective action after being issued an oral warning, the employee should be issued a WRITTEN WARNING. If the employee again fails to respond to the WRITTEN WARNING, all documentation should be forwarded to ATS and action will be taken to remove the employee from the assignment as soon as possible.

MORE SEVERE INFRACTIONS (listed above). ATS will work directly with agency personnel to determine the severity of employee actions and to make a joint determination if and when the employee should be removed from the assignment.

ATS IS UNABLE TO TAKE ANY DISCIPLINARY ACTION AGAINST AN EMPLOYEE IN THE ABSENCE OF ACCURATE, DETAILED, AND SUPPORTING DOCUMENTATION PROVIDED BY AGENCIES.

* Agencies MUST NOTIFY ATS ON THE SAME DAY if an employee fails to report to work or leaves the work site without obtaining permission. The employee is to be sent directly to ATS administrative offices upon return to the work site and accompanying documentation should be forwarded immediately to ATS in advance of predisciplinary conference with employee.
EMPLOYEE PAY/RECORDING OF TIME WORKED

Agencies are required to enter time worked for TCP employees assigned to them and submit time and attendance sheets for ATS' records. Timekeepers utilize Commonwealth Technology Center's MAPPER system (TMPEMP) to enter employee's biweekly hours worked. Related policies are as follows:

RECORDING EMPLOYEE HOURS WORKED

• Agency timekeepers are responsible for entering biweekly hours worked by TCP employees assigned to their agency. All employee hours worked must be entered by 12:00 p.m. of the pay processing date.

• ALL TCP employees fall under pay schedule "S" 37.5 hour work week/pay schedule regardless of the agency they are assigned to, and its respective work schedule.

• ANY time entered for employees that totals 37.5 hours or less in one week is to be recorded as regular ("RT") time.

• ANY time entered for employees that exceeds 37.5 hours and is equal to or less than 40 hours in one week is to be recorded as regular overtime ("T1").

• ANY time entered for employees that exceeds 40 hours for one week is to be recorded as time and a half ("T2") overtime.

• Employees are not responsible for completing their time and attendance record sheets.

RECORDS OF EMPLOYEE TIME/ATTENDANCE

• Agencies must utilize ATS standard employee TIME AND ATTENDANCE RECORD (see APPENDIX E) to record TCP employee hours worked for each pay period. Two copies of the time sheet are to be forwarded directly to ATS administrative offices at the end of each pay period.

DISTRIBUTION OF PAYCHECKS

• Biweekly employee paychecks are mailed directly to employee residences or direct deposited.

OFFICE CLOSINGS, HOLIDAYS, ANNUAL AND SICK LEAVE, INTERVIEWS, AND COUNSELING

• Employees do not earn or will not be compensated for any paid annual, sick, or personal leave.

• Employees are not compensated for any time off from work due to holidays and authorized closing of state offices.
• Employees are not compensated for any time taken off for testing or interviews with state agencies, civil obligations (i.e., jury duty, court appearances).

• Employees are to be compensated for time spent in counseling/predisciplinary sessions with ATS administrative staff.

REQUESTS FOR INFORMATION ON EMPLOYEES

Any requests from outside authorities or private organizations to provide employment information for TCP employees (such as verification of employment, financial information, unemployment compensation forms, public assistance forms, etc.) are to be forwarded immediately to ATS for completion or response.

INJURIES/EMERGENCIES

Agencies are required to complete an accident report form, and forward it immediately to ATS in the event an employee is injured while at the work site. All workers’ compensation related activities are coordinated by ATS. Agencies are authorized to seek immediate emergency medical attention for an employee in the event of a serious or life threatening injury. In all cases, ATS administrative offices should be contacted immediately.
The characteristically high turnover rate of TCP employees is attributable in large part to the recruitment and promotion of employees into permanent Commonwealth positions. The TCP work force is an excellent resource of skilled and experienced individuals for state agencies to recruit from when filling their permanent vacancies. Agencies recruit employees in two major ways:

(1) ATS' Contractual Placement Process.

(2) Through the traditional Civil Service and Non-Civil Service referral processes.

CONTRACTUAL PLACEMENT PROCESS

Contractual stipulations set forth in the collective bargaining agreement covering TCP employees require that state agencies under the Governor's jurisdiction must give preference to these employees when filling permanent Civil Service and Non-Civil Service Clerk 1 and Clerk Typist 1 vacancies located in Dauphin county.

PROCEDURE:

- The agency forwards standard posting material to ATS.

- Agency position(s) information is entered into the ATS tracking system and is posted for a period of 10 workdays.

- The three most senior qualified bidders are referred to the requesting agency for consideration.

- The agency responds to ATS (via the ICS electronic mail system) with results of interviews within 20 workdays.

- Referral results are reviewed by ATS in order to ensure compliance with policy/contract.

- The effective date of transfer/promotion of the selected candidate into the requesting agency's permanent position is coordinated with the Office of Administration, Office of Personnel Services (OPS).

NOTES:

- Agencies are not required to select the most senior bidder. They may select any one of the three most senior bidders referred.

- In the event that at least one, but less than three bidders are interested in a position, agencies may opt to select from remaining bidders or request that additional names be referred in order to have a choice of three candidates to select from.

- In the event that no bidders referred to the agency are interested in a position, the position is returned to the agency to be filled through other recruitment methods.
CIVIL SERVICE AND NON-CIVIL SERVICE REFERRAL PROCESS

TCP employees are also routinely recruited for permanent employment in classifications other than the Clerk 1 and Clerk Typist 1 classes. TCP employees are eligible to test and be placed on "Inter/Intra" agency promotional lists for Civil Service covered positions. (Employees do not hold permanent Civil Service status and, therefore, are not eligible for promotion without exam into permanent Civil Service positions. They must be "reachable" on the Civil Service List of Eligibles in order to be considered for appointment.) Also, state agencies are permitted to request the referral of TCP employees for consideration when interviewing for permanent Non-Civil Service positions.

BIDDING ON POSITIONS OUTSIDE OF THE ATS PLACEMENT PROCESS

Agencies are not contractually obligated to consider the bids of TCP employees for any positions other than the Clerk 1 and Clerk Typist 1 positions posted through the ATS placement process.

PROCEDURES FOR TRANSFERRING AND PROMOTING EMPLOYEES

All requests to transfer or promote TCP employees should be forwarded directly to the Office of Administration, OPS. Requests should include the signature of the employee and the requested effective date of transfer or promotion. OPS staff will contact the gaining agency to determine a mutually acceptable effective date. Agencies are not to commit starting dates to employees prior to submitting paperwork to the OA.

PROBATIONARY PERIODS

Upon promotion into permanent Clerk Typist 1 and Clerk 1 positions, any TCP employee who has accrued more than 975 hours seniority is to serve a 90 day contractual probationary period. Any employee that has accrued less than 975 hours prior to attaining permanent status will serve a six-month contractual probationary period. Length of Civil Service probationary periods are not affected. TCP employees promoted into any higher level classifications serve standard contractual/Civil Service probationary periods.

RIGHT TO RETURN

Employees transferred or promoted into Civil Service positions are accorded return rights under Section 97.38 of the Civil Service Act. Employees transferred or promoted into Non-Civil Service positions also are accorded the following return rights:

- Any TCP employee transferred or promoted into a permanent position may elect to return to ATS any time during the initial 90 calendar days of the employee's probationary period. TCP employees promoted into permanent Non-Civil Service positions are granted an automatic leave of absence from the classified service equal to the duration of their probationary periods.

- Any TCP employee transferred or promoted into a substitute Civil Service or Non-Civil Service position may elect to return to ATS upon completion of the substitute position. TCP employees promoted into substitute Non-Civil Service positions are granted an automatic leave of absence equal to the duration of the substitute position.
RETURN OF EMPLOYEE WHO FAILS PROBATIONARY PERIOD

Agencies may return former TCP employees that have not satisfactorily completed their probationary period at any time prior to the end of the employee's probationary period. Agencies may elect to terminate an employee in lieu of returning the employee to ATS if reasons for termination are sufficient to meet “Just Cause” criteria (i.e., fighting, insubordination, theft, violations of Commonwealth time and attendance policies, etc.).

The agency should forward a memorandum to the Office of Administration, OPS (copy to ATS administrative offices) which includes the name and classification of the individual the agency elects to return, and a tentative transfer effective date. Attempts should be made to effect the transfer at the end of a pay period. Notification must be provided in a timely manner in order to ensure that the transfer is effected prior to the end of the employee's probationary period. Employees who are returned to ATS for failure to successfully complete their probationary periods are ineligible to bid on vacancies from the same agency they returned from for a period of six months from the date of return to ATS.
ATS is funded entirely by fees collected from users of its staffing services. Since ATS receives no money from a specific appropriation, it is necessary to bill users in advance of actual services provided in order to cover operating costs during the fiscal year. The following information details the billing process for ATS services:

**ANTICIPATED USAGE OF SERVICES**

Agencies are required to provide ATS with a written estimate of their anticipated needs for staffing services (in terms of classification and total hours to be utilized) no later than one month prior to the start of each fiscal year.

**DETERMINATION OF AGENCY RATES**

Projected operating costs and agency demand for services are reviewed on a semiannual basis in order to determine hourly rates charged to agency users sufficient to cover total program costs. Hourly rates are adjusted (if necessary) on a semiannual basis.

**AGENCY BILLINGS**

Agencies are billed semiannually, based on the number of estimated hours provided to ATS prior to the start of the fiscal year and the current hourly rate for services. For example, if an agency reports estimated usage of services totaling 100,000 hours for a fiscal year, the agency will receive two billings for 50,000 hours each at the beginning of each half of the fiscal year.

**BILLING REPORTS**

Reports which provide breakdowns of agency's usage and costs of ATS staffing services are provided to agencies on a semiannual basis. (See APPENDIX D – SAMPLE BILLING REPORT.)

**RECONCILIATION OF ACCOUNTS**

Actual agency usage of staffing services is reviewed on a semiannual basis and compared with original estimates provided to ATS. If after the first half of a fiscal year it is determined that an agency is utilizing services in significant excess to what the agency originally anticipated, the billing for services for the second half of the fiscal year will be adjusted upward. In the event that an agency utilized services significantly below what they had originally anticipated during the first half of the fiscal year, billing for services for the second half of the fiscal year will be adjusted downward to reflect the decrease in anticipated usage.

All agency accounts are reconciled at the end of each fiscal year and any remaining credits or debits are factored into the following fiscal year’s first half billings.
APPENDIX "A"

- SAMPLE WORK ORDER
- INSTRUCTIONS FOR COMPLETING WORK ORDER
OFFICE OF ADMINISTRATION
AGENCY TEMPORARY SERVICES
TEMPORARY CLERICAL POOL

WORK ORDER

REQUEST DATE: ________________________________

AGENCY: ________________________________

BUREAU: ________________________________

AGENCY CONTROL #: ________________________________

BILLING INFORMATION

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POSITION INFORMATION

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<td></td>
</tr>
<tr>
<td>SEASONAL WORKLOAD</td>
<td>START DATE</td>
<td>END DATE</td>
</tr>
<tr>
<td>PENDING VACANCY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTHER</td>
<td>HOURS/WEEK</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DLY HRS to</td>
<td></td>
</tr>
</tbody>
</table>

LOCATION: ____________________________________________
(Building, Room, and Street Address)

SUPERVISOR’S NAME: ________________________________ PHONE: ________________________________

JOB DESCRIPTION:

AUTHORIZED SIGNATURE ________________________________ DATE ________________ PHONE ________________________________
INSTRUCTIONS FOR COMPLETING WORK ORDER

GENERAL NOTE

The significant number of ATS’ administrative/reporting functions (tracking of employees, billing/payroll/planning reports, evaluations, etc.) are based on information provided on WORK ORDERS. Inaccurate information provided can negatively impact the quality of services provided (i.e., employee fails to report to work due to wrong address provided; performance evaluations can't be conducted because employee isn't located where WORK ORDER states; lack of detailed job description causes poor match of employee to assignment and requires additional effort to replace employee). Therefore, it is imperative that agencies thoroughly review WORK ORDER requests prior to submission to ATS.

BILLING INFORMATION

Information is used to provide detailed billing reports which enable agencies to properly allocate costs of services to respective organizational units. Mandatory fields are Fund, Dept, Appropriation, Year, Ledger, Cost Function, and Cost Category. The Minor Object and Sub-Object fields are optional. Agencies must submit a separate request for each different bureau/cost function/appropriation, etc.

(Example: If 100 clerks are needed, and 50 will be working in bureau 1 and 50 in bureau 2, you must submit two Work Orders for 50 clerks each noting the different bureaus where they will be working.)

(Example: Ten clerks in bureau 1, five are funded through appropriation 184 and five are funded through appropriation 103. If agency wants ATS to track those costs to each respective appropriation, two separate Work Orders must be submitted for each group of five positions.)

POSITION INFORMATION:

REASON FOR NEED

(Please check block which most accurately describes need)

SICK LEAVE/LWOP Services required to replace permanent employee on extended sick leave, leave of absence, vacation, etc.

SPECIAL PROJECT Services required for temporary increase in workload due to unforeseen circumstances, special projects, etc.

SEASONAL WORKLOAD Services required for temporary increase in workload due to routine seasonal programs, file maintenance, etc.

PENDING VACANCY Services required until permanent vacancy can be filled/backfilled.

CLASSIFICATION

(Please submit separate requests for different classifications)

START DATE/END DATE Dates when position(s) are to start/expire.

HOURS/WEEK 37.5 hour schedule or part-time

DLY HRS Example: 8.00 a.m. to 4:30 p.m.
**REQUESTED SKILLS**  (Please check skill box if appropriate or list other desired skills)

**ADDITIONAL INFORMATION**

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>Building, Room No., and Street Address where ATS employee will work.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPERVISOR NAME</td>
<td>Name of individual who will be employee's <strong>immediate</strong> supervisor.</td>
</tr>
<tr>
<td>JOB DESCRIPTION</td>
<td>Brief explanation of duties involved for the assignment.</td>
</tr>
</tbody>
</table>

**SUBMISSION OF WORK ORDERS**

ATS requests that all requests for services be submitted with as much advance notice as possible prior to the requested starting date of the WORK ORDER (emergency needs excepted). This advance notice helps ATS meet staffing needs in a timely manner and is especially important in instances where WORK ORDERS are for a significant number of employees or are for a very short duration. Completed WORK ORDERS should be forwarded via inter-office mail or faxed to:

OFFICE OF ADMINISTRATION  
BUREAU OF STATE EMPLOYMENT  
AGENCY TEMPORARY SERVICES  
ROOM 112, FINANCE BUILDING  
FAX NO. (717)772-0940
APPENDIX "B"

- SAMPLE WORK ORDER EXTENSION REQUEST
OFFICE OF ADMINISTRATION  
AGENCY TEMPORARY SERVICES  
TEMPORARY CLERICAL POOL

WORK ORDER EXTENSION REQUEST

REQUEST DATE: ____________________________

AGENCY: ____________________________

<table>
<thead>
<tr>
<th>WORK ORDER NUMBER</th>
<th>CLASS</th>
<th>SCHEDULED END DATE</th>
<th>REQUESTED END DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CLERK</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TYPIST</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EMPLOYEE NAME(S):

________________________________________
________________________________________
________________________________________
________________________________________

ATS USE ONLY

A/D  NEW END DATE  M  O  NOTIFY AGENCY

____________  ________________  ____________  ____________  ____________  ____________

JUSTIFICATION:

IN ORDER TO RECEIVE CONSIDERATION, EXTENSION REQUESTS MUST BE RECEIVED BY ATS NO LATER THAN 10 WORKDAYS PRIOR TO THE SCHEDULED END DATE OF THE WORK ORDER.

AUTHORIZED SIGNATURE ____________________________ DATE ____________ PHONE ____________

ATS • 112 FINANCE BUILDING, HARRISBURG, PA 17120 • PHONE (717)783-3917 • FAX (717)772-0940
APPENDIX "C"

- EMPLOYEE INCIDENT FILE FORM
- CONFIRMATION OF ORAL WARNING FORM
- WRITTEN WARNING FORM
INSTRUCTIONS

The EMPLOYEE INCIDENT FILE is to be utilized by supervisors to record/provide documentation in conjunction with any ORAL or WRITTEN WARNINGS issued to TCP employees. All forms/documentation must be complete and forwarded to respective agency POOL COORDINATORS in a timely manner. Documentation required: TIME AND ATTENDANCE – include dates, times, and reasons for tardiness/absences. PERFORMANCE/CONDUCT – indicate how and when employee was made aware of performance standards and cite specific examples where those standards were not met.

CORRECTIVE ACTION

MINOR INFRACTIONS (tardiness, attendance, and performance) – Employees are to be issued an ORAL WARNING initially. If the employee fails to take corrective action after being issued an oral warning, the employee should be issued a WRITTEN WARNING. If the employee again fails to respond to the WRITTEN WARNING, all documentation should be forwarded to ATS and action will be taken to remove the employee from the assignment as soon as possible.

MORE SEVERE INFRACTIONS (listed above) – ATS will immediately intervene and directly administer discipline due to severity of the following actions: DISRUPTION OF WORK PLACE, FAILURE TO REPORT TO WORK/CALL OFF, FAILURE TO REPORT TO WORK AFTER BEING DENIED TIME OFF, LEAVING THE WORK SITE WITHOUT RECEIVING PRIOR PERMISSION, REFUSAL TO PERFORM WORK, INSUBORDINATION, THEFT, HARASSMENT. Supervisor must notify POOL COORDINATOR ON THE SAME DAY that these type of infractions occur, and documentation immediately forwarded to ATS.

EMPLOYEE NAME: WORK ORDER FILE NO.

DESCRIPTION OF INCIDENT(S):

SUPERVISOR SIGNATURE __________________________ DATE ______________ PHONE ______________
OFFICE OF ADMINISTRATION
AGENCY TEMPORARY SERVICES
TEMPORARY CLERICAL POOL

CONFIRMATION OF ORAL WARNING

EMPLOYEE NAME_______________________________________     FILE # _______________

YOU HAVE BEEN COUNSELED AND VERBALLY WARNED THAT THE FOLLOWING ACTION(S) ARE UNACCEPTABLE:

FAILURE TO TAKE THE FOLLOWING CORRECTIVE ACTION WILL RESULT IN FURTHER DISCIPLINE BEING TAKEN, UP TO, AND INCLUDING TERMINATION OF YOUR EMPLOYMENT:

THE FOLLOWING RESTRICTIONS APPLY:

Issued by:

SUPERVISOR SIGNATURE:_________________________    DATE: ______________________

I understand that failure to take corrective action will result in further disciplinary action being taken, up to, and including termination of my employment.

EMPLOYEE SIGNATURE:_________________________    DATE: ______________________

(SUPERVISOR MAINTAIN COPY FOR FILE, PROVIDE COPY TO EMPLOYEE, AND FORWARD TO AGENCY CLERICAL POOL COORDINATOR)
YOU WERE ISSUED AN ORAL WARNING ON ____________________________(date). HOWEVER, YOU HAVE FAILED TO TAKE CORRECTIVE ACTION AS INDICATED BY THE FOLLOWING CONTINUED UNACCEPTABLE ACTIONS:

CONTINUED FAILURE TO TAKE THE FOLLOWING CORRECTIVE ACTION WILL RESULT IN TERMINATION OF YOUR EMPLOYMENT:

THE FOLLOWING RESTRICTIONS APPLY:

Issued by:
SUPERVISOR SIGNATURE: ________________________ DATE: ______________________

I understand that failure to take corrective action will result in termination of my employment.

EMPLOYEE SIGNATURE: ________________________ DATE: ______________________

(SUPERVISOR MAINTAIN COPY FOR FILE, PROVIDE COPY TO EMPLOYEE, AND FORWARD TO AGENCY CLERICAL POOL COORDINATOR)
APPENDIX "D"

- SAMPLE BILLING REPORT
<table>
<thead>
<tr>
<th>Bureau Code</th>
<th>CF</th>
<th>TWC</th>
<th>HOURS</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>3235</td>
<td></td>
<td>RT</td>
<td>2,166.25</td>
<td>$17,849.90</td>
</tr>
<tr>
<td>Total</td>
<td>2,166.25</td>
<td></td>
<td>$17,849.90</td>
<td></td>
</tr>
<tr>
<td>3236</td>
<td></td>
<td>RT</td>
<td>3,137.70</td>
<td>$28,396.64</td>
</tr>
<tr>
<td>T1</td>
<td>65.50</td>
<td></td>
<td>$592.78</td>
<td></td>
</tr>
<tr>
<td>T2</td>
<td>72.00</td>
<td></td>
<td>$938.16</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3,275.20</td>
<td></td>
<td>$29,927.57</td>
<td></td>
</tr>
<tr>
<td>3235</td>
<td></td>
<td>RT</td>
<td>881.00</td>
<td>$7,973.05</td>
</tr>
<tr>
<td>Total</td>
<td>881.00</td>
<td></td>
<td>$7,973.05</td>
<td></td>
</tr>
</tbody>
</table>

Appropriation Total: 5,934.70 $53,996.05

DEPARTMENT TOTALS: 5,934.70 $53,996.05

(RATES: RT=9.05/HR  T1= $9.05/HR  T2= $13.03/HR)
(CF=Cost Function)
APPENDIX "E"

- TIME AND ATTENDANCE RECORD
# AGENCY TEMPORARY SERVICES

## Time and Attendance Record

<table>
<thead>
<tr>
<th>EMPLOYEE NAME:</th>
<th>CLASS CODE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMPLOYEE NO:</td>
<td>POSITION NO:</td>
</tr>
</tbody>
</table>

### TIME CODES

- **RT** - Regular Time (0-37.5 Hours)
- **T1** - Straight Pay Overtime (Between 37.5 - 40 Hrs)
- **T2** - Time and One Half Overtime (> 40 Hrs)
- **NO** - All Time Off (Scheduled or Unscheduled)

### Date and Attendance

<table>
<thead>
<tr>
<th>DATE (All Time Up to 37.5 Hrs.)</th>
<th>RT (All Time Up to 37.5 Hrs.)</th>
<th>T1 (Between 37.5 – 40 Hrs.)</th>
<th>T2 (&gt;40 Hrs.)</th>
<th>NO (ALL TIME OFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WEEK ENDING DATE:</strong></td>
<td><strong>PAY PERIOD ENDING DATE:</strong></td>
<td><strong>CONTROL TOTAL:</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Employee/Timekeeper Signature:**

**Supervisor Signature:**

**Date Input:**
- Timekeeper Phone #
- ID #