



**COBB COUNTY COMMUNITY SERVICES BOARD  
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

<b>Policy #</b> 4063	<b>Staff Schedules'</b>
<b>Origination Date:</b> February 20, 2017	
<b>Revision Date:</b>	
<b>Reviewed Date:</b>	
<b>Approved:</b> <i>Bryan G. Stephens</i>	<i>Brittney Campbell</i>
Bryan G. Stephens, Interim Executive Director	Brittney Campbell, Human Resources Director

**POLICY:**

It is the Policy of Cobb and Douglas Community Services Boards that staff schedules are owned by the Agencies Boards and not Staff.

**PROCEDURE:**

Schedules are managed by designated Scheduling Staff for each site, under the supervision of the Call Center and Site Managers. Community staff will have centralized schedulers which may not be at their site. It is expected of staff that they will see the clients in their schedules as directed. Failure to do so can be viewed as insubordination and failure to complete job duties as assigned

**Backfill and Work In**

Scheduling includes making appointments with clients in any available slots regardless of caseload assignment. This includes any backfill or work-in appointments using any available slot. It is the job of the Scheduling Staff to fill the Clinical Staff's appointment slots. Schedules are subject to change throughout the day and without prior notice.

**Incorrectly Scheduled Appointments**

If a client is placed in the wrong appointment type or other issues occur, staff are expected to use professional judgement when rendering services. If an error occurs, staff are expected to advise their Site Supervisor by email. The Site Supervisor will investigate and act to correct the current issue and prevent further errors.

**Meeting Productivity Targets**

Schedules are created and designed to allow management to help each staff meet their individual production targets. Ongoing, non-billable time will be limited and closely monitored. The expectation will be that all staff schedules are filled as tightly as possible to meet productivity goals.