

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***DEPARTMENT OF HEALTH*** ***AND SOCIAL SERVICES***

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DEPARTMENT OF HEALTH AND SOCIAL SERVICES**

**eSTAR Time and Leave Keeping Policy**

**I. PURPOSE**

The Employee State Time and Attendance Reporting (eSTAR) is the time and attendance system for all DHSS employees—Merit, Exempt, and Seasonal.  This system drives employee pay and leave benefits.

This policy defines the roles and responsibilities of the key functions that work collectively to pay people accurately and on time, plus assures that employees receive the leave benefits to which they are entitled. All employees are expected to comply with the policies and procedures outlined in this document.

This policy is supported by training and procedural materials found at the DHSS eSTAR internet website at <http://dhss.delaware.gov/dhss/dms/hrm/estar/estar.html>.

**II. DEFINITIONS**

1. **ACT** – Acronym for Absence Compliance Tracking. The statewide authorized software program for managing Family and Medical Leave Act (FMLA) cases. There is an ACT Case Manager Team within Human Resources responsible for handling these cases.
2. **Advanced Scheduler –** The statewide software program used in 24/7 operations to create and maintain complex individual employee schedules and aggregate staffing schedules to meet operational requirements for those employees identified as Advanced Scheduler employees.
3. **Auditor-** Auditors serve the general administrative responsibilities of maintaining and auditing eSTAR records for the employees in the organization code that has been assigned to them by division processes and procedures. This role in the system is accessed through the ERP portal. It is assigned to the person by set organizational codes.
4. **eSTAR –** Acronym for Employee State Time and Attendance Reporting. The sole and exclusive, statewide authorized software program for time and leave keeping. References to eSTAR in this policy include ACT and Advanced Scheduler as components.
5. **Human Resources-** A section of the Department of Human Resources staff designated to maintain eSTAR system processes and procedures, train division trainers, respond to inquiries from end users, and maintain the PHRST pay-related data base that drives eSTAR. Human Resources also include the ACT unit reference in the above definition. The eSTAR System Administrator /designees are the designated liaison with PHRST.
6. **Manager-** A manager is the position charged with approving employees’ schedules, leave and time. A manager in the system is driven by the “reports to” budgeted position number. It may not be the direct supervisor for that employee, it could be the next level. Only the “reports to” manager can approve time sheets and time off requests.
7. **Payroll-** A section of the Division of Management Services Controller’s Office responsible for processing input from eSTAR using PHRST, along with other pay-affecting transactions, to generate employee pay. This section works with division management and Human Resources to investigate and resolve pay issues. This section will maintain pay practices to ensure that employees are paid according to State and DHSS policies.
8. **Schedule –** An employee’s work schedule includes the pre-set, repetitive pattern of number of days and times per pay period that he or she is expected to work. Seasonal employees may have an “empty” schedule requiring manual input of hours actually worked.

**III. PROCEDURES**

1. Each employee must have an approved schedule entered in eSTAR or fed into it via Advanced Scheduler. Managers may approve schedules in adherence to relevant State and Departmental policies, procedures, and collective bargaining agreements.
2. All employees are required to maintain accurate time and attendance records in eSTAR following agency and division policy and procedures. This includes additional hours worked, periods of work or absence, and recording time by the applicable method (i.e. timeclock).
3. All transactions for a given pay period must be entered following the appropriate approval schedule, which can be found on the eSTAR website.
4. Available leave and leave usage including Floating Holidays and Compensatory Time, will be recorded in eSTAR and noted in applicable leave banks. Managers will not approve leave in excess of the accrued balance.
5. ACT Case Managers will facilitate the Family and Medical Leave Act (FMLA) process and continuous cases, disability, Workers’ Compensation and Donated Leave in eSTAR.
6. All overtime (both paid and Compensatory Time) will be approved and processed via eSTAR. Employees must follow the division’s preapproval process prior to working overtime.
7. All requests for supplemental or premium pay will be requested, approved, and processed via eSTAR.
8. Leave of absences without pay and suspension without pay will be entered on the employee’s timesheet. The pay will be processed and calculated via eSTAR.
9. eSTAR is programmed to apply federal, state and agency pay and leave rules based on the data entered and employee profile.

**IV. RESPONSIBILITIES**

1. **Employee Responsibilities**
2. Employees are responsible for recording their own time with the exception of continuous FMLA, Short-term Disability, and Workers’ Compensation. Clocking employees will clock in and out in accordance with their Division’s policy. All employees are required to enter and process information into eSTAR in a timely manner, with limited exceptions.
3. All Casual/Seasonal employees are either in an empty elapsed schedule or timeclock schedule. They are required to record their worked time in accordance with their Division’s policy.
4. Employees are expected to report for and remain at work as scheduled in accordance with your division policy or manager approval.
5. Employees are expected to maintain attendance and use leave in accordance with the Merit Rules and applicable statewide/ DHSS policies and procedures.
6. Employees are required to maintain accurate time and attendance records in eSTAR including schedules, periods of work or absence.
7. Employees are required to accurately, completely, and timely document all variations from their established schedules; including time off requests and additional hours worked using eSTAR in accordance with state, agency and division procedures.
8. Employees are expected to request leave in advance whenever required and to obtain appropriate permission prior to absences. Employees must submit leave request within a timely manner. If an employee is unable to do so, a Manager or Auditor will enter the leave for the employee on the timesheet.
9. Except for authorized Managers, Auditors, and Human Resources/Payroll, employees are prohibited from using eSTAR on behalf of another employee. For example, an employee may not clock in or out for another employee or log into the system using another employee’s access.
10. Employees are required to review their eSTAR records regularly to confirm accuracy of time reported and leave balances. Employees are required to bring discrepancies to the attention of their Manager immediately.
11. Employees are required to keep data in Employee Self Service up-to-date.
12. **Manager Responsibilities**
13. Managers’ primary role is to maintain schedules, review and clear exceptions, apply attendance and leave in accordance with applicable policies and procedures, review and approve/deny time and leave. Managers are to ensure all employees’ timesheets have been reviewed and approved by the schedule deadline.
14. Managers must review red level exceptions in a timely manner, if it is correct it needs to be acknowledged, if not it must be corrected to be cleared.
15. Managers are expected to maintain schedules to meet operational needs.
16. Managers are required to approve timesheets and are ultimately responsible for what is approved.
17. Managers are required to notify Human Resources of changes that impact schedules, pay, or leave in timely manner.
18. Managers monitor attendance/ leave use, address issues and requests in accordance with applicable policies and procedures.
19. Managers are required to review, validate, and respond to employee schedule and leave requests.
20. Managers are required to accurately, completely, and timely document approval or denial of all variations from employees’ established schedules, including time and leave using eSTAR in accordance with division procedures.
21. Managers may make entries or corrections in eSTAR, such as entering leave on an employee’s timesheet when a time off request is not able to be submitted by the employee.
22. Managers are required to regularly review eSTAR records for accuracy and resolve discrepancies immediately.
23. Managers are required to delegate their Manager role in eSTAR when he/she will be out on an extended absence from the workplace due to medical, vacation, etc. This is required to ensure a Manager has the authority to approve/deny time off requests and approve timesheets during that period of absence. If the manager is unable to delegate their role HR must be notified.
24. **Auditor Responsibilities**
25. Auditors serve the general administrative responsibilities of maintaining and auditing eSTAR records for the employees in the organization code that has been assigned to them by division processes and procedures.
26. Auditors are expected to apply attendance and leave rules in accordance with applicable policies and procedures.
27. Auditors are expected to enter and maintain schedules in eSTAR when designated to do so.
28. Auditors are expected to enter leave balance adjustments for employees who transfer to DHSS after obtaining balances from HR. Auditors are expected to make other leave adjustments as necessary and may request assistance from HR.
29. Auditors are required to run reports and assist managers to ensure all time and leave is appropriately documented in eSTAR.
30. Auditors, with the approval of and as designees of managers, may apply the appropriate pay rule to an entry, such as non-recurring shift differential and compensatory time.
31. Auditors may make entries or corrections in eSTAR with the manager’s approval.
32. Auditors are required to run reports as needed or required by division management.
33. Auditors serve as liaisons to Human Resources and Payroll.
34. **eSTAR Coordinator Responsibilities**
35. Send/approve any “reports to” changes that need to be made in PHRST.
36. Approve auditor, advance scheduler or view access to organizational codes in eSTAR.
37. Ensure continuous training for new hires in the division and employees who take on new roles as a “reports to” manager, dot line or auditor.
38. Participate in scheduled eSTAR calls.
39. **Human Resources Responsibilities**
40. HR serves as a general consultant on timekeeping, leave and pay rules.
41. HR assures that eSTAR functions as it was designed.
42. HR serves as liaison for employees, managers, and Auditors to share relevant information, such as interpreting Merit Rules, transferred leave balances and final leave audits before termination pay is dispersed.
43. HR Specialists may make leave adjustments, if necessary.
44. HR ACT Team performs the timekeeping, leave and pay functions for designated FMLA, Short-Term Disability, Workers’ Compensation, and Donated Leave. For continuous FMLA cases the ACT Team will manage all leave while the employee is out, for intermittent the employee must submit a time off request linked to the case number as needed.
45. HR Benefits staff and the ACT Team need to notify each other of changes being made that may impact the others work, such as pay changes.
46. HR Paytimes should be sent the day after the PHRST transaction has been completed. It must be sent by the Monday after payday for that prior pay period to ensure entry in eSTAR prior to end of pay period processing, barring any unexpected circumstances.

1. **Payroll Responsibilities**
2. Payroll ensures accurate, complete and timely pay to every employee in the current pay period, every pay period.
3. PR runs reports to confirm that every employee owed pay receives a pay check.
4. PR verifies the time entered for designated FMLA and STDI.
5. PR calculates pay for workers’ comp overpayments.
6. PR acts as a liaison with Auditors, HR and State-wide Payroll to correct pay errors.
7. PR performs pre- and post- paycheck audits.

**V. ADHERENCE TO POLICY**

1. All Employees are responsible for being aware of and complying with the content of this policy.
2. This policy is not intended to create any new rights not already recognized under state or federal law, or state and agency policies, procedures, or regulations.
3. Employees are to be paid what they are owed, if an adjustment is needed for an overpayment/underpayment it will be collected or paid in accordance with Delaware Code and DHSS policy.

**VI. APPLICABLE LAW/ENFORCEABILITY**

The eSTAR system is configured consistently with the Merit Rules, union contracts, and state and federal law, including Title 19 of the Delaware Code and the Federal Fair Labor Standards Act (FLSA), and Family Medical Leave Act (FMLA).

**VII. RESPONSIBILITY FOR THE POLICY**

The DHSS Human Resources Director/designee is responsible for providing guidance regarding this policy.