

FAQ LIST

Frequently Asked Questions

HUMAN RESOURCES

Are there any benefits provided for part-time staff?

A Part-Time position is eligible for agency paid Statutory Benefits (*see Benefits Section*) and the organization's 403(b) Plan. Statutory Benefits include: Worker's Comp, COBRA, Unemployment Insurance, Social Security Insurance

How is PTO, MTO allotted?

Paid Time Off

New, eligible employees and employees newly becoming eligible by moving from part-time status to a full-time status receive an initial PTO award following successful completion of their Introductory Period or, in the case of those who have newly become eligible after 90 days, based on the month they are hired or in which they become full-time:

The initial awards for PTO are shown below (based on month of hire/month when become full-time):

January 1 – June 30	80 hours
July 1 – September 30	40 hours
October 1 – December 31	0 hours

PTO is awarded on January 1st of each year according to the schedule below:

Employed less than three (3) years as of January 1 st :	104 hours
Employed less than five (5) years but at least (3) years as of January 1 st	144 hours
Employed more than five (5) years as of January 1 st :	184 hours

Medical Time Off

Regular, full-time employees are eligible for paid Medical Time Off (MTO) following 90 calendar days of employment.

On January 1st, each eligible full-time employee is awarded 40 hours of MTO for the calendar year. New, eligible employees receive MTO on a pro-rated basis depending on their month of hire, as outlined below.

MTO may be used in minimum increments of one (1) hour. Request for MTO must be submitted via the HR software. The employee's immediate supervisor, if he approves the MTO request, will approve it within the HR software system.

MTO hours should not put an employee over 40 hours for the week.

The pro-rated awards for MTO are shown below (based on month of hire):

January 1 – June 30	40 hours
July 1 – September 30	20 hours
October – December 31	0 hours

What if I have a vacation already planned?

Lifeline values balance and understands the need to vacation. If you have a vacation scheduled, please inform your recruiter and supervisor, and we will try our best to accommodate that for you.

If you qualify for PTO at that time, you would certainly be able to request time off. If not, speak with your supervisor about how this may be able to be arranged.

HOME BASED SERVICES

Are you on call 24/7, do you have to answer your phone at 2:00am?

Technically our staff are on call 24/7 for their clients. It actually isn't as common as you might think to get those 2am calls, but it could happen. If this call actually happens, most staff will see if client left a VM and call back if it is truly a crisis. Most of the time a call back first thing in the morning is fine.

Are most of your cases in the county you live in?

It depends on the region, the size, and the referrals. Our supervisors do their best to assign referrals in 1-3 counties close together. A lot of times it boils down to the referrals and who has availability. This is why we emphasize the travel and potential to drive 400-600 miles a week.

How does mileage work if I reside outside of Indiana or outside the region?

Mileage starts once you reach your home county that is assigned to you. Your home county is assigned within your region and based on where you are serving cases. When you reach the county line of your home county mileage would start to be counted.

Do we have a cap in mileage?

We have a carefully designed mileage reimbursement program which will be covered in detail in Training Institute. It is reviewed annually.

Are there promotions?

Of course. The Company is committed to treating all its employees in a non-discriminatory manner. Employment decisions, including promotions, will be made on the basis of skills, qualifications, abilities, performance, and conduct.

The Company encourages employees to apply for new employment opportunities that become available within the corporation, when employees believes their skills and interests are suited to the new position.

Are there CEU options available to maintain licensure?

Any position that holds a state license LCSW, LSW (could be bachelors), is required to obtain a certain number of CEU's. This is a state requirement in order to maintain licensure. We do offer many CEU options throughout the year, some being online, others being within your region.

Do Part-time employees receive a cell-phone?

Yes, all employees, part-time and full-time, receive a cell-phone. This will be your way to contact clients, work remotely with the hotspot, as well as communicate with the team.

When transitioning from part-time to full-time, is this something that automatically happens from FTF hours to wage?

Your supervisor will discuss any impact on your wages/earnings when he/she discusses with you a move to full-time.

Would I need to sign another offer letter as well to be considered full-time?

No, this is processed internally via a Change Notification Form that your supervisor will complete and submit to HR.

FAMILY CONSULTANT

Do I qualify if I have a Bachelors in Education, Early Education, or master's in Education?

Candidates may qualify if they have 3 years of working directly with at-risk youth in addition to their bachelor's degree

What does a successful FC look like?

We have found that people who feel called to do this type work are often the most successful. We are only hiring the best candidates who have the heart and passion to help children and families. People who see this position as just a job or a stepping stone usually feel "burn out" faster and don't stay with us long. We want the folks who will support our mission statement which is changing hearts and bringing hope to individuals, families, and communities.

What does a typical day for an FC look like?

A typical day may have a FC with a 2-hour casework appointment in the morning, a short visitation in the afternoon, and a long visit in the evening, or any of the combination. Our successful FCs schedule maximize their schedules to be efficient as possible. We also help you learn to do this along the way. Maximizing schedules give FCs a better work/life balance as well. This is also something our leadership continues to work on for field staff.

How many cases could an employee have?

Supervisors assign enough referrals to ensure staff will be successful in achieving their face to face expectations, which is usually an average of 23-26 client hours a week. This also depends on the size of the region and travel requirements. Most staff will have a mix of case management and supervised visitation.

What is required in order for an FC to move into therapist position?

In order to move to TH position, a temporary license is required AND an official and original MA transcript needs to be sent to HR.

Still have questions? Please contact joinus@lastingchangeinc.org