



Labor Pool Manager FAQ

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Submitting a Work Need

Do I need to submit a Labor Pool work request if there is other work within my site or department for my employees?

No. Please prioritize that work first and have the employee(s) assigned to complete that work. Labor Pool requests should only be submitted if the site or department needs additional/emergency support from other Labor Pool employees.

Are integrated departments or individual locations allowed to reallocate staff within your own facility/entity?

Yes. Departments and sites should reallocate employee availability and effort to the extent possible. Employees will be expected to accept those department or location-based reassignments. If some or all of an employee’s hired FTE remains available after those reassignments, the employee should register for one of the system Labor Pool (either Carris or CCH). Additionally, he/she will need to join the Labor Pool to be eligible to receive paid furlough (if he/she isn’t reassigned via the Labor Pool).

Please be mindful that depending on a location’s unique COVID staffing needs, and unless your staff are performing critical work, you should consider making those staff available to help those labor pools.

How do I know that the employee matched to my submitted need will be qualified?

This will be done in two ways. First, when you submit your Labor Pool request you’ll be asked to list information about the need including a description of any licenses, certifications, etc. Additionally, interested/eligible employees in the Labor Pool will be asked to provide their current position title along with licenses, certifications, etc. The Labor Pool coordinators will use this information to communicate and reassign. The manager will connect with the employee to determine qualifications.



Will I get the chance to screen/interview or select an employee from the Labor Pool? Can I request a specific employee that I know is in the Labor Pool?

As this is not the same process to fill an active job posting—rather, it’s to fill emergent needs—there will not be the chance to preview or interview an employee. If you’re aware of an employee in the Labor Pool, you may make a request for that employee in your work request. However, that may not guarantee reassignment of that employee to your work request.

Whose budget will pay for the Labor Pool employee? And, at what rate of pay?

Labor Pool employees’ time will be allocated to the position or department for which the work is being performed. Employee should use their clocking instructions to allocate that time appropriately. Department Kronos auditors may need to be aware of these situations to assist in correcting time allocation, if necessary. A [timekeeping flowchart](#) is available for your convenience.

Can I submit a Labor Pool work request for a position or work that’s under a union contract?

Yes. We first recommend a manager make available work within a bargaining unit to those already within the bargaining unit—that can be done without submitting a work request to the Labor Pool. If needs still persist and a work request is submitted because of an emergency need, we want to make that emergent opportunity available for temporary support by those in the Labor Pool even if the matched employee is not currently within the bargaining unit.

Can/should I fill a posted position (associated with typical recruitment process) with a Labor Pool employee? If so, should I keep my position posted?

Unless provided an exception (physician and APP postings, NA and CNA postings, positions that have already been offered, or approved by your VP/Administrator and CHRO) all posted positions on our career website should either be cancelled or filled with internal talent using the Labor Pool. Complete the Labor Pool Work Request form to instead fill that position with the Labor Pool; contact your recruiter or HR representative if the position should instead be cancelled.

Your recruiter or HR representative will immediately place the job posting on “Hold” status so it will no longer be posted or allowed to proceed with the selection or hiring process. Once a Labor Pool employee is matched to the request, you and the recruiter or HR representative can determine whether to keep the position on “Hold” or cancel it altogether.



What if my posted position was submitted to the Labor Pool but has not received an employee match. Can I have it posted again on our website?

As our displaced employees are our top priority, any job posting that has been redirected to the Labor Pool for a match should give the process 8 weeks. This will allow for new entrants to the Labor Pool to also be considered over the course of an extended period. If it remains unfilled after 8 weeks and there is still a need—or if the environment changes or new information emerges that suggests it may be reevaluated for posting—you may receive VP/Administrator and CHRO approval to have the position again posted on our career website.

If my previously posted job is now being filled by the Labor Pool, will I get someone matched who will be able to serve the request for an extended period of time?

For this reason, it is important that employees joining the Labor Pool provide detailed availability and just as important that managers submitting work requests provide detail about the work schedule and duration. It is the intent of the Labor Pool to fill these types of work requests with Labor Pool employees who can provide sustained support until their primary role is ready or available to assume normal operations. Should the employee be called back to his/her primary role, you should contact the Labor Pool coordinators to let them know if you have a remaining need (and therefore look forward to another match) or if the need no longer exists.

While applicants to job postings are typically tightly screened as to their ability to meet the exact FTE and schedule demands, flexibility is encouraged by managers. For example, consider filling only a portion of the work request...or, perhaps, to fill the need with two or more employees.

Who provides any necessary training for the employee?

The manager who submitted the Labor Pool work request is responsible for properly training the Labor Pool employee.

What if my submitted work is no longer needed?

Please contact the CCH Labor Pool at cclaborpool@centracare.com or Carris Labor Pool at carrislaborpool@carrishealth.com.



What if the matched employee leaves the assignment before the posted need ends?

If this occurs, please contact the Labor Pool to let them know if the need still persists.

What if the need is longer than what I submitted—can I keep the matched employee longer?

Out of respect to both the employee and his/her manager, please consult both before doing so. Additionally, contact the Labor Pool so they can update the work request log.

Do I need to setup system access for the Labor Pool employee? Equipment & workspace?

Yes, you will need to submit a systems access request. Submit a request for additional IS security using the below special form. This should only be used for Labor Pool staff assigned to your department. Please do not also submit a User Access request for these candidates.

[COVID-19 Labor Pool User Access Request](#)

Equipment and workspace will be the manager's responsibility.



Managing Labor Pool Staff

What if I'm having a performance problem with the matched employee?

First, use feedback and coaching techniques to see if there's a quick resolution or understanding to the issue. Next, consult with the employee's manager or supervisor. Involve him or her in any conversations to resolve any remaining issues. If the issue persists thereafter, you may inform the employee, his/her manager, and the Labor Pool coordinators to let them know that the match has ended.

Who's responsible for performing the employee's annual performance review if that comes due while the employee is performing Labor Pool work?

That is the responsibility of the employee's manager (not that of the Labor Pool work request manager). He/she may ask you for any input depending on how long the employee has been assigned to your Labor Pool work, but that should be limited/unlikely.

What if the task or position need has changed while I'm utilizing my Labor Pool employee?

If an increased need, please check with both the employee and his or her manager to determine both interest and availability. If a decreased need, first see if there are other tasks that employee can do in your department especially as some Labor Pool employees may be relying on the matched position to maintain a certain number of hours or FTE level. If none, the employee and manager can contact the Labor Pool to update their respective statuses.



Approving Staff to be Part of the Labor Pool

Do I, as a manager, need to submit my employee(s) availability and interest in participating in the Labor Pool?

No, the employee should complete the survey. However, managers will be asked to provide approval for an employee to do so. This will ensure that other vital tasks associated with their role are still maintained.

How do I know if one of my employees who registered for the Labor Pool has been reassigned to work in the Labor Pool?

An email will be sent to the employee's manager if they have been reassigned to a position. Additionally, a field exists in Kronos indicating if an employee is in the Labor Pool (see [COVID Timekeeping Instructions for Auditors](#)).

Can I decline an employee's interest in participating in the Labor Pool?

Yes, especially if their current role is critical. If your department has additional needs, you may first wish to ask the employee to assist within your department in which case you do not need to utilize the Labor Pool process.

Under what circumstances should I approve an employee to participate in the Labor Pool?

The circumstances may include:

- an employee's position has been impacted by supply/demand of services associated with COVID-19 resulting in fewer or no hours for them to work
- an employee's schedule and FTE allows them to both maintain their current role and provide additional assistance to the Labor Pool (if your department doesn't have a need to perform other work first); overtime should be avoided if possible

Can an employee still have part of his/her primary position and be eligible for reassignment via the Labor Pool for the other part of that hired FTE?

Yes. The employee registration includes a field where the employee should indicate his/her availability (days, times, etc). That information will be used to reassign to work that best meets that availability. This will allow for employees whose primary position includes working some days but not others to maintain their schedule of their primary role while being available for reassignment for the remaining. Should the employee's availability for the Labor Pool change, he/she should inform the Labor Pool of that change.

If my employee is being reassigned within our department or site, does he/she need to also join the Labor Pool?

Not necessarily. If the employee is working up to his or her hired FTE within the department or local site, there is no need to join the Labor Pool. However, if the employee is not able to work to that hired FTE, joining the Labor Pool will 1) provide eligibility for reassignment elsewhere to keep working up to that hired FTE and 2) to be eligible for paid furlough for any unworked time up to that hired FTE.

Can my employee refuse a Labor Pool reassignment?

Yes. However, this will result in that employee being removed from the Labor Pool. Therefore, he/she may not be eligible to pick up future reassignments via the Labor Pool and will lose eligibility for paid furlough. All staff will be expected to be available during crisis staffing.

What happens if an approved employee is reassigned to a task/role and it's later determined that due to new/emerging priorities that I need him or her back?

You should first connect with the manager whose job or task your employee is supporting to arrive at a transition plan. The Labor Pool should then be contacted by the employee and manager to update their respective statuses. Please be mindful, however, that training may have been invested in your employee performing that critical Labor Pool task.



Whose budget is responsible for my employee while he/she is performing matched tasks/work via the Labor Pool?

The cost should be clocked by the employee to the department for which the work is being performed. Your Kronos auditor may need to verify/validate. Even if the work being done is new because of COVID—or as a Manager you are supervising/directing work not part of your ‘usual’ work—the Labor Pool employee being used should still clock to the department responsible for the work assigned.

Who’s responsible for completing an employee’s performance review if it comes due while he/she is performing Labor Pool work?

That is the responsibility of the employee’s manager (not that of the Labor Pool work request manager). He/she may ask you for any input depending on how long the employee has been assigned to your Labor Pool work, but that should be limited/unlikely.

Do I have to worry about a matched employee not returning to his or her role in my department?

Participating and being assigned in the Labor Pool is not a transfer process. Even if the Labor Pool assignment is for a moderate period of time, the employee’s department, position title, manager and FTE remain the same.

Can I get FTE approved to backfill an employee who I’ve approved to participate in the Labor Pool?

By providing approval for an employee to participate in the Labor Pool you are indicating that the participating employee’s primary position and output will not be impacted or you can afford to have it impacted for the availability stated by the employee.