



Contract Workers – Standard Operating Procedures

Contents

1.0 Purpose	1
2.0 Procedures	1
2.0 References	3
3.0 Definitions	3

1.0 Purpose

The purpose of this procedure is to provide clear and consistent guidance related to contract workers funded through the use of contracts, aside from traditional full-time or part-time regular Buncombe County Government (County) employees.

2.0 Procedures

i. Types of Contract Workers

- a. Category 1 – Contract workers who are contracted through a staffing agency to work on behalf of the County during times of staffing shortages.
 - These workers are entered into the Human Resources Information System (HRIS), receive a County email address, require identification badge access, and receive County technology.
- b. Category 2 – Contract workers who work on behalf of another agency.
 - These workers may require identification badge access or other software access.
- c. Category 3 – Workers appointed to a short-term assignment.
 - These workers do not require utilization of any County resources.

ii. Appointment

- a. All contract workers must be appointed through an approved County vendor, supplier or organization, with a current contract that is completed and signed prior to the start date of the contract worker’s assignment. Refer to the Independent Contractor / Employee Checklist for help in determining whether someone qualifies as an independent contractor.
 - Category 1 workers must be approved through the Human Resources Department, which will include workflows for processing by the Information Technology Department.
 - Category 2 workers must be coordinated through the Information Technology Department.
 - Contract workers may not receive any County stipends, bonuses, salary changes or benefits.
 - Contract workers will be held to the same behavior standards as county employees; they must follow all applicable county policies and participate in all required trainings.
 - Should the department wish to request a change from a contract position to a County funded position, they would be required to follow the budget process. Instructions for this process are found on County Central/Department Intranets/Budget.

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iii. Onboarding and Access

a. Category 1 Contract Workers.

- These contract workers supplement the County's staffing.
- This process requires:
 - The Contract Administrator, or designee, will be required to add the contract worker into the HRIS system as a Contingent Worker Pre-Hire. A contract position must exist in the supervisory organization, else, the Contract Administrator (CA), or designee, will need to request the position.
 - The CA/designee will hire the contractor via the "Contract Contingent Worker" task by searching for the contractor in the "Existing Pre-Hire" field. If the contractor does not exist, the CA will select "Create a New Pre-Hire."
 - The CA will enter the contractor's first and last name, and, at a minimum, enter an address and either a phone number or email address.
 - The contingent worker's start date is at least ten days in the future from the data entry date and is on a regularly scheduled New Employee Orientation (NEO) day.
 - The CA will indicate the reason, verify job details, and contract details, including supplier and contract end date. If the supplier field is left blank, this indicates that the contract worker is an independent contract worker.
 - The CA will verify organization assignments, working with the department's Budget Analyst as needed, to ensure accuracy.
 - A reason for the contingent worker and the position details.
 - The affiliated department and fund source.
 - An end date for the contingent worker.
- These contingent workers will be required to attend County and departmental onboarding. Applicable County and departmental policies will be reviewed with each worker on the first day of assignment.
 - The Contract Administrator, or designee, must ensure the contingent worker attends the New Employee Orientation (NEO)
- At NEO, the worker will receive a County email address, network access and an ID badge. The worker may use their chosen name, if desired, for their email address and ID badge. If the worker would like to use their chosen name for their email address, they should create an IT ticket to request the change.
- If a contingent worker's start date changes or the contract is extended, the Contract Administrator, or designee, must inform the Human Resources Department.
- Upon the contract end date listed in the HRIS system for the worker or if a worker has not used their badge for door access in the previous six-month period, IT will disable their access. Badge access may be disabled if the contract worker does not fulfill their obligations.

b. Category 2 Contract Workers:

- The Contract Administrator, or designee, will be required to submit an IT Service Desk ticket to request door access or software access, as needed, for the contract workers that include, but are not limited to:
 - Asheville Police Department (APD)
 - Vendors who support vendor apps
 - Volunteer Fire
- If the contract worker needs access to HRIS, the Contract Administrator, or designee, will be required to add the contract worker into HRIS as a Contingent Worker Pre-Hire for the contract workers that include, but are not limited to:

- Social Workers

- Vanguard
 - This process requires:
 - A contract position must exist in the supervisory organization, else, the Contract Administrator (CA), or designee, will need to request the position.
 - The CA/designee will hire the contractor via the "Contract Contingent Worker" task by searching for the contractor in the "Existing Pre-Hire" field. If the contractor does not exist, the CA will select "Create a New Pre-Hire."
 - The CA will enter the contractor's first and last name, and, at a minimum, enter an address and either a phone number or email address.
 - The CA will indicate the contract start date, reason, verify job details, and enter a contract end date.
 - The CA will verify organization assignments, working with the department's Budget Analyst as needed, to ensure accuracy.
 - The contractor's department will review applicable policies with each worker on or by the first day of assignment.
 - Upon the contract end date or if a worker has not used their badge for door access, if applicable, in the previous six-month period, IT will disable their access. Badge access may be disabled if the contract worker does not fulfill their obligations.
- c. Category 3 Contract Workers:
 - The contractor's department will review guidelines and procedures which are strictly dictated by general statute 163 and the State Board of Elections along with any applicable County and departmental policies with each worker on or by the first day of assignment.
 - These contract workers are not included in the HRIS system.
 - The positions include Poll Workers.

3.0 References

- i. Contract Workers Policy
- ii. Procurement Policy

4.0 Definitions

- i. **Contract:** Any agreement involving the exchange of obligation(s) or promise(s), either promise(s) to perform or an exchange(s) of something of value.
- ii. **Contract Administrator:** the person assigned for day-to-day responsibility and representation of the County regarding the specific contract.
- iii. **Short-term Assignment:** Less than 30 work days in a calendar year.