

How-To Guide: Handling an Off-Call Request as an MMA Supervisor

Target Audience: Minnesota Middle Management Association (MMA) Supervisors

Topic: What to do when called back to work outside your regular shift when you are **not** assigned to on-call status.

As a supervisor in state service, emergencies, unscheduled absences, and operational disruptions happen. However, being contacted to perform work or return to a facility when you are **off-duty and not in official on-call status** requires balancing operational needs with your rights under the [MMA Contract](#).

This guide outlines step-by-step procedures to handle these calls professionally, accurately track your time, and understand your contract rights.

1. Determine the Nature of the Work

When you receive an unexpected call, text, or email outside your regular shift, immediately establish what is being requested:

- **Remote Consultation / Phone Work:** The issue can be resolved via phone, laptop, or remote system access without traveling to a worksite.
- **Call-Back to Worksite:** An unexpected situation requires you to physically report back to your workstation after your shift ended.
- **Early Report / Call-In:** You are asked to come in early, overlapping directly into your next regularly scheduled shift.

2. Evaluate Availability & Obligations

Because you were **not assigned to official on-call status in writing**, you were not receiving on-call stipend pay.

- **Are you mandated to answer/report?** Unless your position has specific, pre-documented operational requirements or you are responding to an emergency in critical operations (e.g., Department of Corrections, Transportation, Direct Care and Treatment), you are generally not required to maintain constant availability while off duty.

Ideally, if the request comes by phone, you should allow the call to go to voicemail rather than answering immediately. If the caller leaves a message, it will often provide enough information to assess the situation and serves as documentation of the request, similar to an email or text message. This also gives you the opportunity to consider the appropriate response, if one is needed, without feeling



pressured to respond on the spot—particularly when you are not expecting to be performing work-related duties.

- **If unavailable:** Politely inform the caller or manager that you are off-duty and unavailable. Because you are not in official on-call status, you are not required to provide reasons or personal details regarding why you cannot report in.
- **If available:** Confirm the operational urgency, verify that your appointing authority or upper management approves the call-back, and proceed.

3. Understand Your Compensation & Contract Terms

Under the [MMA Contract](#) and [Minnesota Management and Budget \(MMB\) HR.LR Policies, Procedures and General Memos](#), off-schedule work carries specific pay and time-tracking rules:

Situation	Description	Minimum Compensation
Call-Back Status	Required to return to the physical worksite without prior notice after leaving your last shift.	Minimum 2 hours at the appropriate rate (or actual hours worked, whichever is greater).
Remote Work / Work at Home	Resolving issues via phone calls, emails, or remote computer access off-site.	Compensated for actual time spent working (rounded per agency payroll rules).
Mileage Reimbursement	Driving your personal vehicle to and from the worksite for an unscheduled call-back.	Eligible for state mileage reimbursement between your home and workstation.

Note on **Fair Labor Standards Act (FLSA)** status: Compensation (cash pay vs. compensatory time) depends on whether your supervisory classification is **FLSA Non-Exempt** or **FLSA Exempt**. To learn more about how FLSA exemptions and how they apply to state positions, review [MMB's Statewide HR Policies](#) or the [Minnesota Department of Labor & Industry Overtime Exemption Rules](#).

- **Non-Exempt:** Typically earn overtime (1.5x) or compensatory time for hours beyond 40 per workweek.
- **Exempt:** May balance hours within the pay period or utilize comp bank provisions as set forth in the current MMA contract.

4. Step-by-Step Action Plan

1. **Clarify and Document the Request:** Establish operational context before acting.



Ask the manager or dispatching authority for details on the situation. Confirm if physical presence is mandatory or if remote triage/delegation is sufficient. Note the exact time you received the call and ended the conversation.

2. **Perform or Delegate Emergency Work:** Log hours accurately.

If returning to the worksite, log your departure and return times. If resolving remotely, track all time spent making calls, logging into state networks, or reviewing documentation.

3. **Record Your Time and Mileage in Self Service:** Ensure proper payroll coding.

Submit your hours on your timesheet under the proper code (e.g., Call-Back, Overtime, or Comp Time Earned). If you traveled to a facility, submit a travel expense report for mileage reimbursement under the current state rate through Self-Service.

4. **Follow Up with Your Appointing Authority:** Address ongoing coverage gaps.

If calls while off-call become a recurring pattern, meet with your supervisor or Appointing Authority to discuss establishing a formal, scheduled On-Call Rotation (which carries required notice and on-call pay).

Key Rules to Keep in Mind

- **No Double Dipping:** You cannot code regular hours, overtime, and call-back pay for the exact same block of time.
- **Written On-Call vs. Ad-Hoc Call-Back:** Official "On-Call Status" requires advance written notice from your Appointing Authority. A sudden, unexpected request to work without prior schedule notice is governed by **Call-Back** rules.
- **Consult Local MMA Leadership:** Contract details can vary based on specific agency supplemental agreements (e.g., DOC, MnDOT, DCT). If you have questions about overtime calculation or call-back minimums, contact your local [MMA Association Representative](#) or review the current [MMA Contract](#).

