



December 17, 2021

To: All AMR Contra Costa County Personnel

From: Scott Newlin Operations Manager

Re: Telestaff outage update

Thank you for your continued patience as we build a new scheduling platform during the Telestaff outage. We have completed a schedule build out and believe we have captured all the appropriate data.

We do require your assistance as part of the quality assurance. One of the final steps of our new schedule build out is collecting data from Full time employees to verify the data we have already. We need any **pre-approved** shift giveaways, shift giveaway taken, trades, PTO and overtime shifts picked up through the end of January. Any pre-approved schedule changes need to be emailed to Taylyn at [Taylyn.Core@gmr.net](mailto:Taylyn.Core@gmr.net). The leadership team will assist Taylyn with processing to expedite the completion of this task. The sooner you send us the information the better. I ask that you send us your updates no later than Sunday December 19, 2021, at 1700.

We have also developed a platform which will allow us to provide you a link to visualize the schedule. We hope to have this available to you as early as this weekend. We are testing the platform and will release it when we are confident in its functionality.

To streamline schedule changes in the future (i.e., PTO request, shift giveaways, and trades), we developed a Microsoft forms link provided below. This link is live and you can begin updating information now.

Forms link: <https://forms.office.com/r/w41uZ9m5i7>

As a reminder: Kronos is still functioning and you are required to clock in and out for all shifts.

For any questions, please reach out to your supervisor, or any member of the leadership team.

Thank you  
Scott Newlin  
Operations Manager  
AMR Contra Costa County