

Ask Questions. Be Informed.

Understanding the MFLC-3 Federal Contract – PTO

Magellan understands PTO is an important component of the comprehensive salary and benefit package the company provides to MFLCs. Your work is unique and demanding. You deserve to take time off and be paid for it, whatever the reason.

Magellan's contract with the U.S. Government sets the services we are required to provide military personnel and their families. It also dictates the terms and conditions Magellan must consistently and fully adhere to in order to meet the contractual expectations of our government customer. But what exactly does our contract with the government say about PTO and why has it been so hard to use it?

Our contract is very prescriptive and effectively limits the ability of Magellan and other MFLC contractors to provide MFLCs with a PTO policy on our own terms. In fact, the government has very high service expectations for contractors.

DID YOU KNOW...

1) Our contract makes NO allowances or accommodations for MFLC PTO?

- Magellan is only reimbursed for MFLC services when MFLCs are actually working.
- Magellan pays for ALL time off that MFLCs take – regardless of the reason.
- Despite it being a federal government contract, Magellan funds the time off MFLCs are given for all federal holidays under MFLC-3.

Our contract specifically states the following:

“The Contractor can only charge the Government for productive direct hours which are defined as those hours expended by Contractor personnel in performing work under the Task Orders. This does not include sick leave, vacation, Government or Contractor holidays, jury duty, military leave, or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms, tornadoes, etc.), Presidential funerals, or any other unexpected Government closures.”

Why is this the case?

- When the MFLC program first started, MFLC assignments were 30-day rotations; short rotations didn't require the need for MFLCs to have PTO benefits.
- Since 2004, the length of the rotations has increased; but the government has made no allowance for PTO to reflect the change in rotation durations.
- The Government remains focused on the MFLC's mission of providing consistent and predictable services to service members and their families. If MFLCs aren't working, the mission isn't being realized.

2) The government requires continuous, consistent coverage with no service interruptions during an assignment?

- The Government expects that 100% of assignments are filled 100% of the time.
- Magellan's goal is that whenever an MFLC is not on the job -- whether the absence is scheduled or unscheduled -- that assignment is filled by another MFLC .
- As a result of this requirement, Magellan needs time to find MFLC substitutes, particularly for MFLCs taking scheduled leave.
- This requires Magellan to have as much notice as possible when an MFLC plans to use PTO or risk receiving low ratings from the government and not being awarded Task Orders.

How serious is the government about this expectation?

- Each week on Wednesday, Magellan must submit the J-9 Order Fulfillment Deficiency Report to the government that provides the status of all unfilled assignments. In addition to detailing those assignments we are recruiting for or on-boarding, it also describes the unfilled assignment due to emergency/sick leave, military leave, bereavement, jury duty as well as planned PTO leave.



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Why has it been so hard for MFLCs to use PTO?

- In addition to the financial and coverage expectations discussed above, an MFLCs Point of Contact (POC) has an expectation that an MFLC starting a rotation is fresh and ready to serve out his or her mission assignment.
- Generally when an MFLC is starting a new rotation, the POC's expectation is that any need for time-off has already been fulfilled. It is not expected that someone who is just starting a new job will request time off when they first come on assignment.

How Magellan Advocates for MFLC PTO and Its Use

- Magellan believes caregiver stress can hinder MFLCs' effectiveness and continually raises the need for MFLC self-care and the need to include and allow for the use of MFLC PTO in its contracts.
- We feel it's necessary for MFLCs to have time off to take care of themselves and their families, while remaining fresh to support the needs of service members and their families.
- Magellan also recognizes that MFLCs involved in student behavioral programs are subjected to conditions that can cause them to become ill and require them to use PTO to get healthy and prevent the further spread of infections.

What changes has Magellan made to improve time off benefits?

- Magellan wants to support MFLCs because we believe having time off is important.
- We implemented paid PTO several years ago despite the fact that the government makes no allowances (financial or operational) for it.
- Magellan's PTO benefit provides you time off from your job with pay for planned and unplanned events, including short-term illness and other reasons covered by applicable sick leave laws, personal emergencies, and vacation.
- Recently, we implemented a series of changes to enhance the plan and make our PTO policy more flexible after hearing from counselors about their needs and the needs of their families.

Some of those changes include:

- Increased PTO accrual, effective August 15, 2019
- CONUS MFLCs may request Scheduled PTO after their first 60 days in a rotation (previously 90 days) after submitting a request in Workday at least 28 (previously 45 days) calendar days prior to the request. (This window from request to the start of the time off was shortened from 45 days in our old policy to provide greater flexibility while still allowing us to attempt to backfill the assignment and meet the terms of the contract with the U.S. Government.).
- You may now request and take PTO before the PTO hours are accrued up to the annual accrual maximum.
- All MFLCs are allowed to carryover unused PTO at the end of each calendar year; no "use it or lose it".
- Up to 8 hours of paid Volunteer Time Off (VTO) each year for volunteer activities (a new benefit offering)
- 10 paid Federal holidays (federal holidays were previously unpaid in MFLC II)
- One CEU Training Day per calendar year, effective January 1, 2020 (a brand new benefit)



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