



NEW EMPLOYEE HANDBOOK



EXECUTIVE DIRECTOR MESSAGE



Kristin Bonner, MHA, BSN, RN

On behalf of the management team, I would like to welcome you to South Central Louisiana Human Services Authority. Thank you for deciding to join our team! Please know you can reach out to share your ideas or to ask questions at any time. We have developed an Orientation just for you. For the next few days, you will meet members of our Leadership Team as you learn about our policies, procedures and workflows. Once you begin work at your designated site, the leadership at the Behavioral Health Center or Developmental Disabilities Office will continue to provide support to you during the orientation phase and beyond. I look forward to meeting you!

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Introduction

This employee handbook has been prepared to introduce you to the South Central Louisiana Human Services Authority. It will acquaint you with information concerning policies, procedures, benefits, and other general guidelines which you will encounter during your employment. It is not all-inclusive, but offers only general guidelines.

The information contained in this handbook applies to all employees of the Authority and is presented as a matter of information only. Its contents should not be interpreted as a contract, expressed or implied, between the Authority and any of its employees. Furthermore, its contents should not be interpreted as superseding federal or state laws and Civil Service Rules. Please read this handbook carefully and keep it handy for future reference. Any questions concerning its contents should be directed to your supervisor or to SCLHSA's Human Resources Department.

Equal Employment Opportunity



SCLHSA reaffirms the policy for Equal Employment Opportunity by hereby stating that no person shall, on the basis of race, color, religion, sex, age, national origin, disability, veteran status, natural, protective or cultural hairstyle, or any other non-merit factor, be discriminated against in any employment practice. SCLHSA is committed to this policy because it is morally right, it is

good personnel management and is legally required by Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972; the 1991 Civil Rights Act, Executive Order 11246; the Rehabilitation Act of 1973, as amended; the Vietnam Era Veterans Readjustment Assistance Act of 1974; and the Americans with Disabilities Act of 1990. Any person having questions concerning Equal Employment Opportunity or Affirmative Action should contact the Human Resources Department (See SCLHSA Policy 229 Equal Employment Opportunity Complaints).

Organizational Information

Vision

To create an atmosphere where people in our community are inspired to reach their fullest potential with access to services and a culture devoted to promoting optimal health and wellness.

Mission

Helping people, changing lives through education, prevention, intervention and treatment in an effort to enhance quality of life.

Core Values

Respect -Showing regard for people's abilities and worth; valuing their feelings and their views, even if you don't necessarily agree with them.

Empowering -Providing individuals the resources and support necessary to have power and control over their own lives.

Integrity -Encompassing honesty, keeping one's word, and consistently adhering to principles of professionalism, even when it is not easy to do so.

Collaboration -Committing to the possibility of producing an outcome greater than one entity alone could achieve.

Quality -Achieving improved health, responsiveness and efficiency by doing the right thing, at the right time, for the right person to obtain the best possible results.

General Employment Information

Appointments

There are several types of appointments which may be made to Civil Service classified positions. Among these are probational appointments, job appointment, classified WAE appointments and student appointments. The following is a brief description of each type of appointment. (See SCLHSA Policy 221 Temporary Appointments)

- **Probational Appointment:**
 - Every person hired on probational appointment must serve a probational period of at least 6 months, but not more than 24 months, before becoming eligible for permanent status. During this probationary period, your supervisor will determine whether or not you are satisfactorily performing your duties. If your performance does not meet the required standard, you may be removed at any time during the probationary period. While on probation you will earn annual leave, sick leave and retirement credit. When you have satisfactorily completed your probationary period, you will attain permanent status. Attainment of permanent status is extremely important because many rights under the Civil Service system are limited to permanent employees.
- **Job Appointment:**
 - A job appointment is a non-permanent appointment of an employee to fill a position in the classified service for a limited period of time. Job appointees earn annual leave and sick leave. They are eligible for group health and life insurance and receive pay for observed holidays. Job appointees usually pay into Louisiana State Employees Retirement System (LASERS) depending upon the length of the appointment. Persons on job appointments do not attain permanent status and may be separated at any time.
- **Classified WAE (“When Actually Employed”) Appointment:**
 - A classified WAE appointment is a temporary appointment of an employee to fill a position in the classified service for a limited period of time and hours in order to address filling the position in a regular manner, or to address an emergency or work overload situation. Persons serving on classified WAE appointments do not gain permanent status, earn annual leave or sick leave, nor do they receive pay for observed holidays or leave for special closures. WAE classified appointees usually pay FICA, but may pay into LASERS if they have ten years of prior LASERS service credit and have not withdrawn their contributions. A classified WAE appointment may be terminated at any time.
- **Student Appointment:**
 - Civil Service Rule 1.5.1 defines a bona-fide student as a person enrolled in an accredited high school, college or university in the state, or a person enrolled in a state-operated vocational/technical school in a sufficient number of courses and classes to be classified as a full-time regular student under the criteria used by the institution in which he/she is enrolled; or a person enrolled in an off-campus college work-study program in a proprietary institution of higher education as defined in Section 461(b) of the Higher Education Act of 1965, as amended. A bona-fide student shall not lose his/her status as such because of vacations during the academic year or because he/she does not attend summer school. A student appointment may be terminated at any time.

General Employment Information

Job Classification



All positions are classified in one of the job titles established by the Department of Civil Service. The duties and responsibilities of your position will be described generally in a job specification and specifically by an individual position description. During your initial orientation, you will receive a copy of your individual position description in your packet. If

there are any questions about your position description, please ask your supervisor for clarification. Over a period of time, your duties may change, and it may be necessary to update or revise your position description to indicate your current duties.

Civil Service Pay Plan

For each classified position, the Department of Civil Service assigns a pay range. The range consists of a minimum, midpoint, and a maximum rate. The salary for each job is determined by a variety of factors, such as the type of work performed, level of expertise required, and educational requirements.

Your Pay

SCLHSA operates on a biweekly pay cycle. There are 26 pay periods annually. Your biweekly pay is your hourly pay rate times 80. By law, SCLHSA is required to withhold federal and state income taxes, FICA and/or Medicare tax, and either state requirement or social security deductions from your check. You may authorize other deductions such as health insurance, life insurance, dental insurance, and other miscellaneous deductions.

Employee Self-Service (LEO)

Louisiana Employees On-line (LEO) located at <https://leo.doa.louisiana.gov/irj/portal> is a part of the LaGov ERP Human Resources System that provides the following benefits to employees:

- Enables employees to view Employee Notification Forms notifying them of their personnel actions.
- Enables employees to view their personal data.
- Enables employees to view their benefits.
- Enables employees to change their addresses and phone numbers.
- Enables employees to change their emergency contact information.
- Enables employees to send on-line leave requests to their supervisors and enables supervisors to approve/disapprove leave requests electronically.
- Enables employees to review their remuneration statement.
- Enables employees to print their W-2s (if they elect to do so).

General Employment Information

Performance Evaluation System (PES)



Each classified employee's job performance shall be evaluated effective July 1st each year. Employees are evaluated for overall performance based on work tasks and behavior standards determined by their Evaluating Supervisor and approved by a Second Level Evaluator who is designated by the Appointing Authority. A new planning shall be conducted at the beginning of the new performance evaluation year.

A planning session shall be conducted within the first three calendar months following:

- The appointment of a new employee;
- The permanent movement of an employee into a position that has a different position number with significantly different duties.

An employee whose official overall rating is Needs Improvement/Unsuccessful shall not be eligible for a market adjustment, a promotion or permanent status, nor shall they be detailed to a higher level position unless approved in advance by the Director of Civil Service. A permanent employee whose official overall rating is a "Needs Improvement/Unsuccessful" may request an official review of that evaluation by the Agency Reviewer (Executive Director). The official overall evaluation may only be changed by the Agency Reviewer.

A request for review must be submitted in writing and postmarked or received in the Human Resources office no later than September 15th following the evaluation year. In the request for review, the employee must explain and provide supporting documentation for the request for review.

A permanent employee who disagrees with the Agency Reviewer's decision has a right to have their PES file reviewed by the Director of Civil Service or the Director's designee. An appeal to the Director of Civil Service must be postmarked or received by the Director no later than 10 calendar days following the date the employee received a copy of the Reviewer's decision.

Please refer to Chapter 10 of the Civil Service rules for complete details regarding the PES Process. (Also see SCLHSA Policy 233 Performance Evaluation System)

Promotions

It is your responsibility to apply for positions in which you are interested and for which you meet the minimum qualifications. Upon promotion, your pay will be adjusted. It is your responsibility to schedule Civil Service examinations for any position(s) that you wish to apply for. Consult with your supervisor or Human Resources regarding promotional opportunities within SCLHSA.

Market Adjustments

An employee who is in active status six months prior to the disbursement date, except for those serving as a classified WAE employee, shall be granted a market adjustment.

An employee who has a current official overall Performance Evaluation of "Needs Improvement/Unsuccessful" shall not be eligible for a market adjustment. Adjustments to pay for contractors and unclassified civil service employees are not guaranteed.

General Employment Information

Attendance



Your job is important to the overall accomplishment of the Authority's objectives. You are expected to be at your work station, duty ready, at the start of your scheduled shift. You are responsible for letting your supervisor know as soon as possible if you expect to be late or absent. Your supervisor will instruct you regarding their procedure for reporting absences. Failure to notify your supervisor appropriately may result in disciplinary action, including termination. (See SCLHSA Policy 249 Work Schedules, Attendance and Punctuality)

Hours of Work



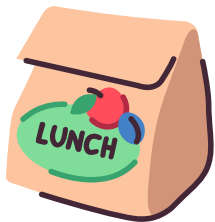
The regular work week consists of 40 hours. Your exact work schedule will be discussed with you by your supervisor. Your supervisor will also inform you of the manner in which you are to record your attendance.

When working virtually, individuals must use attendance code "ZTEL" to record their hours of work.

Overtime

Effective delivery of services may require your supervisor to direct you to report to work on your days off, holidays or before or after regular working hours. In accordance with appropriate Civil Service Rules, SCLHSA policies, and the Fair Labor Standards Act (FLSA), you may be granted either compensatory time or cash payment for overtime work. Any questions concerning overtime pay should be directed to your supervisor, or you may contact Human Resources for information. (See SCLHSA Policy 210 Overtime)

Lunch and Break Periods



Lunch periods are generally for a 30-minute period and are not considered to be working time. Your supervisor will inform you of your scheduled time for lunch.

You may be given two fifteen-minute break periods away from your work station during a work day. These breaks are considered as work time. You may be asked to change your break periods occasionally if your presence is needed at your work station. Your supervisor will advise you of the times of your scheduled breaks.

Travel

Your position may require travel. All travel must be authorized and approved in advance by your supervisor. Expenses incurred should be well documented and limited only to those incurred during the performance of your job duties. Claims for reimbursement must be submitted through LEO on a Travel and Expense Account Form and include all details provided for on the form, your signature and approval of your supervisor. (See SCLHSA Policy 306 Travel)

General Employment Information

Operation of State Vehicles

If you are required to drive a state vehicle or your own vehicle while on state business, you must have proper authorization from your supervisor. You also must have a (1) valid Louisiana driver's license, (2) have successfully completed the Louisiana Safe Drivers Course within the last 36 months, and (3) have your driving record on file with SCLHSA.



Emergency Preparedness



During national or state-declared emergencies, all SCLHSA employees are subject to being called upon to provide emergency assistance to the citizens of Louisiana. You will be notified of your role in an emergency by your supervisor and you will be provided with the necessary training to fulfill your responsibilities.

Personal Data Changes

It is very important to you and SCLHSA that current, accurate information is maintained in your employment record. Therefore, it is your responsibility to report any changes in your name, address, withholding exemptions, insurance coverage, marital status, and beneficiaries (retirement and life insurance) to Human Resources.

Leave

(See SCLHSA Policy 232 Leave Policy for Classified Employees)

Annual and Sick Leave

All permanent, probational, and job appointed employees earn annual and sick leave. The amount of annual and sick leave earned is based on an employee's number of years of full-time state service. An equal amount of each type is creditable at the end of each pay period as follows:

Years of Service	Earnings Rate per hour	Approximate Days per year
0-3 years	.0461	12
3-5 years	.0576	15
5-10 years	.0692	18
10-15 years	.0807	21
15 - above	.0923	24

Leave

You do not earn annual or sick leave for any overtime hours or hours of leave without pay. Any hours of unused sick and annual leave held by an employee at the end of a calendar year are carried forward to the next year. There is no limitation on the amount of annual and sick leave that can be accumulated.

Upon separation from state service, you will be paid the value of any accrued annual leave up to a maximum of 300 hours. Annual leave in excess of 300 hours and all sick leave will be recorded in your employment record and will be reaccrued if you are reemployed in state service within five years of separation if your last separation was not a dismissal for cause or resignation in lieu of disciplinary action.

Annual leave (Absence Code LA)

Annual leave is provided primarily for vacations and handling personal affairs. It must be applied for in advance and can only be used when approved by your supervisor.

Sick leave (Absence Code LB)



Sick leave is provided for those times you are prevented from performing your duties because of your own illness, medical, optical or dental appointment, or other personal medical reason. You may also request to use sick leave in lieu of annual leave (Absence Code LBIF) for the illness or medical, optical or dental appointment of your spouse, child, stepchild, foster child, parent or stepparent. Use of sick leave in lieu of annual leave for this reason is subject to your supervisor's approval. Advance approval of sick leave is not required, except for scheduled medical appointments; however, you are required to file a leave request stating the cause of the absence and the amount of time absent. Sick leave to be used for medical, optical or dental appointments is approved only for the time required for the appointment when it is not possible to schedule the appointment during non-duty hours.

Compensatory Leave (K-Time)

You may use accrued compensatory leave in the same manner as annual leave. It must be used before annual leave or leave without pay for purposes other than those to which sick leave applies. You may be required at any time, except for sick leave purposes, to take any or all accumulated compensatory leave. Upon termination of employment from SCLHSA, unused compensatory leave is paid out on your final check.

Civil Leave

You will be given time off, without loss of pay, or charge of annual, sick or compensatory leave, for performing jury duty and for appearing as a witness before a court, grand jury or a public body or commission, provided you are not the plaintiff or defendant or the appearance is not as a result of previous non-state employment. You must furnish a copy of the court summons to your supervisor when requesting such leave.

Leave

Funeral Leave

To assist employees through periods of bereavement following the death of a relative, employees with permanent, probational, or job appointment status may be granted up to two days of funeral leave to attend funeral services of immediate family members. Immediate family members include parent, step-parent, child, step-child, brother, step-brother, sister, step-sister, spouse, mother-in-law, father-in-law, grand-parent, or grand-child.

Educational Leave



You may be granted educational leave with pay for attendance at an educational institution for a maximum of 30 days in one calendar year, provided the course is pertinent to your work, applied for in advance, does not adversely affect the operations of the agency, and is approved by your supervisor and Executive Director. Please contact Human Resources for more information.

Military Leave

If you are a permanent, probationary, or job appointment employee and a member of a Reserve Component of the Armed Forces of the United States, you shall be granted military leave with pay not to exceed 15 working days in one calendar year, except that it shall be limited to 15 working days for each tour of duty. Advance notice must be given to the Executive Director by providing a copy of the military orders to report to duty, except when such notice is either precluded by military necessity or otherwise impossible or unreasonable.

Conferences and Workshops

You may be granted time and attendance at conferences, conventions, and workshops for training purposes. You will be permitted to attend while on duty status, provided the content of the program is pertinent to your job and your attendance is approved by your supervisor and Executive Director.

Paid Holidays

State holidays observed by the Department are as follows:

- New Year's Day
- Martin Luther King, Jr Day
- Mardi Gras Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Day
- Inauguration Day in the City of Baton Rouge
- General Election Day in the even-numbered years



In addition to the above, the Governor may declare other holidays during the year.

Leave

Unscheduled Absences

An unscheduled absence occurs when an employee is absent from work without having obtained approved leave by the close of business on the last working day prior to the absence. Approval of leave, after the fact, to cover an unscheduled absence shall not prevent the absence from being considered unscheduled. A continuous absence for the same reason is one unscheduled absence, regardless of its duration. According to Civil Service Rule 12.6(a)2, an employee who has seven or more unscheduled absences during any consecutive twenty-six-week period may be removed from their position. You should take care to request leave in advance if possible, to avoid unscheduled absences.

Standards of Conduct

In an effort to project a positive image of SCLHSA, certain standards must be met. Failure to do so may result in disciplinary action.

Confidentiality



The records of our clients and patients are confidential and highly personal, and the confidentiality of these records must be maintained. You will be expected to comply with HIPAA and 42 CFR confidentiality requirements at all times during your employment with SCLHSA.

Disciplinary Actions

Disciplinary actions include suspension without pay, involuntary demotion, reduction in pay, and dismissal. Permanent classified employees have the right to appeal any disciplinary action taken against them to the Civil Service Commission. An appeal must meet the requirements of Chapter 13 of the Civil Service Rules.

Your responsibility as an employee includes knowing, understanding, and abiding by the rules, regulations, policies, and procedures that govern your work. SCLHSA Policy 204 Employee Expectations outlines behaviors that are not tolerated by SCLHSA.

Political Activities

To protect privileges associated with employment in state government, the limiting of certain political activities is necessary.

Detailed information regarding which political activities are allowed or prohibited may be found on all SCLHSA employee bulletin boards or by visiting the Civil Service website.

If you are concerned about the legality of a particular activity, you should contact your supervisor or Human Resources Department prior to participation. Participation in prohibited political activities will subject state employees to disciplinary action by the State Civil Service Commission.

Standards of Conduct

Conflict of Interest (Gifts)

Since you are in a position of public trust, the Code of Governmental Ethics prohibits a public employee from soliciting or accepting, directly or indirectly, anything of economic value as a gift



or gratuity from any person if the public servant knows, or reasonably should know, that the person making the gift or gratuity:

- Has or is seeking a contractual or business relationship with the public employee's agency;
- Conducts activities regulated by the public employee's agency; or
- Has a substantial economic interest that may be substantially affected by the performance or nonperformance of the public employee's official duties.

Outside Employment

Any employee who has employment outside of SCLHSA must complete the Disclosure of Outside Employment form, and submit for review. If additional information is needed or an advisory opinion to be obtained, you will be notified accordingly. Should you need additional information, please contact your supervisor or Human Resources. (See SCLHSA Policy 217 Disclosure of Outside Employment)

Dress Code

Employees are expected to present a clean and neat appearance and to dress according to the requirements of their position. Appropriate office dress shall be referred to as 'business casual attire'. This is less formal than 'professional attire' but remains appropriate for a conservative office environment. (See Policy 203 Dress Code)

Grievances and Appeals

As in any organization, misunderstanding may arise between you and your supervisor or management. Through SCLHSA's established grievance procedures, you will be given an opportunity to discuss your complaints with the appropriate personnel.

Grievances

The policy of SCLHSA is to resolve employee problems at the lowest possible supervisory level and at the earliest possible opportunity after such problems are recognized.

A grievance is defined as any disagreement between a supervisor and an employee, a complaint, or any alleged act of unfair treatment of an employee which has occurred while conducting the agency's business.

Grievances and Appeals

A clearly defined policy has been established by SCLHSA to resolve employees' grievances. The process involves several steps which an employee must follow, with established timetables for each step. Should you find it necessary to file a grievance, you should first discuss the situation with your supervisor. You may request a copy of the policy and filing form from your supervisor or Human Resources. The final decision is not appealable to the Civil Service Commission. (See SCLHSA Policy 205 Grievance)

Allegations of discrimination or harassment based on non-merit factors such as race, sex, national origin, age, and disability should be pursued through the proper authorities as outlined in SCLHSA Policy 229 Equal Employee Opportunity EEO Complaints.

Alleged violations of Civil Service Rules may be appealed in accordance with Chapter 13 of the Civil Service Rules.

Civil Service Appeals:

Appeals can be made to the Civil Service Commission for any of several reasons including discrimination based on race, sex, political beliefs or religious beliefs; disciplinary action; and violation of any Civil Service rules. Should you decide to file an appeal, the notice of appeal to the Civil Service Commission must conform to the guidelines listed in Chapter 13 of the Civil Service Rules, a copy of which is available from the Appeals Section of the Department of Civil Service, 1201 N 3rd St., Suite 3-280, Baton Rouge, LA 70804, telephone (225) 342-8070, and fax (225) 342-8058 or at <http://www.civilservice.louisiana.gov>.

Benefits

Health Insurance

You and your family members are eligible for health insurance coverage under the Office of Group Benefits. Should you choose to participate in the Office of Group Benefits, a portion of your premium will be paid by the agency, with the remaining portion of the premium being deducted from your paycheck. It is to your advantage to make a decision within the first 30 days of employment. You will also have the option during open enrollment.



Life Insurance

Life insurance is also available to you and your family members through the Office of Group Benefits. You will have the opportunity to purchase life insurance upon your employment and during open enrollment.

Miscellaneous Insurance

Other insurance plans may be available to you through payroll deduction including life insurance, accidental death and dismemberment insurance, dental insurance, and cancer plans. With these policies, the employee is responsible for the full premium.

Benefits

Flexible Benefits Plan

You are eligible for participation in the Flexible Benefits Plan. This plan was implemented by the State of Louisiana to help you reduce your taxes and increase your spendable income. The plan enhances your employee group insurance program by allowing you to pay any eligible insurance premium costs or dependent care expenses tax free. You never pay federal or state income taxes on the money you save on these eligible expenses.

Worker's Compensation

You are covered by Worker's Compensation Insurance which pays benefits when you become disabled or miss work because of work-related injuries. Should you sustain a work-related injury, regardless how minor the injury may be, notify your supervisor or Human Resources immediately. (See SCLHSA Policy 241 Transitional Return to Work)

Retirement

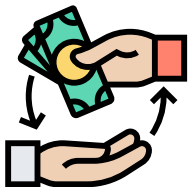


Membership in the Louisiana State Employees' Retirement System (LASERS) is mandatory for all state employees, except those persons specifically exempted by law.

Retirement Contributions

Your retirement contribution is deducted from your paycheck every two weeks. The state's contribution to your retirement (paid by our agency) is determined annually and is based on an actuarial formula provided by state law.

Refunds



The money you contribute to the retirement system is not lost. Should you leave state employment before gaining retirement eligibility, you may request a refund of all your contributions made to the system. Please be aware that the state's contributions are not refunded to you, but are forfeited upon your receipt of the refund.

Disability Retirement

Should you become totally disabled and unable to perform your job duties, you may be eligible to apply for disability benefits after you have earned at least 10 years of credible service and you are an active member at the time the disability application is submitted. Disability retirement must be approved by a Louisiana State Employee' Retirement System (LASERS) authorized physician. For more information, contact Human Resources or LASERS.

Retirement

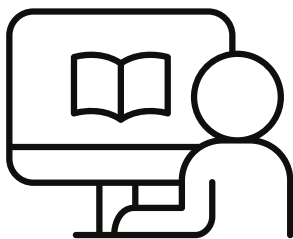
Survivors' Benefits

If your death should occur prior to your retirement while in active state service or have at least 20 years of service, and are not retired, your spouse, minor children, and totally physically handicapped or mentally disabled children may be eligible to receive survivor benefits. For more information, contact Human Resources or LASERS.

Deferred Compensation

To supplement your retirement benefits, you may wish to participate in the Louisiana Deferred Compensation Plan. This plan provides you an opportunity to invest money on a before-tax basis using payroll deduction. Because your taxable income is reduced with each contribution, you pay less federal or state income tax. Interest or earnings on your account accumulate tax-deferred, with your taxes NOT being paid on the account until you begin withdrawing the funds.

Training



As a SCLHSA employee, there are mandatory training requirements. Your supervisor will explain which trainings are required for you to complete and which courses are available for you to take on your own.

Safety

SCLHSA is committed to providing a safe environment for SCLHSA's employees and clients. Each SCLHSA employee must willingly assist management in accomplishing this goal which cannot be achieved without safe work practices. Each employee is responsible for immediately reporting accidents, unsafe conditions and work practices to supervisor staff and taking effective temporary actions to minimize risk to themselves and others.

We hope that this Employee Handbook is helpful for you during your employment here with South Central Louisiana Human Services Authority. Our Human Resources Department is always here for assistance with any questions you may have.

Macy Comeaux, SHRM-CP
Human Resources Director