

KANSAS DEPARTMENT ON AGING

**HUMAN RESOURCES AND
EDUCATION POLICY
GUIDE**

*SUPPLEMENT TO THE KDOA
EMPLOYEE HANDBOOK*

July 2003

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INTRODUCTION

The information in this supplement is intended to provide additional information and guidance on Human Resources and Education-related agency policies. The information is viewed as general and is not intended to be interpreted as conclusive in any way. Any KDOA employee who has questions about the following topics or any Human Resources and Education topic is encouraged to contact the Human Resources and Education Division for additional information and assistance.

GRIEVANCE PROCEDURE

A grievance is defined as a statement of dissatisfaction over any condition of work which allegedly has an adverse effect on the employee.

A grievance shall not include matters involving demotion, suspension, or dismissal of a permanent employee; furloughs; layoffs; employee performance reviews or any other subject for which a method of settlement or an appeal procedure is established under appropriate Kansas statutes or regulations.

The grievance procedure process depends on the nature of the grievance. Whenever possible, employees are encouraged to resolve issues and concerns as quickly as possible, and at the lowest level possible.

Informal Resolution of a Grievance

Step One: *Notify immediate supervisor*

The employee may discuss any issue, concern or situation with the immediate supervisor or the supervisor's supervisor (if immediate supervisor is part of the concern as quickly as possible after the occurrence.

Step Two: *The Supervisor is responsible for:*

- Getting the facts regarding the incident
- Determining applicable KDOA policy, if any
- Discussing the interpretation with the employee or other concerned person(s), when appropriate
- Reviewing all aspects of and solutions to the complaint
- Making a good faith effort to resolve the problem with the employee

Step Three: *No further action*

If the supervisor and employee can resolve the problem at this level, no further action needs to be taken.

If the employee and supervisor cannot agree on how to resolve the problem at the informal level, the immediate supervisor shall respond in writing or orally to the employee within ten (10) working days of the time the concern is first brought to the attention of the supervisor. If the response is communicated orally, the supervisor shall record a summary of the conversation and obtain the employee's signature. The employee may then request the Equal Opportunity Representative [or in that person's absence contact the Human Resources & Education Director] to assist in resolving the issue informally before proceeding with formal grievance. The Equal Opportunity Representative shall document the outcome of the informal resolution efforts.

If the informal resolution procedure has been exhausted and the issue remains unresolved, the employee may file a formal grievance.

Formal Grievance Procedure

An employee may obtain a Grievance Form from the Human Resources Division or access the form electronically through Word templates.

A formal grievance may be filed any time within 45 calendar days of the date of the occurrence, whether or not the informal resolution process has been attempted or is in progress.

- The grievance shall be filed with the Equal Opportunity Representative or in that person's absence, the Human Resources Director. The Equal Opportunity Representative shall be responsible for investigating the grievance and shall make a recommendation to the appropriate commissioner and to the aggrieved employee on resolution of the issue in writing within twenty (20) working days of the submission of the grievance.
- The process for investigation shall include but not be limited to:
 1. A personal interview with the employee who has filed the grievance
 2. A personal interview with employees directly named or involved in the issue
- The commissioner shall be responsible for implementing the resolution recommended by the Equal Opportunity Representative within the time frames identified in the recommendation.

If the employee is still aggrieved after receiving the decision of the Equal Opportunity Representative, the employee may appeal the decision to the Secretary within five (5) working days of receiving the response.

The Secretary shall make a final decision on the appeal within twenty (20) working days of receiving a grievance. The Secretary's decision is final and not subject to further appeal unless an appeal is provided by Kansas statute or regulation. (The limitation of this provision does not abridge rights to file complaints with appropriate civil rights enforcement agencies.)

The Department on Aging Grievance Procedure and general provisions are posted on the bulletin board in the Human Resources & Education Division.

More information is available in the Employee Handbook under Grievance and EEO Complaints.

INCLEMENT WEATHER POLICY

In the event the **Governor's office** declares Inclement Weather for Shawnee County, the local media will be advised of the Governor's declaration.

1. KDOA staff who work in Topeka should tune in to local media in the event of inclement weather to learn of the Governor's Declaration of Inclement Weather.

In the event **KDOA's Appointing Authority (Secretary of Aging)** declares Inclement Weather for agency offices located outside Shawnee County, the following procedures will be followed:

1. Except for the Governor, only the Secretary or his/her designee has the authority to declare Inclement Weather. In the event of the Secretary's absence, the Deputy Secretary, then the Assistant Secretary are the designees.
2. The Secretary or designee must notify the Governor's Office in advance of any Declaration of Inclement Weather. The notification must include the date(s), beginning and ending times.
3. The Secretary's office will notify the Leadership Team and provide the beginning and ending times and dates for the Inclement Weather Declaration.
4. Leadership team members will make every reasonable attempt to notify staff in their commission or work unit. Leadership team members are responsible for having their own procedures and implementation plan within their commission or unit, including procedures to follow in their absence. (A copy of this plan shall be maintained in Human Resources.) Priorities will include notifying Human Resources, changing the voice mail message for KDOA's incoming phone line and changing the voice mail messages for KDOA's Help Desks. Plans affecting field offices should include coordination with building facilities for each office location.)

Nothing in KDOA's Inclement Weather Policy or Procedures precludes the Governor's Inclement Weather Policy or other KDOA Policies.

Human Resources will provide a list of employees and their home phone numbers to the Secretary for distribution to the Leadership Team. Human Resources will be responsible for maintaining Inclement Weather permanent files.

In the event KDOA's Secretary has not declared Inclement Weather and a KDOA employee does not have access to offices because the building is closed, the employee will notify the designated person according to their unit's procedures of the following information (1) the date and time they attempted to report to work (2) the location of their work site and (3) any other pertinent information regarding access to the building. The designated person will report the information to Human Resources.

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|--------------|
| LEAVE |
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Each non-exempt employee shall accrue vacation leave in accordance with the following table.

| Hours Earned Per Pay Period Based on Length of Service | | | | |
|---|-------------------------|---------------------------------------|--|---------------------------|
| Hours In Pay Status Per Pay Period | Less Than 5 Yrs. | 5 Yrs. & Less Than 10 Yrs. | 10 Yrs. & Less than 15 Yrs. | 15 Yrs. & Over |
| 0 - 7 | 0.0 | 0.0 | 0.0 | 0.0 |
| 8 -15 | 0.4 | 0.5 | 0.6 | 0.7 |
| 16 - 23 | 0.8 | 1.0 | 1.2 | 1.4 |
| 24 - 31 | 1.2 | 1.5 | 1.8 | 2.1 |
| 32 - 39 | 1.6 | 2.0 | 2.4 | 2.8 |
| 40 - 47 | 2.0 | 2.5 | 3.0 | 3.5 |
| 48 - 55 | 2.4 | 3.0 | 3.6 | 4.2 |
| 56 - 63 | 2.8 | 3.5 | 4.2 | 4.9 |
| 64 - 71 | 3.2 | 4.0 | 4.8 | 5.6 |
| 72 - 79 | 3.6 | 4.5 | 5.4 | 6.3 |
| 80 - | 3.7 | 4.7 | 5.6 | 6.5 |
| Maximum Accumulation of Hours | 144.0 | 176.0 | 208.0 | 240.0 |

Each exempt employee shall accrue vacation leave in accordance with the following table.

| Hours Earned Per Pay Period Based on Length of Service | | | | |
|---|-------------------------|---------------------------------------|--|---------------------------|
| Time In Pay Status Per Pay Period | Less Than 5 Yrs. | 5 Yrs. & Less than 10 Yrs. | 10 Yrs. & Less than 15 Yrs. | 15 Yrs. & Over |
| 0 | 0.0 | 0.0 | 0.0 | 0.0 |
| >0 | 3.7 | 4.7 | 5.6 | 6.5 |
| Maximum Accumulation Of Hours | 144.0 | 176.0 | 208.0 | 240.0 |

At the end of the last payroll period paid in each fiscal year, up to 20 hours of any accrued vacation leave that exceeds an employee's maximum accumulation of hours as reflected in the above tables shall be converted to sick leave. After this conversion, all remaining vacation leave over the maximum allowed accumulated hours shall be forfeited.

Reference: K.A.R. 1-9-4.

FLEXTIME PROGRAM

Employees can request approval for any schedule for five eight-hour days that meets the following conditions:

- Sufficient office coverage* for efficient operation of the work unit's business must be maintained between 8:00 AM – 5:00 PM, Monday through Friday. (Sufficient coverage to be determined by the unit supervisor.)
- All established flextime schedules must be consistent from week to week.
- Employees must take a lunch break of at least 30 minutes. The lunch hour can be anytime within the middle four hours of the employee's shift.
- Any changes in flextime schedules must be submitted and approved using form KDOA-617 (Regular Work Hours/Flex Time Request).
- Supervisors may change flextime schedules as they deem necessary for the benefit of the work unit/agency.
- If an employee transfers to another work group, the employee will need to submit a new flextime request for the new supervisor's approval.
- Flextime schedules must remain constant week-by-week under this program.
- Core hours are 9:30 AM to 3:30 PM. All employees must be scheduled to work during those six hours (with the exception of lunch breaks).
- The designated workday for participation in the flextime program is 7:00 AM to 6:00 PM.
- Work hours scheduled under flextime must be consecutive. The only splitting of hours allowed is by the employee's lunch break.

*Coverage includes maintaining sufficient staff to answer questions and provide other services for customers, not merely the ability to answer phones and take messages.

NEW EMPLOYEE ORIENTATION

New employees must meet with HR staff at the beginning of their employment to complete necessary paperwork and receive initial orientation to the agency. In Topeka, new employees will be greeted by HR staff the first thing in the morning of their first day at KDOA. First day orientation may take only a few minutes or it may take until lunch time, depending on the needs of the employee and the number of new employees on the same day. New employees will be escorted to meet with their supervisors upon completion of the initial orientation. HR will provide an estimate of the length of time new employees will need to spend with them on their first day upon a supervisor's request.

See "Orientation" in the Employee Handbook for information about additional required orientation training.

OFFICIAL BULLETIN BOARD

Following is a list of posters and information available on the KDOA Official Bulletin Board.

- Basic Pay Plan
- EEO/ADA/Affirmative Action
- Employee Polygraph Protection Act
- Executive Order 01-05, Assistance to State Employees Reporting for Military Duty
- Family Medical Leave Act (FMLA)
- Fair Labor Standards Act (FLSA)
- KDOA Sexual Harassment Policy Statement
- KDOA Voluntary Furlough Plan
- Lifeline
- Minimum Wage
- OSHA Job Safety and Health Protection
- Workers Compensation

PERFORMANCE REVIEWS

It is the supervisor's responsibility to complete performance reviews in a timely manner. HR will notify supervisors of impending performance reviews and provide review documents to facilitate timely review completion, however supervisors are encouraged to schedule reviews on their calendars to ensure that reviews are completed on time. Upon a supervisor's request, HR will provide a list of review due-dates for those employees supervised to facilitate scheduling.

Supervisors should meet with each employee individually to conduct feedback sessions or review sessions. Feedback sessions should be noted on the page provided for that purpose in the review form.

At the review session, the employee shall be asked to sign and date the completed review form as verification that the employee has received the review. The employee's signature does not indicate agreement with or exception to comments on the form or the review rating. The supervisor shall also sign and date the review form and forward the original to HR. HR will forward the review to the appropriate rater for signature after the initial appeal window has elapsed provided the review has not been appealed. Once the review is fully signed and the rating has been entered into the SHaRP system, a copy of the form will be forwarded to the employee and the original will be filed in the employee's personnel file.

Employees may also compose and present remarks to be attached to the Performance Review. This should be done as soon after the review as possible. The remarks can be forwarded to HR with a request that they be attached to the completed review form which will be placed in the employee's personnel file. HR will forward a copy of the remarks to the supervisor.

If an employee chooses to appeal a Satisfactory or Unsatisfactory rating, he/she should address a written request for an appeal hearing to the Secretary and submit it to the Director of Human Resources within 7 calendar days of learning of the rating. The HR Director will provide information on the appeal process to the employee and present the appeal request to the Secretary.

RECRUITMENT

HR will forward recruitment materials to the recruiting supervisor upon receipt of an original resignation notice. Supervisors may submit completed Requests to Recruit at any time, however recruitment will not be entered into SHaRP until approval to fill a position has been received from the Secretary or his/her Designee.

Included with the initial recruitment materials will be a Supervisor's Recruitment Checklist. Recruiting supervisors are encouraged to keep the checklist and refer to it throughout the recruitment process to assist in timely completion of recruitment.

At the supervisor's discretion applications may be accepted from all applicants, from applicants who are current State of Kansas employees and former employees with re-employment rights, or to agency staff only. Recruitment must be open for a minimum of 7 calendar days. All recruitment can be open longer than the minimum requirement, but must be submitted with a defined closing date. Recruitment can be extended or re-opened under certain conditions through consultation with HR.

HR will announce all agency recruitment via GroupWise to KDOA staff or through job postings for offices where staff do not have GroupWise access. Minimum qualifications may change according to position requirements and application requirements may change according to supervisor preference. For this reason, it is important for applicants to check with the HR contact person about each position at KDOA in which they are interested. Applications may be submitted via US mail, inter-agency mail, by personal delivery or on-line at <http://apply@aging.state.ks.us>. Materials that cannot be transmitted online must be submitted by alternate means. All application materials must be either received at KDOA by close of business on the last day of recruitment or postmarked on that date to be accepted.

Supervisors should regard all recruitment materials as confidential. Information about applicants should not be shared beyond the interview team, the recruiting supervisor's chain of command or HR. Supervisors should be careful not to leave recruitment materials where they are open to view when they are not actively working with them, and the materials should be locked away at night or other times when the supervisor is away from his/her work station.

Temporary Employees

Temporary employees can be hired through the classified system or through state-contracted employment agencies. Supervisors or managers who want to hire a temporary employee should consult with HR to determine which method of hire best meets their needs.

To initiate the hire of a temporary employee, a Request for Temporary Form, KDOA 639, should be completed and submitted to HR. The form is available on the Common "T" Drive or in HR. HR staff will work closely with the requesting party to facilitate the hire of a temporary employee.