



NASPE Communication Awards

Pennsylvania Employee Onboarding Program

Commonwealth of Pennsylvania

Contact:

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1. Provide a brief description of the submission.

Starting a new job is an exciting time in one's career. It can also be overwhelming, confusing and stressful. The Commonwealth of Pennsylvania hires approximately 600 new employees *each month*, and research shows that comprehensive onboarding helps new employees adapt to the culture and expectations of their new jobs.

In December 2012, Pennsylvania launched an enterprise-wide, content rich online onboarding system and website to enhance communication to new hires and increase satisfaction. Onboarding delivers consistent, yet customized, information to new hires entering the workforce of state agencies under the Governor's jurisdiction. Upon acceptance of a job offer, the new hire receives a link to the onboarding website. The homepage features a short video greeting from Governor Corbett. The video also highlights the diversity of our workforce and the job duties they perform, as well as some of the benefits of being a state employee. Following the video, onboarding provides detailed information in the several key areas:

- Position details and personal information
- Required new hire forms, to be completed and submitted online
- Information on pay and benefits
- Detailed tutorial on online Employee Self Service
- Review and electronic acknowledgement of commonwealth policies

Employees are encouraged to complete the first tour within three days of their hire date. This approach makes it easier for the new employee to review information and make decisions at their own pace, with participation from their spouse or partner.

The second tour focuses on job details and provides more detailed information on compensation,

benefits and future training requirements and opportunities. Employees are asked to complete this component within fourteen days of their hire date.

Behind the scenes, the onboarding system sends notifications to supervisors and agency provisioning officers in advance of the employee's start date, ensuring that the employee feels welcomed and is ready to be productive on their first day.

System metrics show that the vast majority of new employees are completing the onboarding process in a timely fashion and surveys of new hires and their supervisors indicate high satisfaction with the process.

A printed alternate delivery packet was developed for employees who are unable to utilize web technology. A copy of this packet is included as a review of the onboarding tool.

2. How long has the submission been in existence?

Onboarding was launched December 2012 and has been live for one year and three months.

3. Why was the submission created?

The previous onboarding process was decentralized, which often resulted in a lack of coordination between agency HR offices, supervisors, administrative staff and others. Examples of issues new hires could encounter include supervisors being unaware of their start date; inability to access computer networks and IT systems needed to perform job duties; workspace not being ready and being inundated with paperwork and policies to complete and submit to HR. This negative first impression has the potential to leave new hires feeling confused and overwhelmed, which can contribute to lost productivity, poor morale and increased turnover.

The onboarding system delivers an online, automated and tailored solution to ensure new hires are being welcomed with consistent and timely information. This proactive communication allows

employees to complete orientation at their convenience, and arrive at work on the first day, ready to become immediately engaged and productive.

4. How does this submission support the goals and objectives of your agenda/department?

The onboarding system and website is utilized across most agencies and continues our expansion of the delivery of HR services through our shared services model, which began in 2010 with the launch of the HR Service Center. Prior to the online onboarding program, 38 state agencies managed new employee onboarding through local, manual procedures at over 3,600 locations, supported by 213 HR Offices. Onboarding ensures that all new hires receive clear, timely and consistent information. The system can also filter content by job title, providing any additional position-specific forms or policies. Our four primary goals for this project were all achieved:

1. **Socialization** of employees to commonwealth employment prior to Day 1.
2. **Efficiencies** in providing information and collecting data.
3. **Standardization** of common orientation requirements.
4. **Accountability** for those responsible for ensuring the new hire's success.

The design also provides the capability to be altered to meet the evolving needs of the agencies and the employees we serve.

5. Have you been able to measure the effectiveness of this submission? If so, how?

Since the program was launched, over 10,000 new hires have completed the onboarding tours. The onboarding orientation has been well received and utilized as expected. Completion rates are regularly monitored. Recent data indicates that 88% of the new hires have completed Tour 1 on time, and 76% have completed Tour 2 on time. An increase in the completion rate has been

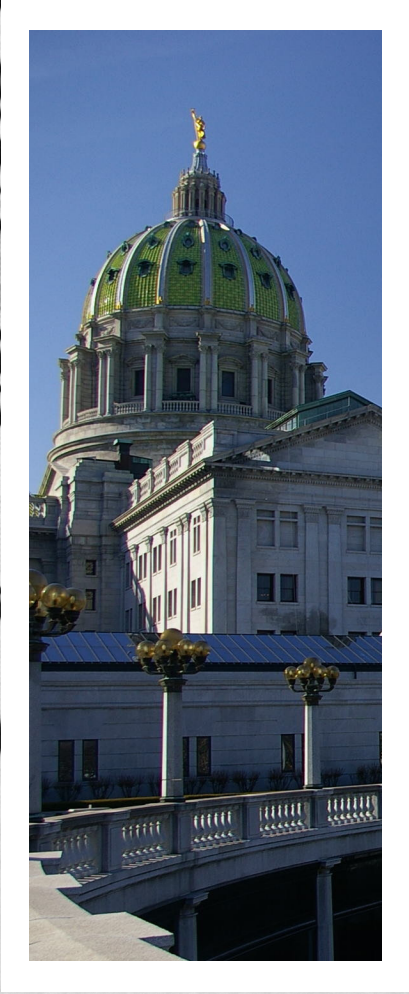
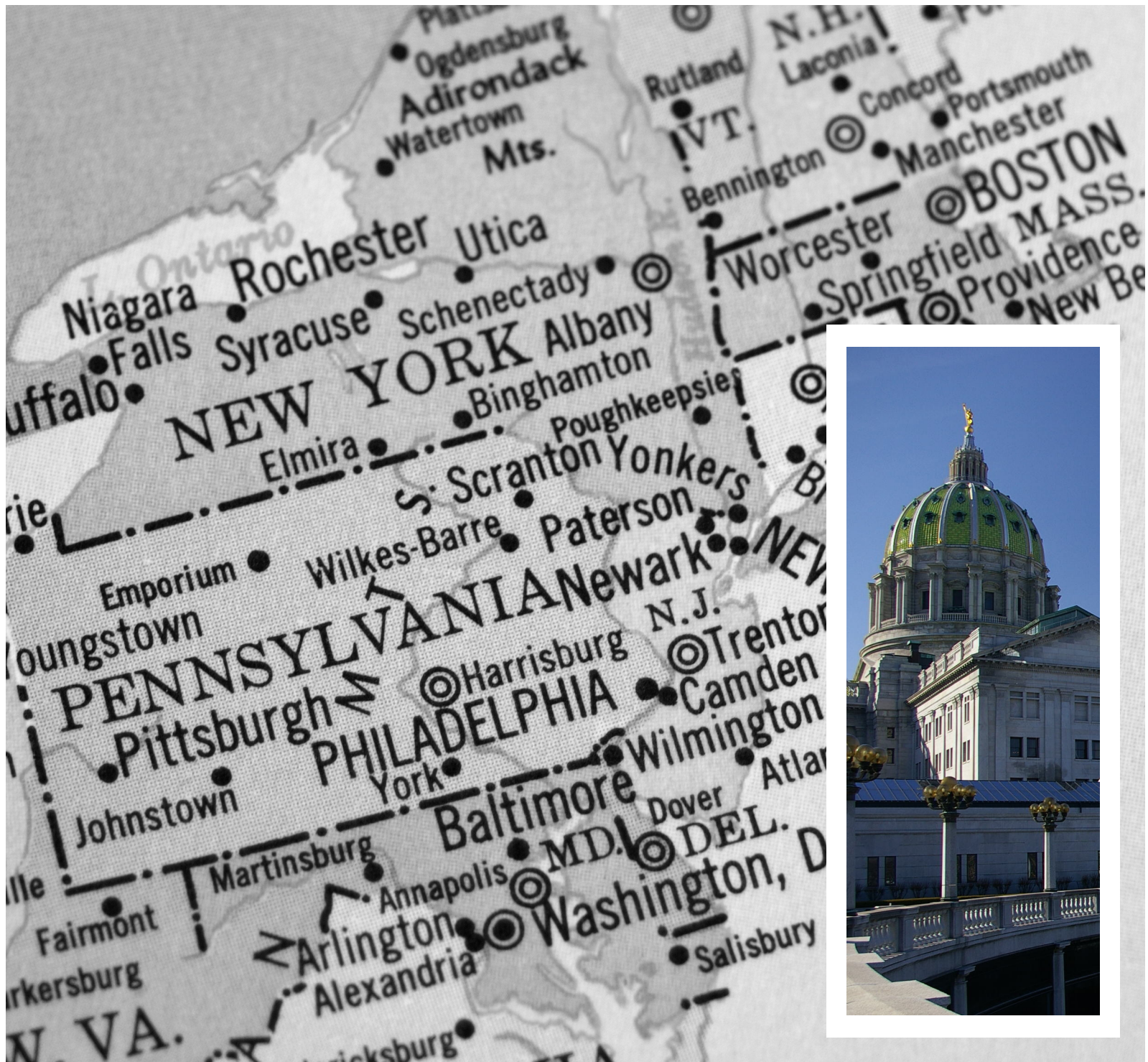
observed since inception of the program. Additionally, surveys are distributed to new hires and supervisors following the orientation and after 6 months of employment.

- 75% of supervisors completing the survey responded that they strongly agree or agree that the process allowed the employee to become quickly engaged and productive. Supervisors have also provided the following comments: “The onboarding process is efficient and effective. I appreciate the resources available to make the employee’s first day and subsequent weeks a success.”
- 81% of new employees responded with the strongly agree or agree response when asked if the online orientation experience allowed them to become quickly engaged and productive. Comments shared included, “The online orientation is very good. It is self- explanatory and is written in good sentence format. I give it an ‘A’ for content and effort.”

These metrics, along with increased employee engagement and continuous positive feedback from the agency HR departments, are indicators of the initial and continued success of onboarding.

An initiative for 2014 is to further customize the process. The existing technology provides filters based upon the agency into which the new employee was hired, which will allow us to add agency specific documentation to the tours. Four agencies have requested inclusion in the pilot group, demonstrating that the agency HR offices view onboarding as a beneficial and critical tool in the future success of each employee.

Additionally, onboarding has allowed the commonwealth to realize approximately \$1 million in annual savings through the reduction of staff time required by agency HR professionals to conduct orientations and process paperwork, reductions in the use of hard-copy forms and materials, and increased productivity of new hires as a result of completing the onboarding process prior to their first day of work.



Your Orientation





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**This required form must be returned to your agency HR office to complete the hiring process.*

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Section 1:

Tour 1

Before You Begin

Congratulations!

Welcome to the Commonwealth of Pennsylvania. We're confident you will find your new job to be both challenging and rewarding. Challenging because it is government's job to constantly seek innovative solutions for complex problems. Rewarding because your employment comes with many great benefits, including opportunities for developing your skills.

Ready?

Before your first day on the job, we need to collect important information from you – for example, a direct deposit account so we know where to send your pay. As you progress through this online orientation, we'll also provide you with essential information about your job. Don't rush – leave yourself plenty of time to read this critical information and complete the forms accurately.

The Commonwealth of Pennsylvania participates in the Federal Employment Verification Program (E-Verify). Your employment will be contingent upon confirmation of your employment eligibility through the E-Verify Program. During this online orientation, you will be asked to certify your citizenship or immigration status.

First, use your browser menu to add this web page to your list of favorites. The entire online orientation is required, and you'll be visiting this page again. During your first weeks on the job, your hiring manager may remind you of the deadlines listed below.

- Before Day 1: Complete the required forms in the online orientation
Tour 1 – Completing the Hiring Process > Before You Begin
- Day 3: Complete the policy acknowledgements in the online orientation
Tour 1 – Completing the Hiring Process > Workplace Rules
- Day 14: Complete the second half of the orientation
Tour 2 – Your Job with the Commonwealth

Set?

You are now ready to begin "Completing the Hiring Process." There are several forms that must be completed and returned to your hiring manager no later than your first day of on the job. You'll find these in the "Before You Begin" section.

Go.

On behalf of Pennsylvania's 12 million residents – we appreciate your commitment to public service. See you soon!

Important Notice: This orientation summarizes many of the benefits available to Commonwealth of Pennsylvania employees. It is not an agreement between the commonwealth and any employee. Benefits details are contained in state statutes, collective bargaining agreements, management directives, contracts with various benefit providers and plan documents. If information in this orientation differs from those documents, the official documents govern.

Getting started

The “Before You Begin” folder contains information that you’ll need to review before your first day. The orientation begins with an overview of your position details, followed by a series of forms to collect your required employment information. You’ll want to gather your direct deposit account information, phone and address for two emergency contacts, Social Security Card and Driver’s License (or other proof of employment eligibility).

Please move through the “Before You Begin” pages in order and complete all of the fields to ensure nothing is missed.

Questions?

The HR Service Center is a central office that handles routine human resource (HR) questions and services for employees. Your customer service representatives are fellow commonwealth employees – and are happy to answer your questions and to provide support as you complete this orientation packet.

You can contact the HR Service Center at 866.377.2672 from 7:00 am to 5:00 pm, Monday through Friday. Please have your name, employee number and last four digits of your social security number available when you call. You can find your employee number on the “Your Position Details” form.

In addition to the HR Service Center, your agency HR office is also available to assist with detailed questions about your employment offer, new position and certain other workplace issues. You can find their contact information on the “Your position details” form. The “HR Services for Commonwealth Employees” fact sheet can help you decide who to contact when you have questions.

For reference

- [Learn More > HR Services for Commonwealth Employees](#)



Questions?

HR Service Center
Phone: 866.377.2672
PA Relay: 711
Fax: 717.425.7190

7:00 am - 5:00 pm | Monday - Friday
Interpreters are available by request.

Need more info?

www.myWorkplace.state.pa.us

No ESS access?

www.myHRonline.state.pa.us

Mail to: HR Service Center
P.O. Box 824 | Harrisburg PA 17108-0824

Federal forms

You should now refer to the Required Federal Forms section to complete these two documents. These forms should be completed on your first day of employment if you did not submit them prior to starting your job. If you have computer access, you can also find these forms online at www.myHRonline.state.pa.us > Forms > New Employee Forms. Return forms to your agency HR office upon completion.

- Form I-9: Verification of Employment Eligibility*
- Form W-4: Employee's Withholding Allowance Certificate*

Note: The Commonwealth of Pennsylvania participates in the Federal Employment Verification Program (E-Verify). Your employment will be contingent upon confirmation of your employment eligibility through the E-Verify Program.

Commonwealth forms

In addition to the federal forms listed above, you'll also need to complete and submit the following commonwealth employment forms. The following pages contain more information about direct deposit, local tax exemption and supplementary/dual employment.

You should now refer to the Commonwealth Forms section to review and complete these documents. The "Acknowledgement Summary" form should only be signed after you've finished Tour 1 - Completing the Hiring Process in its entirety.

- Your Position Details
- Authorization for Direct Deposit*
- Dual Employment Request Form (if applicable)
- Emergency Contacts*
- Employee Request for Exemption from Disclosure of Public Information (if applicable)
- Local Tax Exemption Certificate (if applicable)
- Policy Acknowledgement Summary*
- Prior Service Notice*
- Self Identification Form*
- Supplementary Employment Request Form (if applicable)
- Workers' Compensation Rights and Duties Form*

The required commonwealth forms should be completed within your first three days of employment. Return the forms to your agency HR office upon completion.

**Indicates a required form.*

Your first pay

Commonwealth employees are paid biweekly through direct deposit payments into the main bank you provided on the Authorization for Direct Deposit Authorization form. We are paid two weeks after-the-fact. At the end of each pay period, the payroll office collects your time worked and then processes the funds to be deposited on your pay date. Pay dates are typically on a Friday, or the day before in case of holidays. For example, if your first day was September 3, you would be paid on September 28 for the pay period September 1-14. Typically, your first pay occurs approximately four weeks after you begin. Please plan accordingly.

You can use the holiday and pay calendar to review your pay dates and commonwealth holidays (applicable to most employees). You can determine your pay area on the "Your position details" form.

Direct deposit

Direct deposit is required for all commonwealth employees. You can authorize direct deposits into multiple accounts or financial institutions. When you authorize additional direct deposits, the amounts you specify are distributed from your net pay to the specified financial accounts/institutions. Many employees use these additional direct deposits for credit payments, savings deposits, investment purchases, etc. The main bank account you specify will receive your total net pay or the net pay remaining after any other bank deposits.

- Adding a new account (including the initial main bank direct deposit) may result in paper checks for one or more pay dates.
- Changing a deposit amount may result in paper checks for one or more pay dates.
- Paper checks, when necessary, will be mailed to your mailing address
- When making bank account changes, please provide 30 days advance notice. This will allow for the required processing time to help avoid any potential delays in receiving your pay.
- To avoid a delays in your pay when making bank account changes, do not close your old account until your newly-designated account receives its first direct deposit.
- You are responsible for notifying financial institutions of direct deposits and arranging payment of debts until direct deposits begin.

You can add more accounts or change your authorized direct deposits at any time through employee self service or by completing and submitting the "Authorization for Direct Deposit" form. If you have any questions or issues related to direct deposit, taxes or other payroll options, you can contact the HR Service Center. Your agency HR office can answer any questions you have about your hours worked, overtime, time off or leave accrual.

For reference

- Commonwealth Forms > Authorization of Direct Deposit

Local tax exemption

Most commonwealth employees pay a biweekly local service tax based on the location of their workplace. You may be exempt from paying local service tax for the current year due to the following reasons:

- Multiple employers
- Expected total earnings will be less than \$12,000
- Active duty military exemption
- Military disability exemption

If you qualify for an exemption, complete and return the exemption form to the HR Service Center. The exemption certificate is also available online when you visit employee self service (ESS) or www.myHRonline.state.pa.us and select Forms > New Employee Forms.

Supplementary employment

Commonwealth employees must have approval for secondary employment or what is often referred to as supplementary employment. The commonwealth is considered the primary employer and duties of the secondary employment may not conflict with, or be perceived to conflict with, any commonwealth duties or responsibilities. Supplementary employment includes self-employment and may include certain unpaid volunteer work. If your secondary employment is with a commonwealth agency, it is considered dual employment and requires a dual employment request form and separate approval.

If you currently have supplementary employment and did not submit an approval request form during the interview process, you should complete the supplementary employment request form now. A separate form should be completed for each employer. Print, sign and return these forms to your agency HR office.

If you consider supplementary employment in the future, you are required by commonwealth policy to complete the supplementary employment request form to receive approval prior to beginning the activity. You will be asked to acknowledge your understanding of this policy on the Acknowledgement Summary page.

For reference

- Commonwealth Forms > Local Services Tax – Exemption Certificate
- Commonwealth Forms > Supplementary Employment Request Form
- Commonwealth Forms > Dual Employment Request Form
- Policy Documents > Supplementary Employment

[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Supplementary Employment] I have read and understand the supplementary employment policy and agree to complete the required approvals as needed.

Work-related injuries

You are required to report any injury that occurs at work to your supervisor or other person in charge. Generally, medical care for any injury at work is obtained from designated health care providers. The Injury Leave Notice describes the basic workers' compensation and leave benefits that may be available to you if you should be injured. Your agency HR office will explain these benefits, and any additional benefits you may be eligible to receive, if you become injured at work.

Once an injury is reported, your supervisor files an injury report and your agency HR office will investigate the injury. This results in the filing of a claim. The claim is also investigated by the commonwealth's third party claims administrator and either approved or denied in accordance with the PA Workers' Compensation Act. Claims are managed jointly by your agency and the claims administrator. This work poster provides information about the claims administrator, and your workers' compensation coordinator can assist you if you have questions.

For reference

- [Commonwealth Forms > Workers' Compensation Rights & Duties Form](#)
- [Learn More > Workers' Compensation Health Care Providers](#)
- [Learn More > Work-Related Injury Leave Notice](#)

Your core benefits

Based on your job classification, you may be eligible for certain commonwealth benefits. Typically, permanent, full-time employees are eligible for health benefits, retirement and commonwealth-provided life insurance. Non-permanent and part-time employees should contact the HR Service Center for more detailed benefits eligibility information.

Later in the orientation, you'll receive additional information about commonwealth benefits that may be available to you.

Medical plan enrollment

Eligibility for health benefits vary for non-permanent employees; additional costs apply to permanent part-time employees. Contact the HR Service Center to confirm your eligibility or for more information regarding costs.

Permanent, full-time employees

Are you planning to take advantage of commonwealth **medical coverage**? If so, you must take action to submit your enrollment! You can enroll yourself and your eligible dependents at any time to begin receiving medical coverage. Before you call to enroll, you should read more about the medical plans available at www.myHRonline.state.pa.us > Health.

- If your spouse has medical coverage available through their own employer, he or she must take that coverage – regardless of the cost – in order to receive secondary coverage under your commonwealth plan.
- When you enroll in either medical or supplemental benefits, you contribute 3% of your biweekly gross base salary toward the cost of benefits. You can reduce this employee contribution to 1.5% by participating in the “Get Healthy” program.
- You are eligible for medical coverage from day one. If you want to cover your family in the first six months or if you select the Preferred Provider Organization (PPO), you will incur additional buy-up costs. After the first six months of employment, the cost to cover your family is reduced.
- After six months, you and your dependents are eligible for supplemental benefits, including prescription drug, dental, vision and hearing aid plans.
- The Pennsylvania Employees Benefit Trust Fund (PEBTF) administers your health benefits. You’ll get more information mailed directly to your home address after you enroll. It’s important; pay attention to it.

To begin your medical coverage on your employment start date, please call the HR Service Center at 866.377.2672 to select a medical plan. Enrolling over the phone adds medical coverage for yourself only. Once enrolled, you can change your medical plan only during the annual open enrollment or if you experience a qualifying event. You’ll receive instructions for adding medical coverage for your eligible dependents during the second tour. Dependents can only be added to the medical plan that you’re enrolled in.



Questions?

HR Service Center
Phone: 866.377.2672
PA Relay: 711
Fax: 717.425.7190

7:00 am - 5:00 pm | Monday - Friday
Interpreters are available by request.

Need more info?

www.myWorkplace.state.pa.us

No ESS access?

www.myHRonline.state.pa.us

Mail to: HR Service Center
P.O. Box 824 | Harrisburg PA 17108-0824

Your next steps

Excellent progress! You've completed the "Before You Begin" section with your required employment forms. Please take a few minutes to review the previous pages to confirm that you entered all of your information accurately. You should now return these forms to your hiring manager.

As you move on, the next section, "Workplace Rules," contains a set of standard commonwealth policies that will need to be read and acknowledged within your first three days of employment. Some of these workplace rules will be explained further by your agency HR office. Others will be covered in more detail during mandatory employee training.

After your first day on the job, you'll receive information about how to take these required online courses:

- Discrimination and Sexual Harassment Prevention
- Drug Free Workplace
- Email Encryption
- Employee Emergency Awareness
- Ethics in the Workplace
- HR Services Overview
- Information Technology Acceptable Use
- Managing Electronic Records Overview
- Notice of Rights and Duties for Work-Related Injuries
- State Employee Assistance Program
- State Records Management Overview
- Absence Management (Supervisors Only)
- Employee Performance Review (Supervisors Only)

After completing "Workplace Rules," you are required to complete the additional orientation sections within your first two weeks on the job. The "Your Job with the Commonwealth Tour" includes details for your first days on the job – including your pay statement, time off, benefits and a list of commonly referenced links you'll need throughout your employment.

Equal opportunity

As an employer, the commonwealth is committed to providing a workplace free of harassment and discrimination where all employees and applicants for employment receive equal opportunities in all aspects of employment. Discrimination and harassment are not tolerated.

Each agency has an equal employment opportunity officer on staff who is responsible for investigating discrimination complaints. The commonwealth strives to maintain a workforce that is diverse and reflects the citizens that it serves.

The commonwealth prohibits discrimination based on:

- Race
- Color
- Age
- Gender
- Ancestry
- Disability
- Religious creed
- Union membership
- Sexual orientation
- Gender identity or expression
- National origin
- AIDS or HIV status

There are numerous policies in place to help us honor this commitment. As a new employee, you will receive training on the policies related to preventing discrimination and harassment at work.

For reference

- Policy Documents > Equal Employment Opportunity
- Policy Documents > Prohibition of Sexual Harassment
- Policy Documents > Prohibition of Sexual Harassment, Revision No. 1

[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Equal Opportunity] I acknowledge that I have read and understand this policy and agree to follow the workplace rules prohibiting discrimination and harassment.

Disability accommodations

The commonwealth is required to ensure equal employment opportunities for applicants and employees with disabilities. Included in this responsibility is the requirement to provide an effective, reasonable accommodation for a qualified applicant or employee with a disability. Your agency's disability services coordinator is responsible for reviewing and processing requests for disability accommodations.

During your initial days of employment, your agency HR office will explain to you how to make an accommodation request and answer any questions you may have on disability services.

Protection from retribution

The Whistleblower Law protects you from termination, threats, retaliation and discrimination by your employer if you, in good faith, report to your employer or other appropriate authority, waste or wrongdoing of your employer. You are also protected from termination, retaliation, threats and discrimination if you are requested by an appropriate authority to participate in an investigation or to give testimony in a hearing or inquiry held by an appropriate authority or in a court action.

For reference

- Policy Documents > Disability-Related Employment Policy
- Policy Documents > Disability-Related Policy
- Policy Documents > Whistleblower Law

[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Disability Accommodations] I acknowledge that I have read and understand this information and agree to follow the commonwealth's disability-related employment policies.

[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Protection from Retribution] I acknowledge that I have read and understand my rights and responsibilities under the Whistleblower Law.

Conduct expectations

As an employee of the commonwealth, you may not engage in activities that will affect or influence the responsibilities of your position. The Governor's Code of Conduct describes:

- Proper professional business
- Supplementary employment
- Receiving gifts and favors
- Use of information, facilities and resources
- Political activity

Financial disclosure

The Ethics Act and the Governor's Code of Conduct each require certain employees to annually disclose personal financial information through an online filing website. You are required to submit statements of financial interest each year if you currently hold a designated job or position or if you held a designated job or position during the previous year. To see if your new position requires financial disclosure, check the "Your position details" form.

If you are required to file statements of financial interest, you will receive an email notification informing you of your requirement to file. You must complete this requirement by the deadline stated in your notification or you will be considered non-compliant.

For reference

- [Policy Documents > Governor's Code of Conduct](#)
- [Policy Documents > Code of Conduct, Revision No. 3](#)
- [Policy Documents > Ethics Act](#)
- [Policy Documents > Financial Disclosure](#)

[Refer to [Commonwealth Forms > Policy Acknowledgement Summary > Conduct Expectations](#)] I acknowledge that I have read and understand, and agree to act in accordance with the Governor's Code of Conduct and the Ethics Act. Further, I agree to complete annual statements of financial interest if required.

Political activity

Commonwealth employees are generally prohibited from participating in most political activities. The rules governing political activity are different between civil service covered employees, non-civil service employees and employees who work in positions that receive federal funds. Check your position designation on the "Your position details" form to confirm your employee type.

Examples of political activities that are not allowed for any commonwealth employees include:

- Campaigning, fundraising, canvassing or poll watching during work hours
- Coercing any other commonwealth employee to contribute time, money or services to a political campaign

The Office of Administration must grant prior approval of political activity, even activity conducted during non-work hours, in any of the following cases:

1. If you are in a civil service position
2. If the political activity
 - a. Involves running for office or as a delegate
 - b. Requires leave
 - c. Involves compensation or remuneration
 - d. Is of such consistency and duration that it constitutes supplemental employment, whether or not compensated

A civil service employee who violates the political activity provisions of the Civil Service Act is subject to a range of discipline. Based on the nature of the violation, the Civil Service Commission may impose a penalty of suspension without pay of up to 120 working days, or if warranted, direct the employee's removal.

Guidelines for Political Activity are available for your reference. If you have any questions regarding political activity, please contact your agency HR office before participating.

For reference

- Policy Documents > Code of Conduct
- Policy Documents > Guidelines for Political Activity
- Policy Documents > Hatch Act (federally funded employees)
- Policy Documents > Political Activity (civil service employees)

[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Political Activity]
I acknowledge that I have read and understand this policy and agree to follow the workplace rules related to political activity.

Public information

Pennsylvania's Right to Know Law (RTKL), 65 P.S. § 67.101, et seq. considers certain information about state employees to be public records.

Information generally considered to be public records include, but are not limited to, your first and last name, agency and position title, salary and other compensation. It does not include information such as your Social Security number, driver's license number, or personal phone numbers and email addresses.

Under certain circumstances, employee information may be exempt from disclosure if it would be reasonably likely to result in physical harm or risk to personal security. Employees who believe that their information should be exempt under the provisions of the RTKL must complete the "Employee Request for Exemption from Disclosure of Public Information" form (OA HRSC-10) and submit it to their agency HR office.

Use of technology

The commonwealth deploys tens of thousands of computers, telephones and mobile devices and provides state employees with access to millions of dollars of software and services to help serve the citizens of Pennsylvania.

These tools are funded by taxpayers and are intended to help conduct commonwealth business.

Commonwealth employees are responsible for protecting all commonwealth computers, telephones and mobile devices provided to them as well as the data they contain and the systems to which they connect.

As a new employee, you will be provided online training on the "Information Technology Acceptable Use Policy" and asked to sign an acknowledgement of that directive.

For reference

- [Learn More > Employee Notice: Disclosure of Public Information](#)
- [Learn More > Employee Request for Exemption from Disclosure of Public Information](#)
- [Policy Documents > Right to Know Law](#)
- [Policy Documents > Use of Technology](#)

[[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Public Information](#)] I acknowledge that I have read and understand this policy and agree to follow the workplace rules related to the release of public information.

[[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Use of Technology](#)] I acknowledge that I have read and understand this policy and agree to follow the workplace rules related to commonwealth technology and data.

Workplace violence prevention

The commonwealth is committed to providing a workplace which is free of violence. In order to accomplish this, the commonwealth has a zero tolerance policy for any incidents of workplace violence. Zero tolerance means that all reported incidents will be investigated and appropriate action taken.

In the event that you receive a bomb threat or discover a suspicious package at your work location, it is imperative for your safety and the safety of others that you understand what to do. The Bomb Threat Instructions contain the appropriate procedures that you should follow.

The commonwealth is also dedicated to raising awareness of domestic violence, which can impact the health and safety of our employees and their families, both inside and outside of the workplace. Domestic violence is not just a personal issue; it is an issue that affects the workplace through decreased attendance and job performance of victims, potential violent acts that perpetrators bring into the workplace and safety concerns when both the victim and the perpetrator are employees.

All employees under the Governor's jurisdiction should be aware of the commonwealth's policy on workplace violence and the steps to recognize, respond to and report any workplace violence incident. You can learn more by reading the policies and the procedures in the management directives. Your agency HR office has a workplace violence prevention coordinator that can answer any of your questions.

For reference

- [Learn More > Bomb Threat Instructions](#)
- [Policy Documents > Bomb Threats](#)
- [Policy Documents > Domestic Violence Policy](#)
- [Policy Documents > Workplace Violence Prevention Policy](#)

[Refer to [Commonwealth Forms > Policy Acknowledgement Summary > Violence Prevention](#)] I acknowledge that I have read and understand these policies and agree to follow the workplace rules related to workplace violence prevention and incident reporting.

Workplace safety

The commonwealth is committed to improving the safety and health of all employees and reducing injuries and illnesses. Working safely is a responsibility shared by all employees. It is important that you inform your supervisor of any unsafe conditions in your work areas and obey all safety rules, signs, warnings and alarms.

Each agency has a safety program tailored to its unique work environment and a safety coordinator to manage it. Your agency will provide you with information, such as:

- General and agency-specific rules and procedures
- Methods for reporting safety concerns, including the safety suggestion program
- Commonwealth and agency policies on bloodborne pathogens, hazardous substances and the Worker and Community Right to Know Law
- Emergency response and evacuation plans
- Availability of first aid, CPR or emergency services

[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Workplace Safety] I understand that it is my responsibility to follow all commonwealth and agency-specific rules, policies and procedures related to workplace safety.

Emergency awareness

To ensure your safety during an emergency, you need to know what to do. During any emergency at work, you should:

- Evacuate: Respond to every alarm quickly and follow your evacuation route.
- Assemble: Report to your safe assembly area immediately after exiting your building.
- Be Accountable: Report to your check-in person immediately.
- Wait: You are “on the clock” – your safe assembly area is your designated work location during an evacuation.

Before an emergency strikes at work, you should know your own personal “Safety Six:”

1. Your evacuation route
2. What to take with you
3. Where to go
4. Who to check in with
5. Your ability to evacuate
6. Your responsibility while you wait

Periodically, commonwealth employees are required to participate in emergency awareness training. Ask your supervisor if you need a copy of the Safety Six Worksheet.

For reference

- [Learn More > Safety Six Worksheet](#)
- [Policy Documents > Emergency Evacuation](#)

[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Emergency Awareness] I acknowledge that I have read and understand this policy and agree to follow commonwealth and agency-specific rules, policies and procedures related to emergency awareness.



Section 2:

Tour 2

Your Job with the Commonwealth

Business travel

Some commonwealth employees may travel as part of their duties. There are specific requirements that must be followed when traveling on commonwealth business so that expenses are approved and reimbursed to you in a timely fashion.

A few highlights:

- The commonwealth has an online booking system and a travel agency that must be used when making travel reservations.
- An out-of-state travel ban is in effect which requires Governor's Office approval prior to traveling to destinations outside of Pennsylvania.
- Corporate travel credit cards are available and are required for employees expected to be in overnight travel status four or more times in a year.
- Your supervisor and your agency HR office will explain how travel may be used in your position.
- Training is available for commonwealth travelers.
- Additional information is available on the commonwealth travel website.

Your photo identification

The commonwealth requires most employees to display photo identification at all times. These badges may be required to gain access to certain state office buildings.

Many agencies have additional policies on the use of photo identification badges. Your supervisor will provide you with specific information if photo identification and building access requirements vary for your work location.

Employees who are designated as "essential" are provided with photo identification badges that include a red "Emergency Response" designation to obtain access to closed roads and commonwealth buildings during emergency conditions. If considered essential, you will receive instructions and procedures from your supervisor on reporting to work in extreme or unusual circumstances.

For reference

- [Policy Documents > Access to State Office Buildings](#)
- [Policy Documents > Travel Policy](#)
- [Policy Documents > Travel Procedures](#)

[[Refer to Commonwealth Forms > Policy Acknowledgement Summary > Business Travel](#)]
I acknowledge that I have read and understand the travel policy and procedures and agree to follow the commonwealth rules related to business travel.

Commercial driver's license

Your new position with the commonwealth includes the requirement for a commercial driver's license.

Federal regulations require drug and alcohol testing of employees whose positions require them to possess a commercial driver's license and perform safety sensitive duties. The commonwealth conducts drug/alcohol tests of such employees in the following situations: pre-employment, random, reasonable suspicion, post-accident, return-to-duty and follow-up.

Employees who test positive, including refusal to test or submitting an adulterated sample:

- Are required (if not terminated) to participate in the State Employee Assistance Program (SEAP) in order to retain their employment. An employee who fails to participate and comply with all SEAP recommendations will be subject to discipline, up to and including discharge from employment.
- May not return to safety sensitive duties until cleared by a SEAP substance abuse professional and having a negative return-to-duty test.

Once returned to safety sensitive duty, the employee will be subject to follow-up drug and alcohol tests for up to five years. The employee is also returned to the random testing pool and will be subject to random drug and alcohol tests, as well. An employee who tests positive for a second time will be subject to discipline, up to and including discharge from employment.

As an employee subject to the commercial driver's license testing program, you will receive education on program requirements and your responsibilities.

For reference

- [Policy Documents > Employee Guide to CDL Drug and Alcohol Testing](#)

HR services

In general, you have three ways to manage your human resources issues: the commonwealth's HR Service Center, your agency's HR office and online employee self service (ESS). The "HR Services for Commonwealth Employees" fact sheet can help you determine who to contact when you have a question.

HR Service Center

Commonwealth employees work in more than 2,800 job categories in more than 30 agencies. Despite these differences, many benefits are the same for most employees. The HR Service Center helps you manage your HR data, provides technical support for online self service and provides information on many commonwealth benefit programs, including medical, retirement, savings and optional insurances. If needed, you can request an interpreter to assist you during any phone calls with an HR Service Center representative.

Your agency HR office

You'll work with your agency HR office to complete your employment and payroll paperwork, receive guidance on leave benefits, obtain training and professional development, help keep your workplace safe and manage other issues. You can find contact information for your agency HR office in the "Your position details" form.

Employee self service

Most employees can get a great amount of information and can complete many tasks online at www.myWorkplace.state.pa.us. Refer back to the "Your position details" form to see if you will have access to employee self service (ESS).

Online information

General HR information is available online at www.myHRonline.state.pa.us. Employees can also contact the HR Service Center and their agency HR office at any time to request additional support.

For reference

- [Learn More > HR Services for Commonwealth Employees](#)



Questions?

HR Service Center
Phone: 866.377.2672
PA Relay: 711
Fax: 717.425.7190

7:00 am - 5:00 pm | Monday - Friday
Interpreters are available by request.

Need more info?

www.myWorkplace.state.pa.us

No ESS access?

www.myHRonline.state.pa.us

Mail to: HR Service Center
P.O. Box 824 | Harrisburg PA 17108-0824

Compensation

The commonwealth utilizes a position classification system to determine compensation for most employees. Position classification consists of the review and analysis of a position's duties and responsibilities by a human resource professional who assigns your position to a specific job within the classification system.

There are about 2,800 job classifications in the commonwealth, and each is assigned a job title, pay scale group and bargaining unit (i.e. clerical, administrative and fiscal) based on the work performed. The Office of Administration is responsible for maintaining the commonwealth's classification and pay plan and ensuring that all positions are properly classified.

In the commonwealth's classification system, your pay is determined based on the level and complexity of the work assigned to your position. Factors such as volume of work and employee performance are not considered when making classification/pay decisions.

You can review any commonwealth job classification online. This is used as a common reference for HR professionals across the commonwealth when conducting reviews. An evaluation of your position's classification can be initiated by you, managers in your agency, your agency HR office, the Office of Administration or the union, if applicable.

You can refer to your pay schedule in the Learn more section. The "Your position details" form provided your pay scale group and level which establishes your rate of pay.

For more information on position classification, please contact your agency HR office or refer to www.myHRonline.state.pa.us > Job & Career.

For reference

- [Learn More > Pay Schedule](#)
- www.jobclass.state.pa.us

Union overview

About 80 percent of commonwealth employees are represented by a labor union. There are multiple labor unions in the commonwealth, representing employees in a variety of jobs. These various unions bargain collectively with the commonwealth to determine employee wages, benefits and other terms and conditions of employment for those they represent.

Employees in jobs covered by a union have the option to become a member of the union. Those that choose to become members are required to pay union dues, which are a percentage of the employee's salary. Employees who decline union membership are still represented by the union. They are assessed a fair share fee, which is a percentage of full union dues that is applied towards the cost of services performed by the union on their behalf. In either case, the commonwealth collects union dues or fair share fees from these employees through biweekly payroll deductions.

In addition to dues, employees who become members of the union can contribute money to the union's Political Action Committee (PAC), usually a specific dollar amount taken as a biweekly payroll deduction. If you are unsure if your job is represented by a union, you can refer to the "Your position details" form.

If you are in a union-covered job, the union will provide additional information to you shortly. Any questions about union membership, percentage rate of union dues or fair share fees, PAC contributions or union membership cards can be referred to your local union steward or your agency HR office.

Civil service

Nearly two-thirds of commonwealth positions are covered by civil service. These employees in these positions fall under the merit system – which is the hiring, retaining and promoting of employees based on their qualifications and abilities. The commonwealth's merit system is administered and maintained by the State Civil Service Commission.

Employees hired through the civil service examination or evaluation process are placed into civil service covered positions (also called classified service). These employees are entitled to a number of important benefits not enjoyed by employees in non-civil service positions. A few of these benefits include the opportunity to:

- Take examinations and be placed on promotion and other civil service employment lists that contain only current civil service employees.
- Bid on other civil service covered positions, including promotional opportunities, provided you meet all requirements.
- Appeal adverse personnel actions to the State Civil Service Commission.

Your absence benefits

Eligibility for these benefits vary; contact your agency HR office for more information.

Eligibility for absence benefits

Most permanent, full-time employees are provided paid and unpaid absence benefits for time away from work. Absence benefits vary by union/bargaining unit. You will not be eligible to use annual or sick leave during the first 30 days of employment. You may not use leave before it is earned until you have one year of service.*

Non-permanent employees do not earn paid absence benefits. However, based on job classification, some non-permanent employees do accrue paid absence benefits after working 750 hours in a calendar year.

Consult your HR office for your leave earning eligibility.

Requesting leave

All time away from work must be approved by your supervisor/manager or someone in your HR office. Depending on your agency and work setting, the request may be submitted electronically through employee self service (ESS) or via a paper leave request. Your supervisor will show you how to complete a leave request and explain the call off policy to request unplanned or emergency absences.

Tracking your leave

Certain types of leave – annual, personal, sick, and combined (H-1 bargaining unit only) – are earned gradually throughout the year according to regular hours worked within a pay period. You can view your available absence balances, as well as how much leave time you have used, through employee self service (ESS). Many employees like to track their own leave earnings and usage.

Benefits of a healthy sick leave balance

Earned, unused sick leave is not lost each year; it is accumulated from year to year up to 300 days for most employees. By saving sick leave, you make an investment in your future that can return financial rewards during illness or injury and at retirement. Please view the “Benefits of a Healthy Sick Leave” brochure for more information.

Family and Medical Leave Act

The Family and Medical Leave Act of 1993 (FMLA) requires qualifying employers to provide leave (with or without pay) with benefits for specified family and medical reasons, as long as the employee was employed at least one year and worked at least 1,250 hours during the previous 12 month period. Sick, Parental and Family Care (SPF), Military Exigency and Military Caregiver Absences are designated as FMLA leave in accordance with the provisions of the FMLA. All eligible employees are covered by FMLA; only permanent employees are eligible for SPF Absences.

*Does not apply to management and non-represented employees.

The FMLA Notice to Employees provides more information about this absence benefit and your rights and responsibilities when requesting or using it. It is important that you contact your SPF absence coordinator if you should need to use one of these leave types; they can provide additional information and determine your eligibility for FMLA-qualifying leave.

For reference

- [Learn More > Benefits of a Healthy Sick Leave](#)
- [Learn More > FMLA Notice to Employees](#)

Pay & time

You can find additional links and reference materials online at www.myHRonline.state.pa.us > Pay & Time.

Office closing policy

There are times when state offices are closed due to weather or other emergency circumstances.

Some employees are designated as essential and must report to work regardless of an office closing announcement. You will need to discuss with your supervisor whether your position is considered essential or non-essential. Depending on the circumstance of the closing, employees who are usually non-essential may be temporarily designated as essential for all or part of the closing.

For employees who work in the Harrisburg area, Philadelphia and Pittsburgh office buildings, and the Scranton and Reading State Office Buildings, closings and delays can be viewed under "Alerts & Advisories" on the www.PA.gov home page, and announcements are usually made via television and radio. If you do not work in one of these locations, your supervisor will tell you how you will become aware of closings and delays at your office.

You can also sign up to have delay and closing notifications sent via email or text message through AlertPA. All you have to do is set-up an account and opt to receive "Commonwealth Employee Delays/Closings."

Employee assistance

The State Employee Assistance Program (SEAP) is a free assessment and referral service for commonwealth employees and their family members. Family members who are eligible for SEAP include everyone who lives in your house, as well as parents, adult children and siblings regardless of where they live.

SEAP is designed to assist you in resolving a wide variety of personal problems that may lead to deteriorating job performance. SEAP offers free services in the following areas:

- substance abuse
- mental health issues
- family issues
- unlimited phone consultations for financial concerns
- unlimited phone consultations for legal concerns

The SEAP phone line is answered 24/7 by master's level counselors. You and your family members are each eligible for up to three free visits with a counselor per issue, per calendar year.

Your participation in SEAP is voluntary and no information is shared with your workplace without your written authorization. Your confidentiality rights are protected by the federal Health Insurance Portability and Accountability Act (HIPAA). If an employee uses SEAP services voluntarily (or never uses SEAP at all), neither the workplace nor the commonwealth's program management office will know, unless the employee shares that information.

Protected health information is only provided to the commonwealth's program management office in the following limited circumstances:

1. An employee is required to use SEAP in order to maintain employment
2. An employee files a complaint about SEAP services
3. A "duty-to-warn" situation (where an employee is an imminent threat to self or others)

For reference

- [Learn More > SEAP Brochure](#)
- [Learn More > Notice of Privacy Practices](#)

SEAP hotline: 800.692.7459 | SEAP TTY line: 800.824.4306

Drug free workplace

Illegal or inappropriate use of alcohol and other controlled substances in the workplace impairs efficiency and effectiveness and compromises public health and safety. In recognition of this, the commonwealth has established a "Drug Free Workplace" which encompasses both the use of drugs and alcohol.

The commonwealth prohibits:

- The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other controlled substances by a state employee, either while on duty or in any commonwealth workplace, including state vehicles.
- Reporting to work or remaining at work in an unfit condition as a result of alcohol or other drugs.

You may face appropriate discipline, up to and including termination, for violating drug free workplace policies. If you are convicted of any violation related to the unlawful manufacture, distribution, dispensing, possession or use of alcohol or controlled substances which occurred in any commonwealth workplace, you must notify your supervisor or other appropriate management official in writing within five days. If you are taking a controlled substance prescribed by a medical provider, you are not in violation of these prohibitions. If you believe that you may have an issue with alcohol and/or drugs, you are encouraged to contact the State Employee Assistance Program (SEAP) at 800.692.7459 (TTY 800.824.4306).

Self-disclosure

If you self-disclose to a supervisor or manager that you have a problem with alcohol or other drugs, you will be given information about SEAP and will not be subject to discipline or other job related restriction solely on the basis of the self disclosure, unless your job requires that you carry weapons; you have direct responsibility for care, control and custody of inmates, patients, residents or students; you are a professional licensed by the Department of State or you perform CDL safety sensitive duties. These individuals will be referred to SEAP and be required to successfully complete treatment as recommended by SEAP and, as appropriate, pass a return to duty alcohol/drug test.

For reference

- Policy Documents > Substance Abuse in the Workplace

Medical plans

Eligibility for these benefits vary; contact the HR Service Center to confirm your eligibility. If you previously worked for the commonwealth, please contact the HR Service Center for specific information about your benefits eligibility.

Health benefits are administered by the Pennsylvania Employees Benefit Trust Fund (PEBTF). To begin your health coverage, you must take action to enroll! You can enroll yourself and your eligible dependents (see Dependent Eligibility below) at any time. Remember, you will need to take action to enroll; your coverage does not begin automatically.

While some union contracts differ, in general, most employees who elect coverage contribute 3% of their biweekly gross base salary toward the cost of their health benefits. During the first six months, you may add dependent coverage when you pay an additional biweekly dependent buy-up cost. After six months of employment, the PEBTF will provide dependent coverage at no charge in the least expensive plan. If you are enrolled in the PPO, you will continue to pay the plan buy-up.

Your plan options

For medical coverage, you may select from a health maintenance organization, consumer-driven health plan or preferred provider organization. You can visit ESS and select the "Health" tab to learn more about the plans available in your county of residence.

- Preferred Provider Organization (PPO) provides care through a network of participating medical providers. You pay a small co-pay at the time of service (\$15 for office visits and \$25 for specialists). If you seek services from non-participating providers, each year you will pay the first \$400 per person and 30% of the cost thereafter.
- Health Maintenance Organization (HMO) provides care through a network of participating medical providers. You select a primary care physician to coordinate all your care. There is no deductible and you pay a small co-pay at the time of service (\$15 for office visits and \$25 for specialists). Except for emergencies, care is usually covered by the HMO only when arranged by the primary care physician. If you seek services outside the network, you are typically responsible for the full cost.
- Consumer Driven Health Plan (CDHP) combines a high-deductible medical benefit plan with a Health Reimbursement Account. Annual deductibles are \$1,500 for single coverage and \$3,000 for family coverage. The Health Reimbursement Account is funded by the PEBTF and is replenished annually—with \$1,000 for single coverage and \$2,000 for family coverage (pro-rated for mid-year enrollments). In addition, you are provided with a \$500 credit for preventive health screening. You pay for costs up to the deductible. However, you can use your account to reimburse the deductible costs. After the deductible is met, costs are paid 100% when using network providers. You can use your account for expenses such as prescription co-pays, laser eye surgery or weight loss programs. Funds in your account at the end of a year are carried over and can be used in future years.

The PPO and HMO plans are supported by DMEnson, a company that provides durable medical equipment such as prosthetics, orthotics, crutches, wheelchairs, oxygen, etc. The CDHP plan includes coverage for durable medical equipment as well. You do not need to enroll in this coverage separately.

When you enroll in medical coverage, you also have benefits for mental health and substance abuse treatment services. This coverage is provided by United Behavioral Health, commonly known as UBH.

Dependent Eligibility

Your spouse, qualified domestic partner and dependent children up to age 26 may be eligible for coverage under your PEBTF health plans. You can read full eligibility information at www.myHRonline.state.pa.us > Health.

- **Domestic Partners:** You can add coverage for your opposite sex or same sex domestic partner and/or any children of your domestic partner. In order to add coverage, you must sign an affidavit stating you meet the qualifying criteria and provide supporting documentation.
- **If you were hired on or after August 1, 2003:** Your spouse/domestic partner is eligible for benefits through the PEBTF only if he or she is not eligible for medical or supplemental benefits through his or her own employer. Your spouse/domestic partner must accept his or her employer's medical or supplemental benefits even if there is a required employee contribution or a monetary incentive to decline. PEBTF coverage for spouses and/or domestic partners who are eligible for their own coverage is limited to secondary coverage. This rule does not apply to a self-employed spouse/domestic partner.
- **If you were hired before August 1, 2003:** If your spouse/domestic partner has to pay for coverage or is offered an incentive not to take his or her employer's coverage, your spouse/domestic partner does not have to enroll in his or her employer's coverage. PEBTF coverage can be elected as the primary coverage.

Costs and enrollment information

Remember, when you elect to enroll in medical or supplemental benefits, you will incur biweekly payroll deductions to cover the cost for this health coverage.

You can learn more about the cost for coverage online at www.myHRonline.state.pa.us > Health. On this site, you can also download the required forms to add coverage for your eligible dependents. Remember, coverage does not begin until you submit your enrollment!

Supplemental benefits

Eligibility for these benefits vary; contact the HR Service Center to confirm your eligibility.

If you enrolled in medical coverage, you'll automatically receive additional benefits after six months on the job, including prescription drug, dental, vision and hearing aid plans. A letter will be sent to your home to explain more about your supplemental benefit options at that time. You will be enrolled automatically in these supplemental benefits unless you call the HR Service Center to decline coverage.

If you did not enroll in medical benefits, you can still elect to participate in these additional benefits—but it's not automatic. After you have been on the job for six months, you can enroll by calling the HR Service Center to request supplemental coverage. If you also want to enroll eligible dependents, you'll need to complete an enrollment packet.

- Prescription drug – Prescription drug benefits are provided through CVS Caremark. In addition to its retail drug stores, CVS Caremark operates a call center, mail order and specialty pharmacy. You can save by purchasing 90-day supplies from CVS mail order, CVS retail locations or Rite Aid retail locations.
- Dental – Dental benefits are provided through United Concordia, commonly known as UCCI. The plan pays for up to \$1,000 of dental work per calendar year with participating providers. It covers 100% of routine exams and diagnostic services with no co-payment. Basic work, such as fillings and root canals, is typically covered at 90% after a \$50 deductible. Major work, such as crowns and dentures, is covered at 60% after a \$50 deductible. Orthodontic lifetime maximum is \$1,250 per person.
- Vision – Vision benefits are provided through National Vision Administrators, commonly known as NVA. Benefits cover one routine eye exam and glaucoma test every 365 days with participating providers. The plan provides you and your enrolled dependents with an allowance for a vision exam, lenses and frames or contact lenses.
- Hearing Aid – Hearing aid benefits are provided by the PEBTF, which covers one hearing aid per ear every 36 months. Monaural hearing aids are covered up to \$900. Binaural hearing aids are covered up to \$1,800. BiCROS and CROS hearing aids are covered up to \$2,400.

Prescription drug, dental and vision providers will send membership cards to you directly. No card is needed for hearing aid coverage. If you do not receive cards within 30 days of your enrollment date, call the PEBTF at 800.522.7279. You can also contact the PEBTF with any questions you have about supplemental benefits.

Read more about your supplemental benefits at www.myHRonline.state.pa.us > Health, or contact the HR Service Center today!

Retirement

Eligibility for these benefits vary; contact the HR Service Center to confirm your eligibility.

For the majority of commonwealth employees, enrollment in the State Employees' Retirement System (SERS) defined benefit plan is mandatory and automatic. Based on job classification, there are certain non-permanent employees who qualify for SERS enrollment only if they are expected to work 750 hours within the calendar year. You can contact the HR Service Center to confirm your eligibility.

Upon enrollment, most employees have 6.25% of their pay withheld and contributed to toward retirement. The commonwealth also contributes toward employees' retirement benefits; the 2013 rate for most employees is 16% of payroll but it changes from year to year.

When you meet certain qualifications, you become eligible to receive a retirement payment every month for as long as you live. The amount of this annuity is determined by a formula that takes into account your retirement age, your number of years of credited service and your final average salary. The payment is not influenced by how much your employer contributes, the performance of SERS' investments or any other factor. When you qualify for state retirement, you are eligible for health care benefits for your retirement years.

If you've never belonged to SERS before, you have a one-time opportunity to choose to contribute 9.3% of your pay (instead of 6.25%) for as long as you work for the commonwealth. SERS will send a "New Member Packet" to your home address that provides a lot of important information, including more info about this option. You have 45 days from the day you receive your packet to make the final and binding election to contribute at the higher rate. Once you've selected the greater contribution, you can never change back.

The "New Member Packet" contains vital information, please read the entire packet carefully. The packet will include a "beneficiary designation" form that you must complete and mail to SERS as soon as possible. It will also explain options you may have if you have previously served in the military or worked in a job covered by the Pennsylvania School Employees' Retirement System. If any of the situations presented in the packet apply to you, please call SERS.

To recap, you should do these important things:

- Look in your home mail and read your SERS "New Member Packet" carefully.
- Decide if you want to contribute 9.3% of your compensation toward retirement for as long as you work for the commonwealth. If so, contact SERS within 45 days.
- Complete and mail your "beneficiary designation" form to SERS right away.

Call SERS if you have questions about other types of employment that may be able to apply to the state retirement system. Learn more or get answers to your retirement-related questions by calling SERS at 800.633.5461 or visiting www.SERS.state.pa.us.

Deferred compensation

Eligibility for these benefits vary; contact the HR Service Center to confirm your eligibility.

The commonwealth makes it easy to set aside additional money for retirement by allowing you to open a 457(b) account on a tax-deferred basis, to have money automatically withheld from your paycheck, to transmit your money to a contracted investment manager and to invest your money in approved funds of your choice. The State Employees' Retirement System (SERS) currently contracts with Great-West Investments to offer this program.

457(b) accounts are similar to 401(k) accounts, which many people are familiar with. You are eligible to participate from your first day of employment – there is no “vesting” period.

You'll need to read plan documents carefully, but – in general – you can choose to save at little as \$5.00 per pay or as much as \$17,500 per year, which is the IRS limit for 2013. If you're over 50 or you're within three years of your normal retirement age, the IRS limits are much higher. The amount you choose is deducted from your paycheck on a pretax basis, so you save on federal income taxes. Then, your 457(b) contributions grow tax-free until you withdraw them upon retirement or termination of employment. Should you prefer, you may direct your deferral to the Roth 457 option and pay taxes now rather than at the time of retirement.

You decide which funds you want to invest in – there are aggressive, moderate, conservative and many other choices. You can change the amount you choose to withhold, the funds you select or the amount of money that goes into each fund at any time.

It's easy to enroll. You should receive enrollment information from your agency HR office, or you can visit www.SERS457.com to download the forms. You can complete and return the forms whenever you choose.

Why contribute to a 457(b) plan?

- Automatic deductions from your paycheck are painless – if you never see the money, you won't miss it; even very small deductions add up over time!
- Taxable income is reduced
- Contributions and earnings grow tax-deferred
- You can keep your money in the plan even if you leave commonwealth employment; and, as an added benefit, you can roll money from other eligible retirement plans (457(b), 403(b), 401(k), or IRA) into your deferred comp account to take advantage of the low fees

To learn more, get answers to your deferred compensation questions or enroll, call Great-West at 866.737.7457 or visit www.SERS457.com.

Insurance

Eligibility for these benefits vary; contact the HR Service Center to confirm your eligibility.

Commonwealth-provided life insurance

The commonwealth provides life insurance coverage to all permanent employees after 90 days on the job. There is no cost to you for this coverage. You will be enrolled automatically; there is nothing you need to do.

Coverage:

- Equal to 100% of base annual pay rate (rounded to nearest \$1,000) up to a maximum* of \$40,000
- \$25,000 coverage* for work-related accidental death insurance

Metropolitan Life Insurance Company is the plan administrator. You will receive a booklet certificate explaining the details of coverage and information on how to select beneficiaries once the 90 day waiting period is completed. After your enrollment, you can access your account at www.MetLife.com/myBenefits.

*Unless otherwise specified in your collective bargaining agreement.

Optional life insurance

You can buy additional life insurance for yourself or your dependents with convenient payroll deductions. A group rate has been negotiated with Prudential for you to buy up to five times your annual salary to be paid to your selected beneficiary. Prudential will send an informational packet to your home, which includes details about purchasing coverage for your spouse/domestic partner and children.

You must enroll in this coverage within 60 days of starting work or wait until an annual open enrollment period. You can enroll by calling Prudential at 800.893.7316 or by visiting www.Prudential.com/Pennsylvania.

Optional long-term disability

Prudential offers a group rate for long-term disability insurance to commonwealth employees who authorize payroll deductions. If you become disabled and cannot work, purchasing this insurance would allow you to receive 60% of your monthly earnings (reduced for certain other disability income), typically until you reach retirement age. Rates are based on your age and salary. Prudential will send an informational packet to your home.

You must enroll in this coverage within 60 days of starting work or wait until an annual open enrollment period. You can enroll by calling Prudential at 800.893.7316 or by visiting www.Prudential.com/Pennsylvania.

Optional home and auto coverage

Commonwealth employees qualify for special group rates on homeowners and auto insurance through Metropolitan Life Insurance Company.

You also have the option of paying these insurance premiums through a biweekly payroll deduction. MetLife will send you a welcome letter providing information on how to get a quote online or by telephone. Keep your eyes open for the mailing to obtain a no obligation quote after your employment start date.

Payroll deductions

Eligibility for these benefits vary; contact the HR Service Center to confirm your eligibility.

Charitable giving

As a commonwealth employee, you have an opportunity to donate to charities throughout the state, country and world – helping people and causes in need. Donating is easy and convenient through the state’s annual charitable campaign, the State Employee Combined Appeal (SECA). You can either make a one-time check or money order donation or authorize an automatic biweekly payroll deduction. The money is sent to the charities of your choice (as many as 10). The SECA application process, managed by the Office of Administration, ensures administration fees are kept to a minimum so more of your dollar supports the mission of your selected charity. You can learn more at www.myHRonline.state.pa.us > Pay & Time > Other Deductions.

Savings opportunities

Eligibility for these benefits vary; contact the HR Service Center to confirm your eligibility.

Family care savings

Do you have children in daycare or after school programs? Do you have adult day care expenses? If yes, learn more about pre-tax payroll deductions to cover those expenses online at www.myHRonline.state.pa.us > Other Benefits.

College savings

You may also use payroll deductions to fund Pennsylvania 529 college savings accounts. You can visit the Treasury website at www.pa529.com to find detailed program information.

Savings bonds

U.S. Savings Bonds offer a safe, easy way to save money. Sign up or learn more about savings bonds online at www.TreasuryDirect.gov.

Direct deposits

You can authorize direct deposit payments into multiple accounts or financial institutions. If you authorize additional direct deposit amounts, you can specify the amount of your biweekly pay that should be sent directly to each separate account or institution, such as savings accounts, investment accounts, credit accounts, etc.

You can add or change your authorized direct deposits at any time through employee self service at www.myWorkplace.state.pa.us or through the HR Service Center.

Additional benefits

Child care program

The Governor's Model Child Care Program establishes a workplace child care program for Harrisburg-area employees that can be used as a model by other public and private employers. Children, ages six weeks to five years – including grandchildren, nieces/nephews and children for whom the employee is the guardian – are all eligible. You can find more information at www.myHRonline.state.pa.us > Other Benefits.

Employment verification

The commonwealth offers immediate access to employment and income verifications. Employment verification through The Work Number, an automated online or phone service, can be used for mortgage/loan applications, reference checks, apartment leases or any other arrangement that requires proof of employment. It is quick and easy to use.

You can find instructions at www.myHRonline.state.pa.us > Other Benefits.

Credit union membership

Pennsylvania State Employees Credit Union (PSECU) is one the largest credit unions and, unlike banks, it is member-owned. To learn more about the credit union, contact PSECU at 800.237.7328 or visit www.psecu.com.

Recreation

The State Employees Recreation Association (SERA) is a nonprofit organization comprised of volunteers who sponsor travel trips, one to three day excursions and theatre/athletic event trips for all Pennsylvania employees (active and retired) and their family and friends. SERA is solely responsible for its own affairs and is completely independent of Pennsylvania state government. You can find information at www.SERAofPA.com.

For reference

- [Learn More > Benefits Quick Links](#)

Classification

Position classification is the orderly grouping of positions with similar duties and responsibilities into the same categories or “job classifications.” The purpose of this grouping is to make sure the same titles, pay ranges, qualification requirements, examinations, selection and placement methods, training programs, performance standards and so on are applied uniformly to all positions in the same job class.

Position classification is a way of separating job functions into groups according to the type of work performed. This work is then sub-divided according to the difficulty level of the work performed and the nature of supervision received. Position classification considers the duties and responsibilities required by the job. The “equal pay for equal work” concept is the key to the entire system. You can read more at www.myHRonline.state.pa.us > Job & Career.

Professional development

Continuing professional development helps commonwealth employees achieve their best. It also ensures that they are meeting the expectations of their supervisors and agencies. The commonwealth offers training both through computer-based courses and traditional classroom experiences. After beginning employment, you will receive email notifications regarding several mandatory courses that you will take online. Your agency training officer and your supervisor will provide you with more details on what training will be available for you in your new position.

For reference

- Policy Documents > Employee Training

Career opportunities

There are more than 30 agencies under the Governor’s jurisdiction. As such, employees can move between agencies and still maintain their benefits, retirement and employment relationship with the commonwealth. The commonwealth offers a wide variety of occupational and career opportunities for its employees. You can find links to commonwealth employment website at www.myHRonline.state.pa.us > Job & Career.

Employee bulletin board

You can keep up with recent commonwealth news by visiting the online employee bulletin board. Simply log into employee self service or visit www.myHRonline.state.pa.us. On the home page, you’ll see Highlights > Employee Bulletin Board on the right-hand side.



Section 3:

Federal Employment Forms

AGENCY HR OFFICE:

Use this checklist to print the required federal employment forms; replace when printing completed.

| DOCUMENT NAME: | LINK TO MOST RECENT VERSION: |
|--|---|
| <input type="checkbox"/> Form I-9: Verification of Employment Eligibility* | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=47baa&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Form W-4: Employee's Withholding Allowance Certificate* | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=7d863&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |

**Submit to the HR Service Center by re-opening the E-PAR.*



Section 4:

Commonwealth Employment Forms

AGENCY HR OFFICE:

Use this checklist to print the required commonwealth forms; replace when printing completed.

| DOCUMENT NAME: | LINK TO MOST RECENT VERSION: |
|---|--|
| <input type="checkbox"/> Your Position Details | Included in print packet. Agency HR office should complete this form before providing it to the employee. This form is for the employee's reference only; no employee action is required. |
| <input type="checkbox"/> Authorization for Direct Deposit* | Included in print packet. |
| <input type="checkbox"/> Emergency Contacts* | Included in print packet. |
| <input type="checkbox"/> Employee Request for Exemption from Disclosure of Public Information (if applicable) | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=64df0&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Dual Employment Request Form (if applicable) | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=5054d&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Local Tax Exemption Certificate* (if applicable) | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=50143&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Policy Acknowledgement Summary | Included in print packet. |
| <input type="checkbox"/> Prior Service Notice | Included in print packet. |
| <input type="checkbox"/> Self Identification Form* | Included in print packet. |
| <input type="checkbox"/> Supplementary Employment Request Form (if applicable) | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=dd5ce&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Workers' Compensation Rights and Duties Form | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/1263527/wc_-_inservco_-_rights_duties_form_doc |

**Submit to the HR Service Center by re-opening the E-PAR.*



Section 5:

Learn More

AGENCY HR OFFICE:

Use this checklist to print the “Learn More” documents; replace when printing completed.

| DOCUMENT NAME: | LINK TO MOST RECENT VERSION: |
|--|---|
| <input type="checkbox"/> Benefits of a Healthy Sick Leave | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/1221087/healthy_sick_leave_pdf |
| <input type="checkbox"/> Benefits Quick Links | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=9bd7a&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Bomb Threat Instructions | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=afe21&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Employee Notice: Disclosure of Public Information | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=13549&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> FMLA Notice to Employees | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/1217597/notice_spf_military_absences_doc |
| <input type="checkbox"/> Guidelines for Political Activity | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=67b06&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Holiday and Pay Calendar | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=81426&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> HR Services for Commonwealth Employees | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=ef01f&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Military Service and Seniority | [OPEN HERE] http://erc.enwisen.com/ASI/page.aspx?Code=51e8a&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Safety Six Worksheet | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/1217422/safety6worksheet_pdf |
| <input type="checkbox"/> SEAP Brochure | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/1217932/seap_-_brochure_pdf |
| <input type="checkbox"/> SEAP Notice of Privacy Practices | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/1217962/seap_-_notice_of_privacy_practices_pdf |
| <input type="checkbox"/> Workers’ Compensation Health Care Providers | Agency HR office to add the list of providers based on work location county (per existing process). |
| <input type="checkbox"/> Work-Related Injury Informational Pamphlet | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/1263530/wc_-_inservco_-_info_acknowledgement_doc |



Section 6:

Policy Documents

AGENCY HR OFFICE:

Use this checklist to print the “Policy Documents;” replace when printing completed.

| DOCUMENT NAME: | LINK TO OPEN RECENT VERSION: |
|---|---|
| <input type="checkbox"/> Access to State Office Buildings | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/supplies_services/625_10.pdf |
| <input type="checkbox"/> Bomb Threats | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/commonwealth_programs/720_7.pdf |
| <input type="checkbox"/> Civil Service Act | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/930418/civil_service_act.pdf |
| <input type="checkbox"/> Code of Conduct | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=c4eaa&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Code of Conduct, Revision No. 3 | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt?open=512&objID=708&PageID=224602&mode=2&contentid=http://pubcontent.state.pa.us/publishedcontent/publish/cop_general_government_operations/oa/oa_portal/omd/p_and_p/executive_orders/1980_1989/items/1980_18_revision_no__3_amended.html |
| <input type="checkbox"/> Disability-Related Employment Policy | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/management_administrative_support/205_25.pdf |
| <input type="checkbox"/> Disability-Related Policy | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_708_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/executive_orders/2000__2009/2002_5.pdf |
| <input type="checkbox"/> Domestic Violence and the Workplace | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/employee_development/505_31.pdf |

| | |
|--|---|
| <input type="checkbox"/> Emergency Evacuation | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/management___administrative_support/205_38.pdf |
| <input type="checkbox"/> Employee Guide to CDL Drug and Alcohol Testing | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/document/1217784/employee_guide_to_cdl_drug___alcohol_testing_pdf |
| <input type="checkbox"/> Employee Training | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_716036_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/employee_development/535_1.pdf |
| <input type="checkbox"/> Equal Employment Opportunity | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_716036_785_708_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/executive_orders/2000___2009/2003_10.pdf |
| <input type="checkbox"/> Ethics Act | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=a175b&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Exemption from Unemployment Compensation | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/employee_development/530_22.pdf |
| <input type="checkbox"/> Financial Disclosure | [OPEN HERE] https://erc.enwisen.com/ASI/page.aspx?Code=12a83&orgid=EB80F42E-144C-4ED3-8965-81C75D809D81 |
| <input type="checkbox"/> Hatch Act (federally funded employees) | [OPEN HERE] http://www.osc.gov/documents/hatchact/ha_sta.pdf |
| <input type="checkbox"/> Political Activity Policy (civil service employees) | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_151497_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/employee_development/580_25.pdf |
| <input type="checkbox"/> Prohibition of Sexual Harassment | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/employee_development/505_30.pdf |

| | |
|---|---|
| <input type="checkbox"/> Prohibition of Sexual Harassment, Revision No. 1 | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/employee_development/505_30r1.pdf |
| <input type="checkbox"/> Right to Know Law | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_716036_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/management_administrative_support/md205_36_09.pdf |
| <input type="checkbox"/> Substance Abuse in the Workplace | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_716036_785_708_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/executive_orders/1990__1999/1996_13.pdf |
| <input type="checkbox"/> Supplementary Employment | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/employee_development/515_18.pdf |
| <input type="checkbox"/> Travel Policy | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_716036_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/management_administrative_support/230_10.pdf |
| <input type="checkbox"/> Travel Procedures | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_716_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/manuals/m230_1.pdf |
| <input type="checkbox"/> Use of Technology | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_716036_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/management_administrative_support/205_34.pdf |
| <input type="checkbox"/> Whistleblower Law | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_716036_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/management_administrative_support/205_16.pdf |
| <input type="checkbox"/> Workplace Violence Prevention Policy | [OPEN HERE] http://www.portal.state.pa.us/portal/server.pt/gateway/PTARGS_0_2_785_711_0_43/http%3B/pubcontent.state.pa.us/publishedcontent/publish/global/files/management_directives/management_administrative_support/205_33.pdf |

From: Helton, Kimberly [<mailto:khelton@pa.gov>]

Sent: Thursday, April 10, 2014 2:51 PM

To: Leslie Scott; Honchar, James

Cc: Perez-Bravo, Rafael; Carroll, Theresa (OA); Egan, Daniel

Subject: RE: PA NASPE 2014 Award Submission w/Governor's Welcome Video - Onboarding - Communications Award

Leslie -

During transmission of this e-mail message, it looks as though there was a break in the url. The address is correct.

In order to access the video, the link needs to remain intact as referenced below:

http://www.pacast.com/players/cmsplayer.asp?video_filename=9934_OAOrientationRevised.m4v

It appeared as though the system broke the url and divided it as follows:

http://www.pacast.com/players/cmsplayer.asp?video_filename=9934_OAOrie
> ntationRevised.m4v

Let us know if you are able to view this video.

Thanks!

Kim