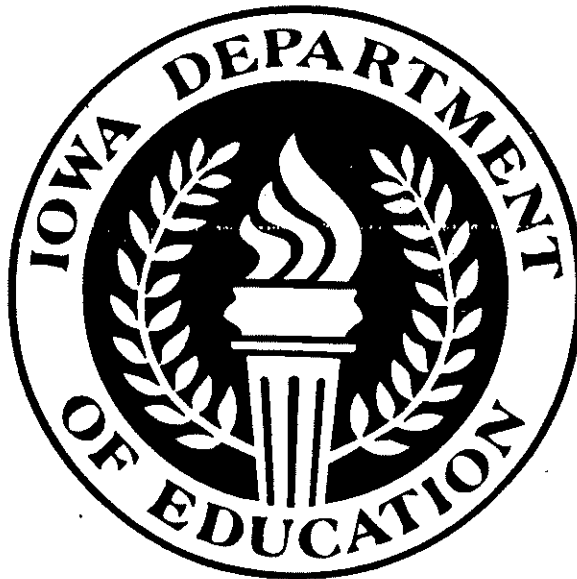


IDE

Iowa Department of Education Employee Handbook



June - 1991

3-1807

**State of Iowa
DEPARTMENT OF EDUCATION
Grimes State Office Building
Des Moines, Iowa 50319**

STATE BOARD OF EDUCATION

Ron McGauvran, President, Clinton
Betty L. Dexter, Vice President, Davenport
C. W. Callison, Burlington
Marcia Dudden, Reinbeck
Thomas M. Glenn, Des Moines
Corine A. Hadley, Newton
Francis N. Kenkel, Defiance
Dianne L. D. Paca, Garner
Mary E. Robinson, Cedar Rapids
Ann W. Wickman, Atlantic
George P. Wilson III, Des Moines

ADMINISTRATION

William L. Lepley, Director and Executive Officer of the
State Board of Education
Mavis E. Kelley, Special Assistant

It is the policy of the Iowa Department of Education not to discriminate on the basis of race, religion, national origin, sex, age, or disability.

The Department provides civil rights technical assistance to public school districts, nonpublic schools, area education agencies, and area schools to help them eliminate discrimination in their educational programs, activities, or employment. For assistance, contact the assistant chief, Bureau of School Administration and Accreditation, Iowa Department of Education.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF EDUCATION
WILLIAM L. LEPLEY, Ed.D., DIRECTOR

June, 1991

To All Staff:

Attached please find your copy of the *Employee Handbook* for the Iowa Department of Education. Many of you know the long series of events that have led to this publication. Even though this publication is much delayed, I believe that you will find it useful. It is intended to provide you with information that will support your work in the Department. We have tried to provide concise information that is also as accurate as possible.

I would like to thank the members of the original committee that provided recommendations on many of the personnel procedures and the various staff, particularly Internal Operations, that provided updates on some of the Department procedures included in this edition. As a result of their efforts, you will find policies and procedures clearer, and many are more flexible than in the past. Many changes have been implemented even before the publication of this *Handbook*, but may not have been widely disseminated until now.

Finally, as long as this project has taken, the *Handbook* is far from perfect or complete. You will note that the page numbering system is designed to allow updates without reprinting the entire document. It is our intention to continue to pursue these updates and provide you with additional and revised information as it becomes available.

I would suggest that you place the attached pages in a notebook for your reference. (I have been advised that there are probably enough notebooks that could be "recycled" in each Bureau, that we could generate some savings by not purchasing new notebooks for all staff.) If you have suggestions (corrections, new information, etc.) for further updates, please contact Ted Stilwill or Jody Crane.

Thanks for your efforts in making the Department as effective as possible in serving the State of Iowa!

Sincerely,

William L. Lepley, Ed.D.
Director

TABLE OF CONTENTS

	Page
I. INTRODUCTORY INFORMATION	I-1
Introduction to the Department of Education Handbook	I-2
Statement of Mission	I-3
Beliefs	I-3
Iowa Department of Education Table of Organization	I-4
State Board of Education	I-5
History	I-5
General Powers and Duties	I-5
State Department of Education	I-6
History	I-6
Abbreviations and Definitions	I-7
II. PERSONNEL PROCEDURES AND RULES	II-1
Introduction	II-2
A. Attendance and Work Schedules	II-2
Traditional Work Schedule for all Employees	II-2
Flexible Work Schedule and Compressed Work Week Options for Contract Employees	II-2
Flexible Work Schedule for Noncontract Personnel	II-3
Itineraries	II-3
B. Conduct of Employees	II-4
Introduction	II-4
Conflict of Interest Policy	II-4
Discriminatory Harassment Policy	II-4
Drug-Free Workplace Policy	II-5
Equal Employment Opportunity/Affirmative Action Policy	II-6
Media Relations Policy	II-7
Political Activity Policy	II-7
Racial Harassment Policy	II-8
Sexual Harassment Policy	II-8
C. Employee Discipline Policy	II-9
Introduction	II-9
Progressive Discipline	II-9
Written Reprimand	II-9
Suspension	II-10
Demotion and/or Pay Grade Reduction	II-10
Discharge	II-10
Written Notice of Disciplinary Action	II-10
Appeals	II-10
D. Grievances and Appeals	II-10
Introduction	II-10
Grievance Procedure	II-11
Disciplinary Appeals	II-11
Other Appeals	II-11
Group Grievances	II-11
E. Health and Safety in the Workplace	II-12
Emergency Procedures for Grimes Building Employees	II-12
Bomb Threats	II-12
Fire Procedures	II-12

Severe Weather (Tornado) Procedures.....	II-13
On the Job Injury	II-13
On the Job, After Hours Injury (4:30 p.m. to 8:00 a.m.).....	II-13
Employee Assistance Program	II-14
Hepatitis B Policy.....	II-14
Iowa Occupational Safety and Health Act (IOSHA).....	II-15
Reporting Requirements	II-15
Safety Requirements.....	II-15
Policy Statement Regarding AIDS in the Workplace	II-15
Smoking Policy	II-15
F. Employment Procedures and Filling Vacancies.....	II-16
G. Position Classification/Qualifications.....	II-16
Classification Plan	II-16
Position Description Questionnaire	II-17
Probationary Employees	II-17
Disciplinary Action	II-17
Leave of Absence During the Probationary Status Period	II-18
Probationary Period for Promoted Permanent Employees.....	II-18
Vacation and Sick Leave During Probationary Status	II-18
Promotion.....	II-18
H. Performance Planning and Evaluation.....	II-18
Purposes of Performance Planning and Evaluation.....	II-18
Major Components of Performance Planning and Evaluation.....	II-19
I. Personnel Files	II-20
J. Voluntary and Involuntary Termination of Employment.....	II-20
Employee Abandonment of Position	II-20
Exit Interviews.....	II-20
Reduction in Force for Contract Staff.....	II-20
Reduction in Force for Non-Contract Staff.....	II-20
Resignation	II-21
Retirement	II-21
Termination with Accrued Vacation	II-21
Transfer	II-21
K. Employee Benefits.....	II-21
Annuities/Deferred Compensation	II-21
Tax Sheltered Annuities.....	II-21
Deferred Compensation	II-22
Credit Union.....	II-22
Disability Insurance.....	II-22
Employee Organizations	II-22
Health Insurance/HMO'S and Dental Insurance	II-22
Health Insurance/HMO's	II-23
HMO's.....	II-23
Dental Insurance	II-23
Iowa Public Employees Retirement System (IPERS).....	II-23
Life Insurance	II-23
One GIFT Campaign	II-24
Reasonable Accommodation Guidelines	II-24
Savings Bonds.....	II-24
Worker's Compensation	II-24
L. Leave Provisions	II-24
Introduction.....	II-24
Enforced Leave.....	II-25
Examination and Interview Leave.....	II-25

Holidays	II-25
Jury/Court Appearance Leave	II-25
Severe Weather Leave	II-26
Sick Leave	II-26
Sick Leave Conversion	II-26
Vacation Leave	II-27
Voting Leave	II-27
Leave Provisions (Other)	II-27
Candidate for Partisan Elective Office	II-27
Leave of Absence Without Pay	II-27
Military Leave	II-28
Olympic Competition Leave	II-28
Religious Observance (Vacation)	II-28
Rights Upon Return From Leave	II-29
M. Salary Information	II-29
Automatic Direct Deposit	II-29
Federal Insurance Contribution Act (FICA)	II-29
Overtime and Work Schedules	II-29
Pay Day and Pay Day Information	II-30
Pay Increase	II-30
Employees Covered by a Collective Bargaining Agreement	II-30
Employees Not Covered by a Collective Bargaining Agreement	II-30
Payroll Warrant Distribution	II-31
 III. STAFF DEVELOPMENT	III-1
Staff Development Statement of Purpose	III-2
Department of Education Staff Development Goals	III-2
Staff Development Offerings	III-2
Workshop and Seminar Attendance	III-2
Educational Leave	III-3
Acceptable Courses of Study and Educational Institutions	III-3
Part-time Educational Leave	III-3
Full-time Educational Leave	III-3
Educational Financial Assistance	III-4
Selection of Applicants for Financial Assistance	III-4
Agency Continuing Employment Requirements for Financial Assistance	III-4
Conditions for Reimbursement	III-4
 IV. GENERAL INFORMATION	IV-1
Building Passes and After Hours Entry	IV-2
Bulletin Boards	IV-2
Care of Materials and Property	IV-2
Change of Address	IV-2
Communications Services	IV-2
Copyright and Publications Policy	IV-3
Data Acquisition	IV-3
Data Control	IV-3
DE News	IV-3
Department-Wide Services	IV-3
Addressing Services	IV-3
Computer Services	IV-3

Conference Rooms	IV-3
Contracting Procedures	IV-4
Mail Service	IV-4
Mailbag.....	IV-4
Printing.....	IV-5
Purchasing and Central Supply	IV-5
Resource Center.....	IV-5
Word Technology Center.....	IV-5
Available Equipment.....	IV-5
FAX Machine 242-5988	IV-6
Graphic Artists.....	IV-6
Help Desk 242-6468	IV-6
Document Depository Program	IV-6
Legislative Liaison.....	IV-6
Membership Dues.....	IV-7
Office Work Area.....	IV-7
Parking.....	IV-7
Payments Due to the DE	IV-7
Conference Fees	IV-8
Records Management.....	IV-8
Response to Correspondence.....	IV-8
Selling-Soliciting.....	IV-8
Teleconference	IV-8
Locations.....	IV-8
Procedures.....	IV-9
Inservice Training.....	IV-9
Telephones.....	IV-9
Conference Room Telephones	IV-9
Telephone Procedures.....	IV-9
Telephone Repairs	IV-9
Travel Information and Expense Reimbursement.....	IV-10
Air Travel.....	IV-11
DE Cars	IV-11
Personal Cars.....	IV-11
State Pool Cars.....	IV-11
Travel at the Expense of Another Public Agency or Publicly Funded Project.....	IV-12
Travel Warrant Distribution.....	IV-12

I. INTRODUCTORY INFORMATION

Introduction to the Department of Education Handbook

The Iowa Department of Education is a dynamic organization. The laws, policies, rules, and administrative procedures under which we operate are constantly changing in order that we more effectively and efficiently accomplish our mission of ensuring a quality education for all learners in Iowa.

The Department of Education also recognizes that individual differences in employee needs necessitate the best possible communication of these policies, rules, and administrative procedures. Only then can our employees help us to accomplish our mission and goals while enjoying a quality work experience.

Department of Education employees should find Section II of this handbook extremely useful as a guide and source of information about Department practices and policies that affect their everyday work lives. This section does not attempt to quote or summarize all the rules, regulations, or policies. Instead, only those procedures that most frequently present staff questions or concerns are addressed.

Please keep in mind that where provisions of collective bargaining agreements differ from the provisions discussed in this handbook, the collective bargaining agreements shall prevail for the employees covered by those agreements. More specific questions regarding any part of this handbook or its application, should be directed to the employee's immediate supervisor. All supervisors have copies of the collective bargaining agreements, Iowa Department of Personnel (IDOP) Rules, access to the Iowa Code, and procedural manuals of the executive branch of state government to assist in clarifying specific employee questions and/or concerns.

Employees with suggestions for any section of this handbook are urged to submit comments in writing to their supervisors. All comments are appreciated and will receive due consideration for inclusion in future handbook modifications. The Department of Education has recognized the need for frequent revision in order to better serve staff.

Statement of Mission Iowa Department of Education

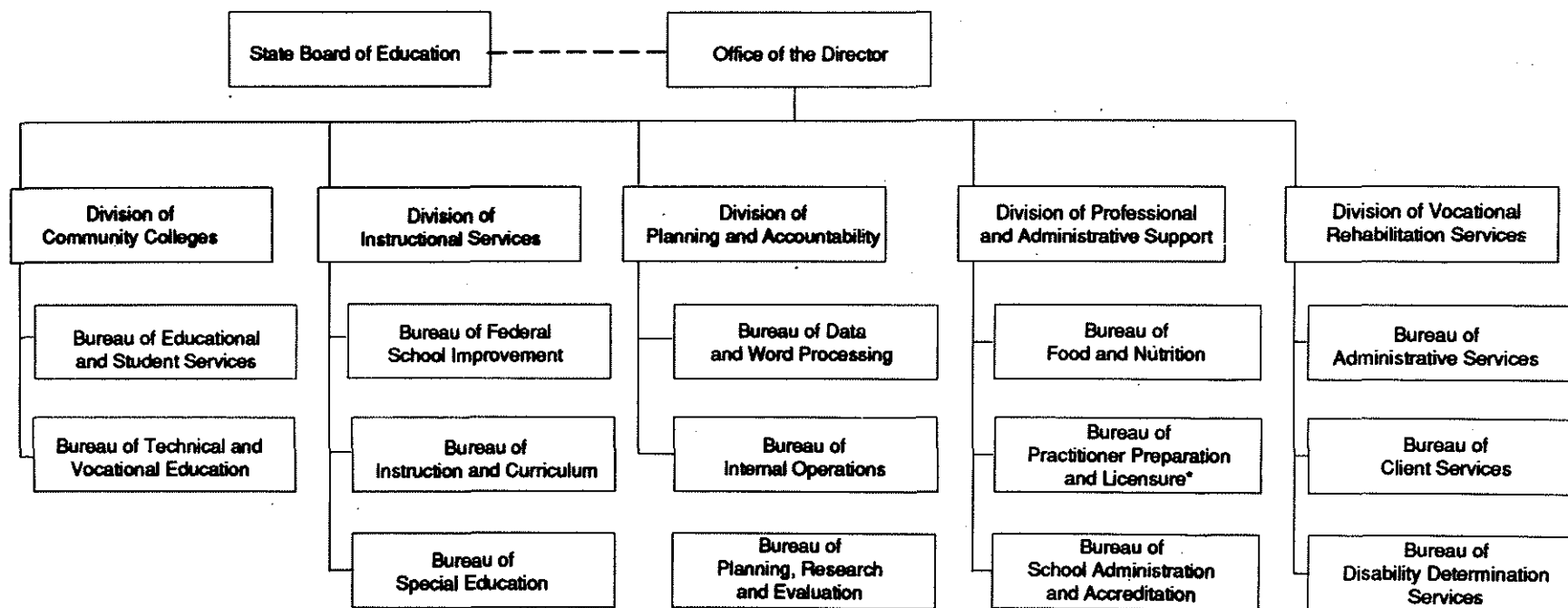
Our mission is to champion excellence in education through superior leadership and service. We are committed to ensuring that all Iowans have access to a network of services that allows them to realize their potential. Through education, we strive to build a quality of life which sets the standard for the nation.

Beliefs

The Department believes that:

- We believe that our progress as a state is directly linked to the quality of education and vocational rehabilitation provided to Iowa citizens.
- We believe that education is a lifelong process that is vital to a person's quality of life. Education must allow all people to develop their intellectual, emotional, social, physical, and vocational potential.
- We believe that the Department of Education must be a leader in ensuring equity and excellence in education and vocational rehabilitation opportunities regardless of race, creed, color, religion, national origin, sex, age, or physical or mental disability.
- We believe that the Department is accountable to its constituents, the public, the State Board of Education, the executive and legislature branches of government, and the Department employees.
- We believe that the services we provide must enhance the recipient's potential. Our services must be timely, efficiently delivered, and of optimal quality.
- We believe that the Department must effectively seek federal, state, local and private funding to support innovative programs.
- We believe that our actions, appearance, skills and willingness to grow must serve as a model for the educational community.
- We believe that employees are the greatest resource of the Department. We must focus on their strengths, enhance their potential, and reward their accomplishments.
- We believe that our work environment must foster creativity, efficiency, open communication, and mutual trust and respect.
- We believe in working with others to achieve mutual goals.

Iowa Department of Education Table of Organization



* Staff in this bureau support the teacher licensing activities of the Board of Educational Examiners and the teacher preparation activities of the State Board of Education.

Placed in the Department of Education for administrative purposes: FINE (First in the Nation in Education) Foundation and Vocational Advisory Council.

Placed in the Department of Education for organizational purposes: Academy of Science and College Aid Commission.

It is the policy of the Iowa Department of Education not to discriminate on the basis of race, religion, national origin, sex, age, or disability.

The Department provides civil rights technical assistance to public school districts, nonpublic schools, area education agencies, and area schools to help them eliminate discrimination in their educational programs, activities, or employment. For assistance, contact the assistant chief, Bureau of School Administration and Accreditation, Iowa Department of Education.

State Board of Education

History

The State Board of Education, established by Iowa Code section 256.1, is the policy making body for the Department of Education. The first such board was created by Article IX of the Constitution of Iowa. It was known as the Board of Education and became effective with the adoption of the Constitution on September 3, 1857. The Board consisted of the lieutenant governor, who was to be the presiding officer, and one member from each of the judicial districts of the state. The governor was an ex officio member.

The Board had "full power and authority to legislate and make all needful rules and regulations in relation to common schools." That power and authority, however, did not extend to levying of taxes or appropriating money. The original State Board held three sessions between 1858 and 1861, and on March 23, 1864, it was abolished.

The present State Board has evolved from an act passed by the 55th General Assembly of Iowa in 1953. As originally constituted, the Board consisted of one member elected from each of the eight congressional districts as they existed at the time of the enactment in 1953, plus a member-at-large appointed by the governor. The district representatives were originally chosen at a convention made up of delegates named by local and county school board members. These conventions nominated two members in each district, and the governor chose one of the two for membership on the Board. This procedure was further revised to the present system whereby the governor has full power to appoint all 11 members as the individual positions become vacant. The members are appointed for six-year terms.

General Powers and Duties

General powers and duties of the Board include the following:

1. Determine and adopt such policies as are authorized by law and are necessary for the more efficient operation of any phase of public education.
2. Adopt necessary rules and regulations for the proper enforcement and execution of the provisions of the school laws.
3. Adopt and prescribe, within statutory guidelines, any minimum standards for carrying out the provisions of the school laws.
4. Perform such duties prescribed by law as it may find necessary for the improvement of the state system of public education in carrying out the purpose and objectives of the school laws.

State Department of Education

History

Early historical accounts of education in Iowa tend to use the terms "Office of State Superintendent of Public Instruction" and "State Department of Public Instruction" interchangeably. The reason, no doubt, is that the superintendent virtually was the Department for a number of years. The office was created in 1841 by the Territorial Legislature and it appears to have been the intent of the legislature to make the state superintendency largely an advisory office. As late as 1910, the office consisted of only three positions, that of the state superintendent, a deputy superintendent, and a stenographer.

The responsibilities and supervisory functions of the Department gradually grew over the years with most of the growth coming as a result of state and federal educational legislation. The advisory function of the Department has not diminished over the years, however. While the Department is charged with carrying out the overall policy positions of the state by administering the educational laws passed by the General Assembly, the major impact of the Department is the leadership it can provide to local school districts, area education agencies, and community colleges that goes beyond the regulatory function of compliance with state statute or department rules. In working through this structure, the Department has the capacity to influence the implementation of significant changes in the educational program of the state of Iowa.

While the Iowa Department of Education has many features in common with other state departments, it has an individuality which reflects the will of the Iowa citizenry and the educational beliefs of those who have given leadership to the Department.

Abbreviations and Definitions

"AFSCME": American Federation of State, County, and Municipal Employees, an organized and recognized union for the purpose of collective bargaining.

"Central Administration": Consists of the director and the staff within the office of the director.

"Contract" employee: A person employed in a position classified by IDOP.

"Department of Education": Referred to as "DE."

"IDOP": - Iowa Department of Personnel: State agency responsible for rules and regulations covering employees.

"IDOP Rules and Regulations": Set of written rules and regulations governing personnel activities. These are available from the IDOP Office and are found at Iowa Administrative Code chapter 581.

"IUP": Iowa United Professionals, an organized and recognized union for purpose of collective bargaining.

"Noncontract" employee: An employee holding a position which requires a teachers certificate or license and/or who is not in a position governed by a contract.

"Permanent status": Refers to contract employees who have completed a specific probationary period.

"Probational status": All original appointments to permanent positions require a six-month period of probationary status. During this period employees shall not be eligible for promotional certification, demotion, transfer, reinstatement, or other rights to positions covered by IDOP provisions. For more specific information, refer to Iowa Administrative Code chapter 581-9.

"Supervisor": The person to whom other employees are directly responsible. This person may be a contract or a noncontract employee.

II. PERSONNEL PROCEDURES AND RULES

Introduction

The following represents established policy and procedures of the Department of Education. If any provisions conflict with the terms of a contractual agreement reached with departmental employees, the terms of the agreement supersede the established policy. All employees are encouraged to refer to and become familiar with the specific work rules as outlined by their division or bureau. Employees covered by collective bargaining agreements shall be governed by the terms of their contract. References are to the collective bargaining agreements of the AFSCME contract and the IUP contract.

Special Note: Some policies and regulations will specify different procedures for staff who are covered by collective bargaining agreements and those staff who are not covered by such an agreement. The two groups of employees are simply referred to as "contract staff" and "noncontract staff."

A. Attendance and Work Schedules

Traditional Work Schedule for all Employees

The traditional work schedule for Department of Education employees begins at 8:00 a.m. and ends at 4:30 p.m., Monday through Friday. Non-traditional scheduling options are outlined below. Unless an employee has been granted supervisory approval to deviate from the traditional work schedule, employees are expected to observe the traditional work schedule.

Special Note on Selected Noncontract Employees' Work Schedule

Noncontract employees are not always able to keep traditional office hours because their work does not fit into such scheduling. In order to effectively meet the needs of our clients, it may be necessary for an employee to maintain a schedule that would involve travel, evening and weekend meetings, or appointments outside a regular work day. Noncontract employees who have such scheduling demands may request an adjusted work schedule, which is defined as an irregular variation to the traditional work schedule. A requesting employee's supervisor or bureau chief may approve an employee's request for an adjusted work schedule. Approval may be verbal or written and shall be based upon the needs of the bureau and the nature of the noncontract employee's position. A request may be made and approval granted for a single instance or for a longer-term situation.

Supervision of attendance and work hours is the responsibility (within the framework of regulations and policies) of the employee's immediate supervisor.

Flexible Work Schedule and Compressed Work Week Options for Contract Employees

Policy: In accord with the Governor's Executive Order #25 issued July 13, 1977, the Director of the Department of Education extends to nonprobationary contract employees the opportunity to apply for flexible scheduling of their eight-hour workday. In accord with negotiated contracts, the Director extends to contract employees the opportunity to apply for a compressed work week. The Director has the authority and discretion to rescind the options for flexible scheduling and compressed work week at any time. Generally, the options for flexible work schedules or compressed work week are not to increase departmental costs. Rare instances also exist where an employee's regular work schedule is nontraditional and is established by mutual agreement at the time of employment.

Definitions: A flexible work schedule, or flex time, is the fulfillment, with supervisor approval, of an eight-hour work day on a regular schedule other than 8:00 a.m. - 4:30 p.m.

A compressed work week: A compressed work week is the fulfillment of 40 working hours in fewer than five full working days.

Purpose: Flexible work schedules and compressed work weeks have two advantages. The first is the advantage of extended service to the public beyond traditional office hours. The second advantage accrues to employees who need or desire to have office hours other than 8:00 a.m. - 4:30 p.m.

Parameters: Flexible work schedules are limited to beginning two hours prior to the start of the traditional schedule and ending two hours after the traditional day has concluded. Thus, the earliest flex time start is 6:00 a.m. (hours 6:00 a.m. - 2:30 p.m.) and the latest flex time start is 10:00 a.m. (hours 10:00 a.m. to 6:30 p.m.). (The specific times listed may vary by building if such information is available to all staff in that building.) An employee is not permitted to forego the lunch break or the morning or afternoon break to shorten the work day.

Compressed work schedules are limited to four ten-hour days, or four nine-hour days plus one four-hour day.

Sick or other leave hours must correspond to all scheduled hours of work under either option. Additional lunch periods and breaks are not available under flexible work schedules or compressed work week options.

Flexible work schedules and compressed work weeks shall be adjusted to accommodate holidays, scheduled training sessions and staff meetings, to meet the expectations of and coordinate schedules with those whom we serve, and for other special work situations. However, compressed work week schedules which increase agency costs will not be approved.

Procedure: Contract employees desiring flex time shall file a formal request with the immediate supervisor or bureau chief. The request shall include the proposed flexible schedule and justification for the request. Approval of requests shall be made at the discretion of the supervisor or bureau chief considering bureau needs as well as employee's desires. Changes in flex time schedules, initiated by either the employee or the supervisor or bureau chief, will require 14 calendar days notice before taking effect and are subject to approval on the same basis as for original requests. In unusual circumstances, a supervisor or bureau chief may change an employee's flex time or an employee's compressed work week on less than ten days notice when working conditions require prompt alteration. (Refer to AFSCME contract p. 25.)

Flexible Work Schedule for Noncontract Personnel

Noncontract personnel are expected to observe traditional work hours of 8:00 a.m. - 4:30 p.m., Monday through Friday. The option for a flexible work schedule as defined above is open to nonprobationary noncontract employees with approval of the employee's supervisor or bureau chief. Procedures and forms used for contract employees are applicable to requests and approvals of flexible working schedules for noncontract employees.

Supervision of attendance and work hours is the responsibility (within the framework of regulations and policies) of the immediate supervisor.

Itineraries

Noncontract employees may be required to file an itinerary with their supervisors. This shows the person's schedule for a two-week period. Itineraries should be immediately updated when changes are necessary.

B. Conduct of Employees

Introduction

The strength of the Iowa Department of Education is its excellent staff. Employees of the Department set high standards for themselves and for each other. The policies and expectations set forth here allow the Department to continue its high expectations and ensure that they are clearly outlined and consistently applied.

Conflict of Interest Policy

The Department of Education is, in part, a regulatory agency maintained by the state to strengthen and advance the cause of public education. Regulatory and funding decisions regarding local districts, area education agencies, and community colleges and professional educator preparatory programs in colleges and universities are often made or influenced by staff in the Department. For this reason, staff members in the Department may not accept payment or other benefits for services rendered to public or private educational organizations or entities including rehabilitation agencies within the state, nor from lay groups or organizations concerned directly or indirectly with promoting public education. Exceptions to this policy may be made only by the Director and only when all of the following conditions are met. If there are any doubts regarding the manner in which any of these conditions are met, then the Director is obligated not to allow the outside employment in order to safeguard the integrity of the Department.

Conditions regarding possible outside compensation or benefits:

1. Neither the employee nor others in his or her work unit, are involved with any regulatory or funding decision impacting the organization or agency from which compensation will be received.
2. Services provided by the staff member are not those that might be expected as part of the employee's regular performance responsibilities.
3. Services provided by the staff member are provided outside of the time that the person is obligated to perform employment responsibilities for the Department and no equipment, staff, or material resources are utilized by the staff member for services performed for another agency or organization.
4. The exception is recommended by the staff member's supervisor and division administrator.

Discriminatory Harassment Policy

It is the responsibility of Iowa state government to ensure an employee's right to a work environment free from all forms of discriminatory harassment. Harassment of state employees on the basis of their sex, race, color, age, physical or mental disability, national origin, religion or creed is a violation of both state and federal civil rights laws. Disparate treatment on these bases, in conduct or communication, which has the purpose or effect of interfering with an employee's work performance by creating an intimidating, hostile, or offensive work environment, is deemed to be discriminatory harassment and thus illegal. Further, harassment on the basis of height, weight, political affiliation or marital status is prohibited by Department of Education policy. Discriminatory harassment laws and Department policies focus on the impact of the conduct or communication rather than the intent of the action.

Discriminatory harassment subverts the public interest of the state and threatens working relationships within state employment as a whole. Therefore, the Department of Education hereby affirms its intent to maintain a work environment free of discriminatory harassment. The Department of Education staff at all levels shall assist in preventing discriminatory harassment and assuring that any instance of discriminatory harassment is promptly and properly brought to the attention of Department management. Department management and supervisory personnel will take prompt and appropriate corrective action when harassment is brought to their attention.

The Department affirms the right in accord with this policy to discipline any administrator, supervisor or employee who engages in harassment, and also to discipline any administrator or supervisor who fails to act on employee complaints or on personal observations of harassment.

An employee may file a harassment complaint pursuant to this Department policy, utilizing the grievance procedures found in the Iowa Administrative Code at Chapter 581-12. An employee may also file a complaint with the Iowa Civil Rights Commission and the U.S. Office of Civil Rights for issues of harassment prohibited by state or federal laws. Confidentiality will be maintained on all complaints. Confidentiality will be maintained on all complaints. The Department assures all employees that no individual filing a complaint or providing information about a complaint will be retaliated against as a result of the complaint.

The Department of Education affirms its intention to inform its employees of their rights protected under law. As a preventative measure, the Department encourages all employees to attend training that will sensitize and inform them concerning the elimination of discriminatory harassment in the workplace.

The following behaviors, when based upon sex, race, color, age, disability, national origin, religion, creed, height, weight, political affiliation, or marital status, are examples of discriminatory harassment:

- 1) Abusing the dignity of an employee through insulting or degrading remarks or conduct;
- 2) Threats, demands, or suggestions that an employee's work status is contingent on the employee's toleration of such behavior;
- 3) Subjecting an employee to demeaning and/or degrading activities in order to gain co-worker acceptance, e.g., hazing;
- 4) Disciplining or terminating an employee because of worker incompatibility which is caused by prohibited discrimination, e.g., prejudiced or biased behavior.

Drug-Free Workplace Policy

In accordance with Executive Order 38 by the Governor of the state of Iowa and in compliance with the U.S. Drug-Free Workplace Act of 1988, the Department of Education hereby certifies that it will provide a drug-free workplace.

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or possession or use of alcoholic beverages by an employee of the Iowa Department of Education while engaged in the performance of the employee's duties is prohibited. The employee will abide by the terms of the statement and notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.

Violations of this policy may result in disciplinary action up to and including termination of employment. Compliance with the terms and reporting requirements of this policy is required as a condition of employment for all employees.

The Department of Education, in conjunction with the Iowa Department of Personnel, has established a drug-free awareness program to inform employees of the dangers of drugs in the workplace, the availability of counseling and rehabilitation assistance programs for employees, and the potential employment consequences for violations of the departmental policy.

The state recognized drug and alcohol dependency as illnesses and a major health problem. The state also recognizes drug and alcohol abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to use our employee assistance program. Conscientious efforts to seek such help will not jeopardize an employee's job.

"Controlled substances" are defined as those substances in Schedules I-V of Section 202 of the Controlled Substances Act, 21 U.S.C. 812; 21 C.F.R. 1300.11-1300.15.

If any staff member has suggestions for improving the health and safety of the workplace, these ideas should be directed to their supervisor or to Internal Operations.

Equal Employment Opportunity/Affirmative Action Policy

It is the policy of the Iowa Department of Education to provide equal opportunity to all employees, applicants, and program beneficiaries; to provide equal opportunity for advancement of employees; to provide program and employment facilities which are accessible to persons with disabilities; and to administer its programs in a manner which does not discriminate against any person because of race, creed, color, religion, sex, national origin, age, physical or mental disability.

The Director of the Department of Education has ultimate responsibility for the overall administration of the Equal Employment Opportunity/Affirmative Action Program. This includes responsibility for integrating equal opportunity into all parts of personnel and program management; reviewing all policies and procedures as they affect equal opportunity and affirmative action; ensuring compliance with relevant federal and state statutes; and designing and implementing an internal system for auditing and reporting the program's effectiveness to the director of the Department of Personnel.

Division administrators, bureau chiefs, and other supervisory personnel within the Department of Education shall have the responsibility for implementing this policy and the Affirmative Action Program within their areas of authority. This includes establishing corrective measures designed to remedy identified disparities in their workforce, monitoring the progress made, and reporting the level of accomplishment to the director.

This department prohibits discrimination in its employment and services and, as a result, assures that any person who feels that he/she has been denied employment opportunities or benefits because of race, creed, color, religion, sex, national origin, mental or physical disability, or age has the right to pursue internal grievance procedures and/or to file a complaint with the Iowa Department of Civil Rights or the appropriate federal regulatory agency. The department further assures that any person who feels that he/she has been denied participation, representation, or services in any program administered by this department because of race, creed, color, religion, sex, national origin, age, or mental or physical disability has the right to file a complaint with the Iowa Department of Civil Rights or the appropriate federal regulatory agency.

This Equal Employment Opportunity/Affirmative Action Policy of the Department of Education shall be posted in conspicuous places within each of the department's offices, distributed to all department employees, chairpersons of this department's advisory and policy-making groups, and recruiting sources.

Media Relations Policy

The Iowa Department of Education is committed to open, honest, two-way communication with all of its audiences and constituents.

Because it is a public agency, the Department recognizes that it has a responsibility to respond promptly, accurately and positively to requests from the news media for information and expert opinion. The Department also recognizes that coverage by the news media benefits both education and the Department. To this end, the Department is committed to a proactive program of informing the news media of educational and Departmental news.

Communications Services has the responsibility to initiate contacts with the news media on behalf of the Department, its activities, and its staff. Individual staff members should not initiate any oral or written communication with the news media concerning the Department. Staff members wishing to release news of any sort to the news media should contact Communications Services. Communications Services will determine whether a news release should be issued based on Department needs and priorities, expected media interest, and journalistic practice.

The Department supports providing members of the media with ready access to public information. Department staff should respond promptly to requests initiated by the media for information within their areas of expertise, unless the information requested is confidential or is scheduled to be sent in a news release.

Questions on the implementation of this policy should be referred to Communications Services.

Political Activity Policy

IDOP rules found at 581-16.1 and 16.2 of the Iowa Administrative Code are specific in granting and restricting the political activity of Department employees. In essence, all employees have the right to express their opinions as individuals on political issues and candidates. Such expressions may be either verbal or demonstrative in the form of pictures, buttons, stickers, badges, pins, or posters. Employees' rights to express their opinions on political matters in this form or manner shall not be restrained while on duty unless:

1. Such expression is a violation of the law.
2. The display of such items would cause or constitute a real and present safety risk or would substantially and materially interfere with the efficient performance of official duties.

All employees are prohibited from:

1. Using the influence of their positions, public property, or supplies to secure contributions or to influence an election for any political party or any person seeking political office.
2. Soliciting or receiving anything of value in excess of the limits in Iowa Code section 68B.5 as a political contribution or subterfuge or a contribution from any other person for any political party or any person seeking political office during scheduled working hours, while on duty, when using state equipment, or on state property.
3. Promising or using influence to secure public employment or other benefits financed from public funds as a reward for political activity.
4. Discriminating in favor of or against any employee or applicant on account of their political contributions or permitted political activities.

Racial Harassment Policy

Racial harassment or discrimination is a violation of Section 703 of Title VII of the Civil Rights Act of 1964, and chapter 601A of the Iowa Code. Racial harassment or discrimination is illegal when the discriminatory conduct interferes with the terms, conditions, or privileges of employment. Such conduct may be defined as "unwelcomed acts, either verbal or physical, which are racially derogatory or offensive in nature."

Examples of racial harassment include:

- 1) Threatening the physical or emotional well being of an employee;
- 2) Displaying or distributing racially offensive materials in the work environment;
- 3) Denying equal participation in activities or responsibilities within the context of employment;
- 4) Jokes, remarks or innuendos that are racially offensive in nature;
- 5) Repeated acts that treat an employee less favorably because of race, national origin or color.

The protection from discriminatory harassment for Department of Education employees provided by this policy statement is also extended by the Department policy to those persons seeking or receiving the services of the Department. Discriminatory harassment of such persons by Department employees is prohibited.

Sexual Harassment Policy

Sexual harassment is a violation of Section 703 of Title VII of the Civil Rights Act of 1964 as amended. It is defined as: "Unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature."

Sexual harassment is illegal when submission to or rejection of such conduct is used as a term or condition of employment or the basis for employment decisions, or where such conduct has the purpose or effect of interfering with an employee's work performance by creating an intimidating, hostile, or offensive work environment.

Examples of sexual harassment include:

- 1) Requesting or offering sexual favors in return for job benefits;
- 2) Repeated acts of cornering, patting, pinching or brushing up against a person's body that are sexual in nature;
- 3) Open speculation or repeated inquiries about a person's sex life;
- 4) Jokes, remarks or innuendos that are sexual in nature about a person, or women or men in general; or
- 5) Displaying sexually explicit material in the workplace.

C. Employee Discipline Policy

Introduction

Employees may be subject to disciplinary actions from reprimand to discharge as described in this section for causes included but not limited to the following: failure to perform assigned duties, failure to follow policies and established procedures, inadequate performance of assigned duties, unrehabilitated drug or alcohol abuse, dishonesty, negligence, insubordination, conduct which adversely affects job performance of the Department, conviction of a felony, acts involving moral turpitude, conduct unbecoming an employee of the Department, sexual or racial or other inappropriate harassment, improper use of leave, use of alcohol or controlled substances while on the job, improper use of state equipment or supplies, or any other just and good cause.

It is the policy of the state of Iowa that discipline upon any employee be imposed only for just cause, with the goals of correcting inappropriate behavior, inefficiency, or performance. Discipline which is taken only as retribution or punishment is inappropriate and will not be supported in the grievance or appeal process. All discipline will be administered in a logical, consistent, and fair manner.

"Just Cause" means that conditions exist for discipline to be considered valid and supportable. Just cause for discipline is required for all employees by all collective bargaining contracts and the IDOP rules. The elements of just cause are:

1. **Prior Notice** - proof that the employee knew the action was inappropriate and was aware that discipline would be imposed if rules were violated.
2. **Uniformity of Discipline** - if one employee is disciplined for an offense, all employees who commit the same offense should be disciplined. The amount of discipline may vary depending on past performance and discipline records.
3. **Progressive Discipline** - it may be inappropriate to give the same penalty for a particular offense, depending on the unique circumstances surrounding the incident(s) involved. Penalties of increasing severity should be applied to repeated offenses until the behavior is corrected.
4. **Appropriate Penalty** - the penalty must fit the offense, taking into consideration the employee's length of service, performance record, the seriousness of the offense, and previous disciplinary actions.
5. **Due Process** - prior to disciplinary action being taken, the employee has a right to have a fair investigation of the alleged incident of misconduct and an opportunity to refute the allegation or charges being made. Employees also have a right to representation during investigatory discussions and disciplinary procedures.

Progressive Discipline

The Department uses progressive discipline after personal consultation and clarification regarding expected employee behavior and performance with the following steps. (In serious offenses, one or more of these steps may be eliminated.)

Written Reprimand

A written reprimand provides written notice of the infraction and what is required to correct the situation. Repeated infractions of the same rule or policy shall subject the employee to more serious disciplinary action.

Suspension

An employee can be suspended without pay for a period not to exceed 30 calendar days. The supervisor must provide a written statement of the reason(s) for the suspension within 24 hours of the suspension. Employees may be suspended with pay for up to 14 days only if an investigation is pending.

Demotion and/or Pay Grade Reduction

An employee may be demoted to a vacant position as a means of discipline for inability to perform the duties of the higher position. If a vacant position is not available, duties and responsibilities may be removed from the employee's current position causing it to be reclassified downward. An employee's pay may be reduced within the pay grade for the job class for any number of pay periods.

Discharge

The most severe discipline is discharge. The employee must be informed in person that discharge is being considered and be given the opportunity to respond to the allegations. If the discharge stands, the employee must be informed of the action in writing.

Written Notice of Disciplinary Action

Copies of the written reprimand, notification statements for suspensions, statements regarding demotion and/or pay grade reductions and the written notifications regarding discharge will be sent to the employee's immediate and intermediate supervisors, to the Director of IDOP, and will be included in the employee's personnel file with a copy to payroll employee(s) for action. Any contract employee may appeal suspensions and demotions of pay grade reductions under the grievance procedures of union contracts. Discharge procedures will be in accord with the provisions of the contract.

Appeals

Contract employees may file an appeal to IDOP within 30 calendar days following notification of discharge. Noncontract employees may appeal discharges using procedures set forth in Section 279.27, Code of Iowa.

Discipline procedures and due process rights for both contract and noncontract employees are described in detail in the following documents.

Collective Bargaining Agreement - Article IV Section 9 - AFSCME, AFL-CIO

Collective Bargaining Agreement - Article IV Section 10 IUP

Chapter 11 "Personnel Management for Managers and Supervisors"

Iowa Code section 256.10, Discharge of noncontract staff

D. Grievances and Appeals**Introduction**

All employees shall have access to the grievance system in the rules of the Iowa Department of Personnel Chapter 581.12 or the Collective Bargaining Agreement of the American Federation of State, County, and Municipal Employees (AFSCME) Article IV sections 1-12 or the Collective Bargaining Agreement of the Iowa United Professionals Article IV section 1-11 where appropriate. Employees covered by a collective bargaining agreement shall use this grievance procedure for any issue not covered by their agreement.

A grievance is defined in IDOP rules as any expressed difference or dispute between an employee and the management of the employee's agency regarding the conditions of employment. Grievances shall state the issues involved, the relief sought, the date the incident or violation took place and any rules involved, and shall be filed on forms prescribed by the director. The IDOP Chapter 12 appeal process may not be used for issues arising from discharge.

Grievance Procedure

Step 1: The employee shall initiate the grievance by submitting it in writing to the immediate supervisor within 14 calendar days following the day the employee first became aware of the issue. Within 17 calendar days, the supervisor shall attempt to resolve the grievance within the bounds of the rules and give a decision. This time limit, as well as those in steps 2-4, may be extended by mutual agreement.

Step 2: If the employee is not satisfied with the decision, he/she shall file the written grievance with the appointing authority within an additional seven calendar days. The appointing authority shall affirm, modify, or reverse the decision made at the first step or otherwise grant appropriate relief within seven calendar days of receiving the grievance.

Step 3: If the employee is still not satisfied, he/she within an additional 14 calendar days, must file the written grievance with the director of the Department of Personnel. Within 30 calendar days, the director shall attempt to resolve the grievance by affirming, modifying, or reversing the decision made at step 2.

Step 4: If the employee is not satisfied with the decision of the Director, (provided the employee has alleged a violation of IDOP rules or Code 19A), he/she may appeal within 30 calendar days to the Public Employment Relations Board (PERB). Decisions by PERB constitute final agency action.

Disciplinary Appeals

In IDOP rules (581 of the Iowa Administrative Code 12.2(6)) an appeal process separate from the grievance process is provided for noncontract employees who wish to challenge discipline. The first step in an appeal of disciplinary action is to the appointing authority. The next and final administrative appeal for merit covered employees is the the Public Employment Relations Board (PERB). Employees not covered by merit system provisions may appeal to the State Board of Education. Employees covered by collective bargaining agreements must utilize their contractual grievance procedures.

Other Appeals

Chapter 12.2(4) of the IDOP rules also provides for procedures for appeal of actions taken by the Department of Personnel. Appeals may be filed with the Department of Inspections and Appeals regarding the removal of an applicant's name from a list of eligibles, the method used and results from examinations used to rank applicants, and the decision to disqualify an applicant from competition due to lack of education or experience.

A separate appeal process is also provided for appeal of classification decisions. This is found in IDOP rule 12.2(1).

Group Grievances

IDOP rule Chapter 12.1(3) provides that when the appointing authority or the director determines that two (2) or more grievances or employees address the same or similar issues, they shall be processed and decided as a group grievance.

E. Health and Safety in the Workplace

The Department of Education is interested in promoting a healthy and safe workplace for all of our employees. This interest is expressed through several policies, procedures and programs. These include the overall goal of all of these efforts to help assure a healthy, supportive and productive work environment. If this goal is to be achieved, all of us must share in the responsibility.

Emergency Procedures for Grimes Building Employees

This information was prepared for the employees of the Grimes State Office Building. Its purpose is to provide staff with a source of emergency information. Please become familiar with the correct procedures to take for each type of emergency. Your safety and well-being are of paramount importance. It is also important that you know what to do to be able to assist others who may be visiting in the building. Remember, in most emergencies, the elevators cannot be used making the proper exiting routes. Using the stairwells is extremely important.

The Grimes Building Emergency Supervisors are: Mavis Kelley (281-3436) and Roger Stirler (281-3968). Contact either of them in case of an emergency.

Bomb Threats

If you receive a call reporting a bomb.

Telephone the building emergency supervisors reporting:

1. the nature of the threat
2. description of caller's voice
3. background noise, if any

On direction from the emergency supervisor, evacuation takes place using the following steps:

1. Signal - all bureaus notified orally.
2. Route - use doorway to stairways closest to your desk for orderly departure.
Know your route.
3. Do not use elevators - elevators will be used for assisting handicapped persons.

The evacuation area will be the south parking lot.

You will be given further instructions for all clear and to resume work.

Fire Procedures

In case of fire, sound the fire alarm, notify the emergency supervisors, and evacuate the floor and/or building. We will use the south parking lot as the evacuation area. Further directions will be given for "all clear" or other action.

1. Sound alarm, call (911).
2. Notify emergency supervisor(s) so location of fire and escape routes are determined.
3. Know location of fire extinguishers and fire hose cabinets.
4. Assist handicapped.
5. Do not use elevators.
6. Know your evacuation route (and alternates) for orderly departure.

Severe Weather (Tornado) Procedures

During severe weather or tornado warning, the Grimes Building emergency supervisors will activate the building alarm system or notify the division administrator/bureau chiefs. The employees should move to shelter areas in the Grimes Building. Do not use the third floor.

Shelter Areas: ~~Basement and tunnel~~
Stairwells and restrooms (2nd floor or below)
Core areas (away from windows)

*not tunnel, along walls
in bldg.*

1. Stay in shelter area until "all clear" is given.
2. Do not use elevators.
3. Assist the handicapped.
4. Know your route to the nearest shelter area.

On the Job Injury

The following represents guidelines for all state employees injured on the job within the Capitol Complex.

1. Emergency - take steps necessary to secure immediate medical care. Call state nurse later at 281-5266.

Available Resources:

- a. Ambulance - Fire, Medic, Ambulance...Call 911
- b. Minor Injuries - Call First Aid (281-5266) for instructions.
 1. Doctor from the Des Moines General Hospital will be in the First Aid Room every day. Employees are encouraged to use this service except for an emergency.
 2. Doctor or state nurse may advise employee to see their own physician.
 3. Doctor or state nurse may direct injured employee to local hospital for out-patient care and should contact the hospital prior to the employee arriving there.

On the Job, After Hours Injury (4:30 p.m. to 8:00 a.m.)

1. Supervisor must be advised of any injury.
2. If treatment is required after hours or any time state offices are closed, it must be reported to the state nurse on the following work day (indicate name of doctor seen, and type of treatment).

Employee Assistance Program

It is the policy of the Department of Education to maintain and promote the Iowa Employee Assistance Program (IEAP) to provide employees with the opportunity to receive confidential professional help to resolve health or other personal problems that may be affecting job performance. Participation in IEAP will not protect an employee from disciplinary action due to poor job performance or rule/contract infraction, nor will participation jeopardize an employee's job or career.

This policy does not alter or replace existing administrative policies, rules or contractual agreements, but rather is intended to assist in their utilization.

IEAP is a confidential service to help employees with personal concerns which may affect work performance. The services include problem assessment, referral to appropriate community services, and short-term counseling. These services are offered at no cost to employees.

Personal problems which may affect job performance and which are eligible for assistance through IEAP are:

- a. Alcohol/drug abuse
- b. Medical problems both physical and emotional
- c. Personal life issues such as marital/family, financial, interpersonal conflicts, stress, etc.
- d. Job-related problems

Referrals to the program may be self-initiated or on recommendation of a supervisor, personnel officer, or union steward.

More information on this program can be obtained from the personnel officer, or by calling 244-6090. Outside of Des Moines call 1-800-EAP-IOWA (1-800-327-4692).

Hepatitis B Policy

The Departments of Public Health and Personnel have established a statewide Hepatitis B policy to address Iowa Division of Labor, Occupational Safety and Health Bureau regulations. The Department of Education will be responsible for payment of all costs associated with implementing the policy for its employees.

The policy requires that the Department identify employees at risk of "occupational exposure" to Hepatitis B (defined by IOSHA). For each employee identified, the Department must also provide Department of Public Health approved training, offer at no charge the Hepatitis B vaccine, and keep related employee records. Employees may decline the vaccine and decide later to receive it.

The Department has identified the positions which meet the IOSHA definition of at risk of occupational exposure to Hepatitis B. Information is available from the department personnel officer.

It is further recognized that an employee's health condition is personal and confidential. Therefore, reasonable steps will be taken to protect such information from being disclosed inappropriately.

Iowa Occupational Safety and Health Act (IOSHA)

Reporting Requirements

IOSHA requires that all job-related injuries, illnesses and/or deaths be reported to the Iowa Department of Personnel. Staff members, when aware of a job-related injury, illness and/or death of an employee, must notify the personnel officer without delay.

The Iowa Department of Personnel has a policy all state employees must follow if medical/nursing care is necessitated by job related injuries. Employees must be knowledgeable of this policy and take special note of employee's potential liability for unauthorized care of job related injuries. For assistance contact Internal Operations.

Safety Requirements

IOSHA also requires safe working conditions. Desks are to be situated over electrical floor boxes so cords, both electrical and telephone, will be under furniture in order to eliminate safety hazards. NO cords, electrical or telephone, are to be taped to the floor.

Policy Statement Regarding AIDS in the Workplace

No employee shall be required to submit to any test to determine whether he/she is HIV positive as a requirement to maintain employment with the Iowa Department of Education. As long as employees are able to meet acceptable performance and attendance standards, and medical evidence indicates that their condition is not a threat to themselves or others, employees shall not be denied continued employment solely because of their medical condition. If determined necessary, reasonable efforts will be made to modify an employee's duties based on medical recommendations of the employee's and/or the state's physician. Such determination shall be made on a case-by-case basis.

The Department further recognizes that an employee's health condition is personal and confidential. Therefore, reasonable steps will be taken to protect such information from being disclosed inappropriately.

For assistance or further information, employees should contact their personnel officer, the Department of Personnel's Employee Assistance Program, or the Department of Public Health AIDS Coordinator.

Smoking Policy

Each building that houses offices for Department of Education staff will establish specific procedures to ensure smoke-free work areas. The Department of Education offices, hallways, rest rooms, and meeting rooms located in the Grimes Building are "smoke free" at all times.

Supervisors and staff are responsible for enforcement of the no smoking policy by informing violators that smoking is prohibited in the building. In addition, supervisors are to assist staff who wish to quit smoking by encouraging participation in formal smoking cessation programs. In the case of the IMTS class, Smoking Withdrawal, tuition fees will be charged to bureau travel budgets. Registration forms for the IMTS classes are available from the personnel administrative assistant.

F. Employment Procedures and Filling Vacancies

It is the policy of the Department of Education to provide equal opportunity to all employees, applicants and program beneficiaries; to provide equal opportunity for advancement of employees; to provide program and employment facilities which are accessible to the handicapped; and to administer its programs in a manner which does not discriminate against any person because of race, creed, color, religion, sex, national origin, handicap, or age. It is the policy of the Department of Education that all employees be made aware of current position openings through postings on the Department bulletin boards. Further, all vacancy announcements will be posted for a minimum of five working days.

This Department prohibits discrimination in its employment and services. As a result, it assures that any person who feels that he/she has been denied employment opportunities or benefits because of race, creed, color, religion, sex, national origin, handicap or age has the right to pursue internal grievance procedures and/or to file a complaint with the Department of Civil Rights.

Section 256.9(4), the Code of Iowa states that the Director (Department of Education) shall employ personnel and assign duties and responsibilities of the Department. The Director shall appoint a deputy director and division administrators deemed necessary. They shall be appointed on the basis of their professional qualifications, administration, and background. Members of the professional staff (certificated noncontract staff) are not subject to chapter 19A and shall be employed pursuant to section 256.10. Thus, the certificated noncontract staff are not subject to the provisions of chapter 19A pertaining to qualification, examination, competitive appointments, probation and just cause hearing, but are subject to all other Department of Personnel rules.

Employment procedures and procedures for filling vacancies for both contract and noncontract positions are described in detail in the following documents:

Chapter 581-8, Iowa Administrative Code

Collective Bargaining Agreement - American Federation of State, County, and Municipal Employees (AFSCME), AFL-CIO

Collective Bargaining Agreement - State Policy Officers Council/Iowa United Professionals (SPOC/TUP)

Sections 4.15, 4.16, 4.17, 4.18 "Personnel Management for Managers and Supervisors"

G. Position Classification/Qualifications

Classification Plan

All positions in the Department of Education are part of the Executive Branch Classification Plan developed and administered under the authority of the Director of the Department of Personnel. Position classification is the process of determining the most appropriate job class for a position based upon the duties and responsibilities assigned and the knowledge, abilities, skills, and personal characteristics required to complete those duties and responsibilities. Position classification established the basis for most personnel decisions affecting a position, including coverage under Iowa Code Chapter 20 (Collective Bargaining), hiring (minimum qualifications, type of examination, method of filling

positions, etc.), base pay, eligibility for overtime compensation, eligibility for special pay actions, coverage under merit provisions of Iowa Code Chapter 19A, reduction in force rights, and training eligibility.

The classification plan sets forth for each class of position a class title, definition, examples of work performed, minimum qualifications, and special requirements that are necessary for satisfactory performance in the class. Personal qualifications commonly required of an employee such as good citizenship, honesty, loyalty, sobriety, industriousness, receptiveness to supervision, and willingness to cooperate with associates are imperative.

Job classes are listed in the Classification Plan, in both alphabetical and class code order. Each supervisor in the Department of Education has a copy of the Classification Plan.

Position Description Questionnaire

A Position Description Questionnaire (PDQ) is a basic document used in position classification. It is a written description of the duties, responsibilities, and organizational relationships assigned to that position.

It is important that a classified individual's position description be accurate. A PDQ shall be prepared in each of the following situations: when a new position is being established, when a class change is being requested for a position, when a significant change is made to a position's duties and responsibilities (even if the change does not warrant a class change), when the Department of Personnel or the Director of the Department of Education, or designee, requests one, and when an employee wishes to submit one.

When a new position is created, or when changes are made to a vacant position, the PDQ is prepared by the supervisor or a designee. If a supervisor designee prepares the PDQ for a filled position, the affected employee should be notified of the new PDQ. Any substantive disagreement regarding the assignment or description of job duties should be resolved before the PDQ is submitted to higher authority and to IDOP. If the disagreement cannot be resolved, this should be noted on the PDQ. Both the supervisor and the employee should sign indicating they have reviewed the contents of the document.

Instructions and assistance in preparing a PDQ may be secured from the personnel administrative assistant, or the the personnel officer assigned to the Department of Education from the Department of Personnel. For more detail regarding the classification process, and procedures followed by the Department of Personnel, see Chapter 3 IDOP Rules. There is also an appeal process for classification decisions. It is found the in the IDOP Rules, Chapter 3.

Probationary Employees

The Iowa Administrative Code, Chapter 581-9 stipulates that all original appointments to permanent positions shall require a six (6) month period of probationary status. During this period, employees shall not be eligible for promotional certification, demotion, transfer, reinstatement, or other rights to positions covered by merit system provisions unless provided for in this chapter, nor have reduction in force or appeal right. The provisions of this chapter shall apply to all executive branch employees unless collective bargaining agreements provide otherwise.

Disciplinary Action

In addition to less severe progressive discipline measures, the Director may demote, suspend, reduce pay within the same pay grade, or discharge an employee during the period of probationary status without right of appeal. The appointing authority shall notify the employee in writing of the effective date of the action, and in the

case of a suspension or reduction in pay, the duration of the action. In no case shall suspension extend beyond thirty (30) calendar days, nor beyond the end of the probationary period.

Leave of Absence During the Probationary Status Period

A probationary employee may be granted a leave of absence at the appointing authority's discretion. The period of probationary status shall be extended by the amount of leave granted, including military leave which shall be granted when ordered by proper authority.

Probationary Period for Promoted Permanent Employees

A permanent employee may be required to serve a six (6) month probationary period in the class to which promoted before the promotion becomes permanent.

At any time during the promotional probationary period the appointing authority may return the employee to the formerly held class. Return under this probation shall not be considered a demotion and there shall be no right to an appeal. The former salary and pay increase eligibility date shall be restored with credit allowed for the time spent in the higher class.

Vacation and Sick Leave During Probationary Status

Probationary employees shall accrue and be granted vacation and sick leave.

Promotion

In order that Department of Education employees may be aware of the promotional job opportunities within the Department, a list of all job classifications used in the Department will be posted in designated locations and updated semi-annually. In accord with Department of Education employment policy and collective bargaining agreements, position vacancies in these classes will be posted and published in the DE News. These postings will contain information to assist employees in understanding the procedures and requirements involved in applying for such opportunities.

Additional information for applicable employees can be found in:

Collective Bargaining Agreements:

American Federation of State, County, and Municipal Employees Article VII

Iowa United Professionals Article VII

H. Performance Planning and Evaluation

Purposes of Performance Planning and Evaluation

The mission and goals of the Department of Education clearly emphasize that quality staff are needed to provide leadership and service to education in the state of Iowa.

We believe that employees are the greatest resource of the Department. We must focus on their strengths, enhance their potential and reward their accomplishments.

An effective system for performance planning and evaluation should encourage and recognize effective staff performance. It should also provide a framework for a relationship between supervisor and employee that supports continuous, long-term professional growth.

Employees are encouraged to refer to the following for further clarification:

Iowa Administrative Code Chapter 581-13

IUP Collective Bargaining Agreement Article XIII

AFSCME Collective Bargaining Agreement Article XI

Major Components of Performance Planning and Evaluation

1. **Performance Plans.** The first step in the process must be the development of a "performance plan" which identifies assigned responsibilities and acceptable standards by which performance of each responsibility is to be judged. These responsibilities should be listed in the Performance Plan (Section A) and discussed with the employee at the beginning of the evaluation period. There may be a need to adjust the performance plan if responsibilities change within the evaluation period.

Circumstances may arise requiring additional detail to be provided for some responsibilities listed in the performance plan. For this purpose a "letter of clarification" may be written and provided to the employee. The letter of clarification is not a disciplinary action, but simply a means to ensure that there is no misunderstanding with regard to the performance of a particular responsibility.

2. **Informal, Two-Way Communication Regarding Performance.** Recognition and guidance regarding professional performance should not be limited to a communication which occurs at the end of the evaluation period. This kind of communication regarding performance is most effective when it occurs on a continuous basis throughout the evaluation cycle. Just as supervisors are encouraged to provide frequent recognition and guidance, employees are encouraged to seek such guidance and ask for clarification with regard to performance expectations.
3. **Performance Evaluation.** A performance evaluation shall be prepared for each employee at least every 12 months and shared with that employee in a face to face conference setting. Probationary employees are to receive one performance evaluation prior to completion of six months of employment. Additional evaluations may be prepared at the discretion of the supervisor. A written performance evaluation will also be shared with each employee as they move to employment in another section, bureau, division, or agency of state government. This exit evaluation will consider the period of time between the last evaluation and the time the employee leaves his/her current position. A copy of this evaluation is to be forwarded to the new supervisor. Additional written performance evaluations may be developed and shared with the employee at the discretion of the supervisor.

Performance evaluations will use the forms and format supplied by the Iowa Department of Personnel. Supervisors will follow the directions provided by the Department of Personnel in completing the performance evaluation.

The employee may attach comments to any performance evaluation. The employee will receive a copy of the performance evaluation and a copy will be placed in the employee's official personnel file.

I. Personnel Files

The Department provides certain basic information, upon request, to various credit agencies, banks, etc. As a general rule, these inquiries are a result of an employee's application for loans, credit cards, credit ratings, etc. Information furnished includes verification of employment, income, social security number, and the potential of continued employment with the Department. Any request for information of a more personal nature will be brought to the attention of the employee for approval.

The contents of the individual's personnel file are confidential and open only to the employee, employee's supervisors, and the personnel administrative assistant.

J. Voluntary and Involuntary Termination of Employment

This section provides only a brief summary of the complex issue of termination policies and procedures. Employees are encouraged to use Iowa Administrative Code Chapter 581-11 and the appeal procedures explained in Chapter 581-11 as a specific reference for inquiries. Contract employees should refer to Articles IV, V, and VI of their collective bargaining agreements. Summaries provided here are not intended to be in conflict with merit rules or bargaining agreements.

Employee Abandonment of Position

Any employee who is absent from duty for three consecutive work days without properly notifying his/her supervisor may be considered as having resigned.

Exit Interviews

All terminating employees participate in an exit interview. The immediate supervisor is to schedule the employee's exit interview with someone other than the employee's direct supervisor. This interview covers, but is not restricted to discussion of and suggestions for effective continuation or improvements in Department operation.

Reduction in Force for Contract Staff

A reduction in force shall be required whenever the appointing authority reduces the number of permanent employees in a class or the number of hours worked by permanent employees.

Reduction in force may be by class, agency organizational unit, or agency-wide as approved by the Director.

Permanent employees will not be affected until all temporary and probationary employees in the same class and unit are terminated.

Specifics related to reduction in force can be found in 581 Chapter 11.3(2) - 11.3(5). Contract personnel should consult Article VI Section 2 (General Layoff Procedures) of their master contracts.

Reduction in Force for Non-Contract Staff

The Director has the power and responsibility to organize, staff, and administer the Department of Education so as to render the greatest service to education. In implementing this responsibility, the provisions of the Iowa Code, Department of Personnel Rules, and applicable contracts will be followed.

Resignation

Resignation shall be initiated by the employee and shall be in writing with at least 14 calendar days prior notification unless the appointing authority agrees to a shorter period. The original copy of the written resignation is filed with the immediate supervisor with copies forwarded to the Director and the personnel administrative assistant.

Retirement

Employees who are at least 60 years of age and have completed at least 20 years as full-time state employees are eligible to participate in the "Phase Retirement Program." Participation in the program is voluntary. Anyone desiring information about Phase Retirement may secure it from the personnel administrative assistant.

Employees within a year of retirement should contact the Social Security Office in preparation for securing benefits.

Termination with Accrued Vacation

Upon termination, the employee shall be paid for all accrued vacation. No vacation time can be charged to any work days after the last day on the job.

Transfer

An appointing authority may transfer any permanent or probationary employee. The employee must meet the current minimum qualifications of the new position. Transfer may be inter-agency or intra-agency, and may be voluntary or involuntary.

Contract employees should consult Article VII of their Collective Bargaining agreements for details applicable to their situation.

K. Employee Benefits

Where provisions of collective bargaining agreements differ from the provisions of this section, the provisions of the collective bargaining agreement shall prevail for employees covered by the collective bargaining agreement.

Annuities/Deferred Compensation**Tax Sheltered Annuities**

State employees within the Department of Education and Board of Regents are eligible for salary reduction through IRS 403B tax sheltered annuities. Amounts deferred under this program generally must equal no more than 20 percent of annual salary with a maximum of \$9,500 per year or whichever is less. Taxes are deferred until distribution of the funds.

Deferred Compensation

Most state employees working at least 20 hours a week are eligible to enroll in the state of Iowa Deferred Compensation program qualifying under Section 457 of the Federal Internal Revenue Code. The program provides for deferral of up to 25 percent of the employee's monthly base salary (maximum \$7,500) for the purpose of a retirement supplement. Employees defer both state and federal taxes on contributions until they terminate employment and begin to receive fund distributions. All fund distributions are treated for tax purposes like ordinary wages. Full program details are contained in chapter 581-15.6 of the Iowa Administrative Code. Two month long open enrollment periods are provided during the year (February and August).

Employees who are eligible for Deferred Compensation and Tax Sheltered Annuities may select only one program. For further information and the necessary forms, contact your Department's personnel administrative assistant.

Credit Union

The State Employee's Credit Union is open to membership for all state employees. Employees interested in membership may contact Internal Operations. Deposits or loan payments may be made through payroll deductions.

Disability Insurance

Any new employee is eligible for state sponsored disability insurance provided they work 30 hours per week or more.

Long-term disability insurance is a form of insurance protection provided by the state to help employees maintain an income in the event of a lengthy disabling injury or illness. "Disabled" means the employee is unable to perform the duties of the job due to an illness or injury.

Employee Organizations

State of Iowa employees have the right to join or refrain from joining employee organizations and/or professional associations. Dues are paid by the employee. Materials which explain benefits provided are usually available from the appropriate organization and/or associations.

NOTE: Members of the American Federation of State, County and Municipal Employees (AFSCME) and the Iowa United Professionals (IUP) are encouraged to read and be familiar with Articles IX and XI of their respective Collective Bargaining Agreements for specifics related to Wages and Fringe Benefits.

Health Insurance/HMO'S and Dental Insurance

Employees are eligible to participate in state-contracted health and dental insurance plans. (You must enroll within the first 30 days of employment; otherwise, you may be denied coverage.) Costs to employees will vary with the program the employee chooses to participate in, the amount of coverage (single or family) in addition to several other factors. These figures can be obtained from Internal Operations. AFSCME and IUP members are asked to consult Appendices C and D in addition to Article IX of their collection bargaining agreements for details of coverage options and costs. Employee costs for additional coverage are handled by payroll deduction.

Generally, full-time and part time employees working 20 or more hours a week are eligible for health and dental insurance coverage. For employees working 20 to 29 hours per week

the state's share of the premium is one-half the amount paid for full-time employees (30 to 40 hours per week.)

Part-time employees in a contract class who work 20 or more hours per week are eligible for health and dental insurance benefits as provided in the contract. Temporary employees in noncontract covered classes are not eligible for insurance coverage. Permanent part-time employees in noncontract classes are eligible providing they work 20 or more hours per week.

Claims must be initiated and filed by the employee. Questions regarding coverage and claims should be directed to Internal Operations.

Health Insurance/HMO's

Blue Cross/Blue Shield provides the conventional health insurance coverage for Department employees. To keep the costs of health care affordable, the state has implemented certain cost containment features of which employees should be aware. Employees should consult their Health Insurance Benefits Booklet for details of these cost containment features.

HMO's

Health Maintenance Organizations (HMO's) provide medical and hospital services as an option to conventional health insurance. A fixed monthly premium covers medical care by doctors and facilities participating in an HMO plan. HMO's have many of their own specific features which are explained in their materials.

An employee or spouse eligible for Medicare should contact Internal Operations approximately 45 days prior to the first of the month during which age 65 is reached for changes in health insurance.

Employees and/or members of employee's immediate family, as defined by the Social Security Administration, may be eligible for Medicare before age 65 if a permanent disability or kidney failure is medically proven. Employees should contact the Social Security office for further information on this part of the Medicare Program. Internal Operations must also be contacted on changes in the health insurance coverage resulting from this type of Medicare coverage.

Dental Insurance

Employees have 30 days to enroll in single or family dental coverage.

Iowa Public Employees Retirement System (IPERS)

State employees, with few exceptions, are members of IPERS. For 1991, Employees contribute 3.7 percent of gross wages up to the maximum yearly amount set by IPERS. The state's contribution is 5.75 percent of covered wages. This rate is set by the Iowa General Assembly and may change. For further details, consult the Iowa Administrative Code Chapter 581-21 or the Iowa Department of Job Service, 600 East Court, Des Moines. Retiring employees should apply to IPERS three months before retirement date for benefits.

Life Insurance

Employees in permanent positions and working 30 hours a week or more are insured under the State Group Life Insurance Plan. Basic coverage is \$10,000 to age 65; \$6,600 for ages 65-69; \$4,150 for ages 70-74 and \$2,850 for ages 75 and over.

Each full-time employee under the age of 65 will have the option of applying for supplemental life insurance in increments of \$5,000, not to exceed \$40,000, thus providing a maximum of \$50,000 total coverage. Additional coverage may be purchased without proof of insurability in the amount of \$5,000 provided that employees make application within 30 calendar days of their date of employment. All premiums are paid by payroll deduction. If an employee wants additional coverage after the first 30 days of employment, (or initially more than \$5,000), a Statement of Health must be completed. The insurance company will review and make their decision based upon this information. Physical examinations may be required. Employees over the age of 65 should contact Internal Operations for further information.

Insurance coverage terminates at the end of the month that an employee ceases employment with the Department unless provision is made with the carrier for converting to an individual contract.

One GIFT Campaign

One GIFT contribution pledges are made on a VOLUNTARY basis once each year. Pledges may be paid only by payroll deductions. Payroll deductions continue until changed by the employee.

Reasonable Accommodation Guidelines

The Department of Education is committed, wherever physically possible and economically feasible, to modify work spaces and processes to allow persons with disabilities to adequately perform their required work duties.

Assistance in analyzing and confirming the vocational significance of a disability and reasonable accommodation alternatives may be secured on request from the Division of Vocational Rehabilitation Services by contacting the Chief of Client Services.

Savings Bonds

Employees may arrange with Internal Operations for payroll deductions to purchase United States Savings Bonds. Bonds will be mailed after the first of each month to the employee by the issuing bank. Payroll deductions for bonds may be made from the first and/or second pay check of each month. When the deduction is less than the cost of the bond, the deductions will be accumulated to the purchase price.

Worker's Compensation

Worker's Compensation benefits are mandated by law to protect the employee receiving an on-the-job injury or disease. The benefits consist of compensation for salary loss (subject to waiting period and salary at time of injury or death) and related medical service. All state employees are covered by Worker's Compensation. Information may be obtained through the personnel administrative assistant. It is important that job-related injury, illness, and death be reported to Internal Operations.

Additional information may be found in the Collective Bargaining Agreements for
AFSCME Article IX section 5
IUP Article IX section 6

L. Leave Provisions

Introduction

Employees may be eligible for leave with or without pay upon supervisory approval according to provisions of the Iowa Administrative Code Chapter 581-14. Where provisions of collective bargaining agreements differ from the provisions discussed in this section, the collective bargaining agreements shall prevail for the employees covered by

those agreements. The following leave types are explained in this section. Contractual employees should refer to Article X of their respective collective bargaining agreements.

Enforced Leave

Employees in position classifications not subject to bargaining contracts shall be granted time off with pay for absences necessitated by death and/or temporary care of members of the immediate family. Such absences will be charged to accrued sick leave; will be limited to 40 hours a fiscal year; and shall not be granted in excess of hours accrued.

Immediate family for these employees is defined as employee's spouse, children, grandchildren, foster children, step-children, legal wards, parents, grandparents, foster parents, stepparents, brothers, foster brothers, stepbrothers, sons-in-law, brothers-in-law, sisters, foster sisters, stepsisters, daughters-in-law, sisters-in-law, aunts, uncles, nieces, nephews, first cousins, corresponding relatives of the employee's spouse and other persons who are members of employee's household.

FMLA

All leave in excess of amount accrued and/or limited will be charged to accrued vacation or leave without pay.

Employees in position classifications covered by bargaining agreements and/or Department of Personnel Rules will be granted time off in accordance to language of the agreement and/or personnel rule.

Examination and Interview Leave

Employees may be granted leave to take examinations for positions covered by merit system provisions or to attend interviews for jobs within their agency. Employees may choose to use vacation leave, compensatory leave, or leave without pay at the discretion of the appointing authority.

Holidays

The nine (9) fixed holidays are: New Year's Day (January 1; Dr. Martin Luther King, Jr., Birthday (third Monday in January); Memorial Day (last Monday in May); Independence Day (July 4); Labor Day (first Monday in September); Veteran's Day (November 11); Thanksgiving Day and the day after (third Thursday and Friday in November); and Christmas Day (December 25).

Two additional "floating" holidays are accrued with vacation allowance (four days for IUP employees). If the holiday falls on a Saturday, the previous Friday is granted - if the holiday falls on Sunday, the following Monday is granted for holiday pay for employees who regularly work on a Monday through Friday work week.

Jury/Court Appearance Leave

When in obedience of subpoena or direction by proper authority, an employee is a witness or jury member in any public or private litigation, leave of absence without loss of pay will be granted.

Employees being paid by the court while performing jury service shall reimburse to the Department all fees received other than those necessary for travel or personal expense.

Severe Weather Leave

When the employer closes a state facility due to severe weather emergencies, all probationary or permanent employees may elect to use earned compensatory leave, vacation, or leave without pay to cover the absence. Employees may, with the approval of their appointing authority, also elect to work their scheduled hours even though the state facility is closed to the general public. Employees may be permitted to make up lost time within the same work week with the approval of their immediate supervisor.

If the proper management authority declares that a severe weather situation exists, but the facility is not closed, the following shall apply:

- a. If the probationary or permanent employee reports within one-half hour following the scheduled reporting time, the employee will be assumed to have reported on time.
- b. If the probationary or permanent employee reports later than one-half hour following the scheduled reporting time, the employee shall be credited with having worked the first one-half hour of the day plus all hours actually worked. Employees may elect to charge any additional lost time to compensatory leave, vacation, or leave without pay.
- c. If unable to report to work, the probationary or permanent employee may elect to use earned compensatory leave, vacation, or leave without pay.

Where provisions of collective bargaining agreements differ from the provisions of this section, the provisions of the collective bargaining agreements shall prevail for the employees covered by those agreements.

Sick Leave

Employees, excluding emergency and temporary personnel, are entitled to sick leave. Sick leave accrual and usage is shown on the pay warrant stub. Upon retirement, accrued days of sick leave of the employee shall be credited to the employee who then may receive a cash payment of up to \$2,000 for unused sick leave. Employees accrue sick leave as follows:

- a. Permanent and probationary full-time employees earn 1 1/2 days per month. Part-time employees accrue prorated amounts based on number of hours worked.
- b. Temporary employees - intermittent, emergency, seasonal, interns, and trainees - do not accrue sick leave.
- c. Contract permanent part-time and temporary employees begin to accrue sick leave as defined above AFTER they have worked 780 hours (700 hours for IUP employees) in a fiscal year if they work an average of 20 or more hours per week.

Employees on extended sick leave may apply for long-term disability or sick leave without pay. Contact your department's personnel administrative assistant for more information.

Sick Leave Conversion

There is no limitation on the accumulation of sick leave. Eligible employees who have accrued 240 hours of sick leave may accrue additional vacation leave on the basis of one hour of vacation for three hours of sick leave for each month when sick leave is not used during that month. The maximum amount of additional accrued vacation under this subrule shall be 96 hours. Employees must apply in writing by the 10th of the month following the one in which the employee did not use sick leave.

Vacation Leave

Employees accrue vacation as follows:

- a. Permanent and probationary full time employees earn:
- | | |
|-----------------------------|---------------|
| 1-4 years of service | 2 weeks/yr. |
| 5-11 years of service | 3 weeks/yr. |
| 12-19 years of service | 4 weeks/yr. |
| 20-24 years of service | 4.4 weeks/yr. |
| 25 or more years of service | 5 weeks/yr. |

Part-time employees - (noncontractual) earn prorated amounts based on the number of hours worked.

- b. Temporary (noncontractual) - intermittent, emergency, interns, trainees, seasonal - do not accrue vacation.
- c. Contractual permanent part-time and temporary employees begin to accrue vacation as defined above AFTER they have worked 780 hours in a fiscal year (700 hours for IUP employees) if they work an average of 20 or more hours per week.

Voting Leave

Any employee who is eligible to vote in a public election in the state of Iowa may request up to three (3) hours time off from work for the purpose of voting. This leave is only granted if the employee's work hours do not allow a period of three (3) consecutive hours outside of working during which the voting polls are open.

This request must be made to the appointing authority on or before the employee's last scheduled shift prior to election day. The appointing authority may designate the time to be taken off.

Leave Provisions (Other)

Candidate for Partisan Elective Office

A permanent employee who becomes a candidate for a paid, partisan, elective office, shall be granted leave without pay, commencing 30 days prior to the particular primary or general election and continuing until the employee is eliminated as a candidate. However, if elected, the person would continue on leave of absence without pay. Length of continued leave is subject to the provisions of Section on Leave of Absence Without Pay. Section 55, Code of Iowa further defines the leave provisions.

Leave of Absence Without Pay

Employees upon application in writing and approval of the Director, may be granted leave without pay for any reason deemed satisfactory to the Department. Such leave shall not be granted for more than 12 months. The Department may grant extensions if it serves the interest of the department. Such extensions shall not be for more than two years.

Failure by the employee to report back to work on the date specified in the written request shall be considered a voluntary resignation unless otherwise approved by the appointing authority. A written statement accepting the resignation shall be sent to the employee by the director and a copy sent to the director of personnel.

Military Leave

All employees of the Department who are members of the National Guard, organized reserves, or any division of military service who are ordered to active duty are entitled to a leave of absence for the duration of duty. The employee will continue to receive pay during the first 30 calendar days of such absence.

All employees of the Department who enlist in military service are entitled to a leave of absence for the duration of duty. The employee will continue to receive pay during the first 30 days of such absence.

A copy of the military order issued to the employee must accompany attendance records when the days being paid indicate employee is or was on military leave.

Olympic Competition Leave

An employee shall be granted leave to participate in Olympic competition sanctioned by the United State Olympic Committee.

The employee shall present to the appointing authority proper documentation, a statement of intent to participate and the specific leave periods involved.

Leave shall be granted only for a reasonable time necessary to travel to and from the site of the competition, a reasonable period of pretraining time at the competition site, and the time actually required to participate in the competition. The maximum Olympic leave granted per fiscal year shall not exceed ninety (90) workdays.

Employees shall receive their regular rate of pay during Olympic leave, not to exceed the amount of pay they would receive for a normal schedule work week. Overtime is not authorized, nor shall pay be authorized for any days spent in travel, in pretraining or in Olympic competition for which the employee would not ordinarily be compensated if at work.

Employees shall retain their regular employment benefits, including accrual of sick leave, vacation, insurance entitlements, and pay increase eligibility throughout approved Olympic competition leave.

Religious Observance (Vacation)

Department supervisors will make reasonable accommodations for the religious needs of employees who wish time off for religious observances. Such time off shall be charged to the employee's accrued vacation leave, unless the State Executive Council has approved other procedures.

No vacation leave hours shall be charged if the Director or Division Administrator in his/her absence, directs an employee or specific employees to attend a religious observance, specifically funerals or related memorial services, as a representative of the Department.

Leave provisions for both contract and noncontract employees can be found in the following documents:

Chapter 581--14, Iowa Administrative Code

Collective Bargaining Agreement - American Federation of State, County, and Municipal Employees (AFSCME), AFL-CIO

Collective Bargaining Agreement - Iowa United Professionals

Chapter 6 "Personnel Management for Managers and Supervisors."

Rights Upon Return From Leave

Rights upon return from sick leave without pay, leave without pay, military leave, Olympic competition leave or educational leave with or without pay include:

Upon return from leave the employee shall have the right to be returned to a vacant position in the class held prior to the leave or to a class in the same pay grade for which the employee qualifies. Should no vacant position be available, the reduction in force provisions of the Iowa Administrative Code Chapter 581-12 shall apply.

The employee may return to work sooner than the approved leave expiration date if approved by the appointing authority. Except for military leave or educational leave required by the appointing authority, periods of leave in excess of 30 calendar days shall adjust the pay increase eligibility date.

M. Salary Information

Automatic Direct Deposit

Automatic direct deposit, when authorized by the employee, makes automatic deposit of paychecks to personal bank or savings accounts. Information on this and authorization forms can be obtained from Internal Operations.

The slips received each payday (see Pay Day), in lieu of payroll warrants, indicating that the employee's pay has been automatically deposited in accordance with authorization shall be distributed to each bureau secretary. Each of these secretaries will be responsible for the distribution method to be followed in their area.

Federal Insurance Contribution Act (FICA)

All employees contribute to FICA, better known as Social Security. Contributions, which the Department matches, of gross wages are set by law. Total contributions are used to determine Social Security benefits.

Overtime and Work Schedules

Overtime eligibility is determined by job class. Personnel in supervisory positions, as identified by job titles and certificate staff in job classes not covered by a collective bargaining agreement are not eligible for overtime.

Overtime is defined as all hours with work status in excess of the 40 hour work week. Extension and or reduction of scheduled hours of work on a work day cannot be done by the employee. Work schedules are set at management discretion. Temporary changes may be done to meet emergencies such as filling in for ill or unexpected absences of employee. Other changes must be in accordance to established rules, policies, or applicable bargaining agreement.

Because of budgetary limitations overtime should be avoided.

Management recognizes that overtime might become necessary and must be scheduled. The employee will then request prior approval of the supervisor and the Director's office. The request form must be submitted at least two weeks in advance of overtime need. While

the form is self-explanatory, any questions on its completion and/or disbursement should be directed to the personnel administrative assistant.

Pay Day and Pay Day Information

Employees are paid every other Friday for the biweekly pay period ending on Thursday of the preceding week. When pay day falls on a holiday, pay will be the first preceding work day. Employees questioning amount of pay should contact Internal Operations.

Pay stubs contain valuable information. They show: gross and net earnings for the pay period and year-to-date; deductions; sick and vacation leave accrued, used and balance. Employees should contact Internal Operations regarding questions about any of the entries.

Pay Increase

All permanent employees are eligible at regular intervals on a specified date for a step or percentage pay increase based on time spent, performance, or both unless they are being paid the maximum rate of pay for the assigned pay grade.

Employees Covered by a Collective Bargaining Agreement

American Federation of State, County, and Municipal Employees and members of the Iowa United Professionals should consult Article IX of their Collective Bargaining Agreements'

Generally:

- *Pay increases are automatic.
- *A current performance evaluation including some time within the last 12 months must be on file at the time the increase is granted.
- *Pay increases must be given on the eligibility date.
- *Length of time for progression between steps can be found on the pay plan for the employee's assigned job class.
- *Missed pay increases must be corrected immediately with retroactive pay. Money owed beyond 90 days must be submitted to and approved by the State Appeal Board before payment is allowed.

For further information on a pay increase, refer to Chapter 4 of IDOP or your personnel administrative assistant.

Employees Not Covered by a Collective Bargaining Agreement

Pay increases are not automatic. However, pay increases may be given on or anytime after the eligibility date.

A performance evaluation rating written some time within the last 12 months must be on file.

Employees must have a performance evaluation rating of at least 3.00 to be eligible for a 5 percent or greater pay increase. Employees with a performance evaluation rating of less than 3.00 may be given an increase that is less than 5 percent.

Missed pay increases may be given at any time and given retroactively within 90 days. After 90 days, the retroactive increase must be approved by the State Appeal Board.

Probationary status employees paid from the Collective Bargaining Exempt (000) or the Noncontract/Nonsupervisory (013) Pay Plans, may be given a pay increase upon completion of the six months probationary period and thereafter every 12 months. The increase can be any amount within the pay range for the class (Rule 4.5(2)b.(1)).

Payroll Warrant Distribution

Automatic deposit of payroll warrants is available to all employees. All employees are encouraged to make use of this service. For those choosing not to use this, the following procedures shall apply:

1. On each payday, one attempt will be made to deliver the warrant to the employee's work station. Thereafter, the employee may pick up the warrant in Internal Operations.
2. Warrants will not be left at work stations nor given to anyone other than the employee without a written authorization from the employee to do so.
3. If the employee is going to be out of the office on payday, an addressed stamped envelope may be left with Internal Operations in which the warrant will be mailed.
4. In the event of illness where an absence could not be foreseen, and a call is made to Internal Operations, the warrant can be mailed to the employee's address on record.

III. STAFF DEVELOPMENT

Staff Development Statement of Purpose

The professional development of staff members in the Department of Education increases their ability to implement effectively the mission and goals of the Department, one of which speaks directly to the development of staff:

*-We believe that employees are the greatest resources of the Department.
We must focus on their strengths, enhance their potential and reward their accomplishments.*

Department of Education Staff Development Goals

-To enhance the potential of each employee as he or she works toward the mission and goals of the department, our staff development program is designed to meet the following purposes:

- The department will deliver effective induction and orientation programs for new employees to help them understand department processes, their individual responsibilities, and to effectuate coordination of individual assignments with department goals and objectives.
- Each staff member will be able and encouraged to create an individual career development plan to enhance personal opportunities for professional growth within the department.
- Each staff member will be provided opportunities to acquire content area information and skills to improve the employee's ability to perform his or her responsibilities for the department.
- Each staff member will be provided opportunities to improve individual communication and human relation skills for more effective service inside and outside the department.
- Each staff member will be provided continuous information regarding the goals and objectives of the department and the structures and processes necessary to carry out individual responsibilities for the department.

A. Staff Development Offerings

Both the Department of Education and the Department of Personnel offer excellent professional development opportunities. Department staff are encouraged to work with their supervisors in developing an individual development plan.

B. Workshop and Seminar Attendance

The Department will generally approve reimbursement of expenses and registration fees if activities are consistent with agreed upon development needs or there is a need to represent the Department in the activity.

Payment of registration fees and other costs, such as lodging, meals, and travel may be made to the employee or by direct billing to the Department by the organization or institution, with the approval of the Director.

Attendance may be approved for meeting continuing education requirements (CEUs) when necessary to maintain a professional registration, certification, or license related to the duties and responsibilities of the employee's position.

If attendance is outside the state of Iowa, travel must first be authorized by the Executive Council, per Iowa Code section 421.38(2).

C. Educational Leave

Acceptable Courses of Study and Educational Institutions

This program is exclusively designed for agency-related courses of study. An acceptable course of study must be in an area which has a relationship to the tasks accomplished within the agency, the requirements of the position the individual currently holds, and/or provides opportunity to learn skills for which the Department has a need. When the Director determines that participation in a specific course of study would meet Department needs in addition to those of the employee then leave may be granted. In cases where the needs of the Department are particularly great and resources in the Department are available, financial support may also be provided to support the educational leave in varying degrees.

Part-time Educational Leave

1. Part-time educational leave may be provided given the following considerations:
 - a. Employees are encouraged first to seek enrollment in evening and Saturday classes if tuition reimbursement is granted. It will be for a maximum of six credit hours at one time.
 - b. If necessary courses are not available during evenings and Saturdays, leave and tuition reimbursement may be granted for a maximum of six credit hours at one time. Tuition reimbursement may also be available if agency needs are particularly great.
 - c. When leave is granted, the individual's work schedule will be modified to the extent feasible to accommodate class hours by following the procedures of the flexible work schedule.

Full-time Educational Leave

1. Without pay: At the discretion of the Director, a permanent employee may be granted educational leave without pay to attend an accredited institution for courses that are agency-related.
2. If the agency need is particularly great, the agency may grant a stipend for an individual who is on leave without pay to attend an accredited educational institution for agency-related courses. Stipend is defined as a specific sum of money sufficient to cover the cost of tuition, books, and other course-related materials.
3. With pay: The agency may, at the discretion of the Director, approve applications for full-time leave-of-absence, with pay, for a limited number of employees based on agency needs and the availability of funds. These approvals will occur only in unusual circumstances.

Full-time educational leave may be granted for a period of one year, but may be extended, upon request of the applicant, subject to the discretion of the Director, and based upon agency needs, availability of agency funds, and academic performance. (See Section 581-14.10(1) Iowa Administrative Code.)

Educational Financial Assistance

Educational Financial Assistance to an employee taking academic courses at an educational institution, with or without educational leave, shall require the approval of the Director and the director of personnel. Requests for reimbursement shall be on forms prescribed by the director of personnel.

- a. An employee may take academic courses at any accredited educational institution (university, college, area community college) within the state. Attendance at an out-of-state institution may be approved provided there are geographical or educational considerations which make attendance within the state impractical.
- b. Reimbursement requests shall be made to the Director prior to the employee taking the course. Requests must be approved by the Director in order for reimbursement to take place.
- c. An employee receiving other financial assistance such as scholarship aid or veterans' administration assistance, shall be eligible to receive educational financial assistance only to the extent that the total of all methods of reimbursement does not exceed 100 percent of the payment of expenses, which are limited to tuition, fees, and books.
- d. Conditions for reimbursement must be met (see below).

Selection of Applicants for Financial Assistance

While the selection of applicants is at the sole discretion of the Director, it is the express policy of the state to offer all qualified applicants an equal opportunity to participate in the educational assistance program within the limitations imposed by the availability of funds and agency staffing requirements. Agencies will also encourage continued education by allowing employees flexible work schedules and unpaid leaves of absences whenever possible consistent with the efficient administration of government.

Agency Continuing Employment Requirements for Financial Assistance

Any staff member who receives reimbursement for tuition shall agree to remain in the active employment of the Department after the receipt of such benefit for a period of one month for every unit of credit earned.

Employees who are attending school under the "full-time educational leave with pay" category shall agree to remain in the active employment of the agency for two months for every month of school.

Conditions for Reimbursement

If reimbursement of educational leave has been approved prior to beginning a course of study, reimbursement will be provided when the following conditions are met:

1. An employee will be reimbursed for tuition and fees upon submission of an original paid receipt from the academic institution to the designated agency representative.

2. Prior to reimbursement, an employee must provide proof of his or her successful completion of the course.
 - a. Successful completion of undergraduate course shall require attainment of at least a "C" grade.
 - b. Successful completion of a vocational or correspondence course shall be recorded by submittal of an official certificate or diploma.
 - c. Successful completion of a graduate course shall require attainment of at least a "B" grade.

IV. GENERAL INFORMATION

Building Passes and After Hours Entry

For access to the Grimes State Office Building and the Jessie M. Parker Building before 6:00 a.m. and after 5:30 p.m. and on weekends and holidays, each authorized staff member is issued a numbered "Access Card."

Bulletin Boards

Bulletin boards throughout the Department are used for a variety of purposes. The personnel administrative assistant is responsible for approving bulletin board communications and for maintaining these boards in an orderly manner. A portion of the boards is reserved for those bargaining units officially recognized and organized. Members of AFSCME and IUP should refer to Article II section 3 of their collective bargaining agreements for information pertaining to bulletin board use. Items placed on bulletin boards without clearance through the personnel administrative assistant may be removed without notice.

Care of Materials and Property

Any office machine not working properly should be reported to Internal Operations where arrangements for repairs will be made.

Change of Address

All employees should report any change of home address and/or telephone number to their immediate supervisor who will forward the information to Internal Operations. Correct addresses and telephone numbers are particularly important when the Department needs to contact the employee or a member of the employee's family for emergencies or administrative purposes.

Communications Services

The staff of Communications Services provides a variety of services to assist staff members in preparing communications/information projects.

Technical assistance and advice are available in the areas of writing, editing, graphic arts, and photography. Representative services include answering usage and mechanics questions; final editing of text prior to printing; writing of news releases; guidance on news media relations; and other graphic art; creating Department displays and exhibits; creating photo illustrations; and assistance with computer-generated graphics.

A variety of art supplies, photographic film, and specialized equipment are available for staff use.

Communications Services produces and distributes the Dispatch, the Iowa Educational Directory, the table of organization/directory of personnel, the School Data Card, the State Board brochure, and the internal newsletter. The sale of Department publications is also handled by unit staff.

A number of Department-wide programs are coordinated by unit staff, including the Mailbag, records management, and the Document Depository program.

Copyright and Publications Policy

The Department's publications do not carry a notice of copyright. Because they are produced with public money, DE publications are public documents. They are intended for unrestricted use by as many audiences as possible.

Permission to reprint DE publications in part or in total is granted provided the reprint fully credits the Department as the publisher.

Data Acquisition

The Department will collect data as required to fulfill its obligations; and continually review the informational needs of the Department, with the intention of reducing the data burden on local and nonpublic school districts, area education agencies, and community colleges.

The Department will coordinate data collection associated with national and state studies approved by the Department.

Data Control

Data Control is a function of the Division of Planning and Accountability and is intended to manage the data burden to education agencies. The division will maintain a data element dictionary and a survey calendar. The calendar will be updated and distributed to education agencies annually. All surveys issued from the Department that do not appear on the calendar will be examined against the data element dictionary. These additional surveys, or elements of them, will be disapproved if the data are already collected and/or the need cannot be justified. Disapprovals may be appealed to the Director.

DE News

The DE News is usually distributed every other Friday to all employees. This publication highlights happenings within the Department and reports other education activities. If you have suggestions for DE News, please contact Communications Section.

Department-Wide Services

Addressing Services

Addressing services, such as labels, for repetitive, mass mailings are available from the Bureau of Data and Word Processing.

Computer Services

Data processing and information retrieval services are available to each unit in the Department. Assistance in using these services can be obtained from the employee's immediate supervisor.

Conference Rooms

Conference rooms can be reserved by calling Internal Operations or by accessing PROFS.

Costs for "coffee breaks" or "refreshments" associated with meetings are considered to be personal discretionary expenses and not reimbursable. There is an exception; the costs for refreshments, such as coffee or soft drinks, may be allowed for meetings conducted by the Department for the benefit or input of citizens where those in attendance are not reimbursed.

by the state for expenses or salaries for their participation. At least 75 percent of those in attendance must be non-state employees.

Contracting Procedures

To procure services not furnished by Department of Education employees or not covered by purchase orders, a written contract must be used.

If the contract is with any party, organization, or business other than other states, state or federal agencies, political subdivisions, or not-for-profit entities created by the federal government, a state government or political subdivision thereof, a precontract questionnaire must be submitted prior to the signing of the contract.

Conditions of the contract shall not be performed until all signatures are obtained and distribution of the contract is made to the principals of the contract. Remember, employees have **NO** authority to obligate the Department of Education for any payment of funds until all procedures have been followed and all signatures are in place. Unauthorized obligations could result in a personal obligation on the part of the employee to pay for the goods or services.

Vouchers submitted to Internal Operations for payment against a contract shall include the signature of an employee named in the contract as responsible for the satisfactory completion of the contract.

For rules governing the procurement of services or goods contact Internal Operations.

Mail Service

The Department receives incoming mail twice a day. Deliveries and pickups are made by the mail clerk in the morning and in the afternoon.

The address of the department or department envelopes are not to be used for personal mail.

Mailbag

The Mailbag consolidates most Department mailings to superintendents into one package which is mailed regularly. Items intended for superintendents should be sent via the Mailbag whenever possible. Items intended exclusively for other school district staff members should be mailed directly to them, not included in the Mailbag.

The Mailbag is sent to all public school district superintendents, regional nonpublic administrators, AEA head administrators, and community college presidents. They are the primary audience. Over the years, a number of other Iowa educators were added to the mailing list at their request. The mailing list for this group has been weeded, and additions are not being made. There is also a limited in-house distribution.

Items generated by the DE and other departments of state government are eligible for inclusion in the Mailbag. Items from other sources are also eligible if they are directly related to DE responsibilities.

The Mailbag is sent twice a month, August through May, and once a month in June and July. The specific schedule and the procedures for including items are announced to staff by memo.

The Mailbag is coordinated by Communications Services and Internal Operations.

Printing

Copy machines in the Department are not meant for large printing projects. Heavy printing overburdens these machines resulting in costly repairs and lack of availability of those machines.

The Department receives excellent services from the State Printing office, and any project requiring more than a few copies should be sent through the printing office.

Purchasing and Central Supply

General supplies are requisitioned from Internal Operations. Each division/bureau has one person responsible for procurement of supplies. Supplies are obtained between 8:00 a.m. and 9:30 a.m., on Tuesday and Friday. However, in cases of emergency, Internal Operations will process requisitions on other work days.

A list of available supplies is furnished to each person responsible for ordering. Using this list when typing the requisition will save time for the person placing the order and the supply clerk.

Requests for equipment and supplies not kept in the Internal Operations storeroom are initiated through the immediate supervisor and forwarded to Internal Operations for processing. Internal Operations will prepare the order to be sent to General Services for processing.

A request that is not approved will be routed back through regular channels with an accompanying explanation.

Resource Center

The Information Resource Center has educational materials to support department-wide activities. Information Resource Center staff are available for assistance.

Audiovisual equipment and visual aids are available and may be reserved for use as needed. Preview rooms are located in the Center.

Word Technology Center

The Word Technology Center fulfills a two-fold need to the Department of Education in both tangible goods and intangible services. Actual "hard copy" is produced in a rapid, accurate, turn-around, back-up to agency/bureau overflow; plus, the expertise to train and support individuals in their separate bureaus to expedite and facilitate the advances in technology supported by the Department.

Available Equipment

One IBM, Token Ring, H.P. 300 D.P.I. printer. One Laserwriter II, 300 D.P.I. Printer. One continuous feed, strike-on printer (Honeywell), One IBM free-standing 300 D.P.I. printer.

FAX Machine 242-5988

A FAX machine is available in the center for sending or receiving information. The FAX machine is operational 24-hours per day and on weekends. Distribution lists of multiple locations are stored in memory. Individuals should use discretion when sending large documents and only FAX priority material and use the postage service for non-priority items.

Graphic Artists

Two graphic artists provide illustrations, brochures, newsletters, overheads, and all desktop publishing functions. Work is done on one Macintosh II and two Macintosh SE-30's.

Scanner. One for text and graphics is available.

Training films available on the IBM for "Word," and "DOS". In-house training provided for agency supported P.C.'s--hardware and software. For available training times contact the Word Technology Center Supervisor 281-3175.

Help Desk 242-6468

A computer Local Area Administrator (LAN) administrator and computer technologist are now available to field questions and provide answers regarding P.C.'s, hardware-software, IBM's, Honeywells, Macintoshes, etc., at the above number. Help will be given either over the phone or in person - whichever is needed and appropriate.

Document Depository Program

This program, operated by the State Library of Iowa, places state government publications in a network of libraries so that citizens of Iowa will have free and convenient access to them. The program also assures that state government publications are preserved for future use.

The DE submits all newsletters and major publications to this program. Major publications include directories, curriculum guides, state plans, annual reports, and special reports. Ten copies of each newsletter and publication are needed for this program. This number also includes the copies needed for the Department's in-house publication collection.

This program is coordinated in the Department by Communications Services.

Legislative Liaison

Personnel are assigned by the Director to work with the legislature and United States Congress. The legislators are informed of personnel assigned as liaisons. Employees are not to contact legislators about department-related legislation unless assigned to such work. However, requests for assistance and/or information received from legislators should be honored. When providing such assistance, the staff member should inform the Department's legislative representative.

Membership Dues

Following approval within the Department for new professional organization memberships for the Department, it will be necessary to schedule a staff member to appear before the Executive Council and furnish justification for the membership.

Office Work Area

An orderly working area makes each job easier, safer, and increases overall efficiency. Supervisors are responsible for the overall appearance of the areas under their supervision.

Parking

All parking in the State Capitol Complex is regulated by the Department of General Services with each agency or department designating, to them, a "parking contact." The "contact" in our Department is the personnel administrative assistant. All questions or problems related to parking should be directed to this individual.

Applications for parking are part of the orientation process. New employees are instructed to park in an "open" or "gravel" lot, NW of the Grimes Building, until they receive a lot assignment.

Always remember violators of parking regulations are subject to penalties as stipulated by the Code of Iowa. The penalties can be fines, towing expenses and storage charges. Please report any change in parking assignments, especially if you trade vehicles and/or park a vehicle in a restricted lot in which it has not been assigned, to the personnel administrative assistant.

Department of Transportation handicapped permits require special processing and employees desiring temporary or permanent permits need to contact county offices first.

Payments Due to the DE

Whenever any employee instructs an individual or agency to send money into the Department, the individual or agency should be told to send money to:

Internal Operations
Department of Education
Grimes State Office Building
Des Moines, IA 50319-0146

The only exceptions to this rule are:

Teacher Certification Fees
High School Equivalency Fees
Sales of Publications by Communications Services

Staff responsible for these shall endorse all negotiable instruments as soon as mail is opened with an endorsement stamp supplied by Internal Operations.

Conference Fees

Registration fees collected for conferences sponsored by the department should be collected by the particular bureau in charge of the conference. Arrangements should be made with Internal Operations for the deposit of these checks into the proper accounts.

Records Management

Records management is a program throughout state government to coordinate the creation, use, maintenance, preservation, and disposal of state records. The program assures that needless records will not be created or retained and that valuable records will be preserved. The program is operated by the Department of General Services, with a designated records officer in each agency.

An essential element of this program is the record retention and disposal schedule which has been established for the significant records of each state agency. This schedule, determined with the input of each agency head, provides guidelines on how long records should be stored in state agencies prior to disposal. It also indicates which records are of sufficient value and warrant and continued preservation at the state Records Center or at State Archives.

More information on this program is available from Communications Services.

Response to Correspondence

All letters sent to the Department of Education seeking information from the Department should be responded to within 48 hours. If additional time is needed to secure the information requested, a letter of acknowledgement should be sent immediately indicating who will respond and by what date.

Selling-Soliciting

Nothing other than material required in the operation of state government shall be distributed free or offered for sale in the Department.

Teleconference

The Department of Education has the teleconferencing capability to link the campuses of the area community colleges to the Department of Education located in the Grimes State Office Building. This network is known as the Telenetwork and arrangements to use this network may be made by contacting the Division of Community Colleges (1-3317) and requesting teleconferencing assistance.

Locations

The telenetwork equipment is located in the room adjacent to the southeast conference room on the third floor.

The State Board Room and north conference room on the second and third floor are wired for using portable teleconferencing equipment. The portable equipment can also be used at most desk locations in the Grimes State Office Building with a regular telephone hookup. However, the quality of the portable unit is noticeably inferior.

Depending on the length of the conference call you may wish to schedule the call directly to your office telephone, if necessary, to any telephone available for your use. This is accomplished by requesting a "bridge" when scheduling the call.

Procedures

Teleconferencing arrangements must be made by completing a special form for submittal to the Division of Community Colleges.

Inservice Training

Inservice training sessions for using the teleconferencing networks can be arranged by the Division of Community Colleges.

Telephones

The State of Iowa has an on-sight digital telecommunications system for use by the Department. This system is to be used for Department business and the staff should not accept collect calls. Inform the operator that the Department does not accept collect calls and ask for a number so the call may be returned by the appropriate individual.

Refer to the Capitol Complex Telephone Directory for further information about telephone usage, including departmental listings and alphabetical employee listings.

Employees should limit use of office phones for personal calls.

Conference Room Telephones

Conference rooms 2-north and 3-south are equipped with a jack to provide telephone conference (or single use) capabilities. The telephone may be checked out from Internal Operations to individual staff members responsible for the conference rooms.

Telephone Procedures

The telephone serves as one of the Department's critical links to those that we serve. For many of our clients, the telephone may be their only contact with the Department and they will judge all of our efforts by the quality of that contact. It is important to provide the most complete and direct service possible to callers, many of whom will not understand the varied responsibilities performed by staff in the Department.

All staff should answer calls promptly in a friendly manner. Staff should identify themselves and the name of their work unit. It is important to determine the caller's exact need so that the call can be answered or directed correctly. If the appropriate staff member is not available, try to give the caller a reasonable estimate of when they might be available and the call might be returned.

If staff will not be available to answer calls, it is important that specific arrangements be made to pick up these calls. For staff who will be out of the office, this means that those who might answer calls should be aware of your itinerary. For those who may simply be away from their desks, arrangements should be made to have telephones covered during all working hours.

Telephone Repairs

Service requests to repair telephones should be made by the person to whom the telephone is assigned by contacting Internal Operations.

Travel Information and Expense Reimbursement

Since a number of staff in the Department of Education need to travel as part of their employment, the Department will assist staff in meeting the reasonable costs of such travel. Both the Department of Education and the individual employee must meet the procedural requirements of the Department of Revenue in seeking and providing reimbursement of these expenses. The Department of Education has established procedures and guidelines to support employee travel in as efficient a manner as possible.

Please check with your immediate supervisor for specific guidelines and procedures to be followed for reimbursement and for advance payment of any and all travel expenses where possible.

Generally, receipts are not necessary for meals and certain miscellaneous expenses. Receipts are required for lodging, parking, air transportation, emergency costs and other miscellaneous expenses.

Reimbursement of meal costs for instate travel depends upon departure and time of return. Specifically, departure before and after 7:00 a.m., return before 12:00 noon and return before or after 6:00 p.m., control whether one, two, or three meals per day can be claimed. While lodging costs have pre-established maximum allowances, there are options employees can exercise. Supervisors can furnish information about these options. Employees should always request state rates.

State-owned vehicles (car pool or DE) are recommended for official business travel. The Code of Iowa prohibits the use of state cars for personal driving. Personal car use can be authorized. Employees are reimbursed at a rate-per-mile set by the General Assembly. Miles between specific points are audited against the official mileage table. Any additional driving done because of detours or because of area driving should be explained on the claim vouchers.

For out-of-state travel, an Out-of-State Travel Request Worksheet and a Request for Travel Authority must be filed through the supervisor at least six weeks prior to the date of departure. This is necessary as all out-of-state travel requires prior approval by both the DE and the Executive Council. The request must reach the Executive Council office on Wednesday with two Mondays remaining prior to departure. Requests for out-of-state travel to attend meetings are to include an agenda or program and a listing, outlining or detailing the purposes of the meeting. Summaries of the meeting may be requested by the Executive Council if travel is approved. Any out-of-state registration fees greater than \$50.00 per person are required to be direct billed to the Department.

Employees traveling out-of-state are limited to a pre-determined per day allowance which is determined by the Department of Revenue and Finance. For further information contact Internal Operations.

The Department will not reimburse employee expenses within the official domicile (Polk County) except for special situations which require prior approval from the Department of Revenue and Finance.

Internal Operations will require prior approval from the Department of Revenue and Finance under the following conditions: 1) meals expense for a pre-planned, sit-down meal at a uniform charge for those participating in the conference (meals for which the

employee has a selection as to menu and cost are not included); 2) registration required to participate in a workshop or conference. Reimbursement for attendance at meetings of professional organizations is contingent upon membership in that organization; 3) requests for prior approval accompanied by program, agenda, or other official notification of costs for meals and registration where applicable and submitted in advance of the conference and coordinated within the Department for a prior approval request for a single meeting.

Air Travel

Internal Operations schedules reservations for all air travel for official out-of-state trips with the travel agency that holds the state contract. All reservations must be made through the state's designated travel agency.

Staff members requesting out-of-state approval must contact Internal Operations for price quotes on airline reservations prior to submitting an out-of-state travel request. Staff will receive a copy of the flight schedule to attach their travel request and will be notified by Internal Operations when tickets arrive.

DE Cars

The Department has one state car and one mini-van permanently assigned for staff members to use on official business for three-day trips or less. Arrangements for use of DE vehicles can be made with Internal Operations or by accessing PROFS.

Personal Cars

Requests for use of personal cars must be submitted to Internal Operations prior to departure date for in-state and out-of-state trips.

State Pool Cars

The vehicle dispatcher has prescribed procedures for requisitioning pool cars. Information from the requisition form will be transferred directly to a comptroller-based computer via on-line terminals in the dispatcher's office. Therefore, it is essential that the forms be completed with accuracy. Internal Operations will make arrangements for vehicles and prepare the requisitions from the in-house requests for staff.

Requisitions must be prepared and mailed by Internal Operations to reach the Dispatcher at least three working days before the vehicle is to be checked out. Call-in requests are for emergency trips only; when a staff member is given less than three-day notice of travel plans.

For normal period of use (one day to two weeks), the driver will need to take one copy (pink) of the requisition to the Dispatcher to pick up the vehicle. If the request is called in as an emergency, the driver will take the three-part requisition form to pick up the vehicle.

For the monthly-assigned cars, the three-part requisition form will be routed to the driver to submit with the monthly car report of prior month.

For the Vehicle Dispatcher to meet commitments to all users, it is important that pool cars be picked up and turned in on time. If there is a change in plans that affect the dates or times the car is scheduled to be used, staff must contact Internal Operations as soon as possible so arrangements can be made with the Dispatcher's Office. There will be a penalty charge for any cars not returned on time or cancelled one day prior to pick up date. The Dispatcher's Office will not accept requests by drivers to change dates or times on the requisition.

Travel at the Expense of Another Public Agency or Publicly Funded Project
When travel is authorized and expenses are to be reimbursed by another public agency or publicly funded project, the employee shall file this travel claim with the DE, just as is done in all state of Iowa authorized travel. Then when the "other public agency" or "project" reimburses the employee, the reimbursement check is to be returned to the DE. The out-of-state travel request must state: All money and reimbursement received will be deposited with Internal Operations.

Travel Warrant Distribution

Each day that travel warrants are received, one attempt will be made to deliver the warrant to the employee's work station. Thereafter the employee may pick up the warrant in Internal Operations.