



Human Resource Services
Temporary Assignment Pool

Employee Handbook

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I. WELCOME

Congratulations and welcome! We are honored to have you as an employee of the Alameda County Temporary Assignment Pool (TAP) Program and we look forward to working with you. We hope your experience with Alameda County will be challenging and fulfilling. As an employee of the TAP Program, you are part of a unique group committed to providing quality, temporary staffing services.

The primary goal of the Alameda County TAP Program is to provide immediate staffing support services to all agencies/departments. Agencies/Departments may utilize TAP employees to provide temporary coverage for vacancies due to pending recruitment, long-term leave, special projects, and other related needs.

This HRS TAP Employee Handbook is designed to acquaint TAP employees with the TAP Program and serves as an extension to the Alameda County Employee Orientation Handbook.

II. HRS MISSION, VISION AND VALUES

Mission

Deliver high quality and timely human resource services in partnership with County agencies, departments, and special districts to enable our customers to reach their organizational goals.

Vision

Be the employer of choice and a great place to work.

Values

In a spirit of partnership, Human Resource Services will strive for:

- **Excellence** in everything we do.
- **Responsiveness** to our customers and their needs.
- **Fairness** in our policies and practices.
- **Innovation** in developing and implementing new programs.
- **Diversity** in recognizing everyone's unique contribution.
- **Development** of every employee's full potential.

III. EMPLOYEE STATUS

You have been hired as an employee of the Human Resource Services Department in the TAP Program. All positions in the TAP Program are **appointed provisionally** and classified as **Services-As-Needed**.

As stated in the *Notification of Terms and Conditions of Provisional Appointment into a Temporary Assignment Pool Position* form that you completed at the time of hire, provisional appointments "can be terminated at the discretion of the Department Head and you will not have the right to appeal to the Civil Service Commission."

IV. TAP PROGRAM - POOL ASSIGNMENTS

Agencies/Departments submit job orders to the TAP Unit to request to fill their respective vacancies. The TAP Unit reviews the request and places the most qualified, available employee from the TAP Program Pool (Administrative Support classification) on assignment. The employee's classification may change to another TAP classification, while on assignment.

Assignments vary in duties, duration, location, and schedule. Some assignments may require working overtime and alternate shifts that include evenings, weekends, and holidays. All overtime work must be approved in advance by the onsite supervisor. The duration of temporary assignments should be no more than 18 months. Assignments lasting beyond 18 months require the approval of the Department Head or designee.

Because availability of assignments is determined by the needs of the agency/department, the TAP Unit cannot guarantee continuous employment and recommends that employees prepare for gaps between work assignments.

NOTE: Agencies/Departments can request to end an assignment at any time, for any reason.

V. TAP PROGRAM - PROFESSIONAL TECHNICAL SPECIALIST (PTS) ASSIGNMENTS

Appointments to the Professional Technical Specialist classifications are made at the request of the agency/department for services specific to that agency/department. Employees in this classification remain in the position until the completion of the assignment.

If a Professional Technical Specialist is interested in being assessed for the TAP Program, the employee should contact the TAP Case Specialist to request an assessment before the assignment end date. Interested employees must meet the established criteria and successfully complete the assessment process to be hired into the TAP Program and subsequently become eligible for other assignments.

NOTE: Agencies/Departments can request to end an assignment at any time, for any reason.

VI. ASSIGNMENT SHEETS

Upon accepting a work assignment, employees will receive a Job Assignment Sheet with the details of the assignment. The assignment sheet will include the name and location of the department, the duties, the pay rate, the onsite supervisor's name and telephone number, the anticipated start and end dates, and any special requirements when applicable.

Employees must immediately contact the TAP Case Specialist identified on the assignment sheet if there are any changes to the assignment.

VII. EXPECTATIONS WHILE ON ASSIGNMENT

Standards of Professional Conduct

In addition to the policies outlined in the New Employment Orientation Handbook (e.g., Drug Free Workplace Policy, Appropriate Computer Use Policy, Workplace Violence Prevention Policy, etc.), each agency/department may have different onsite policies and procedures. Employees are expected to follow the standards set forth by each agency/department.

With that, TAP employees are also expected to adhere to the following general guidelines throughout the duration of their assignment:

- Perform the duties satisfactorily.
- Be courteous and respectful.
- Report to work and return from lunch and breaks on time, as scheduled.
- Contact the onsite supervisor and the TAP Case Specialist if you are tardy or if you cannot report to work for any reason.
- Notify the TAP Case Specialist immediately if there are any changes to your original Job Assignment Sheet including duties, location, or hours. **If you proceed without calling the TAP Case Specialist, your assignment may be interrupted until the situation is resolved.**

Communicating with your TAP Case Specialist

While on assignment, although you will be reporting to an onsite supervisor, **you are an employee of TAP**. As such, you will also need to notify your TAP Case Specialist if there are any issues, changes, or concerns including, but not limited to:

- Changes to your original Job Assignment Sheet including your duties, location, or hours. If you proceed without calling the TAP Case Specialist, your assignment may be interrupted until the situation is resolved.
- Changes to your contact information.
- If you sustain an injury while on assignment.
- Disciplinary actions (e.g., being counseled on performance, attendance or any other matter).
- Changes to your hours/attendance (e.g., being late, absent, overtime, etc.).
- Any issues, incidences or concerns that may arise.

Entering Time

- Employees report their hours worked through the Alcolink HRMS Self-Service Time Entry system which can be accessed through the County's Intranet site. Employees must enter time worked **by 7:00 p.m. on Payday Friday**. Employees should contact the TAP Unit for any questions or concerns. Altering or falsifying any timesheet may be grounds for termination.

Time Off/Make up Time Requests

Employees are expected to minimize requests for time off except when absolutely necessary. Employees must request the time off from the onsite supervisor in advance and notify the TAP Case Specialist.

Make up time for absences of less than one day is at the discretion of the onsite supervisor. While specific policies and procedures among agencies/departments may vary, the following guidelines for employees should be followed:

- Make up time requests are at the discretion of the department and must be made in writing and approved in advance by the onsite supervisor.
- Make up time for non-exempt TAP employees must be done within the same week that the absence occurs.
- Make up time should be on an occasional basis and should not be excessive or routine.

Access/Equipment on the Assignment

Employees may be required to present identification at their assigned work location. If a security card or access badge is required, it will be issued by the agency/department to which the TAP employee is assigned.

Employees may also be assigned other County owned equipment such as computers, keys, and uniforms. Employees must return all equipment belonging to the agency/department at the conclusion of the assignment.

Contact Information

Employees are responsible for making sure that the TAP Unit has their current contact information on file. Employees should notify the TAP Unit immediately if there are changes to their information (e.g. address, phone number, or email address).

Resignation from Assignments and/or the TAP Program

Employees must notify the TAP Case Specialist and onsite supervisor immediately if they need to resign from an assignment for any reason.

When resigning from the TAP Program, employees are expected to provide 2-week notice and complete the TAP Resignation form found on the County Intranet.

Performance Evaluations

TAP employees may be evaluated throughout and upon completion of each assignment. The evaluation may include written comments by the agency/department supervisor. The TAP Unit will review and share the information with the employee as appropriate. Original evaluation forms will be placed in your personnel file. Unacceptable or poor work performance may lead to your termination from the TAP Program.

VIII. PAY INFORMATION

There are 26 pay periods for every calendar year and employees are paid on a biweekly basis every other Friday. (See Pay Period Calendar for specific dates). The hourly rate of pay for an assignment is determined by the specific duties and responsibilities required of that assignment.

Eligible Time

Employees will be paid only for hours worked, for hours served on Jury Duty while on assignment (Section B), and for up to 24 hours of sick leave annually (Section C). Any exceptions to this will require the approval of the Department Head or designee. Employees do not accrue vacation time and are not paid for holidays or time away for County exams or interviews. In addition to their regularly worked hours, TAP employees receive compensation for the following:

A. Overtime Pay

Employees performing duties of a non-exempt classification are eligible for overtime pay. Overtime must be pre-approved by the onsite supervisor and communicated to the TAP Case Specialist upon approval. Overtime pay is calculated on a weekly basis for hours worked over 37.5 or 40 hours, depending on the standard schedule of the classification.

Note: Employees who work on a County holiday will be paid at the regular rate.

B. Jury Duty Pay

TAP employees will be granted leave of absence with pay while going to and from court and serving on Jury Duty as long as they are currently on an assignment and regularly scheduled to work. Employees will be compensated for time served during the assignment duration. Compensation will be prorated based on the hours which have been worked during that pay period. Employees must provide acceptable documentation to be eligible for leave with pay.

C. Sick Leave

Effective January 1, 2015, TAP employees are entitled to 24 hours of paid sick leave per calendar year (AB-1522). Employees will receive a lump sum of 24 hours of paid sick leave in the pay period containing January 1st of each year. Unused sick leave balances will be forfeited during the pay period containing December 31st.

Employees currently on assignment shall be entitled to use paid sick leave beginning on their 90th day of employment. If an employee leaves the County and returns within the calendar year, that employee is entitled to the unused balance of paid sick leave (up to 24 hours) that said employee had remaining when he/she left County employment.

An employee may use the sick leave for their own illness, a family member's illness,

or to obtain any relief to help ensure the health, safety or welfare of themselves or their children when the employee is a victim of domestic violence, sexual assault, or stalking. A family is defined as:

- Spouse (husband, wife, domestic partner),
- Child (biological, adopted, foster child, stepchild, grandchild, legal ward, or a child to whom the employee stands in loco parentis),
- Parent (biological, adoptive foster-parent, stepparent, grandparent, or legal guardian of an employee),
- Sibling.

D. **Paychecks**

Employees are encouraged to utilize the direct deposit option. Otherwise, paychecks are printed and mailed to the employee's mailing address. If an employee wishes to pick-up their check, or designate another party to do so, they should contact the TAP Unit.

E. **Annual Statement (W-2)**

Employees are encouraged to utilize the Alcolink HRMS self-service functionality and opt-in to receive annual statements electronically.

Employees who are terminated or do not have any assignment as of January 1st will be opted out of self-service and will receive a paper copy of the W-2 mailed directly to the employee at the address on file.

IX. **BENEFITS**

Employees may be eligible for medical, dental, and the Share the Savings program benefits upon meeting established eligibility criteria as outlined below.

- Employees become eligible for benefits after working **seven consecutive pay periods**. Hours worked in each pay period must be at least 50% of the standard hours for the TAP classification (e.g. 37.5 hours per pay period for a 75-hour classification, or 40 hours per pay period for an 80-hour classification). **Employees must re-establish eligibility if pay period hours fall below 50% within the seven consecutive pay period timeframe.**

Once eligibility has been established, employees will be scheduled to attend the County benefits orientation. Please allow up to three weeks after eligibility to be scheduled. It is **mandatory** that employees attend this orientation. The orientation will help employees understand the benefits available, assist in completing any enrollment forms for benefit coverage, and provide valuable information on who to contact should questions arise. The next opportunity to enroll in benefits will be during the annual Open Enrollment period, which takes place in the fall for the following plan year.

Medical Benefits

Upon establishing eligibility, medical benefits will begin the first month following two consecutive payroll deductions within one month. The County's contribution toward health benefits for employees will be prorated each pay period based on a proportion of the hours the employee is on paid status within that pay period, provided the employee is on paid status and is working at least 50% of their classification's standard hours in a pay period. Health care premiums will be deducted from the employee's pay unless there are insufficient funds to cover the entire premium amount. If the premiums cannot be deducted, a billing statement will be sent to the employee's mailing address on file to collect the outstanding premiums. If the premiums are not paid, coverage will be retro-actively terminated.

Dental Benefits

Upon establishing eligibility, the County will contribute the full cost of the employee's dental premium provided that the employee is on paid status at least 50% of their classification's standard hours per pay period. Any employee works less than 50% of their classification's standard hours in a pay period, will be responsible for paying the entire dental premium amount.

Share the Savings

If you and/or your family have medical alternate coverage, you may save money by waiving or reducing the County-sponsored medical coverage provided for you and/or your eligible dependents. Through the Share the Savings program, you may be eligible to receive a taxable monthly stipend of up to \$200.

Any employee who works less than the standard hours of their classification in a pay period may be subject to proration of the County's contribution towards the Share the Savings stipend.

Employees may be eligible for certain benefits immediately upon hire. Please contact the Employee Benefits Center directly for any questions.

X. VERIFICATION OF EMPLOYMENT

The County of Alameda is now using The Work Number® to provide automated employment and income verifications for employees. The two ways to contact The Work Number are by calling **1-800-367-5690** or logging onto **www.theworknumber.com**. The County of Alameda Employer Code is 14630.