



DISTRICT OF COLUMBIA
PUBLIC SCHOOLS

Office of Talent and Culture

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Employee Services Policy

Version 01

Approved by: Antwan Wilson, Chancellor, Chancellor
Crystal Jefferson, Office of Talent and Culture
Scott Barash, General Counsel

Chancellor's Signature

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I. Executive Summary

Originating Office: Office of Talent and Culture	Number: # 686
Subject: Employee Services Policy Authority: 6-B DCMR 3809;6-B DCMR 1115; D.C. Code § 1-611.03; 6-B DCMR 1101; 6-B DCMR 1103; 6-B DCMR 1102	Date: August 2017 Rescinds: Directive 315.1 – Procedures for Processing Permanent Tenure; Directive 315.2 – Guidelines for Salary Advancement of STA-15 Employees; Directive 600.3 – Overtime for School Employees; Directive 622 – Payroll Deductions; Directive 622.1 – Undelivered Paychecks Procedures; Directive 650.6 – Within Grade Increase Beyond Step 4; Directive 650.9 – Within Grade Salary Increase for Employees Not Covered by a Negotiation Agreement; Directive 650.10 – Within Grade Salary Increase for EG & DC in Aide-Clerical Bargaining; Directive 650.11 – Within Grade Salary Increases for Employees in ET Officers Bargaining Unit; Directive 650.12 – Within Grade Salary Increases for Employees in ET Teachers Bargaining Unit; Directive 650.14 – Quality Step Increase; Directive 650.18 – Furlough & Step Increases; Directive 651.18 – Employee Assistance Program; Directive 652.4 – Procedures for Governing the Personnel Records Room; Directive 680 – Effective Date of Annuities Directive 654.1 – Classification of Positions; 652.5 – Certification of Time & Attendance

Introduction

District of Columbia Public Schools (DCPS) employees are essential to the education and success of DCPS students. DCPS’ Employee Services department, located within the Office of Talent and Culture (OTC), provides information, services, and assistance to all DCPS school-based and Central Office staff.

Purpose

This policy provides guidance for employees regarding the different services they have access to within OTC. These include services that affect employee compensation, health and other benefits, and personal employee information. More information about the Employee Services department can be found at <https://dcps.dc.gov/node/989362> or emailing dcps.compensation@dc.gov.

Roadmap

This directive first discusses the employee on-boarding process, how employees are assessed throughout their time at DCPS, and employee benefits. This section next delivers information on how DCPS employees can change positions within the agency. Lastly, this policy document discusses DCPS compensation information.

II. Overview of Employee Services

A. On-boarding Procedures

1. Volunteer Clearance, Fingerprinting, Drug, and Alcohol Testing

DCPS employees, including interns and volunteers, may be asked to participate in clearance services including fingerprinting, drug, or alcohol testing. If an employee refuses to participate in required clearance services, or if an employee does not pass testing, they may not be able to begin or continue employment with DCPS. For more information on these services, please visit <https://dcps.dc.gov/node/1007812> or contact dcps.clearance@dc.gov.

All new school system employees and volunteers shall show evidence of a negative Tuberculosis ("TB") Risk and Symptom Assessment for Employee Health form OR a negative TB skin test or TB blood test performed within 6 months prior to employment or volunteer duty and any medically indicated follow up. Those with a documented history of a positive TB skin test or TB blood test shall show evidence of a TB Risk and Symptom Assessment for Employee Health form filled out within 6 months prior to employment or volunteer duty and any medically indicated follow up. For information about this requirement, please contact DCPS Health and Wellness at healthservices.dcps@dc.gov or 202-719-6555.

2. Licensure and Credentialing

Instructional employees are expected to comply with all applicable licensure and credentialing obligations associated with their employment, including obligations associated with the federal Every Student Succeeds Act (ESSA). Failure to comply with such requirements may result in separation from employment.

For guidance on how to submit licensure and credentialing materials, please visit <https://dcps.dc.gov/page/teacher-certification-and-licensing>. Licensure is governed by the Office of the State Superintendent of Education (OSSE). To review licensure requirements, please visit their website at <http://osse.dc.gov/> or call 202-741-5881.

3. PeopleSoft and Time Approval

PeopleSoft is the Human Resources Information System that all DC Government agencies use to track and maintain employment data. ESS is used by all employees to do the following:

- a) Enroll in benefits within the first thirty-one (31) days of employment;
- b) View paychecks prior to payday;
- c) Download historical compensation summaries;
- d) Establish and manage direct deposit;
- e) Select and update tax deductions (W-4) and print W-2 forms;
- f) Maintain beneficiary information;
- g) Entering time worked during the pay period;
- h) Requesting leave;

- i) Update personal information such as mailing & email addresses, phone numbers, and emergency points of contact

Every DCPS employee has a unique PeopleSoft User ID and password. User IDs and passwords are generated by the DCPS Human Resources Office and sent to the new employee via his/her "@dc.gov" email address within 5-8 business days of the employee's start date. It is important that employees log on to PeopleSoft soon after receiving their login information, as it is the employee's responsibility to update and maintain many components of his/her personnel and pay information, including the number of hours worked during the employee's two-week pay period.

There are two ways to access the PeopleSoft website:

If you are using a computer on the DCPS network, use <https://pshcm.dc.gov>:

- a) Direct Deposit and W-4 information must be entered via this website on the DCPS network, so you cannot make these changes from home or another non-DCPS location. This is to ensure that sensitive banking and tax information is protected by the network's firewalls.

If you are using a computer from home or outside the DCPS network, use <http://ess.dc.gov>:

- a) All other PeopleSoft components may be inputted via this website.
- b) If you have forgotten your user ID or password, please reach out to OCTO (Office of Chief Technology Officer) at helpdesk.servus@dc.gov or 202-442-5715.

4. Technical Support

Technical support for staff is provided by OCTO, the District's IT agency. OCTO is the central information technology and telecommunications agency of the District of Columbia government. It is not a DCPS office.

OCTO's IT ServUs program is the one-stop shop for all desktop support issues, including hardware/software issues, password resets, trouble connecting to the Internet, software installations, etc. IT ServUs is available 24 hours a day, 7 days a week at 202-442-5715 or servus.helpdesk@dc.gov. When calling, please be prepared to provide your name, "@dc.gov" email address and phone number. The technician that handles your call will send you a ticket number via email to your "@dc.gov" address. Be sure to keep your ticket number until your issue has been completely resolved.

Central Office Employees

Central Office employees **enter their own hours each day or each week** into the PeopleSoft Payroll System for approval by their direct supervisor. To access your PeopleSoft account inside the DCPS network, visit <http://pshcm.dc.gov>. To access your PeopleSoft account outside the DCPS network, visit <http://ess.dc.gov>.

5. Benefits

All employees are required to attend an employee orientation immediately prior to being hired by DCPS. This orientation will review benefits, and invitations to this orientation will be sent directly to the incoming employee. Employee benefits include:

- a) Health Insurance covering medical, dental, optical, disability services (including travel assistance);
- b) Life insurance;

- c) Flexible spending and retirement plans;
- d) Employee assistance; and
- e) Education incentives.

Employees are welcome to take advantage of any/all benefits for which they are eligible. All employee benefits must be elected within 31 calendar days from their date of hire (date which the employee officially began to work in DCPS). Employees should note that all available benefits may be amended only during open enrollment periods. These periods fall during the months of November and December (prior to the new calendar year). Once an employee elects his or her benefits, he or she may not amend these benefits throughout the year unless he or she experiences a qualifying life event. Qualifying life events include:

- a) Adoption;
- b) Birth of a child;
- c) Marriage;
- d) Divorce;
- e) Dropping/Adding outside coverage.

For guidance on how to change employee benefits when an employee has experienced a qualifying life event, please visit

<https://dcps.dc.gov/sites/default/files/dc/sites/dcps/publication/attachments/How%20To-%20Change%20or%20Edit%20Benefits%20Due%20to%20a%20Life%20Event.pdf>. For more information regarding employee benefits, please visit <https://dcps.dc.gov/page/employee-benefits-00>, or email dcps.benefits@dc.gov.

B. Personal Employee Information

1. Personnel Files

DCPS **personnel files** are located within the Office of Talent and Culture (OTC), and contain personal employee information and documentation such as transcripts, certificates, diplomas, licenses, and leave approvals. The personnel file includes all required documents submitted to DCPS upon hire, as well as documents added to the file throughout the period of employment with DCPS. Employees (former or current) and other individuals may request access to, or a copy of, an employee's Official Personnel File. To request access to an employee's Official Personnel File, complete the Personnel File Request Form located at <https://dcps.dc.gov/page/frequently-requested-hr-forms> or contact dcps.hrrecords@dc.gov.

Once an employee has been completely on-boarded into DCPS, he or she will be issued an "@dc.gov" email address and password. DCPS email addresses follow a standard format: `firstname.lastname@dc.gov`. If an employee with the same name already exists in the school system, a number will be added after the last name in the email address. An employee's DCPS email can be accessed on a DCPS-issued computer or online by visiting <http://mail.dc.gov>. When prompted for credentials, enter "hq\firstname.lastname" and network password. Please note that employees are required to use their dc.gov email address for all official business and for any email with any attachments that contain DCPS information.

2. Employment Verification

An employee may wish to verify their employment with DCPS for purposes including:

- a) Mortgage application;
- b) Reference checks;
- c) Loan application;
- d) Apartment leases; or
- e) Other applications that require proof of employment/income.

To place a verification request, employees must access the online OCTO Database through the following link <https://dcps.dc.gov/node/1007852>. If an employer or vendor wishes to directly receive employment verification information, the employee must give DCPS authorization to disclose that information to the employer or vendor by completing a DCPS Authorization to Release Form found at <https://dcps.dc.gov/sites/default/files/dc/sites/dcps/publication/attachments/Verification%20of%20Employment%20Release%20Authorizaton.pdf>. For more information about employment verification requests, employees can contact dcps.voe@dc.gov.

3. Address, Name, or Gender Changes

All changes in an employee's name, address, gender identity, etc. must be accurately recorded in an employee's DCPS Personnel File and done through PeopleSoft. If an employee changes residences, changes his or her name, or identifies as a different gender, he or she must notify DCPS as soon as possible. For guidance on changing one's name the DCPS system, please visit <https://dcps.dc.gov/node/1207252> or contact dcps.timeandlabor@dc.gov.

C. Performance Assessments

DCPS believes that employee performance is enhanced through regular, specific, respectful, and candid communication. Most school-based employees are evaluated under **IMPACT**, a standardized employee evaluation system used to increase student academic achievement and improve employee effectiveness. School-based personnel can access the IMPACT assessment system through an online portal. To access the site, go to <https://octo.quickbase.com/db/bfhqpy9wd?a=dbpage&pageID=68> and log in with your DCPS email address and password. Through the IMPACT database you can:

- a) Review your IMPACT assessment group;
- b) View your IMPACT assessment reports, including scores and comments for each observation;
- c) See your TAS achievement goals;
- d) Provide master educators with contextual information about your students and your teaching;
- e) Communicate to DCPS your decision to participate in various programs related to your IMPACT evaluation;
- f) View your final IMPACT score and rating.

For further information relating to IMPACT, please refer to the IMPACT Guidebook applicable to your discipline. IMPACT guidebooks may be found here: <https://dcps.dc.gov/publication/2016-2017-impact-guidebooks>. Additionally, employees may contact the IMPACT Operations team at IMPACT.DCPS@dc.gov or 202-719-6553.

Some Central Office employees are evaluated under IMPACT. However, the vast majority of Central Office employees are evaluated every six months under the Central Office Evaluation system. Information regarding the Central Office evaluation system will be emailed out to all eligible employees prior to the evaluation period. Managers are also urged to provide informal performance feedback to employees on an ongoing basis.

D. Employee Mobility

1. Changes in Position

Position vacancies shall be filled with the best qualified candidates and promotions shall be made on the basis of merit for competitive positions. When a current DCPS employee and an external candidate are equally qualified for a position, the candidate who is currently employed with DCPS shall be afforded a preference for employment in the position. Further questions regarding promotions can be sent to dcps.staffing@dc.gov.

All employees may accept a reassignment or demotion, if requested to do so by DCPS. Non-acceptance of a reassignment or demotion will result in termination. For all DCPS employees holding positions within the Management Service, Career Service, and Education Service classifications of the District government's merit personnel system¹, demotions may result from attrition, reductions-in-force, reorganizations, approved agency realignments, the employee ceasing to perform their assigned functions or duties, or for other reasons as determined by DCPS. A new **suitability determination** may need to be conducted for the employee's new position. An employee may challenge a new classification² of his or her position by appealing to Labor Management and Employee Relations through dcps.lmer@dc.gov.

2. Reduction-in-Force

A Reduction-in-force (RIF) occurs when the total number of positions is reduced by at least one for one or more of the following reasons:

- a) Budgetary reasons;
- b) Curtailment of work;
- c) Reorganization of functions; or
- d) Other compelling reasons.

RIFs are only for employees not covered under the DCPS/Washington Teachers Union Collective Bargaining Agreement. An employee whose position is selected for RIF shall be given written notice at least 30 days prior to the effective date of the separation. An employee separated from DCPS due to a RIF shall be eligible for severance pay.³

3. Resignation & Off-boarding

Employees wishing to resign may not provide written resignation notices to OTC submitted via email, fax, or in-person. All resignation notices must be submitted online via the DCPS Resignations and Retirement

¹ D.C. Official Code § 1-601.01 *et seq.*

² 6-B DCMR 1110

³ 6-B DCMR § 2431

Application. Employees can access this application at <https://dcps.dc.gov/page/dcps-boarding-leaving-dcps>. This application is contained in Quickbase and employees will need their DCPS email addresses and passwords in order to access it). **The resignation will be binding immediately upon submission.**

Within the application, employees will complete an anonymous exit survey as well as a formal resignation application, indicating their separation date. To support employees through the separation process, this application includes off-boarding FAQs, frequently used off-boarding documents, and instructions regarding next steps in the separation process. Lastly, confirmation emails are sent both to the employee once the resignation notice is submitted, as well as to the employee's supervisor.

Questions regarding the online resignations process can be directed to Employee Services at dcps.offboarding@dc.gov or 202-442-4090.

E. Professional Development

DCPS encourages all employees to engage in professional development opportunities that will help enhance their value to the agency. For more information about professional development, please see the DCPS Employee Handbook.

III. Employee Compensation

A. Hours of Work

Every DCPS employee is expected to be ready and able to work throughout his or her tour of duty. Generally, and unless otherwise stipulated by the employee's union contract, full-time employees are expected to work 8 hours each day. Employees should consult their supervisor or principal regarding how they should include lunch time hours. Union employees should consult their union contracts for more information on hours of work.

B. Overtime⁴

Unionized employees should consult with their union contracts for rules regarding overtime. All other non-exempt employees (employees who are covered by the Fair Labor Standards Act) who work more than 40 hours in one week are entitled to overtime compensation. Overtime is paid at a rate of one and a half times their hourly rate of work. Non-union exempt employees (employees who are not covered by the Fair Labor Standards Act) are not entitled to overtime compensation.

An agency head may approve overtime for the following reasons:

- Declared emergencies;
- Special conditions or special projects for DC government;
- Public safety / emergency response;
- Snow removal;
- Events / incidents funded by non-local funds (e.g. federal events).

C. Compensation and Time Reporting

DCPS employees are paid on the DC Government pay schedule, which is bi-weekly on Fridays, two weeks in arrears. This means that the funds disbursed on the pay date are for hours worked during the previous pay period. There is a total of 26 pay periods in a calendar year. The pay schedule is available for review on the DCHR website at <https://dchr.dc.gov/publication/payroll-calendar>. Employees may register for direct deposit via their PeopleSoft accounts, or may choose to receive paper checks via mail.

School-Based Employees

School-based employees are required to sign in and out each day to document their arrival and departure time. Employees should consult with their Principal or supervisor regarding where to sign in/out. As employee pay is based on time reported on school timesheets, an employee's failure to sign in and out each day may result in nonpayment or delayed payment.

Employee timesheets and PeopleSoft time entries should be an accurate reflection of actual arrival time and departure time. Employees should not complete timesheets for others. **Falsifying timesheets (for oneself or another) is a serious offense that may result in disciplinary action.**

⁴ D.C. Code § 1-611.03

D. Position Classification and Grade Levels⁵

Employees' individual positions are classified into different classifications and grade levels. These classifications and grades are assigned in accordance with an employee's duties, responsibilities, and position qualifications. All positions can be classified into either:

- a) Career Service;
- b) Educational Service;
- c) Legal Service;
- d) Excepted Service; or
- e) Management Supervisory Services.

Each position is categorized into 1 of 18 different work grades. Each grade represents a different level of difficulty and responsibility. Employee compensation is determined based on the employee's classification and grade level.⁶

⁵ 6-B DCMR §§ 1101 - 1103

⁶ D.C. Official Code § 1-611.03(a)

Appendix I: Glossary

IMPACT: IMPACT is the DCPS Effectiveness Assessment System for School-Based Personnel. This program is used to assess and reward the performance of instructional and other school-based staff in order to ensure that employees become more effective.

Personnel File: A file for each DCPS employee which contains information, documents, transcripts, and records pertaining to the employee's position within DCPS.

Suitability determination: Whether an employee is suitable for DCPS employment after they have passed the background check, drug testing, and other pre-employment requirements.