



Revised 09/2024

# GOVERNOR'S OFFICE OF ELDERLY AFFAIRS



**PERSONNEL  
MANUAL**

**GOVERNOR’S OFFICE OF ELDERLY AFFAIRS  
EMPLOYEE PERSONNEL MANUAL**

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**PERSONNEL HANDBOOK**

**GOVERNOR’S OFFICE OF ELDERLY AFFAIRS  
INTERNAL POLICY**

CERTIFICATION OF COMPLIANCE:  
APPOINTING AUTHORITY APPROVAL:  
ADEQUATE INTERNAL CONTROLS:

**I. CERTIFICATION OF COMPLIANCE:**

HUMAN RESOURCES DIRECTOR WILL CERTIFY THAT THE PERSONNEL ACTION BEING TAKEN BY THE GOVERNOR’S OFFICE OF ELDERLY AFFAIRS IS COMPLIANT WITH CIVIL SERVICE LAW BY SIGNATURE ON THE OEA PERSONNEL ACTION REQUEST.

**II. APPOINTING AUTHORITY APPROVAL:**

THE APPOINTING AUTHORITY OF THE GOVERNOR’S OFFICE OF ELDERLY AFFAIRS IS DEFINED BY STATE LAW, STATUTE PROVISION. APPOINTING AUTHORITY APPROVAL WILL BE DOCUMENTED ON THE OEA PERSONNEL ACTION REQUEST.

**III. ADEQUATE INTERNAL CONTROLS:**

THE GENERAL ATTORNEY I WILL ENSURE COMPLIANCE WITH ALL RULES AND LAWS.

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Appointing Authority Date

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Human Resources Director Date

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General Counsel I Date

NOTE: THE ORIGINAL SIGNED DOCUMENT IS LOCATED IN THE HUMAN RESOURCES OFFICE.

## GREETING

*ON BEHALF OF THE ENTIRE OFFICE OF ELDERLY AFFAIRS FAMILY, WE WISH TO EXTEND A WARM AND SINCERE WELCOME. WE HOPE THAT YOUR TENURE WITH THE OFFICE OF ELDERLY AFFAIRS WILL BE A PLEASANT AND SUCCESSFUL EXPERIENCE.*

## PURPOSE

The Office of Elderly Affairs is the principal agency in state government that administers programs and services for the elderly. This handbook is informative and provides a comprehensive overview of your rights and duties as an employee. The contents of this handbook may be changed as needed and a revision will be issued and an employee will sign a confirmation page acknowledging receipt of the change.

## ORGANIZATIONAL STRUCTURE

The Executive Director/Appointing Authority sets policy within the Office of Elderly Affairs. Under the guidance and supervision of the Executive Director/Appointing Authority, all Office of Elderly Affairs functions are administered and coordinated. The office is divided into five units:

- Administrative
- Compliance and Planning
- Finance and Accounting
- Home and Community Based Care
- Elder Protective Services (EPS)

## DUTIES AND RESPONSIBILITIES OF GOEA

- To administer the Older Americans Act (OAA). (Federal law requires GOEA and its service providers to comply if administering federal funds).
- To collect facts, statistics, and compile studies of employment, health, financial status, recreation, social adjustment, or other conditions affecting the welfare of the aged.
- To be informed of the latest developments in aging and to interpret findings.
- To provide an environment encouraging a mutual exchange of ideas and information on national, state, and local levels.
- To conduct hearings and subpoena witnesses.
- To recommend improvements and resources to the Governor and the Legislature which will promote the welfare of the aging population.

- To coordinate the services of all state agencies serving the elderly requiring periodic reports of progress.
- To exercise the functions of the state regarding nutrition programs for the elderly and disabled citizens of Louisiana.
- To perform state functions designed to meet the social and community needs of the aged, including, but not limited to, such programs as: homemaker services; employment and training services; recreational and transportation service; counseling; information and referral service; protective services for the elderly and disabled; and any other programs or services assigned to departments of state government.
- To prepare and administer a State Plan on Aging, coordinating all state activities related to the Older Americans Act objectives, and serving as advocate for older persons within state government.

## **EQUAL EMPLOYMENT OPPORTUNITY**

The Office of Elderly Affairs is an Equal Employment Opportunity employer. It is the policy of the Office that no person shall be discriminated against on the basis of race, color, religion, sex, age, national origin, handicap, or any other non-merit factor, in any personnel or employment practice.

Employees who allege discrimination may file complaints with the Executive Director, Division of Administration, Human Resources Office or the Equal Employment Opportunity Coordinator of the Department of Civil Service.

An integral part of an Affirmative Action program is the resolution of discrimination complaints stemming from employment practices of state departments or agencies. Resolution of employment discrimination complaints at the lowest level is preferred. The Human Resources Office will investigate any complaint and advise alternate methods of resolution.

## RÉSUMÉ DIGEST 2021

**ACT 393 (SB 215)**

**Regular Session**

**Barrow**

Prior law provided relative to accommodations for pregnancy, childbirth, and related medical conditions in certain places of employment. Prior law is applicable only to employers who employ more than 25 employees within this state for each working day in each of 20 or more calendar weeks in the current or preceding calendar year.

New law retains prior law.

Prior law provided that pregnancy, childbirth, and related medical conditions are to be treated as any other temporary disability with the employer being relieved of any responsibility to provide a female employee disability leave for a period exceeding six weeks following a normal pregnancy, childbirth, or related medical condition.

New law retains prior law. Provides the caveat that pregnancy-related medical conditions do not have to meet any definition of disability to trigger an employer's obligation to provide reasonable accommodations under new law.

New law provides that a "reasonable period of time" to be given for a pregnancy, childbirth, or related medical conditions means six weeks or a period of time not to exceed four months. Further provides that the employee shall be entitled to utilize any accrued annual leave during that period.

Prior law provided that it is an unlawful employment practice for any employer to refuse to temporarily transfer a pregnant female employee to a less strenuous or hazardous position, per the female employee's request and with the advice of her physician, if the transfer can be reasonably accommodated.

New law removes prior law.

New law provides that the terms defined in new law are to be construed in accordance with federal laws regarding disability, and based on pregnancy, childbirth, and related medical conditions.

New law defines the phrases "applicant or employee with covered limitations", "reasonable accommodation", "related medical condition", and "undue hardship".

New law makes it an unlawful employment practice for an employer to fail or refuse to make reasonable accommodations for an applicant or employee with covered limitations, unless the employer can demonstrate that the accommodation would impose an undue hardship on the operation of the business.

New law provides that an employer is not required to make certain provisions for an employee due to pregnancy, childbirth, or other related medical condition if the employer would not make the same provisions for other employees similarly situated.

New law requires employers to provide written notice to new and existing employees of their discretionary power to accommodate the medical needs of an employee, known to the employer, arising from pregnancy, childbirth, lactation, postpartum, or related medical conditions.

Effective August 1, 2021.

(Amends R.S. 23:341(B)(1) and 342; adds R.S. 23:341(D) and 341.1)

# EXPECTATIONS OF EMPLOYEES

All GOEA employees must adhere to the following non-exclusive list of expectations at all times:

- Comply with all GOEA Policies and GOEA Personnel Policies
- Report to work on time and ready to work
- Seek supervisor approval in advance for any changes to the established work schedule
- Obtain supervisor approval prior to working overtime in compliance with established policy of your section
- Devote full effort towards performing job responsibilities during work hours.
- Continually improve the services provided to all customers
- Perform assigned duties and responsibilities with the highest degree of integrity
- Conduct oneself in a professional manner, treating others with courtesy, dignity, and respect
- Communicate in a clear and understandable manner to the individuals we serve
- Respond promptly to all inquiries, requests, suggestions, and complaints
- Provide information that is current and accurate
- Present a neat and professional work appearance
- Promptly and cooperatively submit to drug and alcohol testing when requested
- Report any arrest convictions for criminal or drug-related offense which occurs on or off duty, including Driving While Intoxicated (DWI) arrests and convictions
- Immediately report job-related automobile accidents to your supervisor.
- Support efforts to ensure a safe and healthy work environment
- Report all threats, assaults, or inappropriate behaviors made toward employees or others at the workplace.
- Report any form of harassment, discrimination, and/or retaliation which occurs in the workplace
- Cooperate with internal investigations. (Failure to sign necessary documentation will not prevent and action from occurring.)
- Understand that office computers, desks, and all other equipment provided are state-owned. There should be no exception of privacy in regards to any state property.
- Discuss confidential records and information with authorized personnel only.
- Do not move, cause to be moved, records from an officially designated worksite, for other than work-related purposes, within established policy of your section.



# STUDENT EMPLOYMENT POLICY

The following procedures apply to all student workers employed by the Governor's Office of Elderly Affairs. It will be the responsibility of each Unit Manager/Supervisor of the agency to adhere to all sections of the policy. Questions concerning the policy may be referred to the Human Resources Analyst.

## **Responsibility:**

### **I. Director:**

- A. To allocate student labor within the agency
- B. To approve the hiring/firing of student workers
- C. To authorize the expansion of hours worked by student staff
- D. To approve/amend policies regarding student labor

### **II. Human Resource Analyst:**

- A. To maintain records of hours worked/work schedules of all student employees of the agency.
- B. To provide information to management regarding the anticipated availability of student workers
- C. To arrange all student interviews in conjunction with the Unit Managers/Supervisors
- D. To assure compliance with all Civil Service Rules, Fair Labor Standards Acts, agency policies and other applicable rules and regulations regarding student workers
- E. The maintenance of all applications and Personnel Action Requests, regarding student workers

### **III. Unit Managers/Supervisors:**

- A. To interview and propose the hiring of each student worker within their Unit, and to initiate the Personnel Action Request
- B. To provide duty assignments, supervision of work performed, adherence to agency policies, and maintenance of accurate time and attendance records of all students
- C. To notify the Human Resource Analyst immediately of all student terminations, and the need for new student employment

### **IV. Responsibility of the Student:**

- A. To adhere to all Agency/Unit rules and policies
- B. To report each semester to the Unit Manager/Supervisor their class schedule, availability to work, actual work schedule, including any subsequent changes
- C. Submit verification of full time status to the Human Resources Analyst per semester.

### **V. General Student Policies:**

- A. All students hired must be bona fide students and eligible for student employment under Civil Service Rules.
- B. Students may be granted a 15 minute break for each four (4) consecutive hours worked.
- C. A student may not work in a setting where their supervisor or a higher level supervisory person in the direct chain of command is related by blood or marriage to the second degree.
- D. Student pay shall be based on years of extending education:
- E. Additionally, the Director may establish separate rules for special skills (i.e. law clerks, computer, etc.).

# **EMPLOYEE BENEFITS**

Employee benefits play an important part in making the Office of Elderly Affairs a good place to work. A variety of benefits are available to an employee of the Office of Elderly Affairs.

## **PAID HOLIDAYS**

In addition to special holidays proclaimed by the Governor, the following are recognized as paid holidays:

- New Year's Day - January 1
- Inauguration Day (every four years in the city of Baton Rouge)
- Mardi Gras
- Good Friday
- Juneteenth (third Friday preceding Juneteenth Day)
- Independence Day (July 4)
- Labor Day
- Veteran's Day
- General Election Day (every other year)
- Thanksgiving Day
- Christmas Day

Employees will normally be allowed time off and be paid for each of these holidays. These are guaranteed holidays.

Secondly, a LA State Statute permits the Governor to proclaim no more than two additional holidays per year. It states, if the Governor uses this authority, he must proclaim Dr. Martin Luther King's Birthday as one of the two at least once every other year. The Governor is also permitted to proclaim such holidays and half-holidays in keeping with the efficient administration of State Government. This provision is generally used for days such as the Friday following Thanksgiving, or for other days such as a Monday before a Tuesday holiday.

## **WORKING HOURS**

It is imperative to the operation of the Agency that Supervisors be aware of the ability of employees to be present and able to perform their job duties. Excessive tardiness and absenteeism create an unnecessary handicap to those who are responsible for operations of the Agency.

The Office of Elderly Affairs employees work forty hours each week on a flex-time schedule. The office is open between the hours of seven a.m. (7:00 a.m.) and six p.m. (6:00 p.m.), Monday

through Friday. Employees are expected to adhere to an approved pre-established (between the Supervisor and employee) eight (8) hour schedule during the above stated times. Any deviation from the employee's pre-established schedule must have prior verbal approval by the Supervisor, except in case of emergency. Leave is to be taken only if an employee fails to work eight (8) hours within the above stated times.

Work outside of the normal working hours stated above including an employee working in travel status must have written prior approval from an employee's Supervisor. This does not alleviate the requirement of receiving prior approval to work overtime, even if overtime occurs within the above stated hours. Overtime will not be allowed for seminars, including travel to such seminar, unless the employee is required to attend by the Agency's Executive Director. Any such overtime will have prior approval by the Executive Director or approved designee.

Employees are expected to work a full eight (8) hour day, whether they are at or away from the office. The daily work time does not include an additional thirty (30) minute break for lunch. Employees unable to work a full eight (8) hour day must obtain prior approval, if possible, from his/her immediate Supervisor. In case of a declared emergency, permission to work at a satellite site must be approved by the Appointing Authority, or approved designee.

If the employee is (6) minutes or more late arriving to work, a leave slip must be completed for that time in increments as follows

<b>Minutes of Leave</b>	<b>Decimal</b>
0 -5	No Leave Recorded
6-11	.10
12-17	.20
18-23	.30
24-29	.40
30-35	.50
36-41	.60
42-47	.70
48-53	.80
54-59	.90
60	1

When the employee is unable to arrive at work at the scheduled time, the Unit Manager must be notified that day between the hours of seven A.M. (7:00 A.M.) and eight- thirty A.M. (8:30 A.M.). If an unscheduled leave period extends beyond one day, the Unit Manager must be contacted about the anticipated date of return to work. Repeated tardiness may result in disciplinary action.

If an employee is unable to return from lunch or break during the allotted time, the Unit Manager should be contacted as soon as possible.

The Unit Manager is available to discuss work hours, sign-in procedures or any other topic concerning personnel policies.

## **Four-Day Work Week**

Implementation of a four-day work week will become effective September 29, 2003, pending that the office can operate as outlined below. Participation is open to employees that can meet the criteria and maintain service expectations.

This change will allow staff the option to work a 10-hour workday between 6:00 a.m. and 7:00 p.m. For staff of 8-hour and 9-hours workdays, the current policy for workdays between 7:00 a.m. and 6:00 p.m. remains the same.

The following guidelines apply:

Managers may take advantage of the four-day work week as long as they provide for coverage in the office. It is not mandated that a Supervisor be on duty the entire time that an office is open. However, there must be someone in charge of the office just as if all Unit Managers and Supervisors were out at training or just as coverage is provided for their unit. Managers must designate who this will be. It is the Manager's responsibility to assume clerical coverage during work hours as needed. The receptionist duties and telephones must be covered by staff members.

Staff participation in the four-day work week may have the option of choosing any day of the week as their day off. For uniformity, seniority will be used in determining who will receive preference in selecting the day off. If a mandated meeting or conference is held on the employee's scheduled day off, the employee shall be granted compensatory time for the hours worked. Managers will be given flexibility on rescheduling an employee's day off (Monday through Friday) when the employee's normal day off falls on a holiday and also establishing office work hours for employees working a 10-hour workday between 6:00 a.m. and 7:00 p.m. Staff cannot alternate days worked each week (for example: "be off Monday one week and off Wednesday of the next week). Effective September 29, 2003, there will be a thirty (30) day trial implementation period. If an employee opts to work the 10-hour schedule and decides he/she wants to change, the change must be made by October 24, 2003. If the change is not made by this date, the change cannot occur until the last payroll period in December. Staff can only change work hours quarterly, at the end of a payroll period, unless there is compelling justification such as illness, change in family circumstances, and change in work productivity. Staff wanting to work adjusted work hours must complete and sign the *HRM-1020 Planning Working Time Change Notification Form*. This form must be approved by the appropriate designation and returned to the Human Resources Office. It is critical that the proper information be provided to the Human Resources Office to assure that changes are made in a manner that does not result in overtime for any one pay period nor a shortage of hours in another pay period.

**NOTE:** In the event that several employees within the same unit request the same day off, the Unit Manager/Supervisor has the authority to grant an alternative day off in order to ensure that the unit is sufficiently manned.

## **LOUISIANA EMPLOYEES ONLINE (LEO)**

LEO is part of the LaGov HCM system that enables employees to view, print, and make changes to a variety of information over the internet.

LEO is used for all requests, approvals, and cancellations of applicable leave. The requirement for online leave processing includes all current leave available on LEO and all future additions of leave to LEO> All leave (annual, sick, compensatory, leave without pay, etc.) must be approved in advance (unless there is an emergency situation).

Additional information pertaining to LEO may be accessed at: <https://leo.doa.louisiana.gov>

If an employee calls in to request leave, immediately upon returning to work the employee must enter their leave into LEO. Failure to enter leave timely into LEO requires the Employee Administration Unit to prepare a prior period adjustments and enter leave.

## **LEAVE ADMINISTRATION**

Several types of leave are available to employees. With the exception of restricted appointments, students, and some WAE appointments, all full-time or regularly-scheduled part-time employees earn leave.

### **A. Leave Earning Rates**

Leave earning rates vary with the total amount of state service credit an employee has, as reflected by the Adjusted Leave Service Date. The leave earning rates for annual and sick leave are as follows:

<b>State Service</b>	<b>Hours Earned Per Hours Worked</b>	<b>Hours Earned Bi-Weekly</b>
0 - 3 years	.0461	3.6880
3 - 5 years	.0576	4.6080
5 - 10 years	.0692	5.5360
10 - 15 years	.0807	6.4560
15 years - over	.0923	7.3840

Annual and sick leave are not earned for hours worked outside of assigned work schedules (i.e., overtime, travel, and on-call) or while on leave without pay.

Any

accrued unused annual and sick leave earned is carried forward to succeeding calendar years.

Remaining annual and sick leave balances are certified to the Retirement System upon your retirement. The balance is used to calculate additional benefits. Accrued leave cannot be used to qualify for retirement.

**It is the responsibility of each employee to review his/her leave balances and to only request leave when a sufficient balance is available for the type of leave requested.**

## **B. Annual Leave**

Annual leave is provided for vacations or personal business. **Employees shall request annual leave in advance.** Vacation leave must be requested a minimum of two weeks prior to the leave. A request for annual leave may be denied at a supervisor's discretion, based on work needs, office policies, and other business-related reasons. A previously approved request may also be rescinded should business circumstances change. Employees who are absent without pre-approved leave, may be placed on leave without pay (LWOP). Annual leave is not charged for non-work days (weekends and holidays).

Annual leave may not be used in lieu of sick leave unless the employee is on FMLA and has exhausted their sick leave.

Upon separation from state service, employees are paid the value of any accrued annual leave up to a maximum of 300 hours at the current hourly rate of pay. If the employee is on detail, the hourly rate of pay is based upon the employee's pay on his home position and not the "detail" position. Fractions of an hour will be disregarded. Any annual leave above 300 hours will be re-credited to those employees that return to state service within five (5) years of separation, provided the separation was not due to a dismissal or resignation to avoid dismissal.

When an employee who has been paid for accumulated annual leave is re-employed, he must pay the hiring agency an amount equal to the number of workdays paid upon separation minus the value of any workdays intervening between the date of separation and the date of rehire. In turn, those hours will be re-credited to the employee. For example, if a 40 hour/week employee is paid 300 hours upon separation, then is rehired in a different agency after only 3 weeks away from work (120 hours), he would be required to repay the new agency 180 hours of leave at the rate he was initially paid for the annual leave. Exceptions occur when the re-employed person is hired into a non-leave earning position (or if a classified employee and returning for the first time following retirement or hired into a job appointment).

### **C. Sick Leave**

Sick leave is leave with pay granted to an employee who is suffering with a disability which prevents him from performing his usual duties and responsibilities or who requires medical, dental, or optical consultation or treatment. If an employee exhausts all sick leave, i.e. less than eight (8) hours, he/she may be removed from state employment by the appointing authority if he/she does not have a right to leave under the Family and Medical Leave Act.

Sick leave balances are not payable upon separation from state service. All sick leave will be re-credited to those employees that return to state service within five (5) years of separation, provided the separation was not due to a dismissal or resignation to avoid dismissal. In that case, all balances will be cancelled.

**If an employee is out three (3) or more consecutive days on sick leave a doctor's release to return to work statement must be submitted to the supervisor the day the employee returns to the workplace. Employees who do not bring a doctor's statement will be sent home in LWOP.**

### **D. Sick Leave – Immediate Family**

In lieu of requesting annual leave, an employee who has accrued and has 40 hours or more of sick leave available<sup>1</sup> may request sick leave using code LBIF (SICK LV IMMEDIATE FAMILY) for necessary absence from duty for the following reasons<sup>2</sup>:

- Illness or injury of an immediate family member which necessitates the absence.
- Medical, dental, or optical consultation or treatment for immediate family members when it is not possible to arrange such appointments for non-duty hours.

Example: Employee with 200 hours of sick leave accrued and available may request up to 160 hours of sick leave to care for an immediate family member.

When possible, forty (40) hours of sick leave should remain available for the employee to utilize for:

- His/Her own illness or injury, which prevents the employee from performing his usual duties;
- His/Her own medical, dental or optical consultation or treatment for the duration of time required for such appointments when it is not possible to arrange such appointments for non-duty hours.
- Assertion, supported by medical certification, of his/her own need to be isolated from the workplace to avoid a health risk exposure during a health pandemic declared by the Governor because of his/her diagnosed high-risk

<sup>1</sup> An employee with 30 hours of sick leave accrued and available cannot request the use of sick leave to care for an immediate family member.

<sup>2</sup> Note: Final approval of the leave request, even if under extenuating circumstances, is at the discretion of the designated Appointing Authority.

immunological disorder.

**E. Compensatory Leave**

Employees exempt from Fair Labor Standard Act (FLSA) hourly pay requirements may earn compensatory leave, commonly referred to as K-time, in lieu of overtime pay. Use of “K-time” must be applied for in the same manner as annual leave, and it will be charged in the LaGov HCM system before annual leave or leave without pay. Upon separation from state service or transfer from the GOEA, any unused compensatory leave that is not accepted by the receiving agency will be canceled.

**NOTE: Only Overtime in Excess of (3) hours per week must use the Form HR 1001 ALL overtime must have prior approval from the supervisor.**

**F. Overtime For Meetings, Conferences And Seminars (In And Out-Of-State):**

*Overtime shall only be granted if meetings, conferences, seminars, etc., are relevant to the mission of GOEA and will benefit the Agency. Also, such meetings must be required by the Agency and employee must obtain prior approval. If such meetings end after 12:00 noon and required travel time would place employee on the road after normal working hours, employees are allowed to travel the next day. However, for all unique travel situations (delays, cancellations, etc.) that do not fall within the written guidelines of the Agency’s overtime policy and could possibly result in overtime, employees must notify their Supervisor immediately. Failure to do so will result in overtime being denied.*

**NOTE: This policy is not effective for persons covered by the Fair Labor Standards Act (FLSA), i.e. non-exempt personnel.**



## **G. Leave Without Pay (LWOP)**

An employee requesting leave without pay (LWOP) can only be approved by the Director/Appointing Authority.

## **H.C Civil And Special Leave**

An employee shall be given time off without loss of pay, using annual leave or sick leave when:

- Performing jury duty.
- Summoned to appear as a witness before a court, grand jury, or other public body or Commission, provided that for purposes of this subsection a plaintiff or defendant shall not be considered a witness, nor shall this subsection apply to an employee summoned as a witness as a result of employment other than state employment.
- Performing emergency civilian duty in relation to national defense.
- The Executive Director/ Appointing Authority determine that an Act of God prevents the performance of the duties of the employee.
  
- Participating in a state civil service examination, or taking a required examination pertinent to the employee's employment
- The Executive Director/Appointing Authority determines that it is impractical for the employee to work in the locality due to local conditions or celebrations.
- The employee is a member of a Civil Air Patrol and is ordered to perform duty, not
- Exceeding fifteen (15) working days in any one (1) calendar year, and this time shall not be used for unit meetings or training conducted during such meetings.
- Engaged in the representation of a client in a criminal proceeding pursuant to an order of a court of competent jurisdiction. However, if compensation for such services is available from another source and accepted by the employee, he may not accept the special leave and the compensation from the state for that time period.
- The employee is a member of the National Guard /Reserve and is ordered to active duty incident due to a local emergency, Act of God, civil or criminal insurrection, or similar occurrences of an extraordinary and emergency nature which threaten or affect the peace or property of the people of the State of Louisiana or the United States.

## **I. Funeral Leave**

The Office of Elderly Affairs may grant an employee time off without loss of pay, annual leave or sick leave, when attending the funeral or burial rites of a parent, step-parent, child, step-child, brother, step-brother, sister, step-sister, spouse, mother-in-law, father-in-law, grand-parent, or grand-child, provided such time off shall not exceed two (2) days on any one occasion.

## **FAMILY MEDICAL LEAVE ACT (FMLA)**

### **1. BASIC PROVISIONS.**

A. In accordance with the Family and Medical Leave Act of 1993 (FMLA), eligible employees may be entitled up to 12 weeks or up to four hundred eight (480) hours, of “job-protected” unpaid leave during any twelve (12) month period under the following circumstances:

- For the birth of a child and/or to care for a newborn child of the employee
- To care for the newly adopted child or newly placed foster child
- To care for a spouse, child, or parent with a serious health condition ).
- If a serious health condition renders the employee unable to perform the functions of his/her job).
- “Any qualifying exigency” arising out of the fact that the spouse, or a son, daughter or parent of the employee is on active military duty or has been notified of an impending call or order to active military duty in support of a contingency operation
- Military Caregiver Leave: The FMLA also provides an eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered military service member who is recovering from a serious illness or injury sustained in the line of duty while on active duty up to 26 workweeks of leave in a single 12-month period to care for the service member. It also provides the spouse, son, daughter, parent, or next of kin of veterans who are undergoing medical treatment, recuperation or therapy for serious injury or illness that occurred anytime during the five years preceding the date of treatment up to 26 workweeks of leave in a single 12-month period to care for the veteran. This leave is only available during a single 12-month period, during which an eligible employee is entitled to a combined total of 26 workweeks for all types of FMLA leave. During any other 12-month period, an eligible employee is entitled to receive up to 12 workweeks for non-military caregiver FMLA leave.

B. In general, Family Medical leave requests should be submitted in writing and approved by the Appointing Authority. In cases where the need for the family leave is known by the employer, however, the Appointing Authority/HR Director is obligated to place the employee on family leave regardless of whether the employee actually requests it.

## 2. DEFINITIONS.

- A. An eligible employee is defined as an employee who has been employed for a total of at least 12 months by the employer (State of Louisiana) and has actually worked at least 1,250 hours (excluding leave and holidays) on the date which any FMLA is to commence. These hours will be determined by measuring backwards from the date the employee requests FMLA to 12 months prior to determine if the employee has worked 1,250 hours (example: request made October 15, 2010 would be counted from October 14, 2009 for determination).
- B. Health care provider is defined as follows:
- A doctor of medicine or osteopathy who is authorized to practice medicine or surgery by the State in which the doctor practices.
  - Podiatrists, dentists, clinical psychologists, clinical social workers, optometrists, and chiropractors (limited to treatment consisting of manual manipulation of the spine to correct a subluxation as demonstrated by x-ray) authorized to practice in the State.
  - Nurse practitioners and nurse midwives who are authorized to practice under State law.
  - Christian Science practitioners listed with The First Church of Christ, Scientist (The Mother Church), in Boston, Massachusetts.
- C. Serious health condition is defined as an illness, injury, impairment, or physical or mental condition that involves the following:
- Any period of incapacity or treatment in connection with or consequent to inpatient care in a hospital, hospice, or residential medical care facility.
  - Any period of incapacity requiring absence from work of more than three consecutive, full calendar days and that also involves:
    - Treatment two or more times by a health care provider, by a nurse or physician's assistant under direct supervision of a health care provider, or by a provider of health care services (e.g., physical therapist under orders of, or on referral by, a health care provider.) The two visits must occur within 30 days of the beginning of the period of incapacity and the first visit to the health care provider must take place within seven days of the first day of incapacity. Treatment includes examinations to determine if a serious health condition exists and evaluations of the condition, but does not include routine physical, eye or dental examinations; or
    - Treatment by a health care provider on at least one occasion which results in a regimen of continuing treatment under the supervision of a health care provider. The first visit to the health care provider must take place within seven days of the first day of incapacity. A regimen of continuing treatment includes, for example, a course of prescription medication (e.g. an antibiotic) or therapy requiring

special equipment to resolve or alleviate the health condition (e.g. oxygen). A regimen of treatment does not include the taking of over-the-counter medications, bed-rest, drinking fluids, exercise or other similar activities that can be initiated without a visit to a health care provider.

- Continuing treatment by a health care provider for a chronic or long-term health condition that is incurable or so serious that if not treated would likely result in a period of incapacity of more than 3 calendar days and for prenatal care. A chronic condition is one which:
- Requires periodic (at least two per year) visits for treatment by a health care provider, or by a nurse or physician's assistant under direct supervision of a health care provider;
  - Continues over an extended period of time (including recurring episodes of a single underlying condition); and
  - May cause episodic rather than a continuing period of incapacity(e.g., asthma, diabetes, epilepsy, etc.). A period of incapacity for a chronic condition qualifies for FMLA leave even if it lasts less than three days.

Voluntary or cosmetic treatments (such as most treatment for orthodontia or acne) which are not medically necessary are not "serious health conditions," unless inpatient hospital care is required. Restorative dental surgery after an accident or removal of cancerous growths are serious health conditions provided all the other conditions are met (Bullets 1, 2, and 3). Treatments for allergies, stress or substance abuse are serious health conditions, if all conditions are met (1, 2, and 3). Prenatal care is included as a serious health condition. Routine preventive physical examinations are excluded.

- A. Parent is defined as the biological parent or an individual who stands or stood "in loco parentis" when the employee was a child. This term does not include parents "in-law."
- B. "In loco parentis" is defined as those individuals with day-to-day responsibilities to care for and to financially support a child or, in the case of an employee, who had such responsibility for the employee when the employee was a child. A biological or legal relationship is not necessary.
- C. Son or daughter is defined as a biological, adopted, or foster child, a stepchild, or legal ward, or a child of a person standing "in loco parentis," who is under 18 years of age or 18 years of age or older and incapable of self-care because of a mental or physical disability.

- D. Physical or mental disability is defined as a physical or mental impairment that substantially limits one or more of the major life activities of an individual (i.e., walking, breathing, speaking, hearing, seeing, learning, working, etc.).

#### DEFINITIONS WITH RESPECT TO FAMILY LEAVE RELATED TO MILITARY SERVICE

- E. Active Duty: Duty under a call or order to active duty of members of the uniformed services during a war or during a national emergency declared by the President or Congress.
- F. Contingency Operation: A military operation designated by the Secretary of Defense as an operation in which members of the armed forces are or may become involved in military actions, operations, or hostilities against an enemy of the United States or against an opposing military force.
- G. Covered Service member: A member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.
- H. Next of kin: The nearest blood relative of an individual.
- I. Outpatient Status: Status of a member of the Armed Forces assigned to:
- a military medical treatment facility as an outpatient; or
  - a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.
- J. Qualifying Exigency includes:
- short-notice deployment
  - military events and related activities
  - childcare and school activities
  - financial and legal arrangements
  - counseling
  - rest and recuperation

- post-deployment activities
- additional activities not encompassed in the other categories, but agreed to by the employer and employee

K. **Serious Injury or Illness:** An injury or illness incurred by the member in line of duty on active duty in the Armed Forces that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating.

### **3. REQUEST FOR FAMILY LEAVE**

#### **A. EMPLOYEE RESPONSIBILITY**

- An employee must provide the Appointing Authority at least 30 days advance notice before the FMLA is to begin when the need for the leave is foreseeable, based on an expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee or a family member. In the case of FMLA leave for an impending call or order to active duty of the employee's spouse, son, daughter or parent in support of a contingency operation, notice must be given as is reasonable and practicable. If 30 days' notice is not possible, notice must be given as soon as practical (i.e. verbal notification within one or two business days from the date the need for leave becomes known). In the case of an emergency, notice may be given by the employee's spouse, an adult family member or other responsible party.
- The HR Staff must require the submittal of a certification form. The employee must submit the applicable certification form within 15 calendar days from receipt of a request. If an employee fails to produce the certificate, the leave will not be designated as FMLA, and the employee's absence is not protected by FMLA. As a common-sense practice, however, and in order to afford the FMLA-eligible employee with FMLA protection, the HR Staff shall designate the leave as FMLA when he/she has personal knowledge that the employee's absence is due to an FMLA-qualifying condition, even if the certification is not provided. Emergencies and unforeseeable events are examples of reasons why the HR Staff may place an employee on FMLA without a certification. The HR Staff will notify the employee of his/her eligibility, rights, and responsibilities, along with the FMLA designation via the FMLA Notice of Eligibility and Rights & Responsibilities and the FMLA Designation.
- An employee must provide, when requested, periodic updates on the status of his/her FMLA absence and/or intent to return to work, to include recertification or fitness for duty statements from his/her health care provider.

- An employee who requests FMLA leave on the basis of a “qualifying exigency” resulting from the fact that the employee’s spouse, son, daughter or parent is on active duty or called to active duty shall be required to complete and submit the Certification of Qualifying Exigency for Military Family Leave. As specified on the form, documentation confirming the covered military member’s active duty orders must also be submitted.  
An employee who requests FMLA leave to care for a covered service member with a serious injury or illness shall be required to submit the Certification for Serious Injury of Illness of Covered Service member for Military Family Leave, as completed by an authorized health care provider or by a copy of an Invitational Travel Order (ITO) or Invitational Travel Authorization (ITA) issued to any member of the covered service member’s family.
- In cases where the employee is using family leave on an intermittent basis, either for his/her own serious health condition or to care for a family member, the employee should when practicable, provide advance notice to his/her Supervisor each time family leave is utilized.
- When the employee is using intermittent family leave for his/her own serious health condition which is of a chronic nature (i.e., asthma, diabetes, migraine headaches), it is incumbent on the employee to advise his/her Supervisor which absences are related to the chronic condition so that the leave can be coded appropriately.

**B. SUPERVISOR RESPONSIBILITY**

- When an employee requests FMLA leave or when the Supervisor acquires knowledge that an employee’s leave may be for an FMLA-qualifying reason, the Supervisor must notify the Human Resources Department Staff.

**C. HUMAN RESOURCE DEPARTMENT RESPONSIBILITY**

- Once the HR staff acquires knowledge that an employee’s leave may be for an FMLA qualifying reason, the HR staff will notify the employee of his/her eligibility to take FMLA leave and his/her rights and responsibilities within five business days, absent extenuating circumstances through the FMLA Notice of Eligibility and Rights & Responsibilities.

**(Note:** If a Supervisor/HR Staff suspects an absence may be FMLA qualifying, he/she is obligated to inquire further and determine reasons for the absence. *The employee need not mention or actually request FMLA*).

- The HR staff shall indicate on the FMLA Notice of Eligibility and Rights & Responsibilities Form 1 that the employee's request for FMLA leave must be supported by the applicable certification form. It is the employee's responsibility to provide a complete and sufficient certification. The employee has 15 calendar days from receipt of the date of request to provide the HR staff with the certification form. The HR staff may require the original signature of the health care provider on the applicable form.
- If an employee fails to provide the requested certification within the allotted time, the HR staff may delay FMLA leave until the employee submits the certification form. If an employee never produces a requested certification, the leave is *not* FMLA leave and the employee's absence is *not* protected by the FMLA. As a common-sense practice, however, and in order to HR staff afford the FMLA-eligible employee with FMLA protection, the HR staff shall designate the leave as FMLA when the Supervisor/ HR staff has personal knowledge that the employee's absence is due to an FMLA-qualifying condition even if the certification is not provided. The HR Director will notify the employee of the FMLA designation via the FMLA Designation Notice.
- The HR staff may request subsequent re-certification of medical conditions for pregnancy, chronic, or permanent/long-term conditions under continuing supervision of a health care provider no more often than every 30 days. If the minimum duration specified on the applicable health care provider certification form is more than 30 days, however, the HR staff may not request re-certification until that minimum duration has passed unless the employee requests an extension of leave, circumstances described on the previous certifications have changed significantly, or the HR staff receives information that casts doubt upon the continuing validity of the certification. If there is no specified end date for the duration of the medical condition (i.e., "ongoing," "undetermined," or left blank), medical recertification may be required no more often than every 30 days. In any case, however, recertification of an ongoing condition may be required every six months in conjunction with an absence. No recertification may be requested for military caregiver or qualifying exigency FMLA.

#### 4. USAGE OF FAMILY LEAVE.

- With the first usage of FMLA, the HR ISIS timekeeper must enter the date of first usage and establish the quota of 480 hours. With each subsequent usage, the HR ISIS timekeeper must make two entries: one to draw down from the FMLA "bucket"



of 480, through the Family Medical LV Roll Year entry, and a second entry to draw down from the actual type of leave used, FMLA Self (LBFM), FMLA Family (LAFM), Worker's Comp FMLA (LDFM), or FMLA Unpaid Leave without Pay (LWFM). When any of these FMLA absence codes are entered, the system will automatically deduct from the appropriate leave balance. If the employee does not have 480 hours of paid leave balances, the system will not automatically roll to leave without pay and the HR ISIS timekeeper must enter leave without pay until the employee has used the 480 hours quota that must be granted. After usage of 480 hours for FMLA purposes, no additional leave will be coded to a FMLA code, and it is at the Appointing Authority's discretion as to whether additional leave without pay will be approved. The employee must designate on the Application for Leave form and time sheets the type of leave that will be used for family leave purposes by choosing one of the family leave codes on the Application for Leave form: FMLA Self, FMLA Family, Worker's Comp FMLA (LDFM), or FMLA Unpaid Leave without Pay.

- In cases involving the employee's own serious health condition or temporary disabilities, the employee will be required to request FMLA Self. When the FMLA Self code (LBFM) is entered, the ISIS-HR payroll system first draws down from the accrued sick leave balance, then from time and one-half K-time, straight K-time, and then from annual. However, an Appointing Authority may allow an employee to use K-time prior to using accrued sick leave. When accrued paid leave balances are insufficient to meet the FMLA entitlement, FMLA Unpaid Leave without Pay (LWFM) will be granted.
- In maternity cases, the employee will be allowed up to 12 weeks of family leave for childbirth and childcare; if complications occur, the employee will be allowed to take 16 weeks of leave, in accordance with LA State Law. FMLA Self (LBFM) will be granted until the employee is released by her physician, which for a normal pregnancy is 6 weeks from the date of delivery. After the physician's release, FMLA Family (LAFM) will be granted to provide the 12-week family leave entitlement. FMLA Unpaid Leave without Pay (LWFM) will only be granted when accrued paid leave balances are insufficient to meet the FMLA entitlement.
- Family leave will be granted to an eligible employee to care of a spouse, child, or parent with a serious health condition. The employee will be required to take FMLA Family. When the FMLA Family code (LAFM) is entered, the ISIS-HR payroll system first draws down from any accrued time and one-half K-time, straight K-time hours, and then from the annual leave balance. When accrued paid leave balances are insufficient to meet the FMLA entitlement, FMLA Unpaid Leave without Pay (LWFM) will be granted. ***FMLA sick leave cannot be used for Familyleave.***

- If an employee uses sick leave under circumstances which do not qualify as FMLA leave, the leave will not count against the 12 weeks of family leave which the employee is entitled. For example, sick leave used for routine medical/dental appointments and non-serious illnesses, such as colds, common headaches, etc., does not count against the 12 weeks of FMLA entitlement.
- The 12-month eligibility period for FMLA will be measured from the date the employee's first usage of family leave begins. Family leave does not necessarily have to be taken all at once. Leave may be taken on an intermittent basis (i.e., 1 week per month or on a reduced schedule basis (i.e., 4 or 5 hours per day). In the case of a request for intermittent leave or leave on a reduced schedule which is medically necessary, the employee will submit the Certification of Physician or Practitioner, advising the Supervisor of the reasons why the intermittent/reduced leave schedule is necessary, and the schedule for treatment. When planning medical treatment, the employee will consult their Supervisor and make a reasonable effort to schedule leave so as not to unduly disrupt the operations of the department.

## 5. OTHER PROVISIONS.

- A. There is a limitation for spouses who work for the same employer. (The State of Louisiana is considered one employer.) A husband and wife who are eligible for FMLA are permitted to take only a combined total of 12 weeks of leave during any 12-month period if the leave is taken as follows:
- For the birth of a child or to care for the child after birth.
  - For the placement of a child for adoption, foster care or to care for the child after placement.
  - To care for a parent with a serious health condition. When an employee requests FMLA for any of the above reasons, he/she will include a statement on the Certification of Physician or Practitioner, to reflect that this request is not in conflict with the limitation for spouses who work for the same employer.
- B. Eligible employees with serious health conditions will not be terminated under Civil Service Rule 12.6(a) (exhaustion of sick leave) unless he/she has first been granted 12 weeks of family leave (paid and/or unpaid) during the past year. (Refer to paragraph 4 for definition of year.)
- The U. S. Department of Labor requires that employees are provided with specific information when placed on FMLA leave. The Notice of Eligibility and Rights & Responsibilities and the Designation Notice are therefore to be used when placing an employee on family leave or upon receipt of an employee's request for family leave.

## 6. RECORD KEEPING.

- A. FMLA requires that employers make, keep, and preserve records pertaining to their obligations under the FMLA Act. Records specified by these regulations must be kept no less than 3 years and be available for inspection, copying, and transcription by representatives of the Department of Labor upon request. Medical certification, recertification, or medical histories of employees or employees' family members are confidential and must be maintained by the appropriate Section/District in a confidential file kept separate from the employee's personnel file.
- B. Records to be kept include the following:
- If FMLA leave is taken in increments of less than 1 full day, the number of hours of leave taken if not a full day.
  - Basic payroll and identifying data, including name, address, and classification; rate or basis of pay; daily and weekly hours worked per pay period; and total compensation paid.
  - Dates FMLA leave is taken by employee.
  - Copies of the employee's Application for Leave forms which reflect family leave taken.
  - Copies of Notice of Eligibility and Rights & Responsibilities and the Designation Notice Form 3 advising employee that he/she has been placed on FMLA leave.
  - Any documents describing employer policies and practices regarding the taking of paid and unpaid family leave.
  - Records of any dispute between the employer and employee regarding designation of leave as FMLA leave.

## 7. FMLA VIOLATIONS.

If an employee believes that his/her rights have been violated under the FMLA, he/she may file a complaint without fear of harassment or retaliation with the Appointing Authority and the Wage and Hour Division, Employee Standards Administration, U. S. Department of Labor.

## 8. FURTHER INFORMATION.

Any questions regarding this policy should be directed to the Human Resources Department.

### **MILITARY LEAVE**

Probationary and permanent employees who are members of a Reserve Component of the Armed Forces of the United States shall be entitled to military leave with pay when placed on "military active duty for training". Maximum military leave with pay for "military active duty for training" is fifteen working days per calendar year.

Leave without pay for military purposes will be granted for a period of one hundred eighty (180) consecutive days.

### **SPECIAL LEAVE**

#### **Adverse Weather Policy**

In order to provide an equitable method of handling absences when employees are unable to get to work because of hazardous weather conditions, or in the event that adverse weather conditions develop during the work day, employees will be permitted to apply for Special Leave.

Special Leave shall be granted in the event of Tropical Storms, Hurricanes, Tornadoes, Ice Slickened Highways/Roads/Streets, etc., and the employee is either unable to get to work or weather conditions are worsening that may result in the employee being unable to return home. The Appointing Authority shall declare/grant Special Leave due to adverse weather conditions.

Upon the Appointing Authority declaring that Special Leave shall be granted due to adverse weather conditions, the employee is responsible for submitting a leave slip to his/her Supervisor indicating Special Leave: "Act of God."

**NOTE:** Each occasion (adverse weather condition) must be named in the statement from the Appointing Authority (i.e. Tropical Storm Allison, Hurricane Allison, Hurricane Andrew, etc.).

*EFFECTIVE: June 2001*

### **PARENTAL LEAVE**

Parental leave provides the employee time to bond with a child following the birth of a child or placement of a child under the age of 18 with the employee for adoption or foster care. Parental leave also allows adoptive and foster parents to attend post-placement court proceedings and mandatory meetings related to the placement.

Legal parents, adoptive parents, and foster parents are eligible who: 1. Have an active and on-going role in parenting the child; 2. Are in a leave-earning position on the date of the qualifying event; and 3. have worked for the state for 12 months and at least 1250 hours in the 12 months immediately preceding the date parental begins.

A full-time eligible employee may be granted up to six weeks (240 hours) of parental leave during the twelve-week (84 day) period following a qualifying event. The number of hours an eligible part-time employee may be granted will vary depending on their work schedule.

The employee is entitled to compensation at the rate of 100% of their base pay while on parental leave.

Parental leave should be requested by completing the required SCS Parental Leave Certification Form and any other agency-specific documents as soon as the employee is aware of the qualifying event.

## **TERMINAL LEAVE**

Upon separation from state service, the employee will be paid the value of any unused annual leave up to the allowable maximum of three hundred (300) hours. If the employee returns to work before a time equivalent to the number of paid hours elapsed, the employee will be required to repay the difference. All sick leaves and any annual leave in excess of three hundred (300) hours will be recorded and re-accredited if the employee returns to state service within five years.

## **MEDICAL AND LIFE INSURANCE**

The State of Louisiana offers health and life insurance for most state employees who have a regular tour of duty. The employee must be employed at least thirty two (32) of the forty (40) hour work week and must be appointed to a position that is to last more than one hundred twenty (120) days. Health insurance coverage is offered through the self-insured **State Employees' Group Benefits Program**.

**NOTE:** Health Maintenance Organizations may change during the annual Open Enrollment Period.

Life insurance coverage is offered through the State Employees' Group Benefits Program. The insurance is available at special group rates with automatic payroll deductions. The State of Louisiana will pay fifty percent (50%) of the premium.

Contact the Human Resources Office for details on the various plans, rates and providers.

## **PORTABILITY**

On June 16, 1993, the Wesson Bill was signed into law. This bill's section on Portability affects the way State Employees' Group Benefits Program deals with a pre-existing condition (PEC.)

The law reads: If coverage under another group plan terminated within sixty days of the effective date of coverage with the **SEGBP/HMO**, a PEC (Pre-existing Condition) limitation can be effective with a time credit for the duration of the prior coverage and a dollar credit taken from the life-time maximum of the **SEGBP/HMO** for benefits paid under the other plan. This rule was adopted by the Board effective July 20, 1993.

Simply stated this means that an employee/dependent who applies for coverage as a late applicant may have their 1 year PEC period reduced or completely eliminated, if they meet the necessary criteria.

- 1. THEY ARE COVERED BY A GROUP POLICY.**
- 2. THEY HAVE BEEN CONTINUOUSLY COVERED.**
- 3. THE LAPSE IN COVERAGE IS NOT GREATER THAN 63 DAYS, BETWEEN THE TERMINATION DATE OF THE PRIOR COVERAGE AND THE EFFECTIVE DATE OF THE NEW POLICY.**

## **CAFETERIA PLAN**

Employee benefits are very valuable to the employee. The State of Louisiana provides its employees with health/life insurance and also the Flexible Benefits Plan (Cafeteria Plan). The plan helps the employee to save money through two tax saving options.

- Premium Conversion Flexible Spending Account" (FSA). This simply allows the employee to pay eligible insurance premiums and dependent day care expenses on a tax-free basis. It allows a saving between fifteen percent (15%) and thirty-five percent (35%) on monies already spent by the employee.

For a list of those eligible items, or for information on enrollment, contact the Human Resources Office.

## **SUPPLEMENTAL INSURANCE**

The Uniform Payroll System for state employees maintains a list of companies who are permitted to sell products to state employees through payroll deductions. These types of insurance are one hundred percent (100%) employee paid. Employees interested in any of the plans must contact the plan directly for information and enrollment forms. The Office of Elderly Affairs does not promote these plans, but it does allow payroll deductions for policies of approved companies.

The names of these supplement insurance companies are available in the Human Resources Office upon request.

## **WORKERS' COMPENSATION**

If an employee is involved in an on-the-job accident, he or she will be eligible for Workers' Compensation.

Workers' Compensation is a legally required employer-paid program designed to protect employees from loss of total income due to injuries occurring on the job. Should an employee become injured while working on the job, he or she should notify their immediate Supervisor or the Administrative Assistant at once to request an injury report, no matter how minor the injury may appear.

*Civil Service Rule 11.21 provides:*

When an employee is absent from work due to disabilities for which he/she is entitled to Workmen's Compensation, he/she

- a) shall, to the extent of the amount accrued to his/her credit, be granted sick leave not to exceed the amount necessary to receive total payments for leave and Workers' Compensation equal to his/her regular salary.
- b) may, to the extent of the amount accrued to his/her credit, be granted annual leave or a combination of annual and sick leave not to exceed the amount necessary to receive total payments for leave and Workers' Compensation equal to his/her salary.
- c) may be granted leave without pay.

### **AGENCY POLICY:**

In the event of an on the job injury the following procedures are to be followed:

1. Report accident/injury to immediate Supervisor and HR staff immediately.  
(Either the employee or the Supervisor must contact the HR staff within 24 hours.)

### **FORMS**

2. The following forms are to be completed:
  - a) *DA 2000 Office of Risk Management Incident/Accident Investigation Form*. If possible, to be completed by employee. If not, by Supervisor and submitted to the HR Director immediately (within 24 hours).
  - b) *LDOL-WC-1007 Employer Report of Injury/Illness*. To be completed by employee (if possible) and/or Supervisor/Manager immediately and submitted to the HR Director whom in turn verifies pertinent information (wage information, date of hire, etc.), signs, dates and forwards form to the Office of Workers' Compensation.
3. Once appropriate forms have been completed and signed, the HR Analyst enters the information into the Sedgwick Claims Capture System. Once the information has been submitted to Sedgwick, they will be the sole point of contact for the employee for the remainder of the worker's compensation process. Sedgwick will contact the Analyst if they have questions or need additional documentation. The Agency (HR Staff) is not contacted again, unless and until there is a leave buy-back situation, at which point, Sedgwick will forward the leave buy-back check to the Agency. Should a leave buy-back situation arise, the Office of Worker's Compensation will forward the leave buy-back check to the Agency.

**NOTE:** The HR Analyst maintains files of all Incident/Accident Investigation forms and

Employer Report of Injury/Illness forms.

**LEAVE USAGE**

If an employee is on Worker's Compensation and FMLA (Family Medical Leave Act) concurrently and exhausts sick leave, the Agency MAY approve the use of 1.5 K FLSA, but it does not count against the FMLA quota. Once the 1.5K is exhausted and the employee begins to use straight K, annual leave or leave without pay, the FMLA quota count begins again.

If an on the job injury results in extended leave:

- a) If the specified criteria has been met (See FMLA Section of Personnel Manual), employee is placed on FMLA immediately.
- b) Initially, employee uses sick leave.
- c) Once sick leave is exhausted, employee can request annual leave.
- d) Upon exhaustion of sick and annual leave, employee may apply for Leave Without Pay (LWOP). The Appointing Authority may grant up to one (1) year of LWOP.

**NOTE:** Employee will not earn leave on Worker's Compensation leave used.

**Workers' Compensation Payments And Buy Back**

Once an employee has met the requirements to receive Worker's Compensation, payments are issued every two (2) weeks.

In regards to Leave Buy Back, the Leave Buy Back check is to be deposited into the employing Agency's bank account immediately upon receipt to buy back employee leave. Employees are to return the Worker's Compensation check to the Agency and sign the check which is used to buyback the employees' leave.

**NOTE:** Leave is not earned on LDLW (Worker's Compensation Leave Without Pay) or LDWC (Worker's Compensation Leave Buy Back) hours.

**Retirement Contributions While On Worker's Compensation**

LASERS shall be contacted immediately upon notification of an employee being placed on Workers' Compensation for specific instructions on making contributions when an employee is on leave



without pay. Any contributions made must be made outside of ISIS HR and reported as unsheltered.

### **Group Health, Life and Miscellaneous Insurance Premiums**

If an employee is on FMLA and leave without pay (LDLW), the employer is required to pay the employee and employer share of the health and group life premiums, subject to reimbursement by the employee. However, miscellaneous insurance premiums remain the responsibility of the employee. The employee shall contact the appropriate vendor to make arrangements for miscellaneous deduction payments.

## **RETIREMENT**

**The State of Louisiana’s “regular” employees may become members of the Louisiana State Employees’ Retirement System (LASERS). As a members of LASERS, employees will have a percentage of their gross salary deducted per pay period as a pre-tax contribution, and the employer will also contribute a percentage of this same gross figure. When employees decide to retire they should make an appointment with LASERS to discuss benefit options. Referto LASERS at [www.lasersonline.org](http://www.lasersonline.org) for the most current information regarding retirement benefits.**

## **DEFERRED COMPENSATION**

The Louisiana Deferred Compensation Plan provides state, parish and municipal employees with the opportunity to invest money on a before-tax basis, using payroll deduction.

Participants pay no federal or state income tax on contributions. In addition, interest or earnings on the account accumulate as tax deferred. No taxes are paid on the account until funds are withdrawn. The employee may make contributions according to the most current regulations for a 457(b) Plan.

## **Louisiana State Combined Charitable Campaign (LA SCCC)**

Once a year the Office of Elderly Affairs participates in a SCCC fund raising drive. A designated staff member talks with each employee, giving information and enrolling individuals in the program. Payroll deduction is offered as one way to give their A Fair Share”.

## **PAY DAY/DIRECT DEPOSIT**

State employees receive twenty-six pay checks each year. The Direct Deposit of an employee’s pay check means the automatic deposit of pay into a checking or savings account at a bank, savings and loan, or credit union of choice.

## PERSONNEL HANDBOOK

The direct deposit rule for employees is mandatory and became effective July 1, 2002. The final rule was published in the June 20, 2002, Louisiana Register which was promulgated under the authority of LRS 39:247 et seq. and LRS 42.455 et seq. The rule only applies to employee hired after June 30, 2002. As a condition of employment, the employee must agree to accept employment compensation in the electronic format. This rule will only affect current employees if they transfer to a new agency after June 30, 2002.

Exceptions/waivers to the policy will be granted in certain situations. If an employee wishes to apply for an exception/waiver an employee must come to the HR Department to complete the OSUP Request for Direct Deposit Waiver Form.

## RECOUPMENT OF OVERPAYMENTS POLICY

It shall be the policy of the Governor's Office of Elderly Affairs to notify employee(s) when an overpayment has occurred and recoupment must take place.

Written notification will give the reason why the overpayment occurred and specify how/when the Agency will start the recoupment procedure.



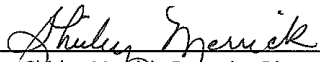
John Bel Edwards  
Governor

State of Louisiana  
OFFICE OF THE GOVERNOR  
**Office of Elderly Affairs**

PREMIUM PAY POLICY

Effective Date: 3/1/2023

Revised: 02/08/17, 10/30/2017, 12/13/2017, 06/05/2020, 11/7/2022, 7/1/2021;  
12/7/2022

AUTHORIZATION:   
Shirley Merrick, Executive Director

**I. POLICY**

As approved by the State Civil Service Commission, it is the policy of the Office of Elderly Affairs (GOEA) to implement Premium Pay for specified job titles.

This policy is not intended to create any property rights. The agency may re-assess "need" and the allocation of funding resources at any time and may rescind or change the amount given at any time. Sufficient notice must be provided to the employee and notification must be sent to State Civil Service of any changes in the amount paid.

**II. PURPOSE**

The purpose of this policy is to provide GOEA with a tool that allows for competitive pay for hazardous duty jobs as well as recruitment and retention efforts in accordance with State Civil Service Rule 6.16(a).

**III. APPLICABILITY**

This policy is applicable to employees in the authorized job titles as listed in Addendum A. Premium Pay is discontinued if an employee leaves the authorized job title.

**IV. PROCEDURES**

The Human Resources unit will ensure that employees in the applicable job titles receive the Premium Pay rates as identified in Addendum A.

**V. QUESTIONS**

Please direct all questions regarding this policy to the Human Resources Unit.

### ADDENDUM "A"

Effective December 7, 2022, the following identifies the job titles within the Office of Elderly Affairs that are authorized for Premium Pay and the applicable Premium Pay rate. For the purposes of this policy, "only hours worked" does not include leave hours.

#### Hazardous Duty-Premium Pay

Premium pay of \$2.00 per hour, for only hours worked, is authorized for all Adult Protection positions for hazardous duty.

Job Title	Pay Level	Job Code
Adult Protection Specialist 1	SS 412	168260
Adult Protection Specialist 2	SS 414	168270
Adult Protection Specialist 3	SS 415	168280
Adult Protection Specialist Supervisor	SS 417	168290

#### Recruitment and Retention Premium Pay

Premium pay of up to \$1.00 per hour, for only hours worked, is authorized for all employees in the job titles listed below for recruitment and retention:

Job Title	Pay Level	Job Code
Auditor 1	AS 615	158520

Premium pay of up to \$1.25 per hour, for only hours worked, is authorized for all employees in the job titles listed below:

Job Title	Pay Level	Job Code
Auditor 2	AS 615	158530

Premium pay of up to \$1.50 per hour, for only hours worked, is authorized for all employees in the job titles listed below:

Job Title	Pay Level	Job Code
Auditor 3	AS 617	158540

Premium pay of up to \$2.00 per hour, for only hours worked, is authorized for all employees in the job titles listed below:

Auditor Supervisor	AS 619	158550
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**Tiered Longevity-Premium Pay**

Premium pay of up to \$ 2.00 per hour Longevity pay is authorized for all job titles listed below:

All eligible full-time classified employees will receive the following for only hours worked based on the current length of employment with the Governor's Office of Elderly Affairs.

Employed 0 months to less than 2 years	Up to \$1.00 per hour
Employed 2 years to less than 4 years	Up to \$1.50 per hour
Employed 4 years or greater	Up to \$2.00 per hour

Job Title	Pay Level	Job Code
Adult Protection Spec 1	SS 412	168260
Adult Protection Spec 2	SS 414	168270
Adult Protection Spec 3	SS 415	168280
Contracts Grant Reviewer 1	AS 611	160200
Contracts Grant Reviewer 2	AS 612	160210
Accountant 1	AS 611	139340
Accountant 2	AS 613	139350
Accountant 3	AS 615	139370
Human Resources Analyst A	AS 612	170800
Human Resources Analyst B	AS 613	170810
Human Resources Analyst C	AS 615	170820
Adult Protection Spec Supvr.	SS 417	168290

If an eligible employee moves to a position outside of GOEA after the effective date of this policy, the employee's previous length of employment will not count if he/she is re-employed by GOEA. He will be considered a new GOEA employee and his premium pay rate will start over at up to 1.00 per hour.



John Bel Edwards  
Governor

State of Louisiana  
OFFICE OF THE GOVERNOR  
Office of Elderly Affairs

Special Entrance Rates Policy

Effective Date: 6/1/2023

Revised: 2/18/2023, 5/18/2023

AUTHORIZATION: *Shirley Merrick*  
Shirley Merrick, Executive Director

**I. POLICY**

In accordance with the authority granted by the Department of State Civil Service and effective June 1, 2023, it is the policy of the Office of Elderly Affairs (GOEA) to implement Special Entrance Rates for specified job titles.

**II. PURPOSE**

The purpose of this policy is to provide GOEA with a tool that allows for flexibility in pay for retention purposes.

**III. APPLICABILITY**

This policy is applicable to employees in the authorized job titles as listed in Addendum A.

**IV. PROCEDURES**

As of June 1, 2023, individuals hired in positions that are in the specified job titles will be hired at the established Special Entrance Rates.

The Personnel Action Request (PAR) from requesting an appointment in these job titles will be hired at the established Special Entrance Rates.

Effective June 1, 2023, the pay of any employee occupying a position in the specified job titles will be increased to the Special Entrance Rate.

**V. QUESTIONS**

Please direct all questions regarding this policy to the Human Resources Unit.

## ADDENDUM

Effective June 1, 2023, the following identifies the job titles within the Office of Elderly Affairs that are authorized for Special Entrance Rates. For the purposes of this policy, "only hours worked" does not include leave hours.

### Special Entrance Rates

Job Title	Pay Level	Job Code	Bi-Weekly	Hourly Rate
Auditor 1	AS 614	158520	\$1523.20	\$19.04
Auditor 2	AS 615	158530	\$1629.60	\$20.37
Auditor 3	AS 617	158540	\$1866.40	\$23.33
Accountant 1	AS 612	160180	\$1544.80	\$19.31
Accountant 2	AS 613	139350	\$1652.80	\$20.66
Accountant 3	AS 615	139370	\$1825.60	\$22.82
Contract Grant Reviewer 1	AS 611	160200	\$1243.20	\$15.54
Contract Grant Reviewer 2	AS 612	160210	\$1330.40	\$16.63



## PERSONNEL HANDBOOK

As GOEA employees, we provide services that are important to the public, and our personal appearances play an important part in our customers' perceptions of how seriously we take our responsibilities as stewards of the State's resources. It is therefore essential that all GOEA employees present a positive, professional image that encourages the public's confidence. GOEA does not discriminate because of or on the basis of an employee's hair texture or protective hairstyle commonly or historically associated with race.

### REQUIREMENTS

Each GOEA employee, including temporary, part-time and student workers, shall present a neat, clean, business-like image while on duty. This expectation is fundamental to serving the public in a positive manner. Beyond this general guideline, appropriate dress largely depends on the nature of the employee's work and with whom he/she has contact. In addition to being properly attired, personal hygiene and grooming must likewise be appropriate at all times. Hair, including sideburns, mustaches and beards should be clean, combed and neatly trimmed or arranged. GOEA does not discriminate of or on the basis of an employee's hair texture or protective hairstyle commonly or historically associated with race.

Since some GOEA employees work in offices and others work in the field, a comprehensive list of what employees can and cannot wear is impractical. Employees and their Supervisors are instead expected to demonstrate good judgment in determining what is appropriate for the individual jobs. For example, field personnel should also consider practicality and safety, and are not expected to dress the same as office personnel. Employees who frequently interact with outside visitors, business representatives and/or governmental officials are held to even higher standards.

On Fridays, however, employees may dress in a more relaxed fashion, but should always look neat and professional. Neat and well-maintained jeans are accepted on Fridays. Employees should nonetheless consider the day's activities when determining what to wear on these days.

While it is expected that each employee will use common sense and good judgment in selecting appropriate clothing to wear to work, the following is a list of clothing deemed inappropriate for the GOEA workplace and shall not be worn at any time. This list is not comprehensive and employees are not to assume that the omission of a particular item means that it is appropriate.

- Athletic wear (sweat suits, jogging suits, wind suits, etc.)
- Tank tops or muscle shirts
- Shorts
- Leggings
- Crop pants shorter than mid-calf
- Unprofessional and distracting jewelry and piercings
- Extremely short skirts or dresses
- Clothing that is tight-fitting, low cut, see through, or that exposes the midriff
- Strapless, spaghetti-strap or backless clothing
- Apparel with inappropriate sayings, messages or pictures
- Any type of clothing that is ill-fitting, frayed, faded, or has holes
- Lounging attire

All GOEA employees are held accountable for complying with this policy. Managers and Supervisors are responsible for the uniform application of these guidelines within their respective

## **PERSONNEL HANDBOOK**

section. Employees should feel free to discuss any concerns they may have with their Supervisors. If, in the judgment of a Supervisor, an employee is inappropriately dressed, the issue shall be immediately addressed with the employee in private. The employee may be required to take leave from the workplace to remedy any inappropriate dress. Habitual offenders of this policy will be subject to disciplinary action enforced by the Executive Director/Appointing Authority.

Note: A Signed Copy of this policy is located in the Human Resources Analyst's Office.

## **AMERICANS WITH DISABILITIES ACT (1990 U.S. Congress)**

Revised: October 7, 2010

### **PHILOSOPHY:**

The Americans with Disabilities Act (ADA) is intended to maximize employment opportunities for qualified individuals with disabilities and to assure quality of opportunity, full participation, independent living and economic self-sufficiency for disabled individuals. The Office of Elderly Affairs is fully supportive of these goals and will ensure that qualified individuals with disabilities are afforded equal opportunity in all conditions of employment. ADA became effective on January 26, 1992.

### **WHO IS PROTECTED?**

The ADA protects qualified individuals with disabilities. As qualified individual with a disability is an individual who satisfies the requisite skill, experience, education and other job-related requirements of the position that he/she holds or desires and who, with or without reasonable accommodations, can perform the essential functions of the position. Under the ADA, a person has a disability if:

- A. The individual has a physical or mental impairment, which substantially limits a major life activity. Generally, this includes any person with a physiological disorder, cosmetic disfigurement or anatomical loss affecting the body system, etc. Also included are individuals with impairments (orthopedic, speech, epilepsy, heart disease, diabetes, etc.) which substantially limit his/her ability to perform activities which an average person can do with little or no difficulty, or significantly restrict the conditions, manner or duration under which he/she can perform major life activities such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, sitting, standing and lifting, and mental and emotional disorders and processes such as thinking, concentrating, and interacting with others.
- B. The individual has a record or history of a substantially limiting impairment or has been misclassified as having such impairment. This provision covers educational, medical, employment and other such records. Under this provision, it is discriminatory to base employment decisions solely upon an individual's record or known history of disability.
- C. The individual is regarded as having such an impairment because he or she:

## PERSONNEL HANDBOOK

- (1) Has a physical or mental impairment that substantially limits a major life activity, but is regarded as suffering from such limitation;
- (2) Has a physical or mental impairment that substantially limits a major life activity only due to the attitudes of others towards the impairment; or
- (3) Does not have a disability, but is treated as having a substantially limiting impairment.

To be protected, a person must have a disability and be qualified to perform the essential functions of the job, with or without reasonable accommodations. Stated concisely, the employee or applicant must be able to:

- A. Satisfy the job requirements - i.e., educational background, employment experience, skills, licensure and other job related requirements; and
- B. Perform the essential functions (basic job duties) of the position, with or without reasonable accommodations (are alterations to the work environment or changes in customary work practices, which enable and individual with a disability to perform the essential functions of the job).

The responsibility for continuing development, implementation, and monitoring of the American with Disabilities Act for the Agency has been assigned to the Human Resources Office.

For further information, contact the United States Department of Justice, Washington DC, 20530, or the ADA information line at (202) 514-0301, (202)514-0381 (T.D.D).

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## Governor's Office of Elderly Affairs

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**Effective Date: September 1, 2024**

**SUBJECT: AMERICANS WITH DISABILITIES ACT (ADA)**

**AUTHORIZED BY:**

*Amanda H. Smith*

08/14/2024

**Amanda Smith, Appointing Authority**

**DATE**

### **I. POLICY**

The **Governor's Office of Elderly Affairs (GOEA)** is fully committed to ensuring compliance with the requirements of the Americans with Disabilities Act and its Amending Act of 2008 (collectively ADA) to include:

- Title I: Prohibits discrimination against qualified individuals with disabilities in all employment practices, including recruitment, hiring, advancement, compensation, fringe benefits, job training and other terms, conditions and privileges of employment. Upon request, GOEA shall engage in an interactive process and may approve a reasonable accommodation, unless the Requestor is not a qualified individual; doing so poses an undue hardship to the agency; or poses a direct threat to the health or safety of the individual with a disability or others.
- Title II: Ensures qualified individuals with disabilities have equal access to the full range of programs, services, activities and facilities of the agency. Upon request, GOEA may provide a reasonable accommodation, unless the Requestor is not a qualified individual; doing so would fundamentally alter the nature of the agency's service, program or activity; or poses a direct threat to the health or safety of the individual with a disability or others.

### **II. PURPOSE**

The purpose of this policy is to outline GOEA's standards and procedures for purposes of ADA compliance.

### III. APPLICABILITY

This policy applies to all GOEA employees, applicants for employment, and members of the general public that receive services from GOEA.

### IV. DEFINITIONS

**A. Disability:** Under the ADA, an individual with a disability is a person who:

1. Has a physical or mental impairment that substantially limits one or more major life activities;
2. Has a record of such impairment; or
3. Is regarded as having such impairment as described in item #1 above.

**B. Impairment:** Any physiological, mental or psychological disorder or condition, including those that are episodic or in remission, that substantially limits one or more major life activities when active.

**C. Substantially Limits:** An impairment that prevents the ability of an individual to perform one or more major life activities as compared to most people in the general population when taking into consideration factors such as the nature, severity, duration and long-term impact of the condition. Such consideration must be regardless of any mitigating measures such as modifications, auxiliary aids or medications used to lessen the effects of the condition (except for use of ordinary eyeglasses or contact lenses).

**D. Major Life Activities:**

1. Generally, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others and working; and
2. The operation of a major bodily function, including functions of the immune system, special sense organs and skin; normal cell growth; and digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal and reproductive functions. The operation of a major bodily function includes the operation of an individual organ within a body system.

**E. Essential Functions:** The fundamental and primary job duties of a position. Considerations in determining whether a function is essential include such factors as the written job description; whether the reason the position exists is to perform that function; the limited number of employees available to perform that function; and the degree of expertise required to perform the function.

**F. Qualified Individual:**

1. Under Title I, an individual with a disability who meets the requisite skill, experience, and education requirements for the position and who can perform the essential functions of the position held or applied for, with or without reasonable accommodation(s).
2. Under Title II, an individual with a disability who meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by GOEA, with or without reasonable accommodation(s).

**G. Reasonable Accommodations:**

1. Under Title I, a modification or adjustment to the work environment that will enable a qualified individual with a disability to:
  - a. Participate in the testing, application and/or interview process;
  - b. Perform the essential functions of the job; or
  - c. Provide equal opportunity to the benefits and privileges of employment.
2. Under Title II, a modification that permits an individual with a disability to effectively communicate with GOEA and/or ensure equal opportunity relative to GOEA's programs, services, activities and facilities.

**H. Undue Hardship:** An accommodation that would be unduly costly, extensive, substantial or disruptive, in light of factors such as the size of the agency, the resources available and the nature of the agency's business operations.

**I. Direct Threat:** A significant risk of substantial harm to the health or safety of an individual with a disability or others that cannot be eliminated or reduced by reasonable accommodation.

**J. ADA Coordinator:** The GOEA representative responsible for facilitating the interactive, evaluation process relative to any request for accommodation, whose name and contact information is provided below.

Name: **Darice Stampley**  
Address: **P.O. Box 61, Baton Rouge, Louisiana 70821-0061**  
Phone #: **(225) 342-7095**  
Email: [\*\*Darice.stampley@la.gov\*\*](mailto:Darice.stampley@la.gov)

**V. PROCEDURES FOR REQUESTING A REASONABLE ACCOMMODATION**

It is the responsibility of the qualified individual with a disability to request a reasonable accommodation(s) when needed. To do so, the individual:

- May initiate a request either verbally or in writing. If in writing, the qualified individual with a disability should complete the Request for Accommodation

Form. If the individual needs assistance to complete the request form, GOEA will provide such assistance;

- Must submit the request to the appropriate person for the nature of the accommodation requested (as further explained below); and
- Must timely and cooperatively participate in the interactive process (as further described therein).

If the accommodation request is from a **GOEA** employee, he/she may be required, as part of the interactive process, to provide the ADA Coordinator with medical documentation from their health care provider describing the nature of the disability and the functional limitations thereof.

## **A. Employment (Title I)**

### **1. Application/Testing Process**

A qualified individual with a disability may address an accommodation request relative to the application and/or testing process to the following, dependent upon the Job Type indicated on the vacancy announcement:

- a. For Classified Jobs: Contact State Civil Service, Testing and Recruiting Office at (225) 925-1911. For more information regarding accommodations, applicants may go to <https://jobs.civilservice.louisiana.gov/TestInformation/Accommodations.aspx>.
- b. For Unclassified Jobs: Contact the GOEA representative identified in the vacancy announcement for the job being sought. The GOEA representative shall notify and collaborate with the ADA Coordinator to address the accommodation request.

### **2. Interview Process**

If contacted for an interview, a qualified individual with a disability should notify the hiring manager at that time if an accommodation is needed in order to participate in the interview and, if so, the nature of the accommodation. The hiring manager shall notify and collaborate with the ADA Coordinator to address the accommodation request.

### **3. Performance of Essential Functions**

A qualified individual with a disability may address an accommodation request related to the performance of the essential functions of a job to the following:

- a. If needed prior to or at the time of hire for a position, the accommodation request should be submitted to the person with whom the individual interviewed.
- b. If employed by GOEA and needed for the current job held, the accommodation request should be addressed to the immediate supervisor.

The interviewer or immediate supervisor shall notify and collaborate with the ADA Coordinator to address the accommodation request. Such requests must include the duties the individual is unable to perform and the accommodation(s) requested. Such accommodations may include job restructuring, use of accrued paid leave (or once exhausted, unpaid leave), modified or part-time work schedules, acquiring equipment or reassignment.

#### **4. Benefits and Privileges of Employment**

An employee seeking an accommodation related to the benefits and/or privileges associated with employment should notify the immediate supervisor. The immediate supervisor shall notify and collaborate with the ADA Coordinator to address the accommodation request. Such requests should include the benefits and/or privileges of employment in which the individual is unable to participate and the accommodation requested. Such accommodations may include restructuring work areas, lunchrooms, break rooms, training rooms and restrooms to make them available and accessible to all employees.

**NOTE:** Guidelines that govern facility standards are based on the date of original construction. Additional guidelines may apply when renovations or alterations are undertaken. GOEA shall coordinate construction and renovation in conjunction with appropriate state departments, as well as building code, regulatory and leasing entities, as applicable.

#### **5. Pregnancy, Childbirth or Related Medical Condition**

In accordance with La. R.S. 23:341-342, an applicant or employee with limitations arising from pregnancy, childbirth or related medical conditions may request an accommodation to the immediate supervisor. The immediate supervisor shall notify and collaborate with the ADA Coordinator to address the accommodation request. Such accommodations may include but are not limited to: providing more frequent, compensated break periods; providing a private place, other than a bathroom stall, for purposes of expressing breast milk; modifying food



or drink policy; and other accommodations that permit the individual to reduce or eliminate the need for leave.

**NOTE:** Accommodation requests and information collected during the associated interactive process shall be limited to only those individuals with a business need-to-know.

## **B. Effective Communication (Title II)**

A qualified individual with a speech, hearing or vision impairment may request an accommodation to the ADA Coordinator and shall be furnished with appropriate auxiliary aids and services so that the individual can participate equally in GOEA's programs, services and activities. Such auxiliary aids may include qualified sign language interpreters, documents in Braille and other ways of making information and communication accessible. Anyone who requires an auxiliary aid or service for effective communication should contact the ADA Coordinator as soon as possible but no later than 48 hours before the scheduled event.

## **C. Modifications to Policies, Procedures, or Facilities (Title II)**

A qualified individual with a disability seeking modifications to policies, procedures or facilities for equal opportunity to enjoy GOEA's programs, services and activities should contact the ADA Coordinator. Such requests should include the specific program, service or facility that the individual is unable to access and the accommodation(s) requested.

## **VI. INTERACTIVE PROCESS - EVALUATION OF ACCOMMODATION REQUESTS**

Upon receipt, the individual to whom an accommodation request was submitted must immediately notify the ADA Coordinator. The ADA Coordinator shall:

- Document the request, if not submitted in writing by the Requestor, on the Request for Accommodation Form;
- Notify the Requestor, if he/she is a current GOEA employee, whether a completed Medical Inquiry Form from a health care provider is required;
- Engage in an interactive process involving consultation with the Requestor, the treating physician (if applicable) and agency management;
- Confer with the Louisiana Rehabilitation Services and/or Job Accommodation Network (JAN), as deemed appropriate, to help evaluate the availability of accommodation options and resources related thereto;
- Where appropriate, discuss any alternative, equally effective accommodations with the Requestor;
- Recommend to, and secure approval from, the Appointing Authority as to the final determination of the accommodation request; and

- Notify the Requestor, in writing, of the final determination, including information regarding the internal grievance procedure.

Individuals with disabilities are encouraged to suggest accommodations based upon their own life and/or work experiences. Such requested accommodations will be duly considered. Nonetheless, GOEA reserves the right to select an equally effective accommodation that may be less expensive or impactful on business operations. All accommodation requests will be evaluated thoroughly and objectively on a case-by-case basis.

## **VII. INTERNAL COMPLAINT PROCEDURE**

The following internal grievance procedures are available to individuals with disabilities for resolution of complaints regarding the disposition of an accommodation request or asserting any action that would be prohibited by the ADA:

- A. Employees:** GOEA employees may file an internal grievance in accordance with GOEA's Grievance Policy, and elevate the complaint directly to Step 3.
- B. Applicants or General Public:** Complaints regarding the application/testing/interview process or accessibility of a program, service or activity of the **GOEA** may be addressed to **Angela Calhoun**, by writing to: **P.O. Box 61, Baton Rouge, LA 70821-0061**; or calling **(225) 342-9677**.

## **VIII. PROTECTIONS**

No individual shall be discriminated or retaliated against, coerced, intimidated, threatened, harassed or interfered with for:

- Making an accommodation request;
- Opposing any act or practice made unlawful by the ADA;
- Filing a charge, testifying, assisting or otherwise participating in an investigation, proceeding or hearing to enforce any provision of the ADA;
- Aiding or encouraging another individual in the exercise of any right granted or protected by the ADA; or
- Having a family, business, social or other relationship or association with an individual with a known disability.

## **IX. PUBLIC NOTICE**

To ensure accessibility by all interested persons, this policy shall be made available on the **GOEA's** public website located at **goea.la.gov**, as well as a notice posted conspicuously for access by the public in each of the **GOEA's** facilities.

## **X. DOCUMENTATION**

Forms associated with this policy are available in the forms section of the GOEA Personnel manual or by request to the ADA Coordinator.

- Request for Accommodation Form
- Medical Inquiry Form

## **XI. CONFIDENTIALITY**

All documentation obtained as part of an accommodation request, including medical and other relevant information, shall be maintained as confidential records, separate from the employee's personnel file, and subject to disclosure only as allowed by law or with the individual's permission.

## **XII. ADDITIONAL RESOURCES**

For additional resources, individuals with disabilities may contact Rikki Nicole David, State ADA Coordinator, at [rikki.david@la.gov](mailto:rikki.david@la.gov) or (225) 342-1243.

Individuals may also contact or file a complaint with the following:

- U.S. Equal Employment Opportunity Commission (EEOC) pursuant to Title I (29 CFR § 1630.1 – 1630.16) at 1-800-669-4000, 1-800-669-6820 (TTY for Deaf/Hard of Hearing callers only) or 1-844-234-5122 (ASL Video Phone for Deaf/Hard of Hearing callers only).
- Louisiana Commission on Human Rights pursuant to La. R.S. 23:323 et seq at 225-342-6969; or
- U.S. Department of Justice (DOJ), Civil Rights Division, pursuant to Title II (28 CFR § 35.101 – 35.190) at 202-514-3847 or 202-514-0716 (TTY for Deaf/Hard of Hearing callers only).

Be advised that strict time limitations apply for filing complaints with these governmental agencies.

## RETURN TO WORK POLICY

### **PURPOSE**

The health and well-being of all employees is of great importance to the Office of Elderly Affairs. The Office of Elderly Affairs (OEA) will make every effort to help employees maximize their healing and facilitate their return to work.

### **APPLICABILITY**

Consistent with the general intent of the Office of Risk Management's Return-to-Work Policy for permanent employees on Workers' Compensation or subject to the Americans with Disabilities Act, the Office of Elderly Affairs will make a reasonable effort to return to the workplace those permanent employees who have sustained job-related injuries or illnesses, and as a result are temporarily or permanently prevented from returning to their full former employment. When the employee returns to work after an extended absence for injuries or illnesses that occur off the job, this policy shall apply. Employees must contact their immediate Supervisor regarding the need for such an accommodation. The Americans with Disabilities Act (ADA) Coordinator, is available for general information and assistance to the each unit within its office in making determinations on accommodations.

Sedgwick Claims Management Services, Inc. has the responsibility for the administration of claims for medical and disability benefits to employees who are injured on the job and the coordination of the early return-to-work program, including light duty or alternate duty assignments. The Office of Elderly Affairs will make a reasonable effort to place returning employees into meaningful assignments which he/she can perform while on light or limited duty. The Office of Elderly Affairs cannot guarantee placement and is under no obligation to offer, create, or encumber any specific position placement for purposes of offering placement. All final decisions regarding placement shall be made by the Executive Director/ Appointing Authority.

Following receipt by the employer of a physician's certification, indicating that the employee may return to work, the employee's Unit Manager shall examine alternatives. The certification may or may not suggest that restrictions be placed on the employee's return, and may or maynot indicate whether the restrictions are temporary or permanent.

### **PROCEDURE**

- A. Upon receipt of the physician's certification, the employee's Supervisor, Unit Manager, and the Human Resources Director will review and determine whether it indicates any restrictions. They will then assess how such restrictions are likely to impact the employee's ability to perform his/her duties. If a question exists as to such ability, a member of the Human Resources Staff will contact the physician. The employer reserves the right to obtain a second medical opinion on the employee's condition at the employer's expense.

## PERSONNEL HANDBOOK

- B. Upon receipt of any additional information regarding the restrictions from the employee's and/or the employer's physician, the employee's Supervisor, Executive Director/Appointing Authority, and the Human Resources Staff will conduct an analysis to determine if the employee can:
1. Return to a full work load and schedule without modification of duties;
  2. Return to a full work load and schedule within six months or less, or a permanent modification of duties;
  3. Return to work at a less-than-full schedule temporarily (less than six months), but without modification of duties;
  4. Return to work at a less-than-full schedule temporarily (less than six months), with temporary or permanent modification of duties; or
  5. Return to work in a different position for a limited period of time, not to exceed six months.
- C. The employee's Supervisor and the Executive Director/Appointing Authority may determine that modifications in hours or duties are necessary in order for the employee to return to work. The employee's job will then be determined to be altered as a temporary or permanent reassignment. Other considerations will be given to:
1. The severity of the employee's condition and the extent to which his/her ability to work is impaired;
  2. The evaluation of the employee's condition, whether temporary or permanent, and the expected duration, if it is temporary;
  3. The alteration of regular job duties, temporarily or permanently, to permit the employee to return to work;
  4. The impact on the work environment, productivity, or workload of other employees due to the alteration of hours or duties when the employee returns to work;
  5. The availability of alternative work assignments.
- D. If the employee's Unit Manager and the Executive Director/Appointing Authority decide to implement a work accommodation, the Human Resources Staff must have written notification of such accommodation(s). The Human Resources Staff will address issues regarding classification concerns.
- E. In the event that the unit cannot accommodate the employee, it must notify the Human Resources Office and submit written reasons for the determination. A review of the determination and potential temporary assignments both within and outside the unit, will be decided by the Unit Manager, Human Resources Staff, and the Executive Director/Appointing Authority

- F. If an employee cannot return to his/her former employing unit, the Human Resources Staff will work with the employee in an attempt to place the employee in another position that is commensurate with the employee's restrictions and job skills at the Office of Elderly Affairs.
- G. In the event the employee refuses an accommodation or reassignment of duties which are within the employee's restrictions and ability to perform, the employer is not obligated to provide alternatives.

## **PERFORMANCE EVALUATION SYSTEM (PES)**

The Performance Evaluation System (PES) is a performance management tool for all classified and unclassified employees. The performance of each employee must be evaluated by the appropriate supervisory personnel in a timely fashion and on a regular basis. Detailed information regarding the PES is maintained in the Human Resources Offices.

An employee who received a needs improvement will be put on a work plan for a minimum of six (6) months.

## **CLASSIFICATION AND PAY**

For each classification of position, the Department of Civil Service assigns a pay range. This range consists of a minimum monthly rate and a schedule of market adjustments up to the maximum monthly rate.

The duties and responsibilities of a position will be specifically covered in an individual job description which is given to the employee during initial orientation. The Unit Manager has the right to change the duties of the position as necessary, according to the needs of the organization. An updated job description must be sent to the Department of Civil Service to reflect the amended duties.

## **OPTIONAL PAY ADJUSTMENT**

### **Governor's Office of Elderly Affairs OPTIONAL PAY POLICY**

**Revised:** 10/2010; 11/2016;

Effective Date: July 1, 2018

Approval: \_\_\_\_\_

Karen J. Ryder, Executive Director/Deputy Assistant Secretary 2/Appointing Authority

### **POLICY:**

In accordance with State Civil Service Rule 6.16.2, Optional Pay Adjustments, it is the policy of the

Governor's Office of Elderly Affairs to consider granting optional pay adjustments for the recruitment and retention of employees.

**APPLICABILITY**

This policy applies to all full-time permanent, classified employees of the Governor's Office of Elderly Affairs.

No employee shall receive more than the maximum amount allowed by State Civil Service Rule 6.16.2 within a fiscal year.

**IMPLEMENTATION:**

Provided that funding is available, the Governor's Office of Elderly Affairs will consider granting optional pay to permanent employees in the following circumstances:

**1) Matching Job Offer:**

To provide for the retention of employees deemed essential to the agency.

Employees deemed by the Appointing Authority to be essential to the agency may receive a base pay increase of up to 10% of the employee's base salary to match a written and verified job offer from a private employer, for an unclassified position at another state agency, or a position at a non-state governmental entity.

Employees at range maximum shall not be eligible for a payment under this provision.

**2) Compression Pay:**

The Appointing Authority may grant a base pay increase up to 10% to an employee to reduce pay compression.

Employees at range maximum shall not be eligible for a payment under this provision.

Salary compression may occur when manager/supervisors are paid at a rate lower than those that they supervise.

Salary compression may also be caused when there is only an insignificant difference in pay between employees in the same job series, despite significant difference in merit factors such as:

- Length of total state service
- Time in current job series
- Skills and experience
- Education/credentials
- Performance

This often happens when the current employee pay hasn't kept up with increases in the market pay rate resulting in a situation in which new hires are hired at levels similar to employees who have been with the state for many years. Merit factor should always be taken in to consideration and only employees at your agency should be compared.

When entering compression payments in LaGov, HR will maintain text about the employee, the comparable employee(s), and reason for the payment, and any merit factors used to determine that the compression payment is justified.

**3) Recruitment:**

To recruit employees into difficult to recruit positions.

The Appointing Authority may grant a base pay increase of 10% to a classified State employee

in addition to any other compensation granted under Civil Service Rule 6.7 Employees at range maximum shall not be eligible for a payment under this provision.

**4) Additional Duties**

To provide compensation for employees who perform additional duties.

A. Permanent Additional Duties

The Appointing Authority may grant a base pay increase of up to 5% to an employee who is assigned additional duties on a permanent basis. Permanent duties shall be documented on an official position description and processed by State Civil Service 30 days prior to granting any adjustment.

An employee may not receive more than 10% in base pay increases for additional duties within three (3) consecutive years.

B. Temporary Additional Duties

The Appointing Authority may grant a lump sum payment of up to 5% to an employee who is assigned additional duties on a temporary basis. Lump sum payment may be made in one payment at the end of the duration of the duties or may be spread among pay periods for the duration of the assignment not to exceed one year. If the duration of the assignment exceeds one year, a request for payment must be resubmitted to the Appointing Authority for approval.

Employees at range maximum who are assigned additional duties shall **only** be eligible for a lump sum payment under this provision

An employee shall not be eligible for either a lump sum or base pay increase for additional duties if he/she has already been compensated according to another State Civil Service Rule.

Employees who are at range maximum cannot receive lump sum payments in consecutive years, even if the reasons for the payments are different.

**Posting/Reporting Requirements**

This policy shall be posted in a manner that assures its availability to all employees along with a listing of all employees who receive payments according to this policy.

An annual report shall be submitted to the Department of State Civil Service by July 31 detailing payments made to employees under State Civil Service Rule 6.16.2 during the previous fiscal year ending June 30<sup>th</sup>.

**Approved by: Appointing Authority**

**NOTE: ORIGINAL SIGNED COPY IN OFFICE OF HUMAN RESOURCES ANALYST**

**DETAIL TO SPECIAL DUTY POLICY**

A detail to special duty is a temporary assignment of an employee to perform the duties and responsibilities of a position other than the one to which he/she is regularly assigned, while maintaining rights to his/her regular position.

**POLICY:**

The Executive Director/Appointing Authority may detail an employee for a period not to exceed one year.



## **PERSONNEL HANDBOOK**

The duration of the detail shall fit the reason for the detail and not exceed the period of actual need.

### **PROCEDURE:**

Written justification and a Personnel Action Form will be completed by the Unit Manager/Supervisor and submitted to the Human Resources Director for consideration.

The Human Resources Director will give a written recommendation to the Executive Director for approval/disapproval.

Once a determination has been made, the Human Resources Analyst will notify the requesting Unit Manager/Supervisor.

### **POLICY STANDARDS:**

Examples of acceptable justification:

1. The regular incumbent is on leave, or is detailed to another position, or is on leave without pay from his/her classified job to serve in an unclassified job.
2. Pending filling a position in a regular manner. This would include the time necessary to receive and work a certificate of eligible, post to La Career, or the time needed to recruit for a shortage job.
3. To double encumber a position for training purposes due to the pending retirement of the regular incumbent.
4. For a trial period prior to promotion.
5. Pending the reclassification of the position.
- 6.

**Approved by: Executive Director/Appointing Authority**

**NOTE: SIGNED ORIGINAL IS LOCATED IN THE HUMAN RESOURCES OFFICE**

## **RECORDING JOB ASSIGNMENTS**

Civil Service Standard Form is the official position description form to be used in reporting and recording the assignment of duties and responsibilities of a position. This form is to be completed for a new and vacant position, update of an existing position, and for appeals regarding reallocation of a position.

## **EMPLOYEE RELATIONS**

A major goal of the Office of Elderly Affairs is to hear, analyze and act upon all suggestions regarding the improvement of employee performance or working conditions for the greatest benefit of all concerned.

The Office of Elderly Affairs is committed to providing information to all employees about the Agency's efforts and accomplishments in detail, acknowledging contributions made by each employee, and encouraging appreciation of the responsibilities and obligations which are expected of each position.

## TRAINING

The Human Resources Staff provides a basic orientation for employees of the Office of Elderly Affairs. An orientation kit, including copies of the GOEA Personnel Handbook, the State Policy Manual, and other information concerning the Agency, is given to the new employee. All new hires will be required to come to Baton Rouge for orientation on the first day of employment, whenever feasible.

Civil Service offers a schedule of courses which might be helpful to employees in present positions or for advancement purposes. With the Unit Manager's and the Executive Director's approvals, these courses may be taken during work hours. Enrollment is scheduled on a first-come, first-serve basis. These courses are offered free of charge as **Comprehensive Public Training Programs (CPTP)**. Check with the Human Resources Staff for further details.

### ADA TRAINING

All current supervisors and agency ADA coordinators must comply with the mandatory ADA training requirements outlined in La. R.S. 46:2595, which requires supervisors and agency ADA coordinators "to receive a minimum of one hour of education and training on the Americans with Disabilities Act within ninety days of hire or appointment to position and every three years thereafter..."

All supervisors and ADA coordinators, within 90 days of hire or appointment to position, and every three years thereafter, must complete the 1 hour of ADA mandatory training through LEO. Requirements by all new hires in supervisory and agency ADA coordinator roles within 90 days of hire.

## OFFICE SAFETY

GOEA strives to provide the safest work environment possible for its employees. Employee safety is a legal and moral obligation and is therefore one of the top priorities of this agency. Each employee is responsible for supporting all safety programs, following all safety rules, immediately reporting potentially unsafe risk to themselves and others. Refer to the agency Safety Manual for more detailed information.

## TRAVEL AUTHORIZATION PROCEDURES

Employees of the Office of Elderly Affairs maybe required to travel. Employees must schedule use of a state owned vehicle in advance of a trip. If a state vehicle is not available, he/she can use a rental vehicle with appropriate approval. The exception to this procedure is: traveling from a residence, creating a shorter distance to the destination, in which case the employee's personal vehicle may be used with a maximum reimbursement for 99 miles per PPM49.

A **Travel Authorization Form (TA)** is to be filled out by the person requesting travel and signed by his/her Supervisor, Unit Manager, and Appointing Authority for approval.

Once approvals have been obtained the form is to be forwarded to Finance and Accounting for cost coding and filing by the travel administrator. **No travel advances will be authorized outside PPM49.**

## GOVERNOR’S OFFICE OF ELDERLY AFFAIRS CBA POLICY

The Governor’s Office of Elderly Affairs (GOEA) has two cardholders. The CBA Accounts are managed by a primary and secondary Program Administrator. Both can be contacted for these accounts. The purpose of a CBA is to provide a tool to purchase state contracted airfare, assist with guaranteeing hotel/motel reservations, pre-pay Shuttle Service and pay Park N Fly as per current State Liability Travel Card and GOEA CBA policies. The CBA may not be used to pay any online accounts such as Amazon, PayPal, Ebay, etc. No card shall be issued to any GOEA Program Administrator, Department Head, CBA Administrator, or any other roles associated with administering, monitoring, or reviewing the activities of the CBA program.

The CBA is a VISA account distributed by Bank of America (BOA) for the State of Louisiana employees only. The CBA account is the direct liability of the state. All CBA transactions must be in accordance with all PPM49 guidelines, Purchasing Policies, Rules and Regulations, Louisiana Statutes and/or Executive Orders.

The CBA account has an overall card cycle limit of \$10,000 and a single transaction limit of \$5,000. Limits will be reviewed and authorized in writing at least annually by the Deputy Assistant Secretary and the CBA Approver and may be adjusted as necessary to reflect the agency’s travel patterns. The agency Program Administrator may establish a new or additional CBA account through Bank of America’s on-line system, WORKS.

All program participants, including CBA Administrators and CBA approvers, are required to complete an annual online certification class, and score a grade of 90 in order to remain a CBA administrator or approver. These certifications will be developed and updated, as necessary, by the Office of State Purchasing and Travel. GOEA will be notified as soon as the online certification is ready. All program participants will be notified and given ample time to obtain this certification. Please note the certification class for the CBA administrator will be the same as a cardholder’s certification.

The CBA approver must be a supervisor of the CBA authorizer. A supervisor is defined as being at least one level higher than the authorizer. The immediate supervisor/approver must review the information and original documentation entered and scanned into Workflow, and submitted by the cardholder prior to signing off on the transaction in WORKS. If the information is not correct, the Supervisor/Approver should flag the transaction and electronically return it to the Cardholder for additional information and/or correction.

Monthly reviews and inquiries, requested from the Office of State Travel, Division of Administration auditors, etc. to GOEA’s Program Administrator must be answered in the time specified in the request. Written justification is required for each transaction, along with GOEA verifying and determining the transaction was for a business purposed and is in compliance with PPM49 and all State and GOEA card program policies, purchasing rules and regulations, statutes, and executive orders.

### **DEFINITIONS**

**CBA (Controlled Billed Account)** - a credit account issued in an agency's name (no plastic cards issued). These accounts are direct liabilities of the State and are paid by each agency. The Accounting Technician is the “cardholder” for the account. CBA Accounts are controlled through an Authorizer/Approver to provide means to purchase any transactions/services allowed in the current State Liability Travel Card and GOEA CBA Policy.

**NOTE: The CBA is to be used at GOEA to purchase airfare through Short's Travel (including state contracted travel agency fees), prepay Shuttle Service, Park ‘N Fly, rental cars, and hotel/motel rooms.**

**Agreement form** - a form signed by a Program Administrator and Approver, annually, that acknowledges they have received required training from agency, completed the state's certification requirement and received a passing score of at least 90, understands the CBA policies, both state and agency, and accepts responsibility for compliance with all policies and procedures.

**Airfares** – are state contracted through Short's Travel. Airfares, bid by the Office of State Purchasing and Travel, which are totally refundable but higher in cost due to the last seat availability requirement of the airline, are only used for last minute notice of travel. State contracted airfares must be purchased with the CBA account.

**Authorizer/Approver** – GOEA's Accountant Manager (or HCBS Unit Manager in his/her absence) or Accountant Administrator are responsible for authorizing/approving all charges against the CBA account and ensuring all transactions are supported by adequate documentation.

**Billing Statement** – A listing of all transactions charged to the CBA account through the end of the monthly billing cycle. This statement is sent by the bank, directly to the CBA Authorizer/Approver, on a monthly basis for reconciliation purposes. *THIS IS NOT A BILL.* Account authorizer **MUST** reconcile this statement upon receipt and forward to supervisor/reviewer for approval.

**Cycle** - the period of time between billings.

**Cycle Spending Limit** – A dollar limit assigned to the CBA account for the total of all charges made during the monthly billing cycle.

**Disputed Item** – any transaction that was double charged, charged an inaccurate amount, or charged without corresponding goods or services.

**Electronic Funds Transfer (EFT)** – an electronic exchange or transfer of money from one account to another, either within the same financial institution or across multiple institutions.

**Fraud** – any transaction intentionally made that was not authorized by the Program Administrator or for official State business.

**INTELLILINK** – VISA's web-based auditing tool which is used to assist with monitoring and managing the agency's card program usage to ensure that card use conforms to all policies and procedures.

**PPM49 (Policy and Procedure Memorandum 49)** – the state's travel regulations. These regulations apply to all state departments, boards and commissions created by the legislature or executive order and operating from funds appropriated, dedicated, or self-sustaining; federal funds, or funds generated from any other source. The current policy can be found on the following site: <http://www.doa.louisiana.gov/osp/travel/travelpolicy.htm>.

**Travel Authorization** – Form (kept on GOEA's Everyone Drive) containing pertinent information on traveler, destination and purpose, authorizer/approver signatures necessary for processing, contact information, daily/monthly spending limits and budgetary controls. Form **MUST** be submitted by the department authorizer to the Program Administrator for completion and approval.

**CBA Program Administrator** – Accountant Administrator who acts as liaison between the cardholder, the State Program Administrator, and Bank of America. Provides support and assistance to all agencies, and changes to traveler information, and maintains policies and procedures.

**Transaction** – a single purchase. A credit also constitutes a transaction.

**Transaction Documentation** – all documents pertaining to a transaction. The documentation is also used for reconciliation at the end of the billing cycle and is to be retained with the monthly reconciliation documentation for review and audit purposes. Examples of transaction documentation include, but are not limited to, itemized purchase receipts/invoices, credits, disputes, written approvals, airline exception justifications/approvals, travel

authorizations/expense forms, travel itineraries, etc.

**Travel Expense Report** - Form (found on GOEA's Everyone Drive) used to record all expenses including dates and pertinent information detailing travel. This form must be signed by the traveler and their supervisor and have all supporting documentation attached.

**WORKS** – Bank of America's web-based system used for program maintenance, Travel Card/CBA issuing, suspension, cancellation, and reporting.

## **GOEA'S RESPONSIBILITIES**

1. GOEA's responsibilities include the administration of the CBA program and compliance with State guidelines identified in the State's Travel Card Policy, PPM49, and any current Purchasing Policies, Rules and Regulations, Louisiana Statutes, and Executive Orders, if applicable.
2. GOEA is responsible for developing a CBA Policy documenting internal procedures, ensuring the policy is in accordance with the guidelines of the CBA Policy. The policy will be updated when necessary with changes/additions which may occur in GOEA's internal procedures, the State's policy, and the Bank of America.
3. GOEA is responsible for keeping their employees informed of State and internal policy requirements, procedures, allowances, updates, and amendments, including the CBA administrators, approvers, and any other agency personnel as necessary.
4. GOEA is responsible for designating GOEA's CBA Program Administrator and notifying the Office of State Purchasing and Travel, the contract travel agency and the Bank of America of any changes to the Program Administrator.
5. GOEA must perform post audits of CBA transactions to monitor appropriate use while verifying purchases are made in accordance with PPM49, GOEA's CBA policy, the State Office's CBA policy, and all policies, purchasing rules and regulations, Louisiana Statutes and Executive Orders, if applicable. Bank of America and VISA will provide reporting capabilities, at no cost to GOEA, to assist in audit findings. Bank of America's WORKS data is available electronically for up to 3 years. VISA's Intellilink system's data is available for a 27 month rotating period. It is GOEA's responsibility to obtain and archive the data in both systems for five full fiscal years.
6. The CBA account will remain the property of the Bank of America, NOT GOEA and NOT the Authorizer/Approver. It MAY NOT be transferred, assigned to, or used by anyone other than the designated Authorizer/Approver.
7. GOEA will be responsible for ensuring all payments are made timely and in full each month with ONE electronic funds transfer (EFT) to Bank of America.
8. If it is determined that personal or other unauthorized charges are occurring on the CBA account, appropriate *steps*, up to and including dismissal, shall be taken to resolve the misuse/abuse of the account.
9. The Authorizer/Approver and their supervisor must take annual certification exams online and have a passing grade of 90 and have a signed agreement form on file with the State of Louisiana.
10. If/when an Authorizer or Approver separates from GOEA, they are to immediately cease from authorizing CBA related transactions.
11. Users should secure assigned WORKS application User IDs. Never share User ID, password or pin number and/or leave work area while logged into the system or leave log-in information lying in an unsecure area.
12. Cardholders should never email the full account numbers or user ID numbers or passwords or store full account numbers in supporting documentation. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by the agency to ensure that the full

account number is used in a secure environment with a valid hotel or hotel booking website and never filed with the entire account number. Caution should be made to blackout the account number when documentation prior to maintaining on file.

## **AUTHORIZER/APPROVER RESPONSIBILITIES**

1. Authorizer/Approver for the CBA account will participate in a training session and sign the State's Approver Agreement Form annually. The original form is given to the Program Administrator, and the approver receives a copy.
2. The Authorizer/Approver and their supervisor must take annual certification exams online and have a passing grade of 90. Approvers will be contacted once the online course is available.
3. The Authorizer/Approver must review and understand the State and GOEA CBA policies, PPM49 and all rules, regulations, policies, procedures, guidelines, statutes, and executive orders, if applicable. This includes keeping well informed of program updates sent from the Program Administrators or anyone associated with the CBA Program.
4. Authorizer must always submit approvals with all necessary documentation from Short's Travel Agency, hotel/motels, pre-paid Shuttle Service and Park 'N Fly detailing line items, the Professional Leave and Travel Requests (with all necessary signatures) and a conference itinerary (when available) in a timely manner and in accordance with GOEA policy.
5. The Authorizer/Approver shall ensure that documentation is adequate and sufficient to adhere to State Purchasing guidelines, PPM49 and the GOEA's Accounting Manual for recording of expenditures in GOEA's accounting system. Immediate supervisors or designated reviewers must verify and sign receipts certifying that the documentation is acceptable for each transaction and that it was for official state business and is in compliance with appropriate rules and regulations and that it has been reviewed and is approved.
6. Receipts, supporting documentation, and travel log dates must correspond with the trip allowances, Professional Leave and Travel Request dates, and billing cycle dates.
7. Guarantee each transaction has an appropriate business purpose and fits the traveler's business needs.
8. Review CBA transactions to ensure state tax is not charged for Louisiana Hotels and Park 'N Fly at the New Orleans Airport location, as this program is state tax exempt at these vendors.
9. All charges must be reviewed and audited, and are in compliance with GOEA's and the State's Travel Card Policies, PPM49, and all current purchasing rules, regulations, statutes, executive orders, and policies, as applicable.
10. Ensure charges are not a duplication of personal requests and/or reimbursements.
11. The Approver and/or Administrator will report suspected fraud, misuse, or personal charges and participate in any disciplinary actions deemed necessary/appropriate.
12. If/when an Authorizer/Approver separates from GOEA (leaving employment, changing departments, extended leaves), they are to immediately cease from authorizing CBA related transactions.
13. Understand that failure to properly fulfill the approver's responsibilities could result, at a minimum, in the following:
  - a) Written counseling, which would be placed in approver's employee file for a minimum of 12 months.
  - b) Consultation with the Program Administrator, and possibly the Director.
  - c) Disciplinary actions, up to and including termination of employment.

- d) Legal actions, as allowed by the fullest extent of the law.

## **ALLOWABLE CBA CARDTRANSACTIONS**

1. **Airfare** – must be paid for with the GOEA CBA Account
2. **State Contracted Travel Agency Fees**
3. **Hotel/Lodging** – must be paid for with the GOEA CBA Account
4. **Parking** – Only at Park ‘N Fly – New Orleans airport
5. **Shuttle Service** – Only when pre-paid prior to trip. Not for individual ground transportation during a business trip such as taxi, bus, etc.
6. **Car rentals** – must be paid for with the GOEA CBA Account.

## **CARD MISUSE**

**Any recognized or suspected misuse of the program should be immediately reported to the Program Administrator and may be anonymously reported to the State of Louisiana Inspector General’s Fraud and Abuse hotline at 1-866-801-2549.**

### **Fraud Purchases**

A fraud purchase is one in which use of the CBA is determined to be an intentional attempt to defraud the State for personal gain or for the personal gain of others.

An employee suspected of misusing the CBA with the intent to defraud the State will be subjected to an investigation. Should there be findings in the investigation which show the actions to have caused impairment to State service, and if the findings are sufficient to support action, the authorizer/approver will have their responsibilities commenced and they will be subject to disciplinary action. The nature of the action will be at the discretion of the Program Administrator, Director, and/or the Office of Internal Audit, and will be based on the investigation findings and the employee’s record. Any such investigations and/or actions will be reported to the Legislative Auditor, Office of the Inspector General and the Director of the Office of State Purchasing and Travel.

### **Merchant Forced Transactions**

A merchant forced transaction is one in which a vendor circumvents the authorization process and submits a transaction for payment from the bank.

If this occurs, verify that the charge is legitimate and follows all PPM49, GOEA and the State’s travel card policies, and all purchasing policies, rules, regulations, statutes, and executive orders. If not, the merchant forfeits all dispute rights and the transaction can be disputed unless the merchant can provide a valid authorization number. If a valid authorization number is not provided, the dispute will be resolved in the cardholder’s favor.

### **Cardholder Charge Dispute Resolution**

In the event cardholder finds items on the monthly memo state that do not correlate with retained receipts and supporting documentation, transactions not made by the cardholder, incorrect transaction amounts, or if there is an issue with service or quality, the cardholder’s first recourse is to contact the merchant to try to resolve the problem.

If the merchant agrees an error has been made, they will credit the cardholder’s account. The credit should appear on the next monthly billing statement. Cardholder should check the next statement for credit.

If the problem with the vendor is not resolved, the Statement of Disputed Item Form (obtained at <http://www.doa.la.gov/Pages/osp/Travel/forms.aspx>) must be completed and mailed or faxed with required enclosure within 60 days from the billing close date to:

Bank of America – Commercial Card Services Operation

P O Box 53142

Phoenix, AZ 85072-3142

Phone (800) 410-6465 Fax: (888) 678-6046

A copy of the dispute form should be sent to the Program Administrator.

The transaction will be paid; therefore, it is important for cardholder to mark purchasing documentation as “DISPUTED”. Cardholder should retain a copy of the disputed documentation and verify receipt of the credit on future statements.

All disputes must be identified in writing within 60 days of the billing statement. Bank of America will then resolve disputes within 180 days.

Sales tax is not a disputable item. It is the responsibility of the cardholder to ensure that merchants are advised that the purchase is sales tax exempt and provide the tax exemption number.

## **WORKS USER ID AND PASSWORD SECURITY**

Each CBA administrator, Program Administrator, approver, etc. is responsible for the security of their User ID(s) and password(s), and therefore should:

1. Never display the CBA account number, WORKS user ID number, and/or password(s) around their work area.
2. Never share user IDs and passwords, leave work area while logged into the system, or leave log-in information lying in an unsecure area.
3. Never give the account number, user IDs or passwords to someone else.
4. Never email the full account number or user ID or password under any circumstances.

## **STATE SALES TAX**

The CBA charges are a direct liability of the State, therefore, State sales tax should not be charged for Louisiana hotels, Shuttle Service or Park ‘N Fly at the New Orleans Airport. The Authorizer should make every effort at the time of purchase to prevent being charged State sales tax. The Authorizer will notify the vendor BEFORE the purchase is processed that the purchase is tax exempt. To have State sales tax removed at Louisiana hotels: present the Governmental Employees Hotel Lodging Sales/Use Tax Exemption Certificate, along with a copy of the approved Travel Authorization Form during check-in. The exempt form can be found on the State Office’s website: <http://doa.louisiana.gov/osp.travel/forms.htm>. At Park N Fly (New Orleans Airport) when using the online reservation system is used, enter promotion code 0050081. If not, submit the State of Louisiana Employee Travel Expense Limited Sales Tax exempt form. The tax exempt form can be found on following link on the State Office of Travel’s website: <http://doa.louisiana.gov/osp.travel/forms.htm>.



State policy indicates GOEA may exempt cardholders from obtaining a credit from the merchant for State sales tax charges equal to or less than \$25. GOEA will monitor sales tax transactions to ensure corrective action is taken when these charges occur.

If incidentals or extra charges not associated with GOEA business travel are paid with personal funds, such as room services, movies, double occupancy for additional non-state employees, extra hotel days, etc., it is the traveler's responsibility to inform the vendor these charges are not State sales tax exempted. If State sales tax abuse occurs twice, whether intentional or accidental, the CBA privileges will be revoked.

## **DOCUMENTATION**

### **COMPLETE DOCUMENTATION**

1. The Authorizer/Approver shall ensure that documentation is adequate and sufficient to adhere to State Purchasing guidelines, PPM49 and the GOEA's Accounting Manual for recording of expenditures in GOEA's accounting system. Immediate supervisors or designated reviewers must verify and sign receipts certifying that the documentation is acceptable for each transaction and that it was for official state business and is in compliance with appropriate rules and regulations and that it has been reviewed and is approved.
2. Documentation is required for all airfare purchases, shuttle service and Park N Fly charges. Acceptable documentation must include the Professional Leave and Travel Request and a conference itinerary (when available) in advance of the purchase, emails from Short's Travel Agency, Hotel emails (for merchant forced transactions), Shuttle service emails and Park N Fly emails showing the purchase details of what was purchased (the quantity and price paid).
3. GOEA will maintain a file of all supporting documentation in accordance with record retention laws. This file will be subject to periodic review by the Office of the Legislative Auditors and any other duly authorized auditor.

## **PAYMENT PROCEDURES**

GOEA will ensure all necessary procedures and controls are in place for prompt payment, reconciliation and cost distribution of CBA charges and credits. Below are payment and card cycle procedures.

### **CARD CYCLE**

The CBA cardholder provides the account information to the vendor at time of purchase. The vendor receives remuneration from VISA within two business days of requesting payment for the service provided. The CBA Card cycle dates are the 9<sup>th</sup> of the month to the 8<sup>th</sup> of the following month. The immediate supervisor/approver must sign off on all transactions in WORKS before the cardholder's monthly credit limit will refresh.

## **AUTHORIZER/APPROVER**

The Authorizer will receive a paper statement within five business days from Bank of America containing the CBA charges. The Authorizer will also download an electronic file from WORKS Workflow containing all GOEA CBA transactions. The electronic file is available on WORKS Workflow the first day of the next billing cycle. The Authorizer will ensure the paper and online statement remittance amounts are equal to

one another. It is GOEA's responsibility to contact BOA if the paper statement is not received timely, or the online statement is not accessible.

## **RECONCILIATION AND APPROVAL PROCESS**

1. The responsibility for the reconciliation and approval process rests with the account Authorizer/Approver. In the absence of the primary Authorizer/Approver, the secondary Authorizer/Approver will approve travel transactions. In the case of an extended absence, a CBA Administrator will reduce the CBA profile to a \$1 limit to reduce the risk of fraud.
2. The CBA Account will receive a monthly statement which will be directed to the account Authorizer/Approver and the following actions must be performed:
  - a. Authorizer/Approver must compare the transaction(s) on the statement as to date, vendor and amount by matching with the supporting documentation (actual sales receipts, credit card slips, approved flight itinerary, etc), and the CBA travel log. WORKS is a web application provided by Bank of America to transfer weekly transactions. The Approver is required to go in this system on a weekly basis and process their transactions. This is inclusive of attaching the proper documentation to the transactions in WORKS. This system is used as a management tool by GOEA for reporting and reconciliation purposes. The WORKS statement is also attached as supporting documentation.
  - b. Authorizer/Approver is to attach to the statement all supporting documentation for all transactions listed. The Fund, Organization, Account Number, and Program that the travel expense is to be charged against is to be noted on the Professional Leave and Travel request form by the Budget unit head. A STATEMENT OF DISPUTED ITEM, if applicable, is also to be attached. The CBA statement is to be signed on the designated lines by the cardholder and approver.
  - c. Authorizer/Approver must sign the check request form and the Travel expense reimbursement forms certifying their agreement with the legitimacy and accuracy of the listed transactions. The statement must also be signed by the Authorizer/Approver's supervisor if the authorizer/approver is the traveler (Authorizer/Approver cannot approve their own charges). Those signatures will be certification by the signers that all charges represent accurate and valid GOEA expenditures. A copy of the statement is to be retained by the account holder.
3. Authorizer/Approver is to submit statement with supporting documentation to the Accountant Manager no later than ten (10) business days after close of monthly cycle. Statements not received within fifteen (15) business days may result in suspension or cancellation of the account.
4. Personal expenses charged on the account ARE NOT ALLOWABLE. Violation may cause cancellation of card and/or disciplinary action.

## **SUPERVISOR APPROVAL**

The authorizer's supervisor must approve and sign the CBA card log. While reviewing the check request, the supervisor must ensure:

- A CBA card log is completed and signed by the authorizer.

- A detailed, itemized receipt matches each charge recorded on the log.
- All documentation and justification needed is included with the log and electronically attached to each transaction in Works.
- Transactions are in compliance with all State and GOEA policies, rules and regulations, including PPM49.
- Each charge posted on the billing cycle is included on the log, including credits. If multiple logs are used, each charge is accounted for.
- An approved Travel Authorization form is attached. All charges fall within the authorization form's dates, billing cycle, and the destination and purpose on the form is related to the purchase.

After all charges are reviewed and approved, the log is signed by the supervisor and Program Administrator, and the original log with supporting documentation is returned to GOEA's Accounts Payable Office. If there is an issue or discrepancy with any of the above items, the supervisor should contact the authorizer immediately to address the issue. The log and paperwork should not be forwarded to Accounts Payable until all items are correct. If a charge is believed or found to be in non-compliance with any GOEA or State rules or policies, the approver must contact the Program Administrator.

### **AGENCY APPROVAL**

As indicated above, a signed Travel Log for all charges in a billing cycle must be signed by the authorizer and the authorizer's approver with supporting documentation for each CBA purchase. The original completed log and supporting records are forwarded to GOEA's Accounts Payable Office where it is stored for five full fiscal years and/or archived in Works for five full fiscal years. Once the authorizer's Travel Log and supporting backup is received by Accounts Payable, the Accountant Manager will review each log to ensure:

- Transactions are in compliance with all State and GOEA policies, rules and regulations, including PPM49.
- The authorizer completed and signed a Travel Log. Each charge and credit posted to the billing cycle is recorded on the log.
- All proper documentation is attached to each log and electronic transaction in Works.
- An approved Professional Travel and Leave Request is attached. All charges fall within the Request's dates, billing cycle, and the destination and purpose on the form is related to the purchase.
- The appropriate supervisor and Program Administrator signed and approved the log.

If there are any questions regarding a charge or insufficient documentation provided, the Accountant Manager will contact the authorizer to obtain an explanation or correct information. This additional information is included and filed with the authorizer's supporting documentation. If it is determined that personal or other unauthorized charges occurred on the CBA, appropriate steps, up to and including dismissal, shall be taken to resolve the misuse/abuse of the card (See Card Misuse). Employees will be responsible for the repayment to the agency for an unauthorized charges including, but not limited to, state taxes, overage of allowances as defined in PPM 49, incidentals and other disallowed costs and/or unauthorized tax exemptions of the program.

### **PAYMENT DUE DATE AND COST DISTRIBUTION**

The total amount due on the statement encompasses activity from CBA purchases within the billing cycle. The payment must be made to Bank of America within 25 days of statement billing date.

All CBA transactions must be approved in WORKS by the approver and not auto signed off. WORKS approver in WORKS must be the cardholder's supervisor that is at least one level higher and has a thorough knowledge of cardholder's job responsibilities and familiar with the business case and appropriate business needs for the cardholder's transactions in order to determine if purchases are job-related or otherwise authorized. A Supervisor/Approver's electronic approval certifies that the goods and/or services purchased are essential and necessary, appropriately budgeted for and in compliance with all requirements herein.

The immediate supervisor/approver must sign off on all transactions in WORKS before the cardholder's monthly credit limit will refresh. Approval by the approver certifies that the documentation is acceptable for each transaction that it was for official state business, that it is in compliance with appropriate rules and regulations, etc., as mentioned above and that it has been reviewed and is approved.

### **Travel Reimbursement Procedures**

A Travel Expense Account (TEA) Form must be submitted to the Supervisor and/or Unit Manager within one (1) week of return for approval. The Unit Manager should forward the form to the Finance and Accounting Section for processing. A travel expense account form must be submitted to their supervisor/unit manager within one week of return for approval.

The Unit Managers (or the Unit's Managers Designee) are responsible for approving travel reimbursements. It is the Managers' responsibility to ensure that the staff is not reimbursed for travel that was unauthorized. The Managers are also responsible for ensuring that the total reimbursement amount of the Travel Expense Account does not significantly exceed the costs estimated on the authorization.

**CBA POLICY: CONTACTS AND GOEA APPROVAL**

**CONTACT INFORMATION**

**Bank of America**

Phone: 1-888-449-2273

Fax: 1-800-253-5846

**GOEA CBA Contacts**

Danielle Stafford, Deputy Assistant Secretary  
Primary CBA Program Administrator

Phone: (225) 342-6058

Fax: (225) 342-0612

Email: [dbstafford@goea.la.gov](mailto:dbstafford@goea.la.gov)

Laura Jackson, Accountant Manager  
Secondary CBA Program Administrator

Phone: (225) 342-6868

Fax: (225) 342-7133

Email: [lfjackson@goea.la.gov](mailto:lfjackson@goea.la.gov)

**GOEA AND DEPARTMENT HEAD APPROVAL**

**Waivers/Exceptions**

The Director of State Purchasing and Travel, or designee, may waive in writing any provisions of these regulations when the best interest of the State will be served.

The Department Head and Agency Program Administrators, by signing this Policy, acknowledge and accept responsibilities in the administration of this program as outlined herein.

  
\_\_\_\_\_  
Department Head

  
\_\_\_\_\_  
Agency Primary Program Administrator

  
\_\_\_\_\_  
Agency Secondary Program Administrator

**Governor's Office of Elderly Affairs**

Agency

September 18, 2018

Date

# PURCHASE REQUEST POLICY

All requests for purchases and subscriptions must be initiated by completing a Purchase Authorization (GOEA Form PAF 3000). The form must be completely filled out providing all of the requested information. It is important to state which budget will pay for this request.

The Purchase Authorization is forwarded to the appropriate Unit Manager for approval.

If approved, the Purchase Authorization is then forwarded to the Finance and Accounting section for verification of available funds and for coding.

The Purchase Authorization is then forwarded to the Executive Director or Appointing Authority for approval. If the authorization is denied, the original is returned to the person making the request.

# PETTY CASH POLICY

Petty cash is used for small, infrequent purchases which are needed quickly by this office. Petty cash funds must never be used for personal reasons. The petty cash fund has been authorized to contain no more than two hundred dollars (\$200.00). A purchase authorization form must be completed for petty cash expenditures, as for all other expenditures. A form must be approved before the purchase is made. All purchases and/or advances regardless of their amount require authorization in advance of purchase. Employees shall have five business days to return the applicable receipts and remaining cash balances to the Petty Cash Custodian.

Petty Cash Counts are to be taken within 5 business days of the beginning of each quarter. The count is to be performed by the Petty Cash Custodian using Form PAF 3060 and witnessed by the Compliance and Planning Unit Manager or the Home and CommunityBased Services Unit Manager.

The petty cash fund will be replenished when the balance is below fifty dollars (\$50.00). All approvals and rules for purchasing will apply to all petty cash purchases.

# CASH RECEIPTS POLICY

The purpose of this policy is to properly segregate the tracking of funds owed to this Agency from the receipt, depositing and classifying of those funds. It is also the purpose of this policy to ensure deposits are processed timely. In any situation where checks, bank drafts, or money orders are received by the Agency, this policy applies. This Agency accepts payment by check, bank draft, money order, or electronic fund transfers only. This Agency does not accept coins or paper currency.

All Agency staff must specify, in all written and verbal communications, the following instructions regarding payments to this Agency.

All Checks, Money Orders, and Bank Drafts must be made payable to the: **"Governor's Office of Elderly Affairs"**.

There must not be any other payee listed above or below the Agency's name.

All payments must be addressed to: *(not to the originator of the letter, memorandum, or registration form): Governor's Office of Elderly Affairs Attn. Accounts Receivable Clerk Post Office Box 61 Baton Rouge, La 70821-00.*

Should an envelope containing a payment be misdirected to anyone other than the Accountant 3, the person must immediately redirect the envelope and all its contents to the Accountant 3. In the event of the Accountant 3's absence, his/her Supervisor will act in his/her place.

Upon receipt of a check, bank draft, or money order, the Accounts Receivable Clerk will immediately endorse it with an endorsement stamp. Receipts should be deposited the same day they are received, if possible. After the deposit has been prepared and sent, the Accounts Receivable Clerk will prepare a packet that will include a copy of the checks, the documentation that came with the checks, a copy of the deposit slip and a print out of the LaGov ZFI1333 screen showing the deposit has been keyed by the State Treasury Department. The packet is forwarded to the agency staff person responsible for tracking funds owed to the agency. For unspent funds or disallowed costs that person will be the Auditor Supervisor. For training or conference registrations that person will be the training or conference organizer. Each packet must contain copies of the checks, the deposit ticket and a copy of the LaGov ZFI1333 screen. Nothing less than this can be accepted from the AR clerk as documentation of the receipt of payment.

The person responsible for the tracking of the funds owed, will then record the amount and type of funds received. If needed, he or she will provide information so the Accounts Receivable Clerk can code the revenue document properly. Should the agency or individual owing funds to this agency maintain payment has already been made, but no documentation has been received from the AR Clerk indicating a check has been received, the Finance manager of the situation.

## **BONDS AND CRIME**

### **PROPERTY LOSS:**

In the event of property loss resulting from dishonest acts of state employees and private citizens such as burglary, robbery, or embezzlement of cash, checks, valuable papers, securities, office equipment, supplies and tools, the following procedures shall be adhered to:

1. Contact the Police Department immediately
2. After the Police Department has arrived and conducted an investigation, maintain a copy of the Official Police Report in the Property Loss File. Human Resources Director shall meet with the Unit Manager and employee(s) to discuss how the equipment, was lost, stolen, etc., and how to reduce any future risk. After meeting with the Unit Manager and employee(s), the Human Resources Director is to submit an official report to the Executive Director and Accountant Administrator, as well as maintaining a copy of the Official Police Report in the Property Loss File. The report shall include the following:
  - a. Identify the loss of property
  - b. Indicate date, location and time of loss
  - c. Events leading up to the loss
  - d. Individual(s) directly or indirectly involved
  - e. Any witnesses
  - f. Steps that could have been taken to avoid the loss
  - g. Steps to be taken in the future to avoid loss

**NOTE:** In an effort to reduce the risk of property loss as a result of terminated employees, the Agency shall make every effort to retrieve keys from terminated employees. Combination locks are utilized in high risk areas such as stockrooms, computer rooms, etc. Also, computer servers, switches and routes shall be kept in locked areas.

### **REPORTING DISCREPANCIES:**

In the event that there is a discrepancy in property or funds received by this Agency, the employee involved shall report the discrepancy immediately to his/her Supervisor verbally and a written report shall follow within twenty-four (24) hours. The written report shall include the information listed in Items A-E above (Property Loss). Also, attach a copy of supporting documentation, as well as signing and dating the report.

Upon notification of discrepancy and receipt of written report, the Supervisor is to follow-up with whatever actions he/she deems necessary upon consultation with the General Counsel, if needed.

*A copy of the Supervisor's findings shall be forwarded to the Executive Director*

## **CONTRACT DEVELOPMENT**

Authorization to enter into a contract must be initiated by completing a ***Contract Development Form (GOEA PAF 5000)***. The form must be completed, and all the requested information should be provided. .

Once completed, forward the form to the appropriate Unit Manager for approval. If approved, then the form is submitted to the Accountant Administrator for verification of the availability of funds and coding purposes. Then the form is forwarded to the Executive Director or Appointing Authority for approval... Any attachments containing the specific terms of contract performance, and to be made part of the contract by reference, are to be attached to the contract development forms. It is important that all blanks on the standard form be completed

The complete contract package, including the Contract Development form, proposal, and attachments is forwarded to the contract reviewer for processing.

## **OFFICE ACCESS**

Office keys are assigned to staff by the Human Resources Analyst. The employee will sign a form, kept at the Human Resources Analyst's desk, acknowledging responsibility for use of the keys. When the keys are no longer needed, they are returned to the Agency and a form is signed and dated by the employee.

State Badges, which allow entrance to the building are issued to all employees by the Human Resources Analyst, upon approval by the Executive Director. Human Resources must complete a badge request form and submit to the Badging Office for all new hires. When the employee leaves the Agency, he/she must return the card to the Agency. Replacement cards cost (\$10.00 each) and are paid by the employee. All employees or visitors must be entered into ParkLync for parking access to the garage.

## **TELEPHONE LONG DISTANCE USAGE**

The Office of Elderly Affairs' telephones are part of a special system called the Louisiana Intercity Network for Communications (***LINC***) telephone system. GOEA telephones are to be used for official Agency business only.

## **VIOLENCE IN THE WORKPLACE**

Employees are the state's most valuable resource and their safety and security are essential to carrying out their responsibilities. Every employee has a reasonable expectation to perform his or her assigned duties in an atmosphere free of threats and assaults.

Recognizing the increasing incidence of violence in the workplace, the Governor of the State of Louisiana issued an Executive Order No. MJF 97-15 committing the Governor and the State of Louisiana to work together toward a violence-free workplace for state employees.

***VIOLENCE:*** The commission of an assault or battery or the making of a credible threat

***WORKPLACE:*** Any location assigned to an employee for the purpose of completing job duties

Employees are required to notify the response team (Unit Manager, the Safety Coordinator, Human Resources Director, and/or Safety Monitors) of all threats or incidents of violent behavior in the workplace which they have observed or have been informed.



Each employee will receive a GOEA Safety Manual which will identify management responsibilities, management commitment, employee responsibilities, hazard prevention, and control for violence in the workplace.

## **USE OF OFFICE EQUIPMENT**

All office equipment is to be used for office business only, and not for a personal project. This includes computers, scanners, copiers, postage machines, faxes, typewriters, telephones, recorders, calculators, and any other office equipment. Employees are responsible for equipment assigned to them. Care should be taken to safeguard the equipment and to secure accompanying documentation such as User Manuals or setup software.

Staff should use only the computer assigned and no other. Use of another staff member's computer should occur only if permission is received from that person or his/her Supervisor. Employees are **not** to install software or make any changes to the computer's configuration system or autoexec files.

If changes are needed or software is needed, contact the Information Technician (**IT**) for assistance.

Office equipment such as TV's, projectors, computers, etc., is available for use outside the office. If an employee requires the use of such equipment he/she must contact the Property Officer. The employee is required to fill out a receipt indicating the equipment to be used, the destination, and the length of time the equipment is needed. It is the employee's responsibility to properly care for the equipment while in his/her possession. The employee is responsible for returning the equipment to the Property Officer. Property Officer is responsible for verifying the return of the equipment. Do not return equipment to the stock room directly. If the Property Officer is unavailable, then see the Supervisor. An employee should maintain possession of equipment until it is officially returned to the Property Officer and a receipt is received.

## **CONDUCT IN THE OFFICE**

The Unit Manager may allow employees to have personal radios at each desk. However, if complaints are issued regarding the volume or otherwise, the employee will be instructed to remove the radio immediately and permanently.

Local personal phone calls will be kept to a minimum, both in number and duration. The lines are provided to facilitate state business and excessive personal use will not be tolerated.

In order to control unwelcome insects, leaving food of any kind in a desk drawer overnight is strictly prohibited.

Use of the office for child care when the children are not in school/day care will not be permitted. See Children in the Workplace for detailed information.

It is the policy of the Office of Elderly Affairs to maintain a drug-free workplace and work force free from substance abuse. Reporting to work or performing work while under the influence of legal or illegal drugs or alcohol which may impair the efficiency and effectiveness of operations is prohibited. The illegal use, possession, dispensation, distribution, manufacture, sale of controlled substances by employees at the work site, on duty or on call for duty, or while conducting official state business, is prohibited.

The Office of Elderly Affairs is committed to maintaining a work place free of sexual harassment and intimidation for all its employees, and will not tolerate inappropriate actions.

The policies and rules stated here and elsewhere in this handbook are intended to ensure smooth and efficient operation of the Agency. Once the handbook is received by the employee, and unless any questions concerning its contents are promptly issued, acceptance and understanding of the policies and rules is presumed. Disregard for state policy, procedure or rule will be considered grounds for disciplinary action.

## **CHILDREN IN THE WORKPLACE**

The presence of children in the workplace with the employee/parent during the employee's workday is to be avoided except in emergency situations. This policy is established to avoid disruptions in job duties, disruption of services, disruption to other employees, appropriateness, reduce property and legal liability as well as to maintain the company's professional work environment.

The Governor's Office of Elderly Affairs does not permit the presence of children in the workplace in lieu of child care arrangements. The presence of children, visitors, or family members during work hours, except for an occasional basis for a brief visit, is to be avoided. Employees with dependent children are expected to make regular arrangements for proper care of their children while at work. Parents may request vacation time when childcare issues arise.

As a rule, it is improper for children to be in the workplace on a regular or sporadic basis, such as after school each day, on holidays when day care is not available, or when children are ill.

*In the rare instance when there are no other alternatives*, and an employee must bring a child to the workplace, advance approval should be obtained from the supervisor, or the employee may request to work an alternative schedule, and the duration of the child's visit to the workplace should be kept to a minimum.

### ***Examples of a rare instance:***

- Parent has forgotten an item and needs to come to work to pick it up.
- Parent needs to take care of an essential task of short (15-30 min) duration and the child cannot be left at home.
- Co-workers would like to meet a new baby. If this takes place it should be for a brief visit and should occur in a public space to minimize work disruptions.
- An emergency has occurred and a supervisor has asked the parent to come assist.

Any employee that brings their child into the workplace without approval of their supervisor will be requested to leave and use available vacation, overtime, or leave without pay. Individuals that fail to cooperate shall be subject to appropriate disciplinary action.

## **GRIEVANCE PROCEDURE**

### **POLICY**

It shall be the policy of the Office of Elderly Affairs to have an equitable grievance system. Further, it is policy that employee problems shall be resolved at the lowest possible supervisory level and at the earliest possible opportunity after such problems are recognized. Each employee at the Office of Elderly Affairs shall have access to the grievance procedure, without fear of reprisal, for the resolution of problems.

### **PURPOSE**

In any organization, it may be expected that conditions leading to dissatisfaction and misunderstanding may arise among employees. Every effort will be made to afford all

## **PERSONNEL HANDBOOK**

employees a means to resolve grievances. Discussion of problems openly between employees, supervisors and section heads through utilization of this grievance procedure may serve as a basis for review and change of policies and procedures.

The intent of this policy is to establish the means by which problems of this nature may be resolved to maintain employee morale and efficiency at a high level.

### **APPLICABILITY**

Applies to all employees of the Governor's Office of Elderly Affairs.

### **SCOPE**

The decision to utilize this grievance procedure, although encouraged, shall be the voluntary decision of the individual employee.

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Nothing herein shall be construed as to deprive a classified employee of the right of appeal of the Director of Civil Service or the Civil Service Commission in appropriate cases, to alter or extend the time within which an appeal is required to be filed with the Civil Service Commission, or to alter in any way the Rules of the Commission.

Part 4 of the Louisiana State Personnel Manual and Chapter 13 of the Civil Service Rules detail the complaints and personnel problems which are appealable to the Civil Service Commission or the Director of the Department of Civil Service.

If a grievance hearing is conducted under this procedure, the party against whom the grievance complaint is made shall have the right to appear and testify at the hearing. A classified employee selected by a grievant to represent him in the processing of a grievance through this procedure shall, at such times as his Supervisor may approve, be granted necessary time off during his working hours to investigate the grievance and represent such other employee without loss of pay and without charge to annual or compensatory leave balances.

The decision of the Executive Director/Appointing Authority shall be final in all cases properly subject to processing through this grievance procedure.

***NOTE: There are designated time limits during which a grievance or an appeal may be filed. If an employee chooses an incorrect procedure, he or she may discover that the inappropriate means of relief has been sought and that the time limit for the proper procedure has expired.***

***We urge employees who are dissatisfied or have a personal employment problem to contact the Human Resources Analyst for assistance and to differentiate between the grievance procedure and the appeals procedure.***

The Human Resources Analyst is available to consult with employees freely and informally, and provides assistance in the preparation of proper grievance presentation.

### **DEFINITIONS**

The term A grievance shall mean any claim or allegation by any employee and/or group of employees, hereinafter referred as A grievant, that:

- # An employee has been treated unfairly, inequitably or in a manner which is arbitrary, capricious, unjust, unreasonable or discriminatory; or
- # There is a violation of the implementation, enforcement, administration, application and/or interpretation of any applicable law or any rule, regulation, administrative directive, policy or practice of the Agency or its agent(s); or
- # There exists a condition, situation or circumstance which jeopardizes the health or safety of any employee or otherwise adversely affects the welfare and interest of any such

person.

**PROCEDURE**

The grievance procedure consists of four formal steps:

**FIRST STEP:**

All grievances should be presented within fourteen (14) working days from the date the grievant first became aware of, or should have become aware of, the cause of such grievance. The grievance should be in writing on the appropriate form and submitted to the grievant immediate Supervisor. The Supervisor must render a written decision within seven (7) working days.

**SECOND STEP:**

If the grievant is not satisfied with the Supervisor's decision or if the decision is not rendered within the prescribed time limit, he/she should check the appropriate box on the form and, within seven (7) working days, present his/her grievance in writing to the Unit Manager. The Unit Manager shall investigate; afford the employee an opportunity to present his or her viewpoint; and upon receipt of the written grievance, within fourteen (14) Working days, give the employee a written statement of the findings or recommendations.

**THIRD STEP:**

If the grievant is not satisfied with the Unit Manager's decision or if the decision is not rendered within the prescribed time limit, he/she should check the appropriate box on the form and, within five (5) working days, present his or her grievance in writing to the Director (or designee). The Director (or designee) shall investigate; afford the employee an opportunity to present his/her viewpoint; and upon receipt of the written grievance, within twenty-one (21) working days, give the employee a written statement of the findings or recommendations.

**FOURTH STEP:**

In the event the decision of the Director /Appointing Authority does not satisfy the employee, he/she should pursue Civil Service appeal procedures.

*(Forms are found in the Form Section of this Manual.)*

**RIGHTS AND RESPONSIBILITIES:**

**RIGHTS OF APPEAL AND GRIEVANCE**

Appeals can be made to the Civil Service Commission for any of several reasons including disciplinary action, official rating, or violation of any Civil Service rule. The most common types of appeals relate to disciplinary actions taken by your employer. For more information on filing or preparing an appeal, please contact the Department of Civil Service. Please note there

is a time limit for filing a Civil Service Appeal. This limit is strictly enforced.

Many actions within an office besides those related to discipline can lead to dissatisfaction or misunderstanding among employees. It is conceivable that at times an employee may feel that actions of management personnel or other employees are causing problems which detract from the employee's right to an undisturbed workplace. The Office of Elderly Affairs has policies governing response to certain actions. Contact the Human Resources Analyst if you have questions regarding a specific policy.

A method is available for any employee to seek redress for any perceived injustice in the work environment which cannot be appealed to the Civil Service Commission. It is called the Grievance Procedure. This procedure attempts to provide a mechanism for finding the cause of a problem and the best means of solving it. Further, it is policy that employee problems shall be resolved at the lowest possible supervisory level and at the earliest possible opportunity after such problems are recognized. Each employee shall have access to the Grievance Procedure, without fear of reprisal for the resolution of problems.

The Office of Elderly Affairs' Personnel Handbook and Civil Service Rules are maintained in the office of the Human Resources Analyst and are available to each employee.

## CONTACT WITH THE PUBLIC

An employee's conduct as a public servant reflects on the Office of Elderly Affairs. Always follow these guidelines to build good public relations:

- # Develop a courteous telephone manner.
- # Be prompt in returning telephone calls or responding to requests from the public.
- # Be friendly to all visitors.
- # Strive for a tasteful appearance, always dress neatly, appropriately and in good taste.
- # Help interested citizens by answering their questions or directing them to the proper source for information

## CONFLICT OF INTEREST

Since the employee is in a position of public trust, he or she will not engage in any activity, whether privately or officially, where a conflict of interest may exist. The employee should never accept gifts, gratuities or rewards for any services performed on the job. The employee should not establish a personal relationship with a client who originated through the office either directly or indirectly. If a site visit to a senior's home is necessary the staff person will be accompanied by the provider of

the service in question.

If unsure whether or not a planned activity is a conflict of interest, check with the Commission on Ethics for Public Employees or your unit manager.

## POLITICAL ACTIVITIES

As a classified employee, certain restrictions are placed upon personal activities, particularly in the area of politics. Those activities allowed include:

- # Exercising your right to vote.
- # Expressing your political opinions.
- # Serving as a Commissioner or Official Watcher at the polls.
- # Supporting or opposing bond issues, taxes or constitutional amendments on your own time.

Most other political activities are ***prohibited***.

***Some examples of those activities which are not permitted include:***

- # Soliciting votes or contributions.
- # Making political contributions.
- # Displaying political stickers on a personal car.
- # Distributing political campaign cards.
- # Making political statements or addresses.
- # Placing political signs on personal property.
- # Being a member of any national, state, or local committee of a political party or faction.

If there is concern about the legality of a particular activity, an employee should contact the Human Resources Analyst or the Department of Civil Service at (225) 342-8536.

## CODE OF ETHICS

The State Code of Ethics contains various provisions designed to prevent conflicts of interest. It is designed to prevent not only actual abuse of office and corruption, but also situations involving the appearance of a conflict of interest between a public servant's official duties and his private interests. Refer to the Louisiana code of Governmental Ethics at the link below for additional information: <http://ethics.la.gov/default.aspx> regarding laws or reporting requirements.

All GOEA employees must complete the on line version of the ethics web based training in LEO. This course information is located in My Training tab. When the tab is open look on the panel

## **PERSONNEL HANDBOOK**

on the left for the frequently booked courses and choose Ethics. Then follow the directions on booking this course. This course is required annually.

### **CONFIDENTIALITY**

It is incumbent upon the employees of the Office of Elderly Affairs to safeguard the confidentiality and physical maintenance of all Agency records. At times the employee may be required to receive and investigate complaints filed by service recipients or the general public. All such complaints must be handled in a confidential manner. In addition, problem areas or deficiencies of contract agencies must be treated in a professional, confidential manner.

### **PERSONAL ACTIVITIES DURING WORK**

All employees should engage in activities that are related to the mission of GOEA during work hours. Only essential personal activities should be conducted during regular hours of office operation. Telephone usage for both incoming and outgoing personal calls is to be restricted in regard to the number, frequency, and duration to that level which is essential. Employees should refrain from receiving personal mail delivered to GOEA.

### **PERSONNEL FILE**

Each employee of the Office of Elderly Affairs has a permanent personnel file in the Office of the Human Resources Analyst. This personnel file includes the following:

- # Civil service application;
- # Personnel transactions and correspondence;
- # All payroll deduction requests both past and current

The employee may review the contents of his or her personnel file by contacting Human Resources Analyst.

### **SMOKING**

GOEA is a smoke free environment and no smoking is permitted inside the building. GOEA rents office space, and the landlord has provided a designated area for smoking for tenants. This space is currently the space between the building and the AT&T building. There is a receptacle and covered area where smokers may take their break. No other area around the building is acceptable.



Smoking is prohibited inside a state owned or a vehicle rental.

## DRUG TESTING

### Governor's Office

#### Office of Elderly Affairs

#### Drug Testing for Employees

#### **(LAC 4:VII.1281 and 1283)**

The Governor's Office of Elderly Affairs (GOEA) proposes to adopt the following rule in accordance with R.S. 49:1015 et seq.

The employees are among the State of Louisiana's most valuable resources. The physical and mental well-being of these employees is necessary for them to administer their duties. Substance abuse causes serious adverse consequences to users, impacting their productivity, as well as the health or safety of their dependents, co-workers and the general public.

The State of Louisiana has a long-standing commitment to working toward a drug-free workplace. In order to curb the use of illegal drugs by employees of the State of Louisiana, the Louisiana State Legislature enacted laws, which provide for the creation and implementation of drug testing programs for state employees. Further, the Governor of the State of Louisiana issued Executive Order 98-38 providing for the promulgation by executive agencies of written policies mandating drug testing of employees, appointees, prospective employees and prospective appointees, pursuant to Louisiana Revised Statute 49:1001, et seq., and all other applicable federal and state laws.

In accordance with the provisions of Executive Order No. MJF 98-38, and under the guidance of the Executive Director, this policy shall apply to all employees of the Governor's Office of Elderly Affairs, including appointees or other persons having an employment relationship with this Agency.

#### **§1281. Definitions**

*Controlled Substance*-A drug, chemical substance or immediate precursor in Schedules I through V of R.S. 40:964 or Section 202 of the Controlled substance Act (21 U.S.C. 812)

*Designer (Synthetic Drugs)*-Those chemical substances that are made in clandestine laboratories where the molecular structure of both legal and illegal drugs is altered to create a drug that is not explicitly banned by federal law.

*Employee*-Unclassified, classified, and student employees, student interns, and any other person having an employment relationship with the Agency, regardless of the appointment type (e.g. full time, part time, temporary, etc.).

Illegal Drug-Any drug which is not legally obtainable, or which has not been legally obtained, to include prescribed drugs not legally obtained, and prescribed drugs not being used for prescribed purposes, or being used by one other than the person for whom prescribed.

*Reasonable Suspicion*-Belief based upon objective all anticipatable facts derived from direct observation of specific physical, behavioral, odorous presence, or performance indicators and being of sufficient import and quantity to lead a prudent person to suspect that an employee is in violation of this policy.

*Safety-sensitive and security-sensitive positions*-All positions with duties that may either authorize or require the operation or maintenance of a public vehicle, or the supervision of such an employee. All positions with duties that may require responsibility for or access to confidential or classified information.

*Under the influence*-For the purposes of this policy, a drug or chemical substance that affects an employee in any detectable manner. The symptoms or influence are not confined to that consistent with misbehavior, nor to obvious physical impairment in maintaining balance. A professional opinion or a scientifically valid test can establish a determination of influence.

*Workplace*-Any location on Agency property including all property, offices and facilities (including all vehicles and equipment) whether owned, leased or otherwise used by the Agency or by an employee on behalf of the Agency in the conduct of its business, in addition to any location from which an individual conducts Agency business while such business is being conducted.

*AUTHORITY NOTE: Promulgated in accordance with Executive Order BJ 08-69 and R.S.49:1001 et seq.*

*HISTORICAL NOTE: Promulgated by Office of the Governor, Office Elderly Affairs, LR 28: 2510 (December 2002)*

### **1283. Policy Provisions**

#### **A. General Provisions**

1. It shall be the policy of the Governor's Office of Elderly Affairs to maintain a drug-free workplace and a workforce free of substance abuse. Employees are prohibited from reporting for work or performing work for the Agency with the presence of illegal drugs, controlled substances, or designer (synthetic) drugs in their bodies at the initial testing levels and confirmatory testing levels or above the levels as established in the contract between the State of Louisiana, and the official provider of drug testing services. Employees are further prohibited from the illegal use, possession, dispensation, distribution, manufacture, or sale of controlled substances, designer (synthetic) drugs, and illegal drugs at the work site and while on official state business, on duty, or on call for duty.
  2. The Agency will procure employee drug testing services through the Office of State Purchasing, Division of Administration, pursuant to applicable bid laws.
- B.** To assure maintenance of a drug-free workforce, it will be the policy of the Governor's Office of Elderly Affairs to implement a program of drug testing under the following conditions.
1. Reasonable suspicion: Any employee will be required to submit to a drug test if there is a reasonable suspicion (as defined in this policy) that the employee is using drugs.
  2. Post-accident: Each employee involved in an accident which occurs during the course of employment will be required to submit to a drug

test if the accident

- a. involves circumstances leading to a reasonable suspicion of the employee's drug use
  - b. results in a fatality, or
  - c. results in or causes the release of hazardous was as defined in R.S. 30:2173(2) or hazardous materials as defined in R.S. 32:1502(5).
- C. Rehabilitation monitoring: Any employee who is participating in a substance abuse after-treatment program or has a rehabilitation agreement with the Agency following an incident involving substance abuse will be required to submit to random drug testing once every six months until the Agency receives documented proof of a release from treatment by the physician or program director.
- D. Pre-employment: Each prospective employee, appointee, and all other persons beginning an employment relationship with the Agency will be required to submit to drug screening at the time and place designated by the Agency representative who administers the drug testing program, following a job offer contingent upon a negative drug-testing result. Pursuant to R.S. 49:1008, a prospective employee who tests positive for the presence of drugs in the initial screening shall be eliminated from consideration for employment.
- E. Safety-sensitive and security-sensitive positions: These positions are identified within the Agency by the Appointing Authority of the Governor's Office of Elderly Affairs and determined to be safety or security-sensitive after consultation with Louisiana Department of Justice.
- F. Appointments and promotions: Each employee who is offered a safety-sensitive or security-sensitive position (as defined in this policy) may be required to pass a drug test before being placed in such a position, whether through appointment or promotion.
- G. Random testing: Every employee in a safety-sensitive or security-sensitive position will be required to submit to drug testing as required by the Appointing Authority, who will periodically call for a sample of such employees, selected at random by a computer-generated selection process, and require them to report for testing. All such testing will, if practicable, occur during the selected employee's work schedule.
- H. Confidentiality: All information, interviews, reports, statement, memoranda, and/or test results received by the executive agency through its drug testing program are confidential communications, pursuant to R.S. 49:1012, and may not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings, except in an administrative or disciplinary proceeding or hearing, or civil litigation where drug use by the tested individual is relevant.
- I. Drug Test Failures: Pursuant to R.S. 49:1008, if a prospective employee tests positive for the presence of drugs in the initial drug screening, the positive drug test result shall be the cause of the prospective employee's elimination from consideration for employment or appointment. Pursuant to R.S. 49:1011, the Office of Elderly affairs will afford an employee whose drug result is certified positive by the medical review officer, the opportunity to undergo rehabilitation without termination of employment. All rehabilitation must be programs that are approved and listed by the Office of Alcohol and Drug Abuse for state agencies.
1. An employee whose drug tests results is certified positive will be required to

take thirty (30) days leave either as annual (A) or sick (B) leave. All rehabilitation services or assistance will be conducted at the employee's expense. The employer is not responsible for the expenses accrued.

2. Failure to submit to drug testing or rehabilitation services may be reason for termination of employment with the Agency.
  3. The Office of Elderly Affairs is committed to maintaining workplace free of harassment and intimidation for all its employees, and will not tolerate inappropriate actions regarding drug testing and confidential drug testing information. This includes conduct, which has the purpose or effect of substantially interfering with an employee's work performance or creating an intimidating, hostile, or offensive working environment.
- J. Responsibility: The Executive Director of the Governor's Office of Elderly Affairs is responsible for the overall compliance with this policy and will submit to the Office of the Governor, through the Commissioner of Administration, a report on the policy and drug testing program, describing process, the number of employees affected, the categories of testing being conducted, the associated costs of testing, and the effectiveness of the program by November 1<sup>st</sup> of each year.
- K. Violation of this policy, including refusal to submit to drug testing when properly ordered to do so, will result in actions up to and including termination of employment. Each violation and alleged violation of this policy will be handled on an individual basis, taking into account all data, including the risk to self, fellow employees, and the general public.

***AUTHORITY NOTE: Promulgated in accordance with Executive Order MFJ 98-38 and R.S.49:1015 et seq.***

***HISTORICAL NOTE: Promulgated by Office of the Governor, Office Elderly Affairs, LR28: 2510 (December 2002).***

# SEXUAL HARASSMENT POLICY

## GOVERNOR'S OFFICE OF ELDERLY AFFAIRS INTERNAL POLICY

**POLICY:** Policy Prohibiting Sexual Harassment

**EFFECTIVE DATE:** July 1, 2018

**REVISION DATE :** September 15, 2019

**AUTHORIZATION:**

  
Karen J. Ryder, Appointing Authority

### **I. POLICY**

Employees of the State of Louisiana have an expectation and right to be treated with respect and dignity, and to work in a professional environment free of harassment and discrimination. Left unchecked, harassment and discrimination, regardless of nature or degree, undermine the integrity of the employment relationship, debilitate morale, dedication and loyalty, compromise equal employment opportunities, and significantly interfere with the mission of state government.

The Governor's Office of Elderly Affairs (GOEA) strives to maintain a workplace that fosters mutual respect and promotes harmonious, productive working relationships. To accomplish this, GOEA prohibits and will not tolerate sexual harassment or any behavior of a sexual nature that intimidates, exploits, insults, demeans, disrespects, or embarrasses any employee or other individual in the workplace.<sup>1</sup>

Prevention and elimination of sexually inappropriate behavior requires the personal involvement and commitment of every GOEA employee. Unless and until management is apprised of its occurrence, corrective action to address such behavior cannot be taken. Through this policy and related training requirements, GOEA seeks to reinforce its unyielding intolerance of sexually inappropriate behavior, and encourage employees who experience, observe or are informed of such behavior to promptly initiate the reporting process set forth in this policy. Employees can be assured that GOEA will objectively and thoroughly investigate reports; implement preventive measures to protect against recurrence; impose corrective action to address violations; and protect complainants and individuals involved in the investigative process from any form of harassment, reprisal, or retaliation.

### **II. PURPOSE**

Through this policy and the mandatory training required of all employees, GOEA seeks to:

- Unequivocally state intolerance for sexually inappropriate behavior
- Identify the broad scope of such prohibited behavior
- Establish an effective, uniform reporting process
- Establish an effective, uniform investigative process

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<sup>1</sup>This policy specifically addresses sexual harassment and behavior of a sexual nature in the workplace, which are collectively referred to as "sexually inappropriate behavior. The provisions of GOEA's Personnel Policy on sexual harassment and those in conflict with this policy are repealed and replaced by this policy.

- Trigger prompt action to protect against recurrence of the prohibited behavior
- Ensure resolution that imposes appropriate corrective action
- Protect complainants and individuals involved in the investigative process from harassment, reprisal, or retaliation
- Respect confidentiality and the privacy rights of employees

This policy establishes a procedure to administratively report and address complaints of sexually inappropriate behavior. It is not in any way intended to replace or supersede the statutory or regulatory rights regarding sexual harassment available to employees under federal and state law, including Title VII of the Civil Rights Act (42 U.S.C. § 2000e et seq.) and the Louisiana Employment Discrimination Law (La. R.S. 23:301 et seq.). Specific timelines and requisites of law apply to filing a complaint with the Equal Employment Opportunity Commission (EEOC) or the Louisiana Commission on Human Rights (LCHR).

### **III. APPLICABILITY**

This policy applies to all GOEA employees regardless of position, status, or authority. This includes classified and unclassified employees, full-time, part-time, seasonal, and temporary employees. The prohibitions of this policy are equally applicable to appointing authorities, executive management, administrators, directors, managers, supervisors, staff, students, and interns.

In keeping with GOEA’s intention and duty to maintain a work environment free of harassment and discrimination, this policy also applies to non-employees, including visitors and individuals who transact business with GOEA such as vendors, maintenance personnel, clients, contractors, and consultants. These non-employees are prohibited from engaging in the behavior prohibited by this policy, and are protected from experiencing such behavior by GOEA employees.

This policy applies to not only the customary workplace and work locations where GOEA employees may be assigned, but also prohibits such behavior while traveling to a work location, at conferences, workshops, trainings, business trips, and business-related social events. Additionally, the behavior prohibited by this policy applies to off-duty, off-premises behavior that has an impact upon and relation back to the working relationship.

### **IV. POSTINGS**

This policy is available for review by all employees at all times on GOEA’s website at: <http://goea.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&pid=96&pnid=0&nid=107>.

Notices related to workplace harassment and discrimination are conspicuously posted at GOEA work locations throughout the state.

### **V. HUMAN RESOURCES DESIGNEE**

GOEA recognizes that an employee experiencing sexually inappropriate behavior maybe reluctant to file a complaint. GOEA has appointed a Human Resources Designee within Governor’s Office of Elderly Affairs to serve as a central point of contact. This individual has specialized training and expertise in handling employment concerns. GOEA’s Human Resource Designee is:

Darice Stampley

Governor's Office of Elderly Affairs  
P. O. Box 61 Baton Rouge, LA 708 (225) 342-7095  
(voice)

[Darice.stampley@la.gov](mailto:Darice.stampley@la.gov) (email)

This individual is available to discuss the content of this policy, answer questions related to the reporting process, receive complaints, and coordinate and conduct the investigative process. Generalized inquiries and questions regarding this policy will be maintained in strict confidence. In some instances, follow-up inquiries or initiation of the investigative process by the Human Resources Designee may be required. Investigation may be necessary even when the employee desires to maintain anonymity, requests that no action be taken, or insists that a formal complaint not be lodged. In general, informal complaints or requests to delay investigation unless or until a future occurrence cannot be honored and will be treated the same as a formal complaint, thus triggering the investigative process. In the event of the unavailability of the Human Resources Designee, an employee needing immediate assistance should contact their department manager/supervisor.

## **VI. TRAINING**

GOEA recognizes that implementation of a policy prohibiting sexually inappropriate workplace behavior standing alone is insufficient to prevent and address such behavior. To support this policy and create a culture wherein employees willingly report concerns and lodge complaints, GOEA requires all employees to successfully complete training on this policy upon hiring and on a continuing basis thereafter. At a minimum, GOEA mandates the following training for its employees:

- Upon hiring, all new employees will be provided a copy and instructed to carefully review this policy. Within thirty (30) days of the hiring date, all new employees are required to meet with a human resources designee or other individual so designated to discuss any concerns or uncertainties regarding their responsibilities under this policy. The employee and human resources designee are required to sign the attached Acknowledgement and Certification to verify that this process has been successfully completed.
- Within thirty (30) days of the hiring date, all new employees are required to complete the Comprehensive Public Training Program's (CPTP) most recent training on sexual harassment. Certification of successful completion will be documented through CPTP.
- All employees, on an annual basis thereafter, are required to complete the CPTP's most recent training on sexual harassment. Certification of successful completion will be documented through CPTP.
- Within thirty (30) days of attaining a supervisory position, all new supervisors are required to complete the CPTP's most recent training on sexual harassment designated for management personnel. This training, which emphasizes identifying, preventing, and responding to sexually inappropriate behavior, is thereafter to be completed every two years. Certification of successful completion will be documented through CPTP.

## **VII. PROHIBITED CONDUCT**

Sexually inappropriate behavior takes many forms. It can be explicit and overt, such as a demand for sexual favors, or subtle and implied, such as leering and innuendo. It can be intended or unintended, with the determination of inappropriateness evaluated from the perspective of a reasonable person and without regard for the purpose or motive of the accused. It can involve behavior by a person of either gender towards a person of the same or opposite gender. It can involve conduct by a supervisor or manager towards a subordinate employee, or conduct by one employee towards another employee of equal, lesser, or greater rank, status or authority. It can involve words or actions by a person external to GOEA such as a visitor, vendor, maintenance personnel, client, contractor, or consultant. An employee can be affected merely as an observer of sexually inappropriate behavior directed towards another.

Sexual harassment, a form of prohibited discrimination, is defined by the Equal Employment Opportunity Commission (EEOC) as unsolicited and unwelcomed sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature wherein:

- 1) Submission to such conduct is explicitly or implicitly a term or condition of employment; or
- 2) Submission to or rejection of such conduct is used as a basis for employment decisions (hiring, firing, advancement, performance evaluations, wages, duty assignments, shifts, training opportunities, or other such conditions of employment or career development); or
- 3) Such conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creates an intimidating, hostile, or offensive work environment.

However, GOEA's focus is upon a broader and more general prohibition against sexually inappropriate behavior. GOEA rightfully recognizes the inappropriateness of even occasional and non-sensational words or actions of a sexual nature. While not satisfying the legal standard to constitute sexual harassment, such behavior can be offensive and negatively affect the work environment. For this reason, DOA prohibits all sexually inappropriate behavior, regardless of severity, pervasiveness, or identifiable impact.

For illustrative purposes only, sexually inappropriate behavior, even on an occasional basis, includes, but is not limited to:

- **Verbal:** Unwelcomed sexual flirtations, advances, propositions, or demands; unwelcomed sexual remarks, teasing, jokes, pranks, innuendo, insults, or inquiries; sexually insensitive or derogatory comments; unwelcomed repeated requests for dates or social engagement; inappropriate comments regarding a person's physical attributes; comments regarding sexual activities, exploits, prowess, or accomplishments; use of vulgar, crude or sexually offensive language; sexually insulting noises, catcalls, or whistling; stereotypical comments; repeatedly referring to an individual as "honey", "babe", "sugar", etc.



- **Non-Verbal:** Gestures of a sexual nature; lustful looks, staring and leering; displaying sexually revealing or suggestive pictures, cartoons, caricatures, drawings, photographs, magazines, books, graffiti, or objects; transmitting sexually oriented emails, texts, letters, writings, communications, and images.
- **Physical:** Unwelcomed physical contact including kissing, touching, embracing, hugging, massaging, rubbing, fondling, groping, tickling, pinching, and patting; invading another’s space by leaning over, purposefully cornering, or blocking passage; sexual assault, battery, and rape.

## **VIII. CONFRONTING THE ACCUSED**

An employee experiencing unwelcomed behavior may choose to tell the offender to cease the behavior. Doing so may be sufficient to prevent recurrence. However, if the behavior continues, the concern should be reported promptly.

GOEA recognizes that confronting an offender in this fashion can be discomfoting, especially in those situations in which the offender is within the employee’s supervisory chain of command. Therefore, GOEA does not require employees to do so, and certainly does not require that this be done before using the reporting procedure provided in this policy.

## **IX. REPORTING PROCEDURE**

Early reporting of sexually inappropriate behavior enhances the credibility of the complainant and facilitates the investigative process. Prompt initiation of the investigation enhances the ability to identify witnesses and preserve evidence, and protects against faltering memories occasioned by the passage of time. For these reasons, employees are encouraged to report such behavior as soon as possible, and discouraged from waiting to cumulate offenses or the recurrence “one more time” of the offensive behavior.

GOEA does not require a fixed reporting time or deadline – the sooner, the better is preferred, and immediate reporting is the ideal. The initial report need only convey the occurrence of words or actions that are offensive and need not provide details. This report can be verbal (in person or via telephone) or in writing (letter, memo, email, text), and need not utilize a specific form. Most importantly, GOEA does not require a rigid reporting protocol.

The report can be made to the employee’s direct supervisor. However, if the complaint involves the supervisor or, regardless of reason, the employee prefers not to involve that supervisor, the report can be made to any supervisor or manager in GOEA, or directly to the Employee Relations Designee. Supervisory personnel receiving a report of sexually inappropriate behavior are required to immediately inform the Human Resource Designee of the information provided.

Anonymous complaints are discouraged; however, if an anonymous complaint is submitted, it should contain as much detail as possible including the names of the accused and all witnesses, the locations, dates, times, and description of all behaviors experienced,

and any previous reports of similar behavior to management. Without this level of detail, the ability to conduct a thorough investigation may be impeded.

## **X. INVESTIGATION OF COMPLAINTS**

All reports and complaints of sexually inappropriate behavior will be directed to the Human Resource Designee who shall assess the information provided. Management personnel in a need-to-know capacity will be apprised of the complaint. An assessment of the preliminary information provided will be done to determine whether action should be taken to prevent further occurrence of the offensive behavior. For example, it may be appropriate to authorize leave or temporarily reassign personnel.

The investigation will be given priority and begin as soon as practicable. In most instances, it will be conducted by a designated team comprised of at least one representative of Human Resources and others identified by management. This team approach permits the investigators to evaluate the information gathered during the investigative process from different perspectives, enhances objectivity, and ensures thoroughness.

The investigation generally will begin with an interview of the complainant who will be required to provide details to facilitate the investigative process, such as the behavior complained of, the date, time, and location of the occurrence, the identity of witnesses, and any writings, records, logs, recordings, pictures, or other documentation supporting the complaint. Individuals possessing relevant information will be interviewed. Once all available information has been evaluated, the accused will be interviewed.

All individuals called upon to participate in the investigation are required to fully cooperate and provide truthful responses. Employees, including the accused, do not have the option of remaining silent or declining to get involved. Those questioned may be required to prepare a written statement or provide a recorded statement. Employees are hereby informed that polygraph examinations may be employed as an investigative tool.

The investigation will be conducted expeditiously, professionally, and with due regard for the rights of all involved. To the extent allowed by law, the investigation will be conducted in a confidential manner, with only those in a need-to-know position involved. To preserve the integrity of the investigative process, employees will be instructed that the complaint and all information provided during the interview are to remain confidential. Employees are prohibited from obstructing or interfering with the investigation, which includes questioning or confronting any individual participating in the investigation.

Upon completion of the investigation, the Human Resources Designee will apprise management of the outcome and recommendations for resolution. Until a final decision is made, the investigative team will remain available to receive new information.

Employees must understand that despite the best efforts and thoroughness of the investigative process, not all complaints can be substantiated. This does not indicate, however, that the complaint was contrived or made in bad faith. As such, employees are encouraged to file good faith complaints without regard for the ultimate outcome.

## **XI. COMPLAINT RESOLUTION**

Upon conclusion of the investigation, the complainant and accused will be apprised of the outcome. Management's decision is final and concludes DOA's internal administrative

investigative process. Regardless of the outcome, the complainant has the option of pursuing a claim under state or federal law. Initiation of such a claim is not dependent upon the outcome nor completion of DOA's administrative investigation.

To initiate a claim under federal or state law, employees are referred to the Equal Employment Opportunity Commission and the Louisiana Commission on Human Rights:

EEOC District Office  
Hale Boggs Federal Building  
500 Poydras Street, Suite 809  
New Orleans, Louisiana 70130  
800-669-4000 (Voice)  
504-589-2958 (TDD)  
504-595-2844 (Fax)  
<https://www.eeoc.gov/>

LCHR  
1001 N. 23<sup>rd</sup> Street, Suite 2  
Post Office Box 940  
Baton Rouge, Louisiana 70808  
225-342-6969 (Voice)  
888-241-0859 (TDD)  
225-342-2063 (Fax)  
<http://gov/page/lchr>

Given the wide range of behaviors prohibited by this policy, the resolution decided upon by executive management will be determined by a number of factors. Most notably, the nature, circumstances, frequency, and severity of the behavior, and whether the behavior recurs after having been previously addressed will heavily influence the action to be taken. Complainants can be assured that any employee found, after investigation, to have engaged in sexual harassment or other inappropriate behavior of a sexual nature will be subject to corrective action. This may include counseling, reprimand, suspension, reduction in pay, demotion, or dismissal. In conjunction with such corrective actions, other appropriate measures, including additional training, relocation, reassignment, job restructuring, etc., may be utilized to protect against the recurrence of the inappropriate behavior.

## **XII. NON-RETALIATION AND FOLLOW-UP**

Resolution of the complaint via imposition of corrective or other action does not conclude the complaint process. GOEA maintains an affirmative duty to protect its employees from harassment, reprisal, or retaliation. This protection extends to any employee making a good faith complaint of sexually inappropriate behavior, as well as those individuals providing information or participating in the investigative process. Employees can be assured that if a complaint is made and an investigation reveals that harassment, retaliation or reprisal has occurred, severe disciplinary action will be imposed.

To ensure this protection, the Human Resources Designee will follow-up with the complainant to determine whether there has been a recurrence of the behavior complained of or whether the complainant has suffered any adverse consequence for having filed a complaint. Such follow-up will occur at periodic intervals. The follow-up inquiries will seek to identify readily identifiable repercussions such as a disciplinary action, poor performance evaluation, etc., as well as subtler forms of reprisal such as ostracism, avoidance, non-inclusion, etc.

## **XIII. RESPONSIBILITY**

It is the responsibility of all employees, regardless of rank, status or authority, to ensure compliance with this policy. Employees must realize that reporting the behavior prohibited by this policy is mandatory. Complaints must be truthful and made in good faith. Cooperative participation and candor in the investigative process are mandatory.

## **XIV. VIOLATIONS**

Given the devastating impact that sexual harassment and sexually inappropriate workplace behavior have on working relationships, GOEA will aggressively address violations of this policy. After investigation and satisfaction of due process requirements, corrective action may be imposed for the following:

- Failure to comply with mandatory training requirements
- Failure by a supervisor or manager to timely report a complaint of sexually inappropriate behavior
- Failure to participate or cooperate in the investigative process
- Providing false or withholding information during questioning
- Filing a false, malicious, or frivolous complaint
- Harassment, reprisal, or retaliation towards a complainant or anyone involved in the investigative process

## **XV. PERSONAL LIABILITY**

Louisiana law requires government agencies to develop and implement policies and related training to prevent sexual harassment in the workplace. The prohibitions and requirements within these policies apply to all public servants—employees, appointees and elected officials.

Taxpayers are financially burdened by judgments and settlements arising from claims of sexual harassment. To reduce this impact, La. R.S. 42:351 declares that consideration be given to requiring that a public servant, determined to have engaged in sexually inappropriate behavior, personally reimburse all or a portion of any such judgment or settlement. La. R.S. 42:353 sets forth the process and factors to be considered in making the determination, and authorizes the Attorney General to file suit against a public servant to enforce the state's right to reimbursement and indemnification.

Notice of this potential personal liability is to be disseminated, along with the agency's policy prohibiting sexual harassment, to every newly hired public servant. This notice also is to be disseminated, on an annual basis to every public servant in the executive branch of state government.

## **XVI. EXCEPTIONS**

Exceptions or deviations from the provisions of this policy require the express approval of the Commissioner of Administration.

## **XVII. QUESTIONS**

Questions, comments, or concerns regarding this policy should be addressed to GOEA's Human Resources Designee. Questions, comments, or concerns regarding this policy should be addressed to GOEA's Human Resources Designee.

**GOVERNOR’S OFFICE OF ELDERLY AFFAIRS  
POLICY PROHIBITING SEXUAL HARASSMENT**

**ACKNOWLEDGEMENT AND CERTIFICATION**

My signature hereon acknowledges that:

- 1) I received a copy of GOEA’s Policy Prohibiting Sexual Harassment;
- 2) I read this Policy;
- 3) I understand the content of this Policy;
- 4) I agree to abide by the terms and provisions of this Policy;
- 5) I understand that compliance with this Policy is a condition of employment; and
- 6) I understand that disciplinary action, including the possibility of dismissal, will be imposed on those who violate the terms and provisions of this Policy.

\_\_\_\_\_  
**EMPLOYEE SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**EMPLOYEE NAME (PRINT)**



**HUMAN RESOURCES CERTIFICATION**

My signature hereon acknowledges that:

- 1) I personally discussed in detail GOEA’s Policy Prohibiting Sexual Harassment with the employee identified above;
- 2) I answered this employee’s questions regarding this Policy;
- 3) I confirmed this employee’s completion of the online training on sexual harassment provided through CPTP; and
- 4) I informed the employee of the consequences of violating this Policy.

\_\_\_\_\_  
**HR SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**HUMAN RESOURCES NAME (PRINT)**



## **SOLICITATION POLICY**

It is the policy of the Office of Elderly Affairs to allow supplemental benefits solicitation only by companies (vendors) who have been approved for payroll deduction by the Office of State Uniform Payroll (OSUP) and have a current payroll deduction code.

Each vendor will be allowed one (1) solicitation visit per calendar year upon invitation and authorization. Any additional visits must be authorized by the Agency's Executive Director/Appointing Authority. Upon request for an "on-site" solicitation, the Human Resources Director will provide the Vendor's Louisiana Sales Coordinator a copy of this policy and obtain a signed acknowledgment from the vendor representative before allowing access to the site.

**NOTE: (VENDOR ACKNOWLEDGEMENT FORM IS LOCATED IN THE FORMS SECTION)**

## **FIREARMS POLICY**

To maintain the safety and security of its employees and clients, the Office of Elderly Affairs (OEA) prohibits the possession of firearms and ammunition by its employees while in OEA Vehicles and OEA leased office spaces. Furthermore, the OEA prohibits the possession of firearms by its employees in the course and scope of their employment, even if the employee is not in an OEA vehicle or OEA leased office space. This policy applies to all OEA employees regardless of any firearm permits of any kind issued by any federal, state, or local government agency.

**VIOLATIONS:** Employees found to have violated this policy in any way may be subject to disciplinary action, up to and including, termination and/or criminal prosecution.

## **PUBLIC RECORDS POLICY**

**POLICY:** To ensure that personnel data is properly handled in response to information requests, and data used only for official governmental business purposes, the agency follows R.S.44:1 – R.S.44:41 regarding the release of public records to the public.

## **FUEL CARD POLICY**

The Governor's Office of Elderly Affairs (GOEA) has a fuel expense account for which employees may be assigned fuel expense cards to be used as a tool to purchase fuel or agency vehicle maintenance while in travel status for official agency travel. The fuel cards are managed by the GOEA Fleet Manager in the Compliance and Planning section. The traveler should maintain the card in a safe and secure location which is separate from the assigned pin.

All transactions and monthly billing cycle supporting documentation must be audited by GOEA's Accounts Payable office prior to the billing statement. The documentation logs must correspond with trip log dates and travel request. Original receipts must be retained along with detailed documentation for each expense.

If the fuel card is lost or stolen, it is the responsibility of the employee assigned to the card to notify the Fleet Manager immediately (if found lost/stolen during normal business hours for deactivation. If the card is lost outside of business hours, the employee is responsible for calling 1-800-957-6591 to deactivate the account. In that case, the

employee should notify the Fleet Manager of the deactivation on the next scheduled business day. If it is determined that personal or other unauthorized charges are occurring on the fuel card, appropriate steps, up to and including dismissal, shall be taken to resolve the misuse/abuse of the account. If/when the staff member is no longer employed with GOEA or is no longer in the capacity of traveling, the fuel card must be returned to the fleet manager.



# REWARDS AND RECONIGNTION POLICY

Governor's Office of Elderly Affairs Internal Policy  
Policy: REWARDS AND RECOGNITION POLICY  
Effective: July 10, 2019  
Authorization:

  
Karen J. Ryder, Appointing Authority

## POLICY:

In accordance with Civil Service Rule 6.16.1, the Office of Elderly Affairs (GOEA) acknowledges and rewards employees for outstanding employee performance, professional development, and work related achievements. By doing so, GOEA strives to motivate employees toward better job performance and demonstrate its appreciation for employees that make a performance difference, either individually or though teams.

Rewards are divided into two general categories: Monetary and non-monetary. Monetary refers only to cash rewards whereas non-monetary refers to items that have cost limitations.

Monetary awards shall be given in a lump sum payment and shall not be a part of the employee's base pay. The lump sum payment shall not exceed a total of 10% of the employee's base pay within a fiscal year for a single instance or the combination of multiple instances. Monetary awards are taxable.

## APPLICABILITY:

This policy shall apply to any classified GOEA employee who has received a performance evaluation of at least "Satisfactory" during his/her rating period.

## IMPLEMENTATION:

The policy becomes effective upon the approval of the State Civil Service Commission. Subsequent revisions shall become effective upon the approval of the State Civil Service Commission.

## PROVISIONS:

Depending upon available funding, the Agency shall present the following awards.

### A. Commitment to the Agency:

Service Recognition: Will be presented on an annual basis to employees who have attained longevity with the agency, beginning with five (5) years of service and thereafter given in increments of five (5) years. A certificate and /or service pin may be awarded, the cost of which shall not exceed \$50.00. Service time is calculated

RR Policy  
EII 07/10/2019

as of January 1 of the year in which the award is given.

Awards given upon retirement: Upon retirement from the agency a service plaque will be awarded, the cost of which shall not exceed \$50.00.

**B. Certificates of Achievement:**

The Appointing Authority may present Certificates of Achievement (Approximate value \$5) to an employee or employee group who has done work that furthers the mission of the agency, but does not meet the requirements for a monetary award.

**C. Exceptional Performance**

Employees who receive an overall performance rating of "exceptional" may be awarded up to a 3% lump sum payment not to exceed \$2500 in a fiscal year. The reward may be less than 3%, but every employee receiving an Exceptional rating must receive the same percentage.

The reward may be paid no earlier than September 1 and no later than June 30 for the rating effective July 1 of the same fiscal year. Employees with exceptional ratings may be eligible for these payments each year.

**D. Innovation:**

Employees or employee groups who have developed new ideas or procedures or who have improved upon existing procedures resulting in a savings to the Office of Elderly Affairs through reduced cost or increased productivity or efficiency may be considered for a monetary award of up to 10 percent of the employee's annual salary. The new or improved ideas/procedures shall have resulted in a major benefit to the Agency.

**E. Special Projects:**

Employees or employee groups who have done outstanding work on a special project which has furthered the mission of the Agency may be considered for a monetary award of up to 10 percent of the employee's annual salary. The projects shall have resulted in a major benefit to the Agency.

**AWARENESS:**

This policy will be inserted in the GOEA Personnel Manual. The names of recipients and the amounts granted will be publicly posted on the bulletin board in the employee's break room.

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## **MONETARY AWARDS:**

Neither a single award, nor the sum of multiple lump sum awards under this policy, shall total more than 10 percent of an employee's base salary in a fiscal year. The salary used for award calculations shall be the employee's salary as of the approval date of the award as established by the Appointing Authority.

## **PROCEDURES:**

Nominations must be made prior to June 30 for Innovations and Special Projects that were completed during the fiscal year. To be considered for Innovation and Special Projects, the employee's supervisor must submit a proposal to the Appointing Authority for consideration. The following information must be presented in the proposal:

- 1) the employee(s) nominated for the award
- 2) a clear description of the new/improved idea/procedure or special project.
- 3) a description of how this furthered the mission of the Agency.
- 4) a description of how this saved money directly through reduced costs or saved money indirectly through improved productivity and efficiency and an estimate of how much money was saved or can be saved.
- 5) a recommendation of the amount of award to be given and justification for the amount.

The Human Resources Office will review these proposals and forward those worthy of consideration to the Appointing Authority.

The Human Resources Office will summarize any proposal not forwarded, explain why the proposal was not deemed worthy of consideration, and forwarded to the Appointing Authority.

Awards for Commitment to the Agency will be certified and purchased by a Human Resources representative.

## **SELECTION PROCESS FOR INNOVATION AND SPECIAL PROJECTS:**

The Award Panel shall consist of the Deputy Assistant Secretary, a Human Resources representative and two Unit Managers. If a member of the Award Panel has been nominated for a group award, he/she shall not participate in the review and the Appointing Authority may designate a substitute. Members of the

Award Panel shall not be eligible for an individual monetary award relating to Innovation nor Special Projects.

The Award Panel will meet in July to review the submitted proposals. The panel will review the proposals and determine who will receive a monetary award and will also determine the amount of the award.

State Civil Service Reporting: An annual report of all recipients and amounts shall be submitted to State Civil Service by July 31 for the preceding fiscal year ending June 30.

# POLICY: ELECTRONIC SIGNATURES – EXECUTION AND ROUTING

**Governor's Office of Elderly Affairs Internal Policy**  
**Policy: Electronic Signatures – Execution and Routing**  
**Effective: May 14, 2020**  
**Authorization:**

  
Shirley Merrick, Executive Director/Appointing Authority

## **POLICY:**

This policy provides guidelines on the acceptance and use of electronic signatures.

Electronic signatures are valid wherever a traditional ink signature by the same signer would be valid, except in those cases where another authority governs another aspect of the transaction, and such authority does not accept electronic signatures. Known examples of such exceptions include:

- Clerk of Court recordations
- Construction desk (recordations)

## **APPLICABILITY:**

Electronic signatures can be used by vendors, contractors, and the Governor's Office of Elderly Affairs. The Governor's Office of Elderly Affairs will accept electronic signatures interchangeably and consistently with how it accepts traditional ink signatures.

## **PROVISIONS:**

Electronic signatures may take the form of:

1. A scanned ink signature;
2. A signature captured using a digital pen or pad;
3. An image of a prior signature applied by software (such as Adobe);
4. An encrypted certificate with a signature and additional information;
5. A signature applied by a third-party web platform (such as VeriSign); or
6. Any other form deemed acceptable by the Executive Director on a case-by-case basis.

## **GOEA TELEWORK POLICY**

# GOVERNOR'S OFFICE OF ELDERLY AFFAIRS TELEWORK POLICY

**EFFECTIVE:** April 4, 2022

## **PURPOSE**

To establish a formal policy and guidelines for telework.

## **APPLICABILITY**

This policy shall apply to all employees of the Governor's Office of Elderly Affairs (GOEA)

## **AUTHORIZATION**

  
\_\_\_\_\_  
Shirley Merrick, Appointing Authority

## **POLICY**

In accordance with SCS Rule 11.4.1, it is the policy of GOEA to provide telework as a viable, flexible work option when both the employee and the employee's position are suitable for such arrangement. GOEA aims to increase efficiencies while also sustaining the recruitment and retention of highly qualified employees. Telework is not an entitlement and it in no way changes the terms and conditions of employment.

## **DEFINITIONS**

**Alternative Worksite:** An approved worksite other than the employee's primary worksite, in which an employee is authorized to conduct telework. In most cases, the alternative worksite will be in the employee's home.

**Telework:** A work flexibility arrangement under which an employee performs the duties and responsibilities of their position from an approved alternative worksite. Unless otherwise specified, telework herein refers to both telework-formal and telework-situational.

**Telework Agreement:** A document authorizing the employee to perform work at an alternative worksite on established days.

**Telework-Formal:** Telework which occurs as part of an approved on-going, regular schedule or within established limits. (E.g., full time or a set number of days per week.)

**Telework-Situational:** Telework, which is approved on a case-by-case basis, where hours worked, are not part of a previously approved, on-going and regular telework schedule. (E.g., telework approved as a result of inclement weather, declared emergency, reasonable accommodations or office closures.)

**Teleworker:** Is the term used to describe the employee when they are working from their approved alternative worksite.

**Primary Worksite:** The employee's usual and customary worksite. For the purpose of this policy, the Galvez State Building, located at 602 N. 5<sup>th</sup> Street, Suite 435, Baton Rouge, LA is the employee's primary worksite, unless specifically addressed elsewhere in the employee's terms of employment.

## ELIGIBILITY FOR TELEWORK

### Position Eligibility

A position that is suitable for telework is one that has responsibilities that can be, at any given time, conducted from an alternative worksite without affecting service quality or organizational operations. The Appointing Authority shall determine which positions are suitable for telework.

Factors in considering suitability may include, but are not limited to:

- Nature of the work performed;
- Efficiency of work processes;
- Impact on ability to provide quality customer service;
- Utilization of office space;
- Utilization of technology;
- Effectiveness of existing project teams; and
- Impact on agency budget and fiscal resources.

### Employee Eligibility

Unless mandated by the Appointing Authority, telework is strictly voluntary. An employee who is eligible for telework is one who has responsibilities that can be, at any given time, conducted from an alternative worksite without affecting service quality or organizational operations. The Appointing Authority may approve telework status for an employee.

Factors in considering eligibility may include, but are not limited to:

- The employee's length of service with the agency;
- The employee's work performance;
- The employee's ability to function independently;
- Completion of required telework training; and
- The employee's ability to provide technology resources outlined in the GOEA Telework Agreement.

### Notification of Eligibility

GOEA will provide a listing of positions eligible for telework through an addendum to this policy. Human Resources will also notify candidates for employment about telework opportunities during the hiring process. To maintain transparency, the agency will post the policy addendum on the GOEA Employee Intranet.

## TELEWORK ARRANGEMENTS



**Telework-Formal**

Formal telework is an on-going work arrangement in which the employee has received approval to work from an alternative worksite. No out-of-state alternative worksites **will** be allowed.

For continuity of operations and other necessary business needs, the Appointing Authority or his/her designee may restrict telework days for a specific unit(s) to "fixed" telework days. (e.g., every Tuesday) or prohibit telework on specific days (e.g., Meeting days, Field Audits etc).

**Telework-Situational**

Situational telework is a work arrangement in which the employee has received approval from the Appointing Authority or his/her designee to work from an alternative worksite on a case-by-case basis.

**REQUEST FOR TELEWORK**

**Telework-Formal**

Employees who desire to participate in a formal telework arrangement must complete the GOEA Telework Agreement Form. The form shall be submitted to the employee's direct supervisor for processing in accordance with the form's instructions. Final approval of the telework agreement rests with the Appointing Authority or his/her designee.

Upon approval of the GOEA Telework Agreement Form, Unit Managers shall maintain responsibility for approving requested telework days. Agencies shall determine a process for tracking telework hours via the "ZTEL" time code.

Unit Managers may require advance scheduling of telework days to accommodate the needs of the agency. In addition, UNIT MANAGERS shall ensure that a physical presence is maintained at the primary worksite within each department each workday.

Employees will be required to update their GOEA Telework Agreement Form during their Planning Session each fiscal year.

**Telework-Situational**

The Appointing Authority or his/her designee may authorize an employee to participate in a situational telework arrangement when the needs of the organization or the employee dictate. When an employee has a need for situational telework, they should discuss the need with their supervisor and the Human Resources Director. The Human Resources Director shall forward all requests for situational telework to the Appointing Authority or his/her designee for approval.

This type of arrangement requires approval via the GOEA Telework Agreement Form, unless the employee already has an existing agreement under a formal telework arrangement. Situational telework will be reviewed on a case-by-case basis and shall not exceed two consecutive weeks.

Upon approval of the GOEA Telework Agreement Form, Unit Managers shall maintain responsibility for approving requested telework days. Agencies shall determine a process for tracking telework hours via the "ZTEL" time code.

## COMPLIANCE WITH DEPARTMENT POLICIES

Employees who participate in telework shall continue to comply with all GOEA policies and procedures, State Civil Service Rules, and applicable other Federal and State Laws while working from an alternative worksite. This includes but is not limited to, the use of leave, prior approval for overtime, timely reporting of accidents/injuries, timely entry and e-certification of time statements, appropriate use of computer equipment and refraining from prohibited behavior of a sexual, harassing or discriminatory nature.

## AVAILABILITY AND PERFORMANCE EXPECTATIONS

During telework, all official business responsibilities, objectives, goals and deadlines shall be maintained. Teleworkers are expected to maintain productivity and quality of work as though they were working from the primary worksite.

Employees must be free from distractions while teleworking. Teleworkers may not engage in personal business during working hours for any purpose for which leave (annual, sick, FMLA, etc.) would otherwise be required.

Telework requires the employee to promptly return voicemails left at their primary worksite (all employees shall have their voicemails sent to their Outlook Inbox); attend scheduled meetings virtually; and respond to emails, instant messaging and other forms of communication in a timely manner.

Employees must adhere to performance standards as established by their Performance Planning in the Performance Evaluation System (PES).

The needs of GOEA business take precedence over the employee's needs. Accordingly, an employee shall be available to report to their primary worksite as directed by the agency. To this extent, they must be available to travel to their primary worksite with as little notice as the same workday. Employees unable to meet this requirement may be disciplined and/or placed in an appropriate leave status, including leave without pay (LWOP).

Refusal to report to the primary worksite when directed shall be considered insubordination and subject the employee to disciplinary action and placement in appropriate leave status, including LWOP.

## REQUIRED TELEWORK TRAINING

As a condition of eligibility for telework, the supervisor and employee must complete the following required telework training courses. The required courses shall be completed prior to telework agreement being approved:

- CPTP SCS Teleworking for Employees WBT
- CPTP SCS Managing Teleworkers WBT

Additional training resources should be made available as follows:

- CPTP Developing Others WBT
- CPTP Time Management for Teleworkers WBT
- CPTP Virtual Meeting Etiquette WBT

Training courses can be found in LEO.

## ALTERNATIVE WORKSITE

### Worksite Location

Employees shall designate their alternative worksite on the GOEA Telework Agreement Form. Once approved, the alternative worksite is the only location from which the employee shall be allowed to telework. Any circumstances requiring a change in location shall be brought to the employee's supervisor's attention immediately.

### Worksite Conditions

The alternative worksite shall be a clean, safe and dedicated workspace that is to be principally used for the purpose of teleworking. The alternative worksite shall be able to accommodate any equipment that is necessary to perform the functions of the employee's job.

GOEA may conduct unannounced inspections of the teleworker's alternative worksite, as deemed necessary, to account for and ensure the physical safety and security of the employee's alternative worksite meets all privacy, data security and/or other requirements referenced in this policy.

### Worksite Liability

GOEA will not be liable for damages to the employee's property resulting from telework. By signing the GOEA Telework Agreement Form, the employee agrees to hold the State harmless against all claims, excluding workers' compensation claims. The employee accepts responsibility for maintaining the security, condition, and confidentiality of agency equipment and materials (including but not limited to files, applications, manuals, forms, etc.) at the alternative worksite. Furthermore, the employee is responsible for ensuring there is no unauthorized use of GOEA equipment.

No employee engaged in telework will be allowed to conduct in-person face-to-face agency-related business at the alternative worksite.

### Workers Compensation

The alternative worksite is considered an extension of the employee's primary workplace; therefore, workers' compensation coverage will continue to exist for the employee when performing official work duties in the designated area of the alternative worksite during approved teleworking hours. Any work-related injuries must be reported to the employee's supervisor and the GOEA Safety Coordinator immediately.

### Operating Costs

GOEA will not be responsible for operating costs, maintenance or any other incidental costs to the employee's alternative worksite (e.g. utilities). GOEA will not pay for phone, internet service, nor the repair, technical support or maintenance of personal equipment such as home networking connectivity,

routers, modems, etc.

#### **USE AND SECURITY OF EQUIPMENT**

##### **Equipment Use**

GOEA will provide state-owned laptops to employees participating in telework. The use of a personal laptop or computer for purposes of teleworking is prohibited. Employees are allowed to use personal printers and monitors. Teleworkers are responsible for obtaining reliable phone service and high-speed internet connections. These connections must be maintained for the duration of the teleworking agreement.

##### **Equipment Safety/Maintenance**

Teleworkers are required to adhere to all GOEA Information Technology Policies while using state-owned equipment.

Teleworkers shall be connected to the GOEA Virtual Private Network (VPN) at all times while performing work from their state-owned laptop at the alternative worksite. In the event employees will need to disconnect from the VPN for stability issues, notification to disconnect will be provided by GOEA.

Use of GOEA equipment and networks is for official business purposes only and must comply with all applicable laws, policies and protocols. Personal use of these items is prohibited, even during non-working hours.

Teleworkers shall immediately inform their supervisor of any equipment failure, VPN issues, repair or other issue that prevents them from teleworking.

GOEA will be responsible for maintaining and repairing equipment that is supplied to the teleworker. If any in-person service or support is necessary, the employee will be responsible for bringing in the equipment to the physical office building. The Information Technology Division shall not make "alternative worksite calls" for equipment setup or service.

Should there be a delay in the repair or replacement of equipment, the teleworker may be required to return to the physical office building until the situation is rectified.

#### **OFFICIAL OFFICE CLOSURES**

Depending on the reason therefor (i.e. weather, road conditions, etc.), an office closure may be declared to a specific building, city/town, parish, or the entire State. The official domicile for an employee that teleworks is the city/town or parish where the employee's alternative worksite is located for the days the employee is to perform work at that location. An employee may only have one (1) domicile on any given workday. Thus, if an office closure is declared on a scheduled telework day, the teleworker is:

Not eligible for special office closure leave (LSOC) and must continue working from the alternative worksite when:	Eligible for LSOC leave when:
The office closure is specific to the primary on-site building. The office closure is specific to a city/town or parish that is different from the city/town or parish in which the employee is teleworking.	The office closure is specific to a city/town or parish that is the same as the city/town or parish in which the employee is teleworking.

#### **TERMINATION OF TELEWORK**

GOEA has the right to rescind an employee's telework authorization if the participation fails to benefit the agency. Rescission of the authorization for a position or employee to telework is a business decision and not a disciplinary measure. GOEA may terminate Teleworking Agreements at any time, with or without cause at its convenience, and this decision will be final.

In the event the employee leaves employment with GOEA, or is removed from telework for any reason, the employee agrees to return all agency equipment, supplies, and work documents to the GOEA Building within 48 hours or a mutually agreed upon reasonable time period. If the employee fails to return all property, they shall reimburse GOEA for all unreturned property.

#### **EXCEPTIONS**

The Appointing Authority or his/her designee of GOEA may grant an exception to any provision of this policy, provided such exception shall not be in conflict with Civil Service Rules or agency policies.

#### **POSITIONS SUITABLE FOR TELEWORK**

All full-time positions within the GOEA have been designated for telework eligibility.



## GOEA TELEWORK AGREEMENT FORM

*This document is intended to ensure that both the supervisor and the employee have a clear, shared understanding of the employee's telework arrangement. Each telework arrangement is unique depending on the needs of the agency, position, supervisor, and employee.*

*This Agreement in no way alters my current employment relationship or my obligation to observe applicable agency rules, policies, and procedures. All existing terms and conditions of employment, including but not limited to my position description, safety, benefits, (leave, overtime, etc. remain the same as if I worked at the primary worksite.*

Employee Telework Information	
Employee Name:	Personnel #:
Office/Division:	
Alternative Worksite Address:	Enter Street Address Enter City, State    Enter Zip Code Enter Parish
Type of Telework:	<input type="checkbox"/> Telework-Formal <input type="checkbox"/> Telework-Situational  <i>Per the GOEA's Telework Policy all situational telework arrangements must receive approval from the Appointing Authority or his/her designee. Situational telework arrangements do not require an additional amended GOEA Telework Agreement Form unless the employee's arrangement will exceed 30 days.</i>

### Telework Terms and Conditions

1. All teleworkers are responsible for obtaining reliable phone service and high-speed internet connections. These connections must be maintained for the duration of the teleworking agreement.
2. All teleworkers shall be connected to the GOEA Virtual Private Network (VPN) at all times while performing work from their state-owned laptops at the alternative worksite.
3. The amount of time a teleworker is expected to work will not change due to voluntary participation in a telework-formal or telework-situational arrangement. Telework hours are regular work hours and may not be used for personal activities. All teleworkers are expected to remain accessible during designated work hours. Just as with regular work hours, teleworkers are expected to follow the GOEA Time and Attendance Policy as it relates to requesting time off. In the event that overtime is anticipated, this must be discussed and approved in advance with the supervisor/manager, just as any overtime scheduling would normally have to be approved.

4. All teleworkers will report to the primary worksite, as necessary, upon directive from management.
5. All teleworkers shall use the time and attendance system to input telework via the "ZTEL" time code.

**Employee Approval**

I agree to abide by the terms and conditions set forth in this GOEA Telework Agreement Form and all requirements of the GOEA Telework Policy.

I understand that management has the right to amend, terminate or suspend this Agreement at any time.

I understand that failure to comply with the provisions of this Agreement and the GOEA Telework Policy may result in termination of the Agreement, and/or other appropriate corrective measures.

I understand that my alternative worksite is an extension of my assigned primary worksite. As such, I am responsible for continuing to comply with all applicable laws, rules, regulations, and policies regarding my position and my employment at GOEA.

I understand that this agreement is not finalized until it is approved by the Appointing Authority or his/her designee.

Employee Signature	Date

# FORMS SECTION



Office of Elderly Affairs  
Personnel Manual  
CONFIRMATION FORM

**CONFIRMATION AND CONSENT FORM**  
**OFFICE OF ELDERLY AFFAIRS**

Having received a copy of the **current** Office of Elderly Affairs Personnel Manual, I state that I have read and understand the contents.

Signature \_\_\_\_\_ Date

**SAFETY MANUAL**

I certify that I have been trained on the following OEA Safety Policies:  
Blood borne Pathogens, Violence in the Workplace, Drugs Free Workplace, Sexual Harassment, Defensive Driving, General Safety Procedures and Safety Responsibilities and Assignment of Responsibilities

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**Name**

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**Date**

# GRIEVANCE FORM

PAGE 1

Grievant's Name: \_\_\_\_\_

Date Grievant Became Aware of Action Complained of: \_\_\_\_\_

Date Filed: \_\_\_\_\_ Unit: \_\_\_\_\_

## FIRST STEP

Grievance Statement: (A statement may be attached if more space is needed.)

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Relief Sought: (A statement may be attached if more space if needed.)

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Grievant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Decision of Immediate Supervisor: (A statement may be attached if more space if needed.)

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Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Answer:

\_\_\_\_\_ I am satisfied with the answer to my grievance.

\_\_\_\_\_ I am not satisfied with the answer to my grievance and wish to have it referred to the Second Step.

**GRIEVANT'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

cc: Human Resources Office

**SECOND STEP**

Decision of Unit Manager: (A statement may be attached if additional space is needed.)

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Unit Manager's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**GOVERNOR'S OFFICE OF ELDERLYAFFAIRS  
GRIEVANCE FORM  
PAGE 116**

Employee Answer:

\_\_\_\_\_ I am satisfied with the answer to my grievance.

\_\_\_\_\_ I am not satisfied with the answer to my grievance and wish to have it referred to the Third Step.

**GRIEVANT'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

cc: Human Resources Office

**THIRD STEP**

Decision of the Executive Director: (A statement may be attached if more space is needed.)

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**EXECUTIVE DIRECTOR'S SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

cc: Human Resources Office

**ACCOUNTS RECEIVABLE DISCREPANCY REPORTING FORM**

Funds owed from \_\_\_\_\_

Amount owed \_\_\_\_\_

Date Payment was due \_\_\_\_\_

Agency Claims payment was made on:

Date Mailed \_\_\_\_\_

Check Number \_\_\_\_\_

**Include copy of Canceled Check if Available and forward this form to the GOEA Finance Manager.**

Signed \_\_\_\_\_ Date \_\_\_\_\_

**CHANGE IN WORK LOCATION/WORK HOURS REQUEST FORM**

**DATE:** \_\_\_\_\_

**EMPLOYEE NUMBER:** \_\_\_\_\_

**REASON:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ANTICIPATED LENGTH OF TIME:** \_\_\_\_\_

**WORK LOCATION/HOURS REQUESTED:**

\_\_\_\_\_ EXPANDED WORK HOURS (EARLIER THAN 7:00 A.M. OR LATER THAN 7:00 PM.) Proposed Work Hours: \_\_\_\_\_

**NOTE:** A proposed work schedule must be submitted prior to each pay period

\_\_\_\_\_ WORK FROM HOME

**NOTE:** Request must be made every thirty (30) days.

EMPLOYEE SIGNATURE: \_\_\_\_\_

DATE: \_\_

SUPERVISOR APPROVAL: \_\_\_\_\_

DATE: \_\_

MANAGER APPROVAL: \_\_\_\_\_

DATE: \_\_

<u>DIRECTOR</u>			
APPROVED FOR EXPANDED WORK HOURS	EFFECTIVE	_____	
APPROVED TO WORK FROM HOME	EFFECTIVE	_____	
NOT APPROVED			
EXTENDED FOR	_____	DAYS	[ ]
EXTENDED FOR	_____	DAYS	
EXTENDED FOR	_____	DAYS	
EXTENDED FOR	_____	DAYS	EXTENDED FOR _____ DAYS
EXTENDED FOR	_____	DAYS	EXTENDED FOR _____ DAYS
EXTENDED FOR	_____	DAYS	EXTENDED FOR _____ DAYS
DIRECTOR SIGNATURE/DATE: _____			

**EMPLOYEE ADMINISTRATIVE UNIT**

(IF APPLICABLE, EMPLOYEE CHANGED TO POSITIVE TIME ENTRY EFFECTIVE \_\_\_\_\_  
(BEGINNING OF PAY PERIOD \_\_\_\_\_))

GOVERNOR'S OFFICE OF ELDERLY AFFAIRS

PLANNED WORKING TIME CHANGE NOTIFICATION

Employee Name: \_\_\_\_\_

Employee Personnel No: \_\_\_\_\_

Unit: \_\_\_\_\_

I request to set my planned working time schedule as follows:

- Five 8-hour days per week
- Four 10-hour days per week with \_\_\_\_\_ as my day off

<b>My Daily Working Time:</b>	<u>TIME IN</u>	<u>TIME OUT</u>	
	_____	_____	

Requested Effective Date: \_\_\_\_\_

REQUESTED BY: \_\_\_\_\_ DATE \_\_\_\_\_

APPROVED BY SUPERVISOR: \_\_\_\_\_ DATE \_\_\_\_\_

- Approved
- Approved with this change \_\_\_\_\_

APPROVED BY MANAGER: \_\_\_\_\_ DATE \_\_\_\_\_

- Flex time for staff working four 10-hour days shall begin no earlier than 6:00 a.m. and end no later than 7:00
- Flex time for staff working five 8-hour days shall begin no earlier than 7:00 a.m. and end no later than 7:00
- Unit Managers have the authority to grant an alternate day off to ensure the unit is sufficiently staffed at all
- Requests to change working times or schedules may be submitted at the end of each quarter (March, June, September, or December). Requests based on medical needs may be submitted at any time although additional documentation will be required.

Received in HR \_\_\_\_\_ To Payroll on \_\_\_\_\_  
Revised September 2014

Received in HR \_\_\_\_\_ To Payroll on \_\_\_\_\_  
Revised September 2014

OK  
D/Ac  
5-7-18

**GOVERNOR'S OFFICE OF ELDERLY AFFAIRS  
EMPLOYEE APPLICATION FOR LEAVE WITHOUT PAY**

**EFFECTIVE DATE:** \_\_\_\_\_

**Employee:** \_\_\_\_\_ **Personnel No:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Department:** \_\_\_\_\_

**Date of Request:** \_\_\_\_\_ **Hire Date:** \_\_\_\_\_

**Policy:**

Leave without pay may be requested by an employee for a period not to exceed one year. All requests for voluntary leave without pay must be approved in advance by the Executive Director.

**Civil Service Policy 11:27**

This Rule is designed to allow employees time off from duty, if approved by their appointing authority, usually when they have exhausted their accumulated leave. Probationary and provisional employees who are granted leave without pay and fail to return to duty on or before the first day following their approved term of leave shall be terminated from employment. A permanent employee who fails to return to duty on the first working day following the expiration of his approved leave without pay shall be considered as having abandoned his position and must be removed in accordance with Chapter 12 of the Rules. Also, a permanent employee who fails to return to duty when his previously approved leave of absence has been curtailed, and who has been provided reasonable notice to return, shall be considered to have deserted his position and may be removed in accordance with Chapter 12.

While an employee is on leave without pay, he does not earn annual or sick leave, nor does he receive benefit of any holidays that occur during this absence.

**Please choose the appropriate leave type (either A or B) below, sign your name, fill in the details and forward this form to your department head for his/her signature.**

**A. SHORT-TERM LEAVE WITHOUT PAY (up to 10 consecutive work days)**

*I am requesting a short-term unpaid leave of absence under the provisions of the Leave without Pay Policy. I have exhausted all personal and sick leave time. I have reviewed the policy and understand the impact on my pay, job status, and benefits; I understand and accept my obligations under the policy.*

**B. LONG-TERM LEAVE WITHOUT PAY (11 days to 1 year)**

*I am requesting a long-term unpaid leave of absence under the provisions of the Leave without Pay Policy. I am not eligible for paid leave due to the exhaustion of all annual and sick leave time. I have reviewed the policy and understand the impact on my pay, job status, and benefits; I understand and accept my obligations under the policy.*



OK  
Sinc  
5-7-12

**GOVERNOR'S OFFICE OF ELDERLY AFFAIRS**  
**EMPLOYEE APPLICATION FOR LEAVE WITHOUT PAY**

Begin Date: \_\_\_\_\_ Return to Work Date: \_\_\_\_\_

Reason for Leave:  
\_\_\_\_\_  
\_\_\_\_\_

Employee Signature _____	Date: _____
Supervisor's Signature _____	Date: _____
Comments: _____ _____	
<input type="checkbox"/> Approve <input type="checkbox"/> Request Denied	
Appointing Authority Signature _____	Date _____
<hr style="border: 1px solid black;"/>	
<b>Human Resources</b>	
Signature _____	Date _____

*I understand that by requesting this leave of absence, I am committed to returning to work on the specified approval date.*

**GOVERNOR'S OFFICE OF ELDERLY AFFAIRS**

**Rehired Retiree Election Form for Insurance**

**SUBJECT: Insurance**

**EFFECTIVE DATE:** \_\_\_\_\_

**Appointing Authority Approval:** \_\_\_\_\_

**Employee Name (Print)** \_\_\_\_\_

**Personnel No.** \_\_\_\_\_ **Social Security No.** \_\_\_\_\_

**Agency Retired From:** \_\_\_\_\_

**Rehire Date:** \_\_\_\_\_

Per Office of Group Benefits (OGB) guidelines, whenever a retiree with state insurance coverage returns to full-time employment with the state, the employee is placed in the **Re-employed Retiree** category for premium calculation.

If you are hired in a full-time position, OGB will be notified of your status and your insurance premium will no longer be deducted from your monthly retirement check. If you are a **Re-employed Retiree** that has retired from the Governor's Office of Elderly Affairs, you may payroll deduct your insurance premiums. If you retired from another state agency, you must submit your premiums to the retiring agency to avoid interruption of benefits.

**Governor's Office of Elderly Affairs  
525 Florida St/Floor 4  
Baton Rouge, LA 70801  
(225) 342-7100**

**Agency's Benefits Solicitation Policy**

It is the policy of the Office of Elderly Affairs to allow supplemental benefits solicitation only by companies (vendors) who have been approved for payroll deduction by the Office of State Uniform Payroll (OSUP) and have a current payroll deduction code.

Each vendor will be allowed one (1) solicitation visit per calendar year upon invitation and authorization. Any additional visits must be authorized by the Agency's Executive Director/Appointing Authority. Upon request for an "on-site" solicitation, the Human Resources Director will provide the Vendor's Louisiana Sales Coordinator a copy of this policy and obtain a signed acknowledgment from the vendor representative before allowing access to the site

**Acknowledgement of Receipt of Agency Benefits Solicitation Policy**

*This is to acknowledge that I have received a copy of the Office of Elderly Affairs' Benefits Solicitation Policy and will adhere to its requirements.*

---

**Vendor Name**

---

**Representative's Name**

---

**Date**

**GOVERNOR'S OFFICE OF ELDERLY AFFAIRS**  
**REQUEST TO PAY ABOVE MINIMUM ENTRY RATE**  
**CIVIL SERVICE RULE 6.5(g) Extraordinary Qualifications**

Applicant name		Date of hire	
Job Title		Pay Grade Level	
Position #			

**Minimum Qualifications (MQs)**

List the minimum qualifications as required on the Civil Service job specification found at [www.civilservice.la.gov](http://www.civilservice.la.gov) or attach a copy of the job specification to this form.


**Extraordinary Qualifications/Credentials**

List the qualifications or credentials this applicant is claiming on his/her official Civil Service application form. Explain how these qualifications or credentials exceed the MQs listed above.

(Example: MQ is 2 years of experience, applicant has 6 additional years or 8 years total.)

*Applicant has a BA degree with 2+ additional years of professional social work experience.

**Verification of Credentials**

Name of contact	Title	Name of agency
Contacted on:		



Verification performed by	Date	
Requested by	Date	
REVIEWED BY HR	Date	
Comments:		

## Governor's Office of Elderly Affairs



### Reference Check Form

Applicant Name:	Position Applied for:	Date:
-----------------	-----------------------	-------

*Upon completion of the interview process a pre-employment reference check shall be made of the selected candidate. The reference check should attempt to collect the following minimum information:*

Current/Last Employer:		Telephone No:	(     )
Person Contacted:		Title:	
Dates of Employment:	From:	To:	
Position Held:		Salary:	

#### **Questions:**

1. <i>What is/was your employment relations with this person (current or former supervisor, second line supervisors, etc)</i>
2. <i>What is/was the nature of his/her position/duties?</i>
3. <i>How would you describe the quality of his/her work?</i>
4. <i>How well does/did he/she plan and organize his/her work, and were assignment completed timely and accurately?</i>

5. What would you consider to be his/her strongest/ weakest skills as an employee?		
6. What is/was the amount and type of supervision required for him/her?		
7. How would you describe his/her attendance and punctuality? <b>NOTE: Do not ask or collect information on Family Medical Leave Act (FMLA) absences or disability, these are PROHIBITED by the Americans with Disabilities Act.</b>		
8. If given the opportunity, would you rehire him/her?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
9. Any other comment you would like to include?		
Reference Checked by:	Title:	Date:

Prior to extending an offer of employment to the candidate, complete this form of at least two references, attach to the Personnel Action Request Form and forwarded to the Human Resources Office for approval. Please be sure that you have obtained all required signatures on the Personnel Action Request.

**REQUEST FOR ACCOMMODATION FORM**

**SECTION 1: REQUESTOR INFORMATION**

**CONFIDENTIALITY STATEMENT:**  
 A request for accommodation, including medical and other relevant information, is privileged and may only be released as appropriate to individuals with a business need to know.

Requestor's Name: \_\_\_\_\_  
 Requestor is (check only one):  Employee  Job Applicant  Visitor / Public  
 Requestor's Email Address: \_\_\_\_\_  
 Requestor's Phone #: \_\_\_\_\_  
 If Requestor is an employee, also provide: Job Title: \_\_\_\_\_  
 Division/Unit: \_\_\_\_\_ Supervisor's Name: \_\_\_\_\_

**SECTION 2: REQUESTED ACCOMMODATION** (Attach a separate sheet if additional space is needed)

A. Please describe the nature of your disability and the functional limitations resulting therefrom.  
 \_\_\_\_\_  
 \_\_\_\_\_

B. Check the type of accommodation requested. Use the blank space provided to the right to further explain reason for the requested accommodation.

Accommodation Type:		Reason for Accommodation Request:
1.	<input type="checkbox"/> Application/Testing Process Explain the specific application/testing requirement for which accommodation is requested: (→)	
2.	<input type="checkbox"/> Participating in a Job Interview Identify the Date/Time/Location of the job interview for which an accommodation is requested: (→)	
3.	<input type="checkbox"/> Performance of Essential Functions of Your Job Explain the job duties for which accommodation is requested: (→)	
4.	<input type="checkbox"/> Benefits/Privileges of Employment Explain the benefits or privileges of employment for which accommodation is requested: (→)	
5.	<input type="checkbox"/> Pregnancy, Childbirth or Related Condition Explain how pregnancy, childbirth or a related condition affects your ability to perform your job: (→)	
6.	<input type="checkbox"/> Effective Communication Identify the Date/Time/Location for which an auxiliary aid is requested: (→)	
7.	<input type="checkbox"/> Access to Programs, Services or Facilities Identify the specific program, service or facility for which access is needed: (→)	

C. Describe the accommodation(s) requested. (Identify specific auxiliary aid requested, if applicable)  
 \_\_\_\_\_  
 \_\_\_\_\_

Requestor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**CONFIDENTIALITY STATEMENT:**  
A request for accommodation, including medical and other relevant information, is privileged and may only be released as appropriate to individuals with a business need to know.

**SECTION 3: TO BE COMPLETED BY AGENCY ADA COORDINATOR**

a. Process Tracking:

1. Date the Request for Accommodation was prepared/signed by Requestor: \_\_\_\_\_
2. Date the Request for Accommodation was received by ADA Coordinator: \_\_\_\_\_
3. Date of initial contact with Requestor (*initiate interactive process*): \_\_\_\_\_
4. Date(s) of follow-up contact with Requestor: \_\_\_\_\_
5. Date the Request for Accommodation was discussed with Appointing Authority: \_\_\_\_\_
6. If applicable, date the alternative accommodation(s) was discussed with Requestor: \_\_\_\_\_
7. Date Requestor was notified of final accommodation determination: \_\_\_\_\_
8. Date Requestor was notified of internal grievance procedure: \_\_\_\_\_

b. Is there an equally effective accommodation(s), other than the one requested, that would satisfy the request? (*Consult with [www.askjan.org](http://www.askjan.org) or Louisiana Rehabilitation Services, if necessary*)  Yes  No

If Yes, please identify: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

c. Was an accommodation granted?  Yes (*Proceed to section d. below*)  No (*Proceed to section e. below*)

d. Accommodation Granted:

Was the accommodation granted the same as the one requested?  Yes  No

If an alternative, equally effective accommodation was granted, explain the reason this option was selected rather than the one requested. (*Reason for alternative accommodation should be fully documented.*)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

e. Denial of Accommodation:

Check reason for denial and provide further explanation below. (*Denials should be fully documented.*)

ADA Title I (for employees / applicants)

- Requestor is not a "qualified individual" (See Definition in agency policy)
- Accommodation would pose an undue hardship to the agency
- Accommodation would not eliminate direct threat of substantial harm to safety of individual or others

ADA Title II (for visitor / public)

- Requestor is not a "qualified individual" (See Definition in agency policy)
- Accommodation would fundamentally alter the nature of the agency's service, program or activity
- Accommodation would not eliminate direct threat of substantial harm to safety of individual or others

\_\_\_\_\_  
\_\_\_\_\_



ADA Coordinator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**MEDICAL INQUIRY FORM  
RESPONSIVE TO ACCOMMODATION REQUEST**

**FOR COMPLETION BY EMPLOYEE**

Employee's Name: \_\_\_\_\_

**CONFIDENTIALITY STATEMENT:**  
A request for accommodation, including medical and other relevant information, is privileged and may only be released as appropriate to individuals with a business need to know.

**Authorization for Release of Medical Information**

*I authorize my Healthcare Provider to release medical information that is specifically related to and necessary for my employer to determine whether I have a disability for which an accommodation(s) may be needed. I authorize my Healthcare Provider to speak directly to my Agency ADA Coordinator in regards to my medical condition and its effects upon my ability to perform the essential functions of my job. I understand that I may refuse to sign this Authorization. However, I understand that my failure to permit these disclosures may impact my employer's ability to fully address my request for accommodation.*

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR COMPLETION BY HEALTHCARE PROVIDER**

**SECTION 1: Questions to determine whether employee has a disability**

*For reasonable accommodation under the Americans with Disabilities Act (ADA), an employee has a disability if he/she has an impairment that substantially limits one or more major life activities or has a record of such an impairment. The following information may help to determine whether an employee has a disability:*

Does the employee have a physical or mental impairment?

- Yes (proceed to section A. below)       No (discontinue completion of form)

A. What is the impairment or the nature of the impairment? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

B. Does the impairment substantially limit a major life activity as compared to the general population?

- Yes       No

C. What major life activity(s) and/or major bodily function(s) is limited?

*Major Life Activities:*

- |  |  |  |                                   |                                   |
|--|--|--|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> Bending         | <input type="checkbox"/> Eating                  | <input type="checkbox"/> Lifting                 | <input type="checkbox"/> Seeing   | <input type="checkbox"/> Standing |
| <input type="checkbox"/> Breathing       | <input type="checkbox"/> Hearing                 | <input type="checkbox"/> Performing Manual Tasks | <input type="checkbox"/> Sitting  | <input type="checkbox"/> Thinking |
| <input type="checkbox"/> Caring for Self | <input type="checkbox"/> Interacting with Others | <input type="checkbox"/> Reaching                | <input type="checkbox"/> Sleeping | <input type="checkbox"/> Walking  |
| <input type="checkbox"/> Concentrating   | <input type="checkbox"/> Learning                | <input type="checkbox"/> Reading                 | <input type="checkbox"/> Speaking | <input type="checkbox"/> Working  |
| <input type="checkbox"/> Other: _____    |  |  |                                   |                                   |

*Major Bodily Functions:*

- |                                  |                                      |                                 |   |  |
|----------------------------------|--------------------------------------|---------------------------------|---|--|
| <input type="checkbox"/> Bladder | <input type="checkbox"/> Circulatory | <input type="checkbox"/> Hemic  | <input type="checkbox"/> Neurological       | <input type="checkbox"/> Respiratory   |
| <input type="checkbox"/> Bowel   | <input type="checkbox"/> Digestive   | <input type="checkbox"/> Immune | <input type="checkbox"/> Normal Cell Growth | <input type="checkbox"/> Special Sense |

- |   |  |  |  |               |
|---|--|--|--|---------------|
| <input type="checkbox"/> Brain          | <input type="checkbox"/> Endocrine     | <input type="checkbox"/> Lymphatic       | <input type="checkbox"/> Operation of an Organ | Organs & Skin |
| <input type="checkbox"/> Cardiovascular | <input type="checkbox"/> Genitourinary | <input type="checkbox"/> Musculoskeletal | <input type="checkbox"/> Reproductive          |               |
| <input type="checkbox"/> Other: _____   |  |  |  |               |

D. Describe any functional limitations caused by the impairment: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**SECTION 2: Questions to help determine whether an accommodation is needed.**

*An employee with a disability is entitled to an accommodation only when the accommodation is needed because of the disability. The following information may help determine whether the requested accommodation is needed because of the disability:*

A. What job duties is the employee unable to perform or having difficulty performing?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

B. How does the employee's functional limitation(s) interfere with his/her ability to perform required job duties? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Health Care Provider's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Health Care Provider's Name (Printed): \_\_\_\_\_

Practice Specialty: \_\_\_\_\_

Clinic Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

**RETURN COMPLETED FORM DIRECTLY TO Darice Stampley, AGENCY ADA COORDINATOR**  
 By Fax to: (225) 219-9464; or, email to: [Darice.Stampley@la.gov](mailto:Darice.Stampley@la.gov)

# Records Retention Schedule

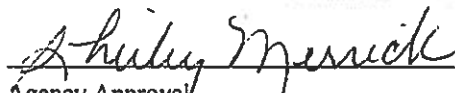
SS ARC 932 (07/07)

Louisiana Secretary of State, Division of Archives, Records Management and History  
 Post Office Box 94125, Baton Rouge, LA 70804

Http://www.sos.louisiana.gov

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Agency No	Agency / Division / Section	Security	Archival	State Records Center	Vital	Indicate Use of Form			
<b>019.007</b>	<b>Governors Office of Elderly Affairs/Administration /Human Resource Unit</b>					___ ORIGINAL SUBMISSION <input checked="" type="checkbox"/> RENEWAL ___ REPLACEMENT PAGE ___ ADDENDUM PAGE			
Item Number	Records Series Title					Retention Period			Remarks
		In Office	In Storage	Total Retention					
HR-1	Personnel Vital Information Files	ACT+70 CY	0	ACT+ 70 CY	M	S	N	V	ACT=until end of CY in which employee separates from agency.
HR-2	Personnel Non-Vital Information Files	Act+5 CY	0	Act+5 CY	M	S	N	V	Active=Until end of CY in which employee separates from the agency
HR-3	Performance Evaluation System/Employee rating Files	Act+5 CY	0	Act+5 CY	C	S	N	I	Active=Until end of CY in which employee separates from agency. CY=Jan 1-Dec 31
HR-4	I-9 Forms	Act+3CY	0	Act+ 3CY	C	S	N	V	Active=Until end of CY in which employee separates from agency.
HR-5	Performance Evaluation System/Employee Rating (Planning Records)	Act+5FY	0	Act+5 FY	M	S	N	I	Active=Until end of CY employee separates from Agency
HR-6	Policies and Procedures (Agency wide and Internal Department)	PERM	0	PERM	P	S	N	V	Agency to maintain at least one copy of each even if superseded )
HR-7	Payroll Tax related Records	Act+5 CY	0	Act+ 5CY	C	S	N	I	Active=Until end of CY in which date tax paid or due whichever is later.
HR-8	Grievance Documentation, Letters of Counseling, Warning, Reprimand	Act+5CY	0	Act+5FY	C	S	N	U	Active=Until end of CY in which matter is closed/final decision rendered.
<b>Permitted Retention Period Abbreviations</b> ACT – Active Period (when used define term in remarks column) FY- Fiscal Year (July 1- June 30) CY – Calendar Year (Jan 1 – Dec 31) AY – Academic Year (Aug 1 – July 31) FFY – Federal Fiscal Year (Oct 1 – Sept 30) MO – Months WK –Week DY - Day(s) PERM – Permanent		<b>Security Status Codes</b> P – Public Record M – May Contain Confidential Information C – Confidential Information		<b>State Records Center Use</b> Y – Yes N - No		<b>Agency Abbreviations</b>			
		<b>Archival Processing Codes</b> A – Transfer to State Archives R – Retain in Agency Archives S – Review by State Archives O – Other (Specify in Remarks)		<b>Vital Record Identification Code</b> V= Vital I = Important U= Useful					

  
 \_\_\_\_\_  
 Agency Approval

9/25/2023  
 \_\_\_\_\_  
 Date Signed

  
 \_\_\_\_\_  
 Secretary of State, State Archives & Records Services

SEP 26 2023  
 \_\_\_\_\_  
 Date Approved

# Records Retention Schedule

SS ARC 932 (07/07)

Louisiana Secretary of State, Division of Archives, Records Management and History  
 Post Office Box 94125, Baton Rouge, LA 70804

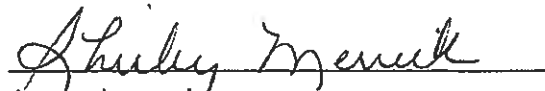
Http://www.sos.louisiana.gov

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Indicate Use of Form

ORIGINAL SUBMISSION  
 RENEWAL  
 REPLACEMENT PAGE  
 ADDENDUM PAGE

Agency No	Agency / Division / Section	Security	Archival	State Records Center	Vital	Remarks			
Item Number	Records Series Title						Retention Period		
							In Office	In Storage	Total Retention
<b>019.007</b>	<b>Governor's Office of Elderly Affairs/Administration/Human Resource Unit</b>								
HR-9	Promotional/Job Vacancy Announcements/Lists	M	S	N	V	Active=Until end of CY in which position is filled or closed.			
HR-10	Worker's Compensation Documentation	C	S	N	I	Active=Until end of CY in which settlement is reached.			
HR-11	Death Claims Documents	C	S	N	V	Active=Until end of CY in which supervision ends.			
HR-12	Supervisor's File	P	S	N	I	Active=Until end of CY in which supervision ends.			
HR-13	Applications of Non-Hires	C	S	N	I	Active=Until end of CY in which position is filled or closed			
HR-14	EEO/Affirmative Action Reports and Files	P	S	N	V	Active=Until end of calendar year in which created or received			
HR-15	Civil Service Audit Files	C	S	N	V	Active=Until end of CY in which audit completed			
HR-16	JOB SPECS/POSITION DESCRIPTIONS	P	S	N	U	Active=Until end of CY superseded or abolished.			
HR-17	Eligibility Insurance Documents (health, Life, Dental & Third Party)	C	S	N	V	Active=Until end of CY in which employee separates from agency.			
<b>Permitted Retention Period Abbreviations</b> ACT – Active Period (when used define term in remarks column) FY- Fiscal Year (July 1- June 30) CY – Calendar Year (Jan 1 – Dec 31) AY – Academic Year (Aug 1 – July 31) FFY – Federal Fiscal Year (Oct 1 – Sept 30) MO – Months WK – Week DY - Day(s) PERM – Permanent		<b>Security Status Codes</b> P – Public Record M – May Contain Confidential Information C – Confidential Information		<b>State Records Center Use</b> Y – Yes N - No		<b>Agency Abbreviations</b> HR=Human Resources FLSA=Fair Labor Standards Act FMLA=Family and Medical Leave Act			
		<b>Archival Processing Codes</b> A – Transfer to State Archives R – Retain in Agency Archives S – Review by State Archives O – Other (Specify in Remarks)		<b>Vital Record Identification Code</b> V= Vital I = Important U= Useful					

  
 Agency Approval

9/25/2023  
 Date Signed

  
 Secretary of State, State Archives & Records Services

SEP 26 2023  
 Date Approved

# Records Retention Schedule

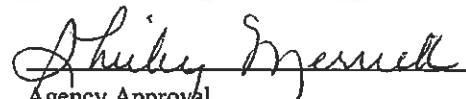
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 Post Office Box 94125, Baton Rouge, LA 70804

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Agency No	Agency / Division / Section	Security	Archival	State Records Center	Vital	Indicate Use of Form			
<b>019.007</b>	<b>Governor's Office of Elderly Affairs/Administration/Human Resource Unit</b>					<input type="checkbox"/> ORIGINAL SUBMISSION <input checked="" type="checkbox"/> RENEWAL <input type="checkbox"/> REPLACEMENT PAGE <input type="checkbox"/> ADDENDUM PAGE			
Item Number	Records Series Title					Retention Period			Remarks
		In Office	In Storage	Total Retention					
HR-18	Job Study Files	ACT + 5CY	0	ACT + 5CY	M	S	N	I	ACT=UNTIL END OF CY IN WHICH STUDY IS COMPLETED.
HR-19	Layoff/Layoff Avoidance/Reduction in Force Files	ACT + 3 CY	0	ACT + 3CY	M	S	N	I	ACT=UNTIL END OF CY IN WHICH CREATED OR RECEIVED
HR-20	Organizational Charts/Reporting Structures	ACT + 10CY	0	ACT + 10CY	P	S	N	I	ACT=END OF CY IN WHICH AGENCY CEASES TO OPERATE
<b>Permitted Retention Period Abbreviations</b> ACT – Active Period (when used define term in remarks column) FY- Fiscal Year (July 1- June 30) CY – Calendar Year (Jan 1 – Dec 31) AY – Academic Year (Aug 1 – July 31) FFY – Federal Fiscal Year (Oct 1 – Sept 30) MO – Months WK – Week DY - Day(s) PERM – Permanent		<b>Security Status Codes</b> P – Public Record M – May Contain Confidential Information C – Confidential Information		<b>State Records Center Use</b> Y – Yes N - No		<b>Agency Abbreviations</b>			
		<b>Archival Processing Codes</b> A – Transfer to State Archives R – Retain in Agency Archives S – Review by State Archives O – Other (Specify in Remarks)		<b>Vital Record Identification Code</b> V= Vital I = Important U= Useful					

  
 Agency Approval

9/25/2023  
 Date Signed

  
 Secretary of State, State Archives & Records Services

SEP 26 2023  
 Date Approved




# Records Retention Schedule

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Louisiana Secretary of State, Division of Archives, Records Management and History  
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Agency No	Agency / Division / Section	Security	Archival	State Records Center	Vital	Indicate Use of Form			
019.007	Governor's Office of Elderly Affairs/Home & Community Based Services (HCBS)					<input type="checkbox"/> ORIGINAL SUBMISSION <input type="checkbox"/> RENEWAL <input checked="" type="checkbox"/> REPLACEMENT PAGE <input type="checkbox"/> ADDENDUM PAGE			
Item Number	Records Series Title					Retention Period			Remarks
		In Office	In Storage	Total Retention					
HCBS-1	Agency and HCBS Policy & Procedures Manuals	Active + 10 CY		ACT + 10 CY	P	S	N	I	Active=Until end of CY in which agency ceases to exist.
HCBS-2	COA Board Training Documents (HCBS)	ACT + 5 CY	0	ACT + 5 CY	P	S	N	I	ACT = until end of CY in which administrative need ends. Screen for Archival Content before destroying
HCBS-3	AAA/COA By-Laws (HCBS) & Board Rosters	PERM	0	PERM	P	R	N	V	By-Laws (one copy of each revision) retained permanently
HCBS-4	Area Plans & Service Procurement	Active +10FY	0	Active +10FY	P	S	N	I	Active=Until end of FY in which Audit complete.
HCBS-5	Title V Grants, Sub Contractor Reports, Contracts/Budgets, Quarterly Progress Reports, Client Files, and General Correspondence-HCBS	Active +5FY	0	Active +5FY	P	S	N	I	Active=Until end of FY in which Audit complete.
HCBS-6	Nutrition- Menu Reviews	Active +5FY	5Fy	Active +10FY	M	S	Y	I	Active=Until end of FY in which Audit complete.
HCBS-7	Nutrition- AAA Licensed Dietitian/Nutritionist Assessments	Active +5FY	0	Active +5FY	M	S	N	U	Active=Until end of FY in which Audit complete.
HCBS-8	Nutrition- Nutrition Program Assessment(GOEA)	Active +5FY	0	Active +5FY	P	S	N	U	Active=Until end of FY in which Audit complete.
HCBS-9	Nutrition- GOEA Nutrition Program Training	Active +5FY	0	Active +5FY	P	S	N	U	Active=Until end of FY in which Audit complete.
<b>Permitted Retention Period Abbreviations</b> ACT – Active Period (when used define term in remarks column) FY- Fiscal Year (July 1- June 30) CY – Calendar Year (Jan 1 – Dec 31) AY – Academic Year (Aug 1 – July 31) FFY – Federal Fiscal Year (Oct 1 – Sept 30) MO – Months WK – Week DY - Day(s) PERM – Permanent		<b>Security Status Codes</b> P – Public Record M – May Contain Confidential Information C – Confidential Information		<b>State Records Center Use</b> Y – Yes N - No		<b>Agency Abbreviations</b> HCBS=Home and Community Based Services			
		<b>Archival Processing Codes</b> A – Transfer to State Archives R – Retain in Agency Archives S – Review by State Archives O – Other (Specify in Remarks)		<b>Vital Record Identification Code</b> V= Vital I = Important U= Useful					

  
 Agency Approval

9/25/2023  
 Date Signed

  
 Secretary of State, State Archives & Records Services

SEP 26 2023  
 Date Approved

# Records Retention Schedule

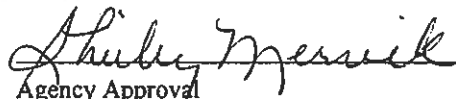
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Agency No	Agency / Division / Section/HCBS	Security	Archival	State Records Center	Vital	Indicate Use of Form			
<b>019.007</b>	<b>Governor's Office of Elderly Affairs/Home &amp; Community Based Services (HCBS)</b>					<input type="checkbox"/> ORIGINAL SUBMISSION	<input type="checkbox"/> RENEWAL	<input checked="" type="checkbox"/> REPLACEMENT PAGE	<input type="checkbox"/> ADDENDUM PAGE
Item Number	Records Series Title	Retention Period			Security	Archival	State Records Center	Vital	Remarks
		In Office	In Storage	Total Retention					
HCBS-10	ADRC/Senior Rx Reports and General Correspondence	Act+ 5FY	5FY	Active +5FY	M	S	Y	I	Active=Until end of FY in which Audit complete.
HCBS-11	Assessment Documents and General Correspondence	Act+ 5FY	5FY	Active +5FY	P	S	N	V	Active=Until end of FY in which Audit complete.
HCBS-12	COA Charters	Perm	0	Perm	P	R	N	V	
HCBS-13	List HCBS Annual Documents	Act+ 4FY	5FY	Active +5FY	P	R	N	I	
HCBS-14	Senior Center Evaluations	Act+ 4FY	5FY	Active +5FY	P	R	N	I	
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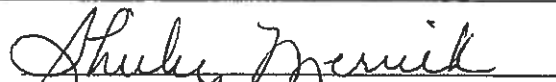
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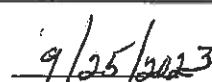
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Agency No	Agency / Division / Section	Security	Archival	State Records Center	Vital	Remarks
Item Number	Records Series Title					
<b>019.007</b>	<b>Governor's Office of Elderly Affairs/Ombudsman</b>					
ER0-1	Ombudsman Complaint Records	Act+5FY		Act+5FY	C S N V	Active=Until end of FY in which Audit complete.
ERO-2	Ombudsman Correspondence	Act+5FY		Act+5FY	M S N U	Active=Until end of FY in which Audit complete.
ER0-3	Ombudsman Training Records	Act+5FY		Act+5FY	P S N I	Active=Until end of FY in which created or received.
ER0-4	NORS Supporting Documentation	Act+5FY		Act+5FY	P S N I	Active=Until end of FY in which Audit complete.
ERO-5	Contract Requirements Support Documentation	Act+5FY		Act+5FY	P S N I	Active=Until end of FY in which Audit complete.
ERO-6	Project Records	Act+5FY		Act+5FY	P S N U	Active=Until end of FY in which project is complete.
<b>Permitted Retention Period Abbreviations</b> ACT – Active Period (when used define term in remarks column) FY- Fiscal Year (July 1- June 30) CY – Calendar Year (Jan 1 – Dec 31) AY – Academic Year (Aug 1 – July 31) FFY – Federal Fiscal Year (Oct 1 – Sept 30) MO – Months WK – Week DY - Day(s) PERM – Permanent		<b>Security Status Codes</b> P – Public Record M – May Contain Confidential Information C – Confidential Information  <b>Archival Processing Codes</b> A – Transfer to State Archives R – Retain in Agency Archives S – Review by State Archives O – Other (Specify in Remarks)		<b>State Records Center Use</b> Y – Yes N - No  <b>Vital Record Identification Code</b> V= Vital I = Important U= Useful		<b>Agency Abbreviations</b> ERO= Elderly Rights Ombudsman Unit NORS= National Ombudsman Reporting System

  
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Agency No	Agency / Division / Section	Retention Period			Security	Archival	State Records Center	Vital	Remarks
Item Number	Records Series Title	In Office	In Storage	Total Retention					
<b>019.007</b>	<b>Governor's Office of Elderly Affairs/ER/Elderly Protective Services</b>								
EPS-1	Correspondence to Constituent Services	Act+ 1FY	2FY	Act+3FY	M	S	Y	U	Active=Until Audit
EPS -2	Correspondence to other Agencies	Act+ 1FY	2FY	Act+3FY	M	S	Y	U	Active=Until Audit
EPS -3	Staff Meeting Minutes and Agendas	Act+ 1FY	2FY	Act+3FY	P	S	Y	U	Active=Until Audit
EPS 4	Request for Records Disposal	Act+ 1FY	4FY	PERM	P	R	N	I	Active=Until Audit
EPS -5	Policy and Procedures Manuals	PERM		PERM	P	R	N	V	
EPS-6	Calendars and Message Pads	Act+ 1FY	2FY	Act+3FY	P	S	Y	U	Active=Until Audit
EPS -7	EPS Case Reports	Act+ 5FY	0	Act+5FY	C	S	Y	V	Active=Until Audit
EPS-8	EPS Intake Log	PERM	0	PERM	C	R	Y	V	Active=Until Audit
EPS -9	EPS Referrals for Legal Action and Law Enforcement Referrals	Act+ 1FY	4FY	Act+5FY	C	S	Y	V	Active=Until Audit
EPS -10	Request for Case Records	Act+ 1FY	2FY	Act+5FY	C	S	Y	U	Active=Until Audit

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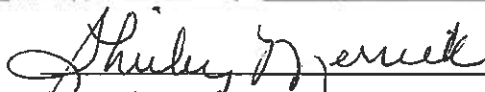
**Security Status Codes**  
 P – Public Record  
 M – May Contain Confidential Information  
 C – Confidential Information

**Archival Processing Codes**  
 A – Transfer to State Archives  
 R – Retain in Agency Archives  
 S – Review by State Archives  
 O – Other (Specify in Remarks)

**State Records Center Use**  
 Y – Yes  
 N - No

**Vital Record Identification Code**  
 V= Vital  
 I = Important  
 U= Useful

**Agency Abbreviations**  
 ER= Elder Rights  
 EPS=Elderly Protective Services

  
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# Records Retention Schedule

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Remarks

Agency No	Agency / Division / Section	Retention Period			Security	Archival	State Records Center	Vital
Item Number	Records Series Title	In Office	In Storage	Total Retention	Security	Archival	State Records Center	Vital
<b>019.007</b>	<b>Governor's Office of Elderly Affairs/Finance &amp; Accounting</b>							
FA-1	AAA & COA financial files(Reports, Contracts)	Active + 3FY	3FY	Active+ 6FY	P	S	Y	I
FA-2	Legislative Audit Reports and responses	Active + 3FY	3FY	Active+ 6FY	P	S	Y	U
FA-3	Canceled checks( Imprest Account)	Active + 2FY	3FY	Active+ 5FY	P	S	Y	I
FA-4	Payment files	Active + 2FY	3FY	Active+ 5FY	M	S	Y	V
FA-5	Federal Financial Reports	Active + 2FY	3FY	Active+ 5FY	P	S	Y	I
FA-6	Requests for Monthly Allotments/Advances	Active + 2FY	3FY	Active+ 5FY	P	S	Y	U
FA-7	CPA Audit Files	Active + 2FY	3FY	Active+ 5FY	P	S	Y	U
FA-8	GOEA Audit Files	Active + 2FY	3FY	Active+ 5FY	M	S	Y	I
FA-9	Fiscal Office budget files (Budget Requests)	Active + 2FY	3FY	Active+ 5FY	P	S	Y	U

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<b>Agency Abbreviations</b> FA=Finance & Accounting Unit AAA=Area Agency on Aging COA=Council on Aging CPA= Certified Public Accountant GOEA=Governor's Office of Elderly Affairs
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*Shirley Derrick*  
 Agency Approval

9/25/2023  
 Date Signed

*Amy Nava*  
 Secretary of State, State Archives & Records Services

SEP 26 2023  
 Date Approved

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<b>Remarks</b>

Agency No	Agency / Division / Section	Retention Period			Security	Archival	State Records Center	Vital	Remarks
Item Number	Records Series Title	In Office	In Storage	Total Retention					
<b>019.007</b>	<b>Governor's Office of Elderly Affairs/Administration</b>								
ADM-1	Executive Correspondence	PERM	0	PERM	P	R	N	V	May Contain Confidential Information
ADM-2	General Correspondence	3CY	0	3CY	P	S	N	U	May Contain Confidential Information
ADM-3	Daily Correspondence(Emails, Phone Logs, Calendars)	1CY	0	1CY	P	S	N	U	May Contain Confidential Information
ADM-4	Board Training Documents	5CY	0	5CY	P	S	N	I	May Contain Confidential Information
ADM-5	GOEA Training Materials (Speeches/Presentations)	PERM	0	PERM	P	R	N	V	May Contain Confidential Information
ADM-6	Public Records Requests	ACT+3CY		ACT+3CY	M	S	N	I	Active=Until end of VY created or received
ADM-7	Records Management files(approved retention schedules, exceptions, surveys)	PERM		PERM	M	R	N	V	

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<b>Agency Abbreviations</b> ADM=Administration GOEA=Governor's Office of Elderly Affairs
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*Shirley Merritt*  
 \_\_\_\_\_  
 Agency Approval

*9/25/2023*  
 \_\_\_\_\_  
 Date Signed

*Amy Mora*  
 \_\_\_\_\_  
 Secretary of State, State Archives & Records Services

*SEP 26 2023*  
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<b>Remarks</b>

Agency No	Agency / Division / Section/	Retention Period			Security	Archival	State Records Center	Vital
Item Number	Records Series Title	In Office	In Storage	Total Retention	Security	Archival	State Records Center	Vital
<b>019.007</b>	<b>Governor's Office of Elderly Affairs/Administration/Compliance and Planning Unit</b>							
CP-1	Strategic Plans	Perm		Perm	P	R	N	V
CP-2	State Plan	Perm		Perm	P	R	N	V
CP-3	Performance Indicators submitted to OPB(backup material for data)	Act+5FY	0	Act+5FY	P	S	N	I
CP-4	Training evaluations, sign, in sheets, agendas	Act+3FY	0	Act+3FY	M	S	N	U
CP-5	Drivers records of past employees	Act+2FY	0	Act+2FY	C	S	N	I
CP-6	Vehicle mileage log, maintenance expenses	5CY	0	5CY	P	S	N	I
CP-7	Emergency/Disaster Grants	Act + 5 FY	0	Act + 5 Y	M	S	N	I
CP-8	MIPPA Grant	Act + 5 FY	0	Act + 5 Y	M	S	N	I

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<b>Agency Abbreviations</b> OPB= Office of Planning and Budget
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*Shirley Merritt*  
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*9/25/2023*  
 Date Signed

*Amy Mora*  
 Secretary of State, State Archives & Records Services

**SEP 26 2023**  
 Date Approved


**STATEWIDE PERSONNEL POLICY NO. 2**

**EFFECTIVE DATE:** October 3, 2017

**PREVIOUS VERSION:** September 4, 2015

**SUBJECT:** Overtime/Compensatory Leave

**AUTHORIZATION:**

  
\_\_\_\_\_  
Karen J. Ryder, Appointing Authority

**I. POLICY:**

The State of Louisiana (State) fully intends to properly compensate employees for all hours worked as required by law. Overtime, and the related payment of wages or crediting of compensatory leave generally must be authorized prior to the overtime hours actually being worked, and shall be authorized based upon business necessity only.

Supervisors are required to prudently manage and control the work of their subordinates in order to mitigate the need for overtime, and are required to monitor the accrual of overtime to avoid creating financial liability at the end of each fiscal year. To do so, supervisors must ensure that overtime is pre-approved, the caps on accrual of compensatory leave are not exceeded and compensatory leave balances are not excessive.

**II. PURPOSE:**

This policy provides guidelines for the consistent management of overtime compensation for required, authorized work which must be done beyond an employee's regular work schedule or scheduled work period. Employee compensation for overtime shall be in accordance with the State Civil Service Rules, Executive Order JBE 2016-75 and the Fair Labor Standards Act (FLSA), with the FLSA taking precedence in the event of a conflict within these provisions.

**III. APPLICABILITY:**

This policy applies to all employees of the Governor's Office of Elderly Affairs (GOEA) except those designated as "unclassified appointees" as defined within Executive Order JBE 2016-75.

**IV. DEFINITIONS:**

A) Overtime - Time actually worked by an employee at the direction of and with supervisory approval:

- 1) In excess of regular duty hours in the workday;
- 2) In excess of regular duty hours in the scheduled 8<Oct period;
- 3) On a day observed as a holiday; or
- 4) On a day the office is officially closed.



- B) **Scheduled Work Period** - The designated period of time an employee is scheduled to work without being subject to the overtime requirements of the FLSA. This generally will be a 40-hour work week, but may extend to an 80-hour bi-weekly work period for exempt employees or an 86-hour bi-weekly work period for employees engaged in law enforcement activities or certain healthcare activities as authorized by the FLSA.
- C) **Regular Work Schedule** - The designated, recurring work hours and days an employee is required to work.
- D) **Hours Worked** - All time during which an employee is required or permitted to perform duties in furtherance of the interests of the State.
- E) **FLSA Overtime** - Compensation for overtime to a non-exempt employee required by the FLSA which necessarily involves payment of wages or crediting of compensatory leave for hours actually worked in excess of the scheduled work period. Such compensation will be at the time and one-half rate.
- F) **State Overtime** - Compensation for overtime to an employee who either is exempt from the overtime provisions of the FLSA or has not actually worked in excess of the scheduled work period. Such compensation generally will be at the straight-time rate.
- G) **Compensatory Leave** - Leave earned in lieu of paid wages at the straight-time or time and one-half rate as compensation for overtime hours worked. Crediting of such leave is based upon a determination of the employee's status as exempt or non-exempt, and also upon the number of hours actually worked throughout the scheduled work period.
- H) **Official Work Domicile** - The parish in which an employee's primary duty station is located or such other area as may be formally designated by the Appointing Authority.
- I) **Emergency Situations** - A Governor-declared State of Emergency or activation of the State Emergency Operations Center at Level 3 or above. The event shall end on the day and time designated by the Governor or Commissioner of Administration.
- J) **Non-Exempt Employee** - An employee who occupies a position covered by the overtime provisions of the FLSA, thereby requiring that he be compensated in accordance with the FLSA at the time and one-half rate for hours actually worked in excess of the scheduled work period.
- K) **Exempt Employee** - An employee who occupies a position not covered by (exempt from) the overtime provisions of the FLSA, thereby permitting him to receive no compensation for overtime hours worked except as authorized by this policy. Employees who occupy positions that are classified in accordance with

**NOTE: Special Provisions**

- 1) Hours actually worked at designated locations due to and directly related to an emergency situation during official office closures may be compensated via the payment of wages calculated at the time and one-half rate, along with the office closure pay required by the Civil Service Rules.
- 2) Hours actually worked at designated locations due to and directly related to an emergency situation beyond an employee's regular work schedule may be compensated via the payment of wages calculated at the time and one-half rate with prior approval of the State Civil Service Commission.
- 3) The Appointing Authority reserves the right to approve payment of wages at the straight-time rate, rather than credit compensatory leave, for designated projects or work assignments which require an employee to actually work beyond his regular work schedule.

**VI. CREDITING OVERTIME:**

Overtime compensation is credited based upon hours worked and leave usage during the scheduled work period. Non-exempt employees are entitled to compensation credited at the time and one-half rate only after actually working hours in excess of the scheduled work period. Thus, the use of leave of any nature or the occurrence of a holiday during a scheduled work period affects the rate of compensation to which a non-exempt employee is entitled.

For purposes of crediting hours worked for State Overtime, time off from work due to paid leave (annual/sick/compensatory leave, holiday, office closure, jury duty, etc.) is considered to be time worked; however, time off from work due to paid leave is not considered to be time worked for purposes of crediting hours worked for FLSA Overtime.

**VII. OVERTIME FOR MEAL PERIODS:**

Designated meal periods are not considered work time and employees are not allowed to work during the scheduled meal period without authorization. If a non-exempt employee is required or permitted to work through the designated meal period, overtime compensation at the appropriate rate is required under the FLSA.

**VIII. OVERTIME FOR ATTENDANCE AT CONFERENCES, CONVENTIONS, AND TRAINING PROGRAMS:**

When an employee is required by his Appointing Authority to attend a conference, convention, seminar, workshop, training course or related activity on weekends or



beyond the regular work schedule, all time actually spent participating in program activities shall be designated as hours worked for which compensation at the appropriate rate is required. Meal periods and social events are not considered conference program activities and are not to be designated as work hours.

When an employee elects, at his own expense, and is permitted by his Appointing Authority to attend a non-mandatory conference, convention, seminar, workshop, training course or related activity during regular work hours, he shall receive no additional compensation for travel to or participating in program activities beyond the regular work schedule.

#### **IX. OVERTIME FOR TRAVEL:**

While in authorized travel status for official State business purposes, overtime compensation at the appropriate rate is required for the reasonable and necessary time spent beyond the regular work schedule in transit to and from the destination.

##### **A) Home to Work Travel**

Daily travel to and from the customary work site is not compensable work time.

When an employee has returned home after completing a day's work and subsequently is called back to work after hours, the Appointing Authority may designate all or a portion of the time spent on such travel to and from the work site as work time for which compensation at the appropriate rate may be authorized.

Similarly, if an employee is contacted and required to report to work on a weekend, on a holiday (which is not part of the employee's regular work schedule), on a regularly scheduled day off or during an office closure, the Appointing Authority may designate all or a portion of the travel time to and from the work site as work time for which compensation at the appropriate rate may be authorized.

##### **B) Conference Travel**

Authorized travel to and from a conference, convention, seminar, workshop, training course or related activity, when attendance is required, to the extent such exceeds the employee's normal home-to-work travel time, shall be designated as hours worked for which compensation at the appropriate rate is required. Hours worked cease upon arrival at the destination.

Travel beyond the regular work schedule to and from a non-mandatory conference, convention, seminar, workshop, training course or related activity elected by an employee shall not be designated as hours worked for which compensation is required or permitted.

**C) Airline Travel**

If travel by airline is required beyond regular work hours, hours claimed for compensation purposes shall be limited to no more than two hours in the airport prior to the designated flight departure time and continuing through the time of arrival at the destination.

**D) Regular Travel**

Travel time beyond the regular work schedule away from the customary work site which is necessary to place the employee at a work location for a meeting, an on-site visit, to perform field work or similar activity, to the extent such exceeds the employee's normal home-to-work travel time, shall be designated as hours worked for which compensation at the appropriate rate is required.

**X. CAPS ON ACCRUAL OF COMPENSATORY LEAVE:**

**A) Leave Earned at the Time and One-Half Rate**

For most employees, the FLSA permits the accrual of compensatory leave earned at the time and one-half rate only up to a maximum cap of 240 hours. However, for qualifying law enforcement and healthcare activities, the maximum cap on accrual is 480 hours. For any FLSA-qualifying overtime in excess of these caps, non-exempt employees shall be paid wages at the time and one-half rate for the pay period such overtime hour is earned.

Supervisors are required to monitor overtime worked to ensure that these caps are not exceeded.

**B) Leave Earned at the Straight-Time Rate**

Compensatory leave earned at the straight-time rate may be accrued without limitation. For most employees, not more than a total of 360 such hours may be carried forward from one fiscal year to the next. For employees engaged in qualifying law enforcement and healthcare activities, not more than a total of 540 such hours can be carried forward from one fiscal year to the next. These caps apply to both exempt and non-exempt employees.

For non-exempt employees whose straight-time compensatory leave balance exceeds the applicable cap, payment for the excess compensatory leave shall be made within 90 days of the beginning of the fiscal year.

For exempt employees whose straight-time compensatory leave balance exceeds the applicable cap, payment for the excess compensatory leave may be made within 90 days of the beginning of the fiscal year. Any such payment shall be at the sole direction and discretion of the Appointing Authority, and subject to the

availability of funding. All straight-time compensatory leave above the applicable cap, if not paid, shall be canceled by the Appointing Authority within 90 days of the beginning of the fiscal year.

**XI. REQUIRED OVERTIME AND USE OF COMPENSATORY LEAVE:**

Supervisors may require employees to work overtime at any time, including during emergency situations and office closures, as necessary to accomplish job assignments and serve the public's needs. Employees can be disciplined, up to and including termination, for failing or refusing to work overtime as directed by supervisory personnel.

An employee may be required by supervisory personnel, with the approval of the Appointing Authority, to use all or part of his accrued compensatory leave at any time. Compensatory leave earned at the time and one-half rate shall be used before compensatory leave earned at the straight-time rate.

**XII. COMPENSATORY LEAVE PAYMENT UPON TRANSFER OR SEPARATION:**

**A) Leave Earned at the Time and One-Half Rate**

All unused compensatory leave accrued at the time and one-half rate shall be paid upon transfer from one State agency to another or upon separation from State employment.

**B) Leave Earned at the Straight-Time Rate**

All unused compensatory leave accrued at the straight-time rate by non-exempt employees shall be paid upon transfer from one State agency to another or upon separation from State employment.

All or a portion of an exempt employee's unused compensatory leave accrued at the straight-time rate may be paid upon transfer from one State agency to another or upon separation from State employment. Any such payment shall be at the sole

direction and discretion of the Appointing Authority and subject to the availability of funding. All straight-time compensatory leave, if not paid upon separation or transfer, shall be canceled and will not be re-credited upon reemployment by the State.

**XIII. CALCULATING COMPENSATORY LEAVE PAYOUTS:**

In paying the value of accrued compensatory leave as required by this policy, the following shall apply:

- A) The hourly rate of pay for State Overtime earned at the straight-time rate shall be calculated using the employee's base pay.**



- B) The hourly rate of pay for State Overtime earned at the time and one-half rate may be calculated in accordance with the FLSA or in accordance with Subsection A above.
- C) The hourly rate of pay for all FLSA overtime shall be calculated in accordance with the FLSA.

#### **XIV. MISCELLANEOUS:**

- A) All employees at the time of hire are required to sign a Statement of Agreement Regarding Compensation for Overtime Work.
- B) Employees are required to secure supervisory approval prior to working overtime except in extenuating circumstances (emergency situations, critical deadlines, meeting extends beyond scheduled departure time, etc.). If not pre-approved, all overtime hours worked must be timely reported by the employee, along with an explanation of the nature of the work performed and business need therefor.
- C) Overtime should be limited and authorized only when the required work cannot be completed during the regularly scheduled work period.
- D) Overtime hours worked should be submitted for payroll purposes during the pay period in which the overtime is worked.
- E) An Appointing Authority may authorize payment of all or a portion of an employee's accrued compensatory leave at any time.
- F) When an employee chooses, with permission, a different mode of travel than that required by the Appointing Authority, any additional travel time incurred as a result of the employee's option shall not be considered hours worked for overtime purposes.

#### **XV. VIOLATIONS:**

Any employee found to have knowingly and intentionally falsely claimed overtime compensation will be subject to disciplinary action, including the possibility of termination. Additionally, falsely claimed overtime will be reported to the appropriate authorities in accordance with La. R.S. 24:523. Employees should be aware that criminal prosecution may ensue for such violations.

Any employee who repeatedly works and claims overtime without prior authorization will be subject to disciplinary action, including the possibility of termination.

#### **XVI. EXCEPTIONS:**

...

Requests for exceptions to this policy shall be submitted to the Office Human Resources with specific and compelling written justification. Exceptions may be granted only by the Appointing Authority and then only if such is determined to be in the overall best interest of the State.

**XVII. QUESTIONS:**

Questions regarding this policy should be addressed to the Office of Human Resources.



STATECIVILSERVICE

COMPENSATION  
PAY POLICY APPROVAL FORM

4/2018

AGENCY:	Governor's Office of Elderly Affairs	PERSONNEL AREA CODE(S):	0133
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**POLICY TYPE**  
*(Cite Civil Service Rule here)*

6.5 (g)

NEW	<input type="checkbox"/>	AMENDMENT	<input checked="" type="checkbox"/>
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**ELIGIBLE JOB TITLES**  
*(If applicable)*

**RATES**

**CONDITIONS**

**ADDITIONAL INFORMATION/NOTES**

**SCS APPROVAL**

CONSULTANT/SUPERVISOR SIGNATURE	APPROVED EFFECTIVE DATE
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<i>KW/Heather Gibson</i>	<i>July 1, 2018</i>
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## Governor's Office of Elderly Affairs

### EXTRAORDINARY QUALIFICATIONS/CREDENTIALS POLICY

Revised: 07/2018

Effective Date: 07/01/2018

Authorization:

  
\_\_\_\_\_  
Karen J. Ryder, Deputy Assistant Secretary 2/Appointing Authority

#### POLICY

In accordance with State Civil Service Rule 6.5 (g) Extraordinary Qualifications/Credentials, the Governor's Office of Elderly Affairs (GOEA) reserves the right to offer salaries above the minimum to applicants who possess extraordinary qualifications/credentials only when such action is necessary to recruit those persons to work for GOEA. GOEA will consider similar pay adjustments for current employees who possess the same or substantially similar qualifications.

Specific verification of the extraordinary qualifications/credentials possessed and evidence of how those extraordinary qualifications/credentials would be particularly beneficial to help fill the position is required.

#### APPLICABILITY

This policy shall apply to classified employees and prospective employees of GOEA.

#### IMPLEMENTATION

This policy becomes effective upon the signature of the Appointing Authority and approval of State Civil Service. Subsequent revisions shall become effective on the date revisions are approved and signed by the Appointing Authority and approval of State Civil Service.

#### PURPOSE

Civil Service Rule 6.5(g) provides the opportunity for agencies to hire above the normal minimum of the pay range when filling classified positions with applicants who possess extraordinary qualifications/credentials beyond the minimum qualifications. This rule may be helpful to attract qualified applicants who can effectively perform the duties.

## POSTING

This policy shall be posted in one or more visible locations to assure that it is accessible to all employees. The Appointing Authority must assure that the posting and any subsequent revisions remain in place permanently or are replaced when appropriate.

## FACTORS FOR CONSIDERATION

When determining and setting an appropriate salary upon hire, the following factors shall be taken into consideration:

- **Market Relativity:** a comparison of the new hire's pay relative to the midpoint or market rate for his/her position;
- **Internal Equity:** a criterion that takes into consideration the relationship of one employee's salary to the salaries of other employees who have comparable levels of education and experience and perform similar duties and responsibilities, within a work unit, division or agency;
- **Work Experience/Education:** an employee's relevant work history and academic qualifications as related to the job;
- **Knowledge, Skills, and Abilities:** special qualifications, competencies, and/or prerequisites needed to successfully perform the tasks required of a job;
- **Recruitment/Retention Issues:** issues related to jobs that may warrant higher salaries because of difficulty in recruiting or retaining employees with qualifications or credentials that are highly sought after.

Pay ranges are divided into quartiles in order to aid in determining employee hiring rate placement within the prescribed salary range. There are four points in the range to consider:

- **Minimum:** is the entry point for a grade and is appropriate for someone who is new to the position, when there is an abundant supply of talent, and low turnover;
- **First Quartile:** is the progress point for a pay range and is usually appropriate for someone who is experienced and performing all the duties of the position, or when there are challenges in the supply of talent, and some turnover;
- **Midpoint:** is the advanced point (above the midpoint or market) and is usually appropriate for a seasoned employee who is performing competently in their job over many years, or when there is a limited supply of talent, and significant turnover;



- **3rd Quartile to Maximum:** is the point up to the maximum for a grade that is usually appropriate for an employee with a level of experience and expected performance that will significantly exceed both the requirements of the job and the performance of most other employees. Hiring at this rate should be rare and factors such as a scarce supply of talent, and critical turnover should be considered.

Minimum	1 <sup>st</sup> Quartile	Midpoint	3 <sup>rd</sup> Quartile to Maximum
Meets minimum qualifications	Previous related experience	Subject Matter Expert	Hiring above the midpoint/market should be rare, but may be justified by the following:
No prior experience	Demonstrated ability to perform duties	Exhibits broad and deep knowledge of job and related areas	-Difficult to recruit applicants to the position
Requires additional training to build knowledge and skills	May require additional training to perform duties independently	Senior-level job expertise with no training required	-Highly qualified with industry leading expertise -Sought-after educational background or certifications

Employees hired at the first level of a career progression group should not typically be hired on 6.5(g) since the minimum qualifications for the majority of first level jobs require no experience. In order to justify a 6.5(g) payment an applicant must have extraordinary job-related qualifications, which would likely qualify the applicant for the cap of the career progression group.

## PROVISIONS

1. Provisions of Rule 6.5(g) can be used for a candidate only upon probation or job appointment.
2. Pay can be set under Rule 6.5(g) above the minimum but not to exceed the midpoint of the pay range for the job.
  - a) The employee may be paid upon hiring or at any time within one year of the hire date.
  - b) If paid after the hiring date, the pay change must be prospective.

3. Extraordinary qualifications/credentials must be verified and documented as job related. The Appointing Authority shall verify any extraordinary qualifications/credentials request upon appointment of a candidate.
  - a) Any request for pay to be set above the minimum under Rule 6.5(g) must be submitted on a Personnel Action request form by the Appointing Authority with verified credentials attached and with written justification for the requested pay. The Appointing Authority must approve the requested salary before it is officially offered or paid.
  
4. In requesting similar pay adjustments for current employees occupying affected job titles and who possess the same or similar qualifications/credentials, the Appointing Authority will verify those superior credentials in the same manner as for a candidate.
  - a) Upon approval by the Appointing Authority, salaries of current employees who occupy positions in the affected jobs and possess the same or substantially similar qualifications may be adjusted up to but not to exceed the amount of the percent difference between the special hiring rate and the minimum of the pay grade. The same verification process used for the applicant is required, and formal documentation must be created and available for audit
  - b) Such adjustments shall only be made on the same effective date that the higher rate is given to the newly hired employee.
  
5. If an employee with permanent status resigns and is then rehired into either the same position or into the same job title or a job with a lower maximum at the same agency, the employee shall not be eligible for an increase under this rule unless there has been a break in service of at least 30 days.
  
6. If an employee with permanent status resigns and is then rehired into a job with a lower maximum at any other agency, the employee shall not be eligible for an increase under this rule unless there has been a break in service of at least 30 days.
  
7. Requests for exceptions to this rule must be approved by the State Civil Service Commission.

# REWARDS AND RECONIGNTION POLICY

Governor's Office of Elderly Affairs Internal Policy  
Policy: REWARDS AND RECOGNITION POLICY  
Effective: July 10, 2019  
Authorization:

  
Karen J. Ryder, Appointing Authority

## POLICY:

In accordance with Civil Service Rule 6.16.1, the Office of Elderly Affairs (GOEA) acknowledges and rewards employees for outstanding employee performance, professional development, and work related achievements. By doing so, GOEA strives to motivate employees toward better job performance and demonstrate its appreciation for employees that make a performance difference, either individually or though teams.

Rewards are divided into two general categories: Monetary and non-monetary. Monetary refers only to cash rewards whereas non-monetary refers to items that have cost limitations.

Monetary awards shall be given in a lump sum payment and shall not be a part of the employee's base pay. The lump sum payment shall not exceed a total of 10% of the employee's base pay within a fiscal year for a single instance or the combination of multiple instances. Monetary awards are taxable.

## APPLICABILITY:

This policy shall apply to any classified GOEA employee who has received a performance evaluation of at least "Satisfactory" during his/her rating period.

## IMPLEMENTATION:

The policy becomes effective upon the approval of the State Civil Service Commission. Subsequent revisions shall become effective upon the approval of the State Civil Service Commission.

## PROVISIONS:

Depending upon available funding, the Agency shall present the following awards.

### A. Commitment to the Agency:

Service Recognition: Will be presented on an annual basis to employees who have attained longevity with the agency, beginning with five (5) years of service and thereafter given in increments of five (5) years. A certificate and /or service pin may be awarded, the cost of which shall not exceed \$50.00. Service time is calculated

RR Policy  
EIT 07/10/2019

as of January 1 of the year in which the award is given.

Awards given upon retirement: Upon retirement from the agency a service plaque will be awarded, the cost of which shall not exceed \$50.00.

**B. Certificates of Achievement:**

The Appointing Authority may present Certificates of Achievement (Approximate value \$5) to an employee or employee group who has done work that furthers the mission of the agency, but does not meet the requirements for a monetary award.

**C. Exceptional Performance**

Employees who receive an overall performance rating of "exceptional" may be awarded up to a 3% lump sum payment not to exceed \$2500 in a fiscal year. The reward may be less than 3%, but every employee receiving an Exceptional rating must receive the same percentage.

The reward may be paid no earlier than September 1 and no later than June 30 for the rating effective July 1 of the same fiscal year. Employees with exceptional ratings may be eligible for these payments each year.

**D. Innovation:**

Employees or employee groups who have developed new ideas or procedures or who have improved upon existing procedures resulting in a savings to the Office of Elderly Affairs through reduced cost or increased productivity or efficiency may be considered for a monetary award of up to 10 percent of the employee's annual salary. The new or improved ideas/procedures shall have resulted in a major benefit to the Agency.

**E. Special Projects:**

Employees or employee groups who have done outstanding work on a special project which has furthered the mission of the Agency may be considered for a monetary award of up to 10 percent of the employee's annual salary. The projects shall have resulted in a major benefit to the Agency.

**AWARENESS:**

This policy will be inserted in the GOEA Personnel Manual. The names of recipients and the amounts granted will be publicly posted on the bulletin board in the employee's break room.

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### **MONETARY AWARDS:**

Neither a single award, nor the sum of multiple lump sum awards under this policy, shall total more than 10 percent of an employee's base salary in a fiscal year. The salary used for award calculations shall be the employee's salary as of the approval date of the award as established by the Appointing Authority.

### **PROCEDURES:**

Nominations must be made prior to June 30 for Innovations and Special Projects that were completed during the fiscal year. To be considered for Innovation and Special Projects, the employee's supervisor must submit a proposal to the Appointing Authority for consideration. The following information must be presented in the proposal:

- 1) the employee(s) nominated for the award
- 2) a clear description of the new/improved idea/procedure or special project.
- 3) a description of how this furthered the mission of the Agency.
- 4) a description of how this saved money directly through reduced costs or saved money indirectly through improved productivity and efficiency and an estimate of how much money was saved or can be saved.
- 5) a recommendation of the amount of award to be given and justification for the amount.

The Human Resources Office will review these proposals and forward those worthy of consideration to the Appointing Authority.

The Human Resources Office will summarize any proposal not forwarded, explain why the proposal was not deemed worthy of consideration, and forwarded to the Appointing Authority.

Awards for Commitment to the Agency will be certified and purchased by a Human Resources representative.

### **SELECTION PROCESS FOR INNOVATION AND SPECIAL PROJECTS:**

The Award Panel shall consist of the Deputy Assistant Secretary, a Human Resources representative and two Unit Managers. If a member of the Award Panel has been nominated for a group award, he/she shall not participate in the review and the Appointing Authority may designate a substitute. Members of the

Award Panel shall not be eligible for an individual monetary award relating to Innovation nor Special Projects.

The Award Panel will meet in July to review the submitted proposals. The panel will review the proposals and determine who will receive a monetary award and will also determine the amount of the award.

State Civil Service Reporting: An annual report of all recipients and amounts shall be submitted to State Civil Service by July 31 for the preceding fiscal year ending June 30.

## **Personnel Manual Revision List**

1. **REVISION #1** - Approved March 3, 1999 - page #6; 5<sup>th</sup> paragraph; **An absence of three (3) or more consecutive days requires written documentation from the employee's physician.**
2. **REVISION #2** - Approved March 3, 1999 - page #20; 4<sup>th</sup> paragraph; **Health Insurance is offered through the State Employees Group Benefits Program.** **NOTE:** **Health Maintenance Organizations may change during the annual Open Enrollment Period. – Added New Policy** - Approved May, 1999 - page #37 through page #39 - **RETURN TO WORK**
3. **REVISION #3** - All page numbers following revisions and additions, in numerical order
4. **REVISION #4** - May, 1999 - To accommodate changes and additions to manual - **TABLE OF CONTENTS**
5. **REVISION #5** - Approved August, 1999 - pages #74 – #76 - **DRUG TESTING POLICY**  
“...provided his or her employment with the previous state agency was in a safety-sensitive or security-sensitive position.”
6. **REVISION #6** - Approved November, 1999 - page #6 - **ANNUAL LEAVE** - Unless an emergency situation arises, annual leave must be applied for in advance, and approved by the employee's immediate supervisor.
7. **REVISION #7** - Approved November, 1999 - page #6 - **SICK LEAVE** - An absence of three (3) or more consecutive days may require written documentation from the employee's physician, when inordinate situations occur.
8. **REVISION #8** - Approved November, 1999 - pages #6 – #7 - **COMPENSATORY LEAVE** -  
Compensatory leave, if available, must be used prior to the granting of annual leave.
9. **REVISION #9** - Approved November, 1999 - pages #29 – #30 - **WORKING HOURS** - The office is open between the hours of seven a.m. (7:00 a.m.) and five p.m. (5:00 p.m.), Monday through Friday, for the administration of programs and services for the elderly. Employees are expected to work a full eight (8) hour day, whether they are at or away from the office. The daily work time includes an additional thirty (30) minute break for lunch. Employees unable to work a full eight (8) hour day must obtain prior approval, if possible, from his/her immediate Supervisor.

10. **REVISION #10 - Approved November, 1999 - page #57 - OFFICE ACCESS - (formerly Office Keys) - Office Keys are assigned to staff by the Executive Director. The employee will sign a receipt, kept at the Administrative Assistant's desk, acknowledging responsibility for use of the keys. When the keys are no longer needed, they are returned to the agency and a receipt is signed and dated by the employee. SONITROL security access cards, which allow entrance to the building through the fire escape door, are issued to all employees by the Administrative Assistant, upon approval by the Executive Director. All employees must sign and date a receipt when the cards are issued. When the employee leaves the Agency, he/she must sign and date a receipt, as the card is returned to the Agency. Replacement cards costs (\$5.00 each) are paid by the employee. All employees and visitors requesting parking passes must follow the same sign in and out procedures.**
11. **REVISION #11 - November, 1999 - TABLE OF CONTENTS revised to accommodate change and additions to manual**
12. **REVISION #12 - November, 1999 - All page numbers following revisions and additions, in numerical order**
13. **REVISION #13 - Approved January, 2000 - page #25 - RETIREMENT FORMULA – The current retirement system uses the three (3) highest years' salaries averaged to determine retirement pay. The benefit FORMULA is designed for the employee to receive a maximum retirement benefit equal to two and five tenths percent (2.5%) of the average of the three (3) highest years' salaries. An additional three hundred (\$300) is applied to this amount if LASERS was joined before July 1, 1986. If there are questions, employees should consult the retirement manual and the Human Resources Director.**
14. **REVISION #14 - Approved January, 2000 - page # 52 - TRAINING - 1st paragraph – Lines 3– 5 - "All new hires will be required to come to Baton Rouge for orientation on the first day of employment, whenever feasible."**
15. **REVISION #15 - Approved January, 2000 – page #61 - CONDUCT IN THE OFFICE - 4<sup>th</sup> paragraph, 2nd line - "Use of office routinely for child care when children are not in school will not be permitted. However, in an extreme emergency, a verbal waiver from the Executive Director or his/her designee may be granted in advance to allow a child to accompany an employee to the office.**
16. **REVISION #16 - Approved January, 2000 – page #28 - PAY DAY/DIRECT DEPOSIT/DIRECT MAIL - 3rd paragraph - "The State of Louisiana has a mandatory Direct Deposit Policy, effective April, 2000. If the employee wishes to be excluded from the direct deposit process, he/she must complete a request form for Direct Deposit Waiver. The waiver may be approved or denied at the discretion of the Executive Director. Final review and decision will be made by the Division**



**of Administration. If the waiver is approved, the employee's pay check will be mailed to the address of his/her choice.**

17. **REVISION #17** - Approved January, 2000 - page #29 - **WORKING HOURS** – 5th paragraph, 2nd line - “The daily work time does not include an additional thirty (30) minute break for lunch.”
18. **REVISION #18** - Approved January, 2001 - page #56 - **CONTRACT DEVELOPMENT** – 2nd paragraph - “The contract amount has changed from \$10,000 to \$20,000 (per letter from Susan Smith, Director, Office of Contractual Review dated August 2, 1999) and all legal services contracts require approval from the Attorney General and Risk Management Offices.
19. **REVISION #19** - Approved June, 2001 - **TABLE OF CONTENTS** - To reflect additions of pages #s 3a/b, 6a, 10a, 55, and 57.
20. **REVISION #20** - Approved June, 2001 - pages #3 – #4 - **ADDITION OF STUDENT EMPLOYMENT POLICY**
21. **REVISION #21** - Approved June, 2001 - page #6 - **SICK LEAVE** – 6th paragraph “...exhaustion of “B” leave (sick)....”
22. **REVISION #22** - Approved June, 2001 - pages #19 - #20 – **ADDITION OF SPECIAL LEAVE POLICY (Adverse Weather Conditions)**
23. **REVISION #23** - Approved June, 2001 - page #76 – #77 - **ADDITION OF OVERTIME AUTHORIZATION AND EARNING REPORT**
24. **REVISION #24** - Approved June, 2001 - page #85 - **CONCLUSION** - Adjustment of page numbering as a result of additions to the manual.
25. **REVISION #25** - Approved June, 2001 - page #86 - **ADDITION OF FORMS SECTION**
26. **REVISION #26** - Approved September, 2001 – pages #48 - #50 – **ADDITION OF OPTIONAL PAY ADJUSTMENT AND REVISION TO THE TABLE OF CONTENTS**
27. **REVISION #27** - Approved October, 2001 - page #29 - **UPDATE/REVISION OF WORKING HOURS (7:00 a.m. – 7:00 p.m.)** - page #30 - **REMOVAL OF PARAGRAPH** “If reporting to work ....”
28. **REVISION #28** - Approved January, 2002 - page #77 - **ADDITION OF CASH RECEIPTS POLICY (FORM INSERTED INTO FORMS SECTION AND TABLE OF CONTENTS UPDATED)**
29. **REVISION #29** - Approved March 22, 2002 - page #24 - **UPDATE OF INCREASE PERCENTAGE FROM 7% TO 10%**

30. **REVISION #30** - Approved March 22, 2002 - pages #78 – #79 - **ADDITION OF AGENCY SEXUAL HARASSMENT POLICY**
31. **REVISION #31** - Approved March 22, 2002 - page #78 - #79 - **ADJUSTMENT OF PAGE NUMBERS 78-79 DUE TO THE ADDITION OF THE SEXUAL HARASSMENT POLICY**
32. **REVISION #32** - Approved March 22, 2002 - **TABLE OF CONTENTS** - Updated to accommodate the addition of the **Sexual Harassment Policy**
33. **REVISION #33** - **M AUDIT** - Page#51
34. **REVISION #34** - Approved July 27, 2002 - **TABLE OF CONTENTS** - Updated to accommodate the addition of **Bonds and Crime** – Adjustment of pages #79 – #80
35. **REVISION #35** - OSUP Memorandum #2002-42 - **INCREASE DEFERRED COMPENSATION AND TAX SHELTER ANNUITY LIMITS FOR CALENDAR YEAR 2002** - “...has changed from \$8,500 to \$11,000 per year or 50% of the salary....” page 27
36. **REVISION #36** - Approved August 19, 2002 - **REVISION OF LWOP POLICY** - page #7 (page #8 adjusted to accommodate lines from page #7)
37. **REVISION #37** - Approved August 19, 2002 - **PERFORMANCE REVIEW AND PLANNING REVISION** - page #39 – #43, “The rating process will take place **within sixty (60)....**”
38. **REVISION #38** - Approved August 19, 2002 - **EMPLOYMENT AND PROMOTION** - page #31 - “This means that the employer is given **twenty-four (24 months)....**”
39. **REVISION #39** - Approved September 2002 - **ADDITION OF CHANGE IN WORK LOCATION/WORK HOURS POLICY** - page #31
40. **REVISION #40** - September 2002, **ADJUSTMENT OF PAGES #29-#31** to accommodate **Addition of Change in Work Location/Work Hours Policy**
41. **REVISION #41** - September, 2002, **FORMS SECTION - ADDITION OF CHANGE IN WORK LOCATION/WORK HOURS REQUEST FORM**
42. **REVISION #42** - September, 2002 **FINANCE AND ACCOUNTING UNIT** - page #2, **Addition of Information Technology**
43. **REVISION #43** - September 2002, **TABLE OF CONTENTS, Addition of Change in Work Location/Work Hours Policy** and adjustment of pages resulting from the addition.

44. **REVISION #44** - Approved January 28, 2003 - **EDUCATIONAL LEAVE**, “It is the policy...” and 2) Reimbursement of Tuition and Fees: b) “The employee must complete courses...” and 3) “The employee who is enrolled in Continuing...” - pages #8 - #9
45. **REVISION #45** - Approved January 28, 2003 - **WORKING HOURS**, page #29, “Employees are expected...”, “Work outside of normal working hours must have **written**...”, “Overtime will not be allowed...”, and “In case of emergency, permission...”
46. **REVISION #46** - **TABLE OF CONTENTS**, adjustment of page numbers only
47. **REVISION #47** - Pages #74 - #76, Insertion of **PROMULGATED AGENCY DRUG POLICY**
48. **REVISION #48** - Page #30 – #31, Insertion of **FOUR-DAY WORK WEEK POLICY** effective September 29, 2003 (Table of Contents and page numbers adjusted accordingly)
49. **REVISION #49** - Pages #48 – #50, **OPTIONAL PAY ADJUSTMENT**  
Approved/Updated on September 2, 2003 and placed on Personnel Board in Kitchen, was not updated in Personnel Manual. (***Removal of Item #3: To provide compensation for the performance of additional duties.***)
50. **REVISION #50** - Date of Implementation August 26, 2004, **INTERNAL POLICY**, located immediately following the Table of Contents
51. **REVISION #51** - Addition to the **FORMS SECTION** September 2, 2004, **Personnel Action Request Form**
52. **REVISION #52** - Revision to the **PLANNED WORKING TIME CHANGE NOTIFICATION FORM** located in the **FORMS SECTION** November 12/2004, to include Supervisor’s Approval and notation that ***“Manager/Supervisor has the authority to grant an alternative day off...”***
53. **REVISION #53** - Page 31, November 12, 2004 - Addition of the following statement to the **FOUR-DAY WORK WEEK POLICY**; ***“In the event that several employees request the same day off...”***
54. **REVISION #54** - **FORMS SECTION**, February 23, 2005 - **Addition of HR Form #1025.**
55. **REVISION #55** – Page #6, February 18, 2005 - **UPDATE TO THE COMPENSATORY LEAVE POLICY**, “All compensatory time must be approved and justified. However, an employee may earn up to three (3) hours of compensatory leave time per week without prior approval.”

56. **REVISION #56** - Page #81, February 18, 2005 - **ADDITION OF THE RECOUPMENT OF OVERPAYMENTS POLICY**
57. **REVISION #57** - **FORMS SECTION**, February 18, 2005 - **UPDATE OVERTIME AUTHORIZATION FORM**, below the employee signature line, to include, ***“All overtime hours must be approved. Overtime in excess of three hours per week must be approved in advance.”***
58. **REVISION #58** - **ADDITION OF FIREARMS POLICY**, April 21, 2005, page #81
59. **REVISION #59** - **ADDITION OF PUBLIC RECORDS POLICY**, August 18, 2005, pages #81 – #82
60. **REVISION #60** - **ADDITION OF WORKERS’ COMPENSATION POLICY**, August 18, 2005, pages #22 – #24
61. **REVISION #61** - **ADDITION OF OFFICE ATTIRE POLICY**, August 18, 2005, pages #34 –#35
62. **REVISION #62** - **ADDITION OF PREMIUM PAY POLICY**, August 24, 2005, page #82
63. **REVISION #63** - Clarifications for **EARNING OVERTIME** during out-of-state travel for Conferences, Seminars, etc., page #77 (March 28, 2006 Revision)
64. **REVISION #64** - **TRAVEL AUTHORIZATIONS PROCEDURES/ REIMBURSEMENTS** revised to include reference to the ISIS System in which Travel is currently processed, page #53 (*March 28, 2006 Revision*)
65. **REVISION #65** - **ADDITION OF DESIGNATION FOR AGENCY REVIEW FOR PPR SYSTEM**, pages #39 – #45 (*March 28, 2006 Revision*)
66. **REVISION #66** - Addition of **DETAIL TO SPECIAL DUTY**, pages #50 – #51
67. **REVISION #67** - Addition of **RECORDS RETENTION**, pages #83 – #85, **Agency Official Retention Schedule** located in **FORMS SECTION**, (*May 12, 2006*)
68. **REVISION #68** - Addition of **REFERENCE CHECK POLICY**, page #34 (Signed copy located in **FORM SECTION**, adjustment of pages/page numbers & update to Revision List (*November 1, 2006*))
69. **REVISION #69** - Addition of **OVERTIME FOR MEETINGS, CONFERENCES AND SEMINARS POLICY**, page #77 (*May 8, 2007 Revision*)

70. **REVISION #70** - Addition of Hiring Procedure with the inclusion of **REFERENCE CHECK POLICY**, pages #31 – #34, update to Revision List (*September 24, 2008 Revision*)
71. **REVISION #71 - WEEKLY OVERTIME ADVANCE AUTHORIZATION REQUEST**, Addition to **FORMS SECTION** of the Personnel Manual. (*April 6, 2009 Revision*)
72. **REVISION #72 - Overtime Authorization**, revised to **WEEKLY OVERTIME ADVANCE AUTHORIZATION REQUEST FORM**. Procedure Revised to exclude Supervisor's Approval of hours less than three (3) Overtime hours worked. (*April 6, 2009*)
73. **REVISION #73 - WEEKLY OVERTIME ADVANCE AUTHORIZATION REQUEST FORM**. Form updated and name changed to **Overtime Authorization Request Form**. New Form added to **FORMS SECTION** of manual.
74. **REVISION #74 - OPTIONAL PAY PROCEDURE UPDATE**, page 48
75. **REVISION # 75 - WEEKLY OVERTIME ADVANCE AUTHORIZATION REQUEST FORM** updated and name changed **Overtime Authorization Request (Form HRM 1001)**. *Rev 07/09*
76. **REVISION #76 - UPDATED RETENTION SCHEDULE**, Approved and Updated *Rev 10/26/2009*, pages #83 – #85
77. **REVISION #77 – PROXY CARD II (HID)** security access cards, which allow entrance to the building through the fire escape door, are issued to all employees by the Administrative Coordinator, upon approval by the Executive Director. All employees must sign and date a receipt when the cards are issued. When the employee leaves the Agency, he/she must sign and date a receipt, as the card is returned to the Agency. Replacement cards costs (\$10.00 each) are paid by the employee. (*November 2009*), page
78. **REVISION #78 - SUMMONED TO APPEAR AS A WITNESS BEFORE A COURT, GRAND JURY, OR OTHER PUBLIC BODY OR COMMISSION**, provided that for purposes of this Subsection a plaintiff or defendant shall not be considered a witness, nor shall this Subsection apply to an employee summoned as a witness as a result of employment other than State employment. (*April 2010*), page 7
79. **REVISION #79 - DRESS CODE POLICY** - Policy revised Effective October 11, 2010 Pages #35 – #36
80. **REVISION #80 - ADA POLICY UPDATE** Effective October 7, 2010, pages #36 –#37
81. **REVISION #81 - DELETION OF TUITION REIMBURSEMENT POLICY**
82. **REVISION #82:** Updated Table of Contents to reflect revisions in policy manual

83. **REVISION #83** - DELETION OF SAVING BOND POLICY (no longer available)
84. **REVISION #84** - DELETION OF EMPLOYEE ASSISTANCE PROGRAM (no longer in existence)
85. **REVISION #85** - UPDATE TO WORKING HOURS: The office is open between the hours of six a.m. (6:00 a.m.) and seven p.m. (7:00 p.m), page 29
86. **REVISION # 86** - DELETION OF CHANGE OF WORK LOCATION/WORK HOURS POLICY, pages #29 – #31
87. **REVISION# 87** - UPDATE TO TELEPHONE LONG DISTANCE POLICY, pages #57 –#58
88. **REVISION #88** - UPDATE TO DIRECT DEPOSIT POLICY, page 28
89. **REVISION #89** - UPDATE TO CREDIT UNION POLICY, page 27
90. **REVISION #90** - REVISION OF THE FMLA POLICY, pages #9 – #19
91. **REVISION #91** - UPDATE TO THE DEFERRED COMPENSATION POLICY (removal of amount of contributions), page 27
92. **REVISION #92** - REVISED OPTIONAL PAY POLICY, effective November 10, 2010 (adjustment madeto maximum limits), pages #48 – # 50
93. **REVISION #93** – Addition of GOEA Employee Application For Leave Without Pay Forms (Pages 95 – 96); Rehired Retiree Election Form for Insurance, Page 97.
94. **REVISION #94** – Addition of Performance Evaluation System (PES) Pages 40 – 46; Additional of 3–Level Evaluation System, Page 46.
95. **REVISION #95** – Table of Contents, Pages 1 – 4.
96. **REVISION #96** – Revision of GOEA Personnel Manual, Pages 1 – 85. **REVISION #97**–
97. Addition of New Cell Policy on Usage and Reimbursement and Usage Form located on Pages 57 – 59, and the Forms Section, Page 111.
98. **REVISION #98** – Addition of Premium Pay Policy, Page 84, dated February 18, 2013.
99. **REVISION #99** – Addition of Special Entrance Rate Policy (FSER), Page 85, dated February 18, 2013.
100. **REVISION #100** – Removed the following statement from COMPENSATORY

- 101. A complete revision of manual.**
- 102. Staff given complete manual and staff meeting conducted to review the changes**
- 103. CBA Account information added page 47 and form added to forms section February 25,2016**
- 104. Fuel Card Policy Added to Manual. July 5, 2017.**
- 105. Statewide Personnel Policy Number 2 replaced with updated revisions; Link created in Table of Contents to jump to page view of updated policy. October 24, 2017.**
- 106. Governor's Office of Elderly Affairs CBA Policy replaced with updated revisions which changes and replaces entirely pages 48-60 for current policy. February 28, 2018.**
- 107. Compensation Pay Policy Approval Form and Extraordinary Qualifications/Credentials Policy (6.5(G)) inserted into manual for current policy. May 21, 2018.**
- 108. Added SB215 Amendments (relating to certain "reasonable accommodations" for employees that become temporarily disabled due to pregnancy-related medical conditions, 08/11/2021.**
- 109. Removed Premium Pay Policy, 08/11/2021.**
- 110. Added "Americans with Disabilities Act" (ADA) Policy, effective 10/2021, Medical Inquiry Form, and Reasonable Accommodation Forms Section. 11/16/2021.**
- 111. REVISED Telework Policy replaced existing policy 4/1/2022.**
- 112. REVISED Training Policy to add mandatory ADA Training Requirements per La. R.S.2595 on page 46. 07/14/2022.**
- 113. REVISED State recognized holidays to include Juneteenth**
- 114. REVISED Special Entrance Pay Rate to include new policy vis-a-vis Accountant Positions**
- 115. REVISED Leave Policy to include Sick Leave – Family Members and Revised Compensatory Leave Policy to adjust outline for addition, 06/14/2023.**
- 116. REVISED Premium Pay Policy effective 3/1/2023**
- 117. REVISED Special Entrance Rate Policy effective 6/1/2023**
- 118. REVISED ADA POLICY effective 9/1/2024**