

Department on Disability Services (DDS)

**New Employee Orientation
2014**

DDS New Employee Orientation

- Andre' White, Human Resources Specialist (Employee Benefits)
- Native of Washington, DC
- I love to read books and I was voted MOST Talkative in High School

- Please share with us your:
 - Name
 - Your New Position you will be joining us as
 - Something about yourself

Introduction

DDS New Employee Orientation

- Introduction to Agency
- Benefits
- Presentation by Union Representative
- ID Credentials
 - Travel to DC Human Resources, 441 4th Street, NW with Form 50 from DDS HR Department
 - Upon return, e-mail the 5 digits on the back of your ID to rosel.boone@dc.gov for internal building access
 - Building Key Cards

Today's Schedule

Message from the DDS Director

Dear Fellow Employee:

Welcome to the Department on Disability Services (DDS). We are glad you are here.

As a member of the DDS Team, you play an important role in helping the Agency accomplish its goals. Whether you are interacting directly with someone requesting or receiving our services or behind the scenes supporting the DDS Team, your performance is important in determining the success of DDS.

We aim to provide the highest quality services to individuals with disabilities in the District of Columbia.

I expect you, as a member of the DDS Team, to perform your job to the best of your ability to constantly look for better ways of delivering services and to exhibit integrity and commitment to our mission each and every day.

I am pleased you've joined our team, and I sincerely hope that your affiliation with DDS will be a rewarding one.

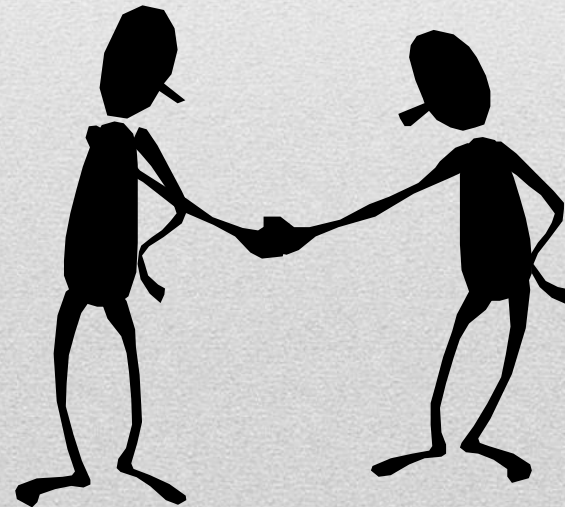
Sincerely,

Laura Nuss
Director



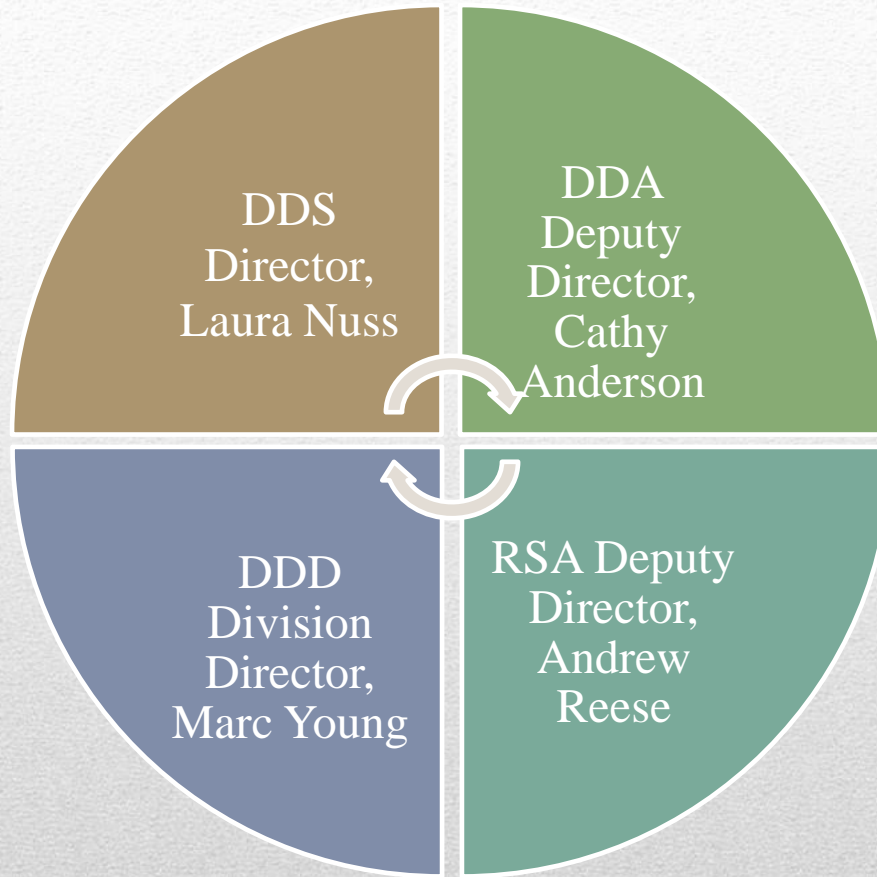
DDS Director's expectations for all DDS staff members

- Collective problem-solving, coordination, and cooperation across units and divisions
- Routine and regular communication between supervisors and staff, between and among supervisors and management
- Individual accountability



DDS Mission Statement

To provide innovative, high quality services that enable people with disabilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities in every neighborhood in the District of Columbia.



Composition of DDS

Department on Disability Services

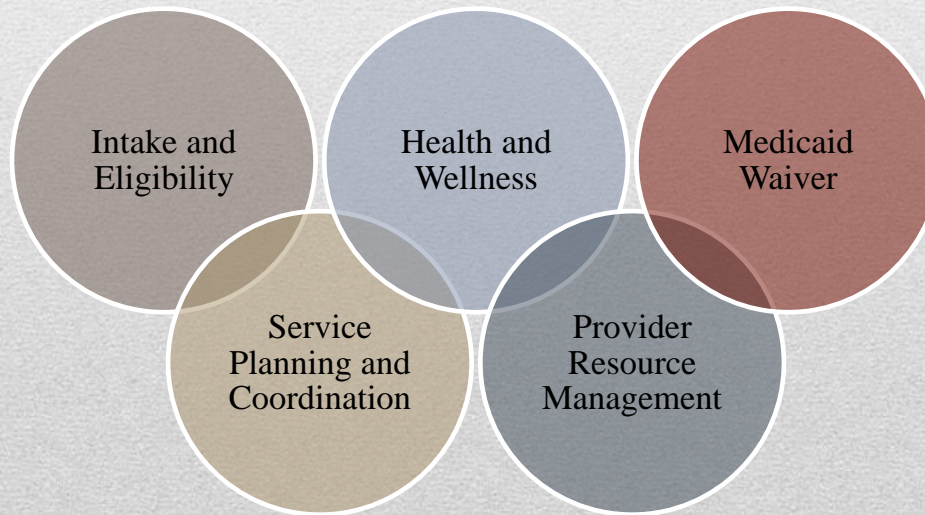
- **Office of the Director:** Provides executive management, policy direction, and strategic planning for the entire agency.
- **Human Capital Administration:** (HR, Training) Recruits and selects employees; provides on-going training and assessment as well as overseeing organizational leadership and culture.
- **IT Department:** Develops, implements, and maintains DDS's technology infrastructure; establishes and oversees technology policies and standards; provides technology services and support for DDS staff.
- **State Office of Disability Administration (SODA):** Leads efforts in agency strategic planning, program development, research, and policy analysis.
- **Quality Assurance:** Ensures DDA's compliance with all federal and District mandates and regulations to promote positive outcomes for people with intellectual and developmental disabilities.

Additional Programs that support DDS

- **Office Of The General Counsel:** Responsible for all legal affairs for DDS; ensures execution of the laws, regulations and policies that guide agency functioning.
- **Office of Chief Financial Officer:** Responsible for the agency's budget and financial management.

Developmental Disabilities Administration (DDA)

Developmental Disabilities Administration: The mission of DDA is to provide oversight and coordination of all services and supports provided to eligible persons with developmental disabilities in the District of Columbia.



Rehabilitation Services Administration (RSA)

Rehabilitation Services Administration: The mission of the RSA is to provide comprehensive vocational rehabilitation and independent living services to persons with disabilities, which will maximize their quality of life and promote their employability and economic self-sufficiency.

Current programming includes:

- Vocational Rehabilitation Services
- Randolph-Sheppard Business Enterprise Program
- Supported Employment Program

Disability Determination Division (DDD)

The **Disability Determination Division** makes disability determinations for two federal programs that provide benefits based on disability.

- **Social Security Disability Insurance (SSDI):** Monthly disability benefit payment paid out to a worker for which a disability claim is filed.
- **Supplemental Security Income (SSI):** Disability benefits are payable to adults or children who are disabled or blind, who have limited income and resources, and who meet the living arrangement requirements. The program is designed to provide benefits to meet basic needs such as food, clothing, and shelter.



Tell me about my new job...



What time do I report for work?

The regular tour of duty for District employees is 8:15 am to 4:45 pm. If an alternate schedule is needed, please discuss with your immediate supervisor.

Who do I call when to report an absence from work?

Call your supervisor if possible before your tour of duty begins but at least within 3 hours.

Snow Days/Emergency Closing:

Closures are at the discretion of the Mayor and/or his designee. An announcement will be sent via e-mail correspondence from the Director of DDS for emergency closures or in the case of inclement weather, via broadcast on the DC Government website, local television stations and news radio programs.



Annual Leave and Sick Leave



Full Term Employees accrue annual leave each pay period.

Years of Employment:	Annual Leave Accrual pay period:
0 to 3	4 hours =13 days
4-15	6 hours =20 days
15+	8 hours=26 days

Full Term Employees accrue 4 hours of Sick leave each per pay.

- Form I-9, Employment Eligibility Verification
- Overtime/Compensatory Time Disclosure Statement
- Form W-4
- Employee Withholding Allowance Certificate
- Notification of Employment of Relatives Form
- Statement of Prior Federal Service
- DDS Emergency Contact Information
- Drug Free Workforce Notification Form
- Appointment Affidavit

HR Forms

- Dress Code Policy
- Sexual Harassment Policy
- Equal Employment Opportunity
- Americans with Disabilities Act (ADA)
- Visitor's Policy



HR Policies

Equal Employment Opportunity



The District of Columbia Government is an Equal Opportunity Employer. The District Government prohibits discrimination in employment because of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, or physical handicap.

Americans with Disabilities Act (ADA)

Americans with Disabilities Act of 1990:

Prohibits private employers, state and local governments, employment agencies and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment.

An individual with a disability is a person who:

- Has a physical or mental impairment that substantially limits one or more major activities;
- Has record of such an impairment; or
- Is regarded as having such an impairment.

Sexual Harassment is prohibited by the DC Human Rights Act of 1977 (as well as Title VII of the federal Civil Rights Act of 1964).

Sexual Harassment may include, but is not limited to, verbal harassment or abuse, subtle pressure for sexual activity, patting or pinching, brushing up against another employee's body, or demands for sexual favors.

Filing a Formal Complaint:

If you believe that you have been the victim of sexual harassment or any other type of unlawful discrimination in the District of Columbia, call the Office of Human Rights at 202-727-3900.

Remember: Sexual Harassment may constitute a criminal offense and may also subject the harasser to a civil suit.

Business attire should be worn at all meetings including consumer meetings. Clothing should be clean, pressed, and wrinkle free.

Men: Dress pants and a dress shirt or sweater

Women: Dress pants/skirt and a dress shirt/sweater or a professional dress

Examples of inappropriate attire includes:

- Ripped, torn, acid washed jeans
- T-shirts or Tank Tops
- Sweat clothes/Leisure attire
- Spaghetti straps or halter dresses or tops
- Shorts
- Short skirts more than 3 inches above the knee
- Extremely tight pants which include stretch pants, leggings, jeggings
- Flip-Flops or athletic shoes
- Hats, caps or hair wraps (unless for medical, cultural or religious accommodations.)

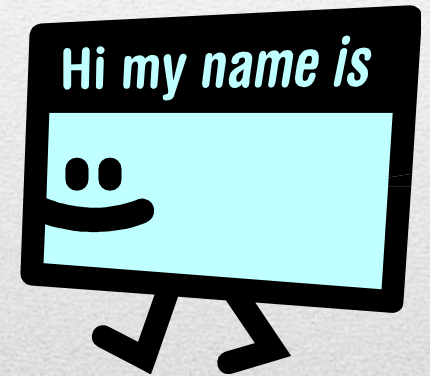
For casual Friday's, the addition of dress jeans is acceptable as long as they contribute to the appearance of professional dress.

Dress Code

ALL DDS visitors in the building must go to the first floor reception area, sign in, and receive a badge.

Visitors must wear a name badge while in the building.

All visitors must be escorted by a DDS staff member to final destination.



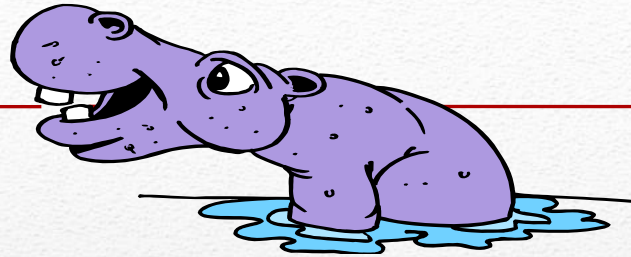
Visitor Policy

Health Insurance Portability and Accountability Act (HIPAA)

- Legislation that established standards for the privacy and security of medical records and information
- This legislation established regulations that provide standards for electronic transmission of Protected Health Information (PHI).

Protected Health Information (PHI)

- PHI is individually identifiable health information related to a person's past, present, or future physical or mental condition, provision of health care, or payment for health care.



DDS and HIPAA...

- Understanding the rights under HIPAA is important in protecting an individual's personal health information.
- You must have a signed authorization in order to disclose PHI.
- The agency has designated certain employees to receive PHI.

HIPAA and PHI

- Make sure written authorizations (consent) to use and disclose PHI are received.
- Avoid verbal discussions of PHI within earshot of people who don't have a need to know.
- Remind people that only the "minimum necessary" PHI should be disclosed except for treatment purposes.
- Follow safeguards for PHI that is transmitted by fax or e-mail.
- Don't leave sensitive information on voicemail.
- File away promptly and secure folders that contain PHI.

HIPAA Do's and Don'ts

Language Line Services are available

- The DC Language Access Act of 2004: DC agencies must provide equal access to programs, activities, and services for residents that speak limited or no English.
 - DDS Staff have the access to over-the-phone interpretation 24 hours a day, 7 days a week for clients in need of this service.
1. Place the Limited English Speaker (LES) on conference hold and dial the Language Line Services toll-free number.
 - **1-877-245-0386 (operator)**
 - **1-866-874-3972 (automated)**
 2. Enter on your telephone keypad or provide the representative
 - DDS Six-digit Client ID number-- **“511321”**
 - Your Organization Name-- *“Department on Disability Services”*
 - **Press 1 for Spanish**
 - **Press 2 for all other languages** (*Speak the name of the language at the prompt*)
 - **Press 0 or stay on the line for assistance.**
 - An interpreter will be connected to the call.
 3. When the interpreter is connected, conference in the LES.

People Soft

The Employee Self Service (ESS) Module of PeopleSoft Payroll (ePay), allows employees to manage payroll-related activities via their computer

District e-Pay users can:

- Change federal W-4 tax exemptions
- Review and print current and previous PeopleSoft pay stubs;
- Update direct deposit allocations/allotments, and change bank account information;
- Review net pay, supplemental adjustments and prior period adjustments;
- Review sick and annual leave accruals and balances; and
- Enter weekly hours worked

For more information and access, visit:

<https://pshcm.dc.gov>

All DC Employees must obtain a PeopleSoft User ID and Password. (Contractors are not eligible for ESS.)

Once your PeopleSoft application is submitted, you will receive two emails.

1. Confirmation of your submission.
2. Your User ID and Temporary password

After you obtain your Username and Password, you are ready to enter the system. Log on to:
<https://pshcm.dc.gov/>

e-Time = money

**THE DEADLINES ARE HARD DATES –
NO GRACE PERIOD.**

**NO TIME,
NO PAY**



e-Performance

- What is e-Performance?
The performance management module in PeopleSoft.
- How is e-Performance used?
To plan, track and evaluate the performance of an employee.



Benefits for District Employees*

Your HR Team is here to help with...

- Health, Dental, Optical Benefits (includes family and domestic partners)
- Group Life Insurance
- Flexible Spending Accounts
- Short and Long Term Disability Insurance
- Defined/ Deferred Compensation Plan
- Indemnity Plan
- Commuter Benefits



*Benefits are not available to contracted employees

Health Benefits

Current Plans available:

Health Plans: Aetna Healthcare (HMO/PPO/CDHP)
Kaiser Permanente (HMO)
United Healthcare (HMO Choice Plan)

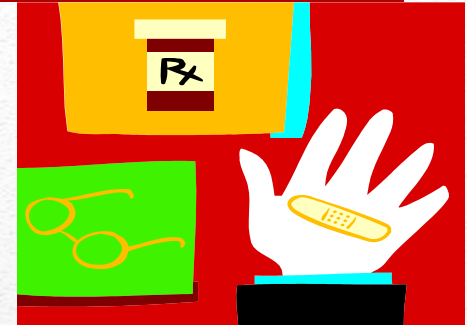
DC government contributes up to 75% towards premium cost

The District provides comprehensive optical and dental coverage for all non-union employees and union employees covered by the compensation unit 1 and 2 agreement.

The District pays 100% of the premium cost for the employee for the following:

Dental Plan: *Cigna Dental Health, Inc.* (PPO Dental is optional for an additional premium cost)

Optical Plan: *Quality Plan Administrators*



Employees are eligible for DC Employees Group Life Insurance (DCEGLI). The cost of the monthly premium is shared with the District.

Employees pay 2/3 of the total cost and the District pays 1/3.

Basic Plan:

Term life insurance provides coverage equal to an employee's annual salary rounded to the next thousand plus an additional \$2000.



Group Life Insurance



Employees with the **Basic** plan can add the following options:

Option A: \$10K coverage, rates based on age.

Option B: Provides coverage up to five times the employee's annual salary, rates determined by age and employee's salary.

Option C: Provides three coverage options for eligible spouse (10K, 25K, & 50K) and \$10K coverage for each eligible child. The cost is determined by age and coverage option selected.

Short/Long Term Disability Insurance



These insurance programs are OPTIONAL for employees.

Programs are administered through the *Standard Insurance Company*.

- The programs are designed to lessen the financial burden for an employee that may require an extended leave due to injury or illness.
- Benefits may be used in conjunction with your annual or sick leave. Income is replaced at **66 2/3** of the employee base pay.
- Rates are based on your age and monthly wages. 100% employee funded.



- Health Care Flexible Spending Account Program (HCFSA)
Allows you to plan for and cover eligible out-of-pocket medical expenses on a pre-tax basis, with deductions taken from your base salary.
- Dependent Care Flexible Spending Account Program (DCFSA)
Allows you to pay for eligible dependent care expenses on a pre-tax basis, with deductions taken directly from your base salary.

Pay Flex Accounts



- All benefits-eligible employees may enroll in the Commuter Benefits Program.
- For more information, visit: [Commuter Benefits Program](#)

Commuter Benefits Program

All benefits-eligible employees may enroll in the AFLAC Indemnity Plans. The plans pay benefits for covered health events. There are five plans available to employees:

- Cancer Insurance
- Hospital Confinement
- Personal Sickness
- Personal Accident
- Specified Health Event
- For more information, visit: [AFLAC Indemnity Plans](#)

Indemnity Plans

DC 401(a) Retirement Plan

The District government's primary retirement plan for eligible employees first hired on or after October 1, 1987, is a "defined contribution" plan, with benefits based on 100% employer-provided contributions plus earnings over the course of the participant's working years.

The District funds this plan; there is no employee contribution. The current employer-paid contribution is 5% of the base salary. Employees must have one year of continuous service to participate, and they are fully vested in the Defined Contribution Pension Plan after five years of continuous service.

The schedule provides graded vesting in plan benefits after two years of service.

<i>Years of Creditable Service</i>	<i>Percentage of Your Account that is Vested</i>
Less than 2	0%
2	20%
3	40%
4	60%
5 or more	100%

Tax-Deferred Compensation Plan



All District government employees are eligible to participate in the Deferred Compensation Program (457B), an optional savings program that allows employees to tax-defer income and invest for the future.

The portion of salary an employee contributes reduces the amount of taxable income in each paycheck.

The 457 Deferred Compensation Program is available through **ING Financial Advisors** and is open to employees who can contribute the minimum of \$20 per pay period.

Retirement Plans

- **DC 401(a)- CitiStreet**

Automatically enrolled after 1 year and 1 day

Representative for DDS: Michelle Reynolds @ 202-442-9640

- **ING- Deferred Compensation Program**

Optional

Representative for DDS: Richard O'Neill @ 301-758-9398

- DDS has established a preferred corporate membership rate for its employees through the Sports Clubs Network of health clubs.
- This benefit is only available to current employees of DC Government and only through this online enrollment service.
- Click here for more information:
[Washington Sports Club](#)

Employee Assistance Program

- The District of Columbia Government offers all employees a work and family Employee Assistance Program through COPE, Incorporated.

COPE, Inc offers:

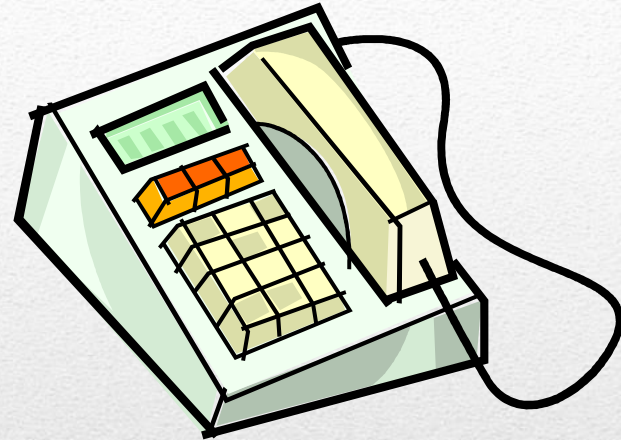
- Experienced, licensed, and credentialed mental health workers;
- One-on-One consultations to be held at your office or COPE offices;
- Assistance with short-term problem solving;
- Referral services when a longer-term solution is needed; and
- Consultations free of charge to you, as well as your spouse/significant other and dependent children 18 years of age and younger.

For more information or immediate assistance please call 202-628-5240 or e-mail at eap@cope-inc.com.

Safety at Work



Facility Service Calls



- Contact Bill Davidson at
 - 202-730-1684 or
 - william.davidson2@dc.gov

Emergency Calls

- Emergencies are defined as problems that render the office unworkable.
- All emergency calls are responded to as soon as possible, with a maximum response time of no more than 24 hours.



DDS Emergency Evacuation Plan

(2010)

45

- The **Building Emergency Response Team** is responsible for the coordination of the evacuation operation in an emergency situation.
- There are **BERT** members on each floor.
- Those that may need assistance evacuating should inform the **BERT** member(s) assigned to their floor.

Who is BERT?



Steps to follow during a Fire Emergency, remember to **RACE**

- **R**escue - remove persons to “area of rescue”
- **A**larm – Notify 911 and/or set off fire alarm
- **C**onfine – Confine the fire to one area by closing doors or windows
- **E**xtinguish – If fire is small enough, use a fire extinguisher to put fire out OR **E**vacuate the building

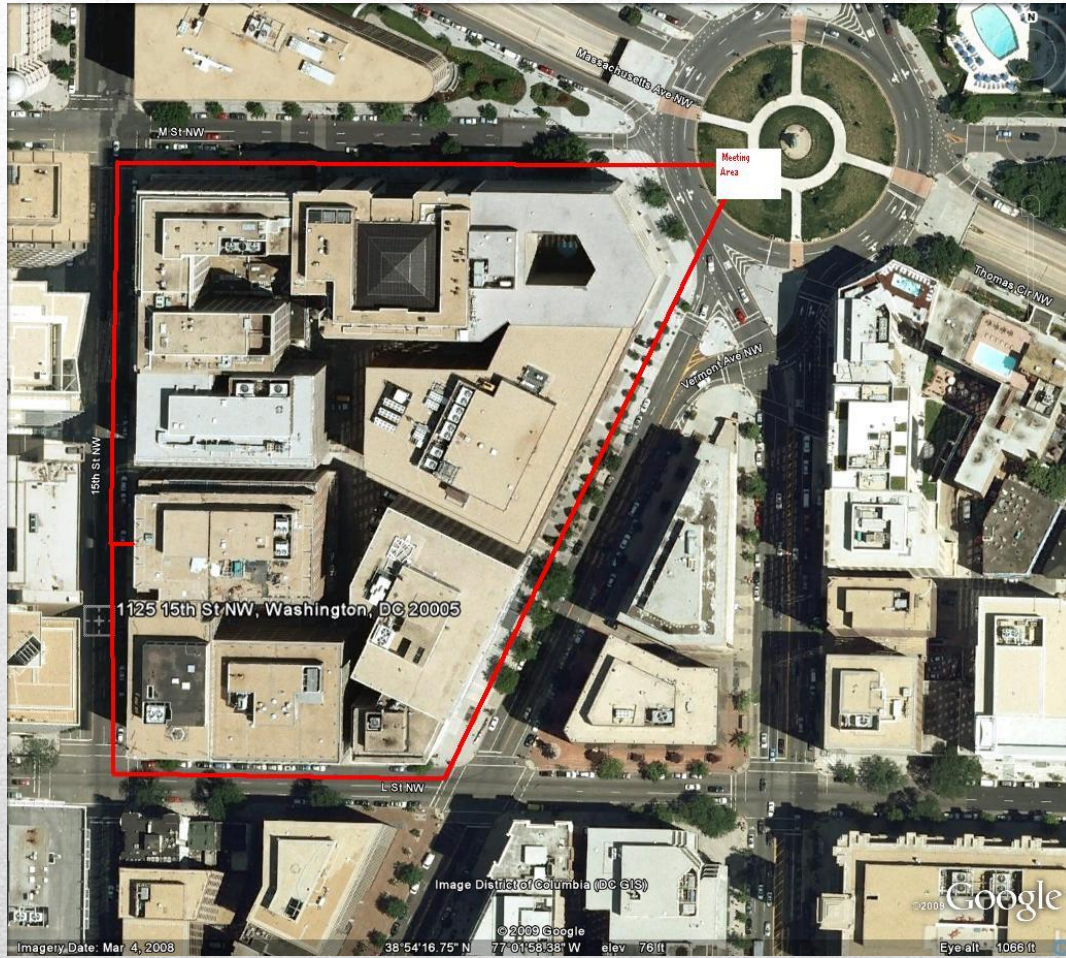
Activate the fire alarm

If you recognize a fire, pull the nearest Fire Alarm Pull station to start the evacuation of the building.



Evacuating the building

- Use the nearest stairwells to exit the building
- Congregate in Thomas Circle with your supervisor and unit (colleagues)
- Departure can only be approved by the Director, Laura Nuss, the Facilities Manager, Bill Davidson, or their Delegation of Authority



Thomas Circle

- Drills are held twice a year
- Drills will include the use of the alarm system, shelter-in-place and evacuation of the building
- During the drill, the fire department will do a walk-through, ensuring all staff have exited the building
- If DDS staff have not evacuated during the drill, monetary fines will be given

Fire Drills and Fines

Designated Shelter-in-Place Locations

All of the agency's conference rooms

- **First Floor-** Training Rm and Conference Rms B, C, D, E, F
- **Second Floor-** Training Rm and Conference Rm B
- **Third Floor-** Conference Rms B, C
- **Fourth Floor-** Conference Rms A, B, C, D
- **Eighth Floor-** Conference Rms A, B, C, D
- **Ninth Floor-** Conference Rms A, B, C, D, E, F, G, H, J, K, L, M

Area of Rescue Locations

- **First Floor** – Intake Area Room
- **Second Floor** – West Lobby Area
- **Third Floor** – 1st Conference Room South Corridor
- **Fourth Floor** – West Lobby Area
- **Eighth Floor** – West Lobby Area
- **Ninth Floor** – West Lobby Area

Evacu-Trac Chair

Play video: Emergency Evacuation Chair



For more information, please contact:

- Bill Davidson
 - 202-730-1684
 - William.davidson2@dc.gov



Collective Bargaining Unions

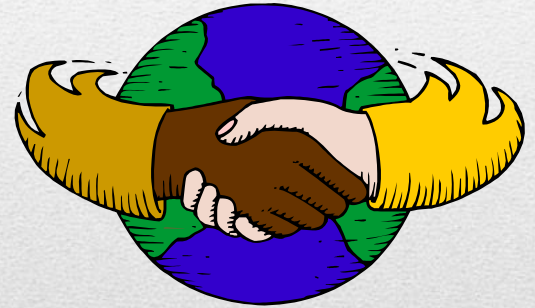
DDS has four separate labor unions representing employees.

The American Federation of Government Employees, Local 383 (AFGE 383)

The American Federation of State, County, and Municipal Employees (AFSCME 2401)

District of Columbia Nurses Association (DCNA)

Doctor's Council



Questions?





Welcome to the DDS Team

58
