



We Protect. We Serve. We Care.

EMPLOYEE HANDBOOK

Issued by: Wendy Kelley, Secretary of Corrections

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MORE THAN A GOVERNMENT AGENCY

WELCOME! The Department of Corrections (DOC) is a place where we tackle big social issues with compassion, courage, respect, integrity, trust, and action. This is not always easy or appreciated. However, the work we do matters – to our neighbors and people in every community in the state.

Rest assured that you haven't simply joined a government agency. You have joined a tight-knit community of more than 6,000 strong. We are a team that is constantly pushing each other to do better, to think outside the box to solve problems, implement best practices and to never be OK with "good enough".

Finally, know that this handbook was written by people who have been where you are – new to the DOC and anxious about what is ahead. We are so excited you are here, and we encourage you to push yourself to do great things even when it is hard to do so. That's how you change lives, and the state of Arkansas, for the better.

If you are an employee of the Correctional School, please refer to their handbook as your personnel policies are not the same as other DOC employees.

THE PERKS OF WORKING FOR THE STATE

Yes, we offer the usual things, such as health and life insurance, paid days off, and sick leave. There are a lot of perks that keep people employed at the DOC for decades.

Retirement

A career at the DOC will provide a perfect foundation for your retirement. Not only can you become eligible for a traditional pension (state retirement) that many

businesses no longer provide, but the state also offers other ways to save for your future through the Arkansas Diamond Deferred Compensation Plan. All employees hired after July 1, 2005, are required to contribute five (5) percent of their pre-taxed earnings to the Arkansas Public Employees Retirement System (APERS) for the traditional pension. The contributions are deducted from your paycheck, and the DOC also contributes a certain percentage each month toward your retirement. After five (5) years of service, you will be vested, meaning you will be eligible for future monthly retirement payments. Employees hired in 2014 or later will have three (3) percent of their earnings automatically deducted and placed into an Arkansas Diamond plan, or you may choose to opt out of the plan. If you leave your job before you are vested, you can receive a refund of your contributions.

To learn more about the pension, visit <http://www.apers.org/>. To learn more about the Arkansas Diamond plan visit <https://myplan.voyaplans.com>.

Career Service Bonuses

We value employees who make working at the DOC their career. So, after 10 years as a full-time employee, you will be eligible for an annual bonus (part-time employees may receive a pro-rated bonus). It's our way of saying thanks for being part of the DOC team: 10-14 Years: \$800 // 15-19 Years: \$1,000 // 20-24 Years: \$1,200 // 25 or more years: \$1,500

Paid Maternity Leave



We also value family and want to do what we can as an agency and a state to support new parents. If you have been with the agency for more than a year and are female, you can be paid through the Catastrophic Leave Program for some of your maternity leave (up to four consecutive weeks) within the first 12 weeks after the birth or adoption of a child. You do not have to exhaust your sick or annual leave prior to being awarded paid maternity leave. A new father is not eligible for Catastrophic Leave for maternity purposes. Your HR representative can tell you more.



Children's Educational Activity Leave

We know it is important for parents and grandparents to be able to participate in their children and grandchildren's school activities. So, each calendar year you can take up to eight hours of educational leave to attend school activities, such as parent-teacher conferences, field trips, or awards ceremonies. The child must be

at least three (3) years old and participating in a prekindergarten program through the age eighteen (18) and enrolled in Grade 12.

Wellness Program

State employees are eligible for services offered through ARBenefits. The program offers free and confidential certified wellness coaches and online health tools. The topics for wellness can vary each year. Here are examples of programs that have been offered:

Tobacco cessation

Weight management

Stress reduction

Healthy eating

Cardiovascular maintenance

Exercise

Diabetes prevention

Health risk assessments

Sleep health



Hooray! You get a paid day off each year for your birthday. You can take it on your birthday, with approval from your supervisor, or save it for another day. **So Happy Birthday to you!**

HOW THINGS WORK AROUND HERE

Getting Paid and Viewing Your Paystub

You are paid every two weeks, but you will not get a paper check. You must have direct deposit. Paychecks will be deposited no later than 9 a.m. on payday. To look at your paystub, go to <https://ease.arkansas.gov/>. See the “Asking for Help” section of this handbook to learn how to get a password. You can log on at work, at home, and even from your phone or other mobile devices.

Leave and State Holidays

There is a lot to know about how the state handles paid time off. Generally, there are two main kinds of paid time off – leave (annual and sick) and state holidays. If you do not use all your leave in the calendar year you earn it, it will roll over. That

means you can save up your leave and use it later. However, there is a limit to the amount of leave you can roll over annually.

- Annual 30 days (240 hours)
- Sick 120 days (960 hours)

Annual leave in excess of 240 hours will be forfeited if not used by December 31st of each year. Accumulated sick leave, in excess of 960 hours, will be forfeited if not used or donated to the Catastrophic Leave Bank by December 31st.

Luckily, if you have more hours than you can use, you can donate your excess leave to the Catastrophic Leave Bank. This leave bank allows full-time employees who have exhausted all their annual, sick, holiday, and compensatory leave, and who have met certain requirements, to request leave from the Catastrophic Leave Bank for a medical emergency. If you want to learn more, contact your HR representative. Leave is not considered earned until the last working day of the month and is not available to be used until the first day of the following month. We expect your supervisor to approve sick and annual leave in advance. When that is not possible, speak to your supervisor as soon as possible. We also observe 10 official state holidays each year.

| Holiday | Observed |
|------------------------------------------|--------------------------------------|
| New Year's Day | January 1 |
| Dr. Martin Luther King Jr. Birthday | 3 rd Monday in January |
| President's Day & Daisy Gatson Bates Day | 3 rd Monday in February |
| Memorial Day | Last Monday in May |
| Independence Day | July 4 |
| Labor Day | 1 st Monday in September |
| Veterans Day | November 11 |
| Thanksgiving Day | 4 th Thursday in November |
| Christmas Eve | December 24 |
| Christmas Day | December 25 |

Depending on your schedule and the kind of job you do, you will be able to have that state holiday off, earn holiday pay for working that day, or accrue additional leave time. Talk with your supervisor about whether you will need to work on a recognized state holiday.

Inclement Weather

There could be times when state offices have delayed openings or are closed due to dangerous driving conditions caused by weather. The closures will be determined by your Warden or Area Manager and based on the weather conditions at the location of the state office you are employed. The easiest way to find out whether that is happening in your area is to check for an email from Central Human Resources or your unit or office. Because we operate facilities that require staff 24 hours a day, seven days a week, your position may be considered “critical.” Critical employees are required to show up for work regardless of road conditions. Talk with your supervisor about whether you are considered a “critical” employee.

WHAT WE EXPECT OF YOU

Don’t Ignore It, Report It

Because we expect employees and the vendors we work with to act ethically every day, we want to make sure you know what to do when you see something wrong. Empowering you to act will ensure that the DOC knows about unethical, illegal, and/or fraudulent activity and can do something about it. You do not have to complete an investigation and have 100% proof that someone committed fraud or may have done something unethical or illegal. You just need to have a reasonable suspicion that something is or has happened. Report your concerns to your supervisor.

Aiming Higher Than “Good Enough”

The work we do is serious – often lives literally depend on an application being processed, an investigation being completed, or problems being fixed quickly. So, if you were in our employees’ shoes, would you want a worker who is okay with “good enough”? Would you be okay with someone who takes days to respond to emails, calls, or questions? Would you be okay with someone who says, “Sorry, not my job”? Or, would you prefer someone who responds quickly, treats you with

respect, and offers to help you, even though it's not their job? Would you want someone to have your back in a dangerous or threatening situation, or ignore it and not help? Strive to be that person who steps up and does better than just okay. As serious as the work can be, it is extremely rewarding and fulfilling. The more you put into your job, the more you get out of it.

Keeping Sensitive Information Confidential

DOC employees handle and have access to many people's personal information, and it is important that we do everything we can to protect that information so that no unauthorized person gets access to it. Not only is it the ethical thing to do, it's also the law. There are many ways to protect employees' personal information.

- Only talk about employees, inmates, offenders, parolees, or probationers with people who **NEED** to know what is happening, and do so in private
- Reach out to the DOC Central Human Resources Department if you have questions about what information can and cannot be released
- Secure laptops, work phones, and other work-related equipment or files so that they cannot be easily accessed.

Using E-Mail Properly

Your state e-mail account is for work only and e-mails you send can be considered public records under the Arkansas Freedom of Information Act. Be smart about how you use your state e-mail account.

- Use it only for work correspondence...that means not using it to send jokes and inspirational messages.
- Don't use your state e-mail address to sign up for store coupons and sales notifications.
- Don't use your state e-mail address to sign up for newsletters or other subscriptions that are not related to your job.
- Always put an out-of-office auto-reply on your e-mail if you are on leave or without regular access to your e-mail.

Using the Internet Appropriately

Accessing the internet may be a necessary part of your job. If you have access to the internet on your work computer, laptop, phone, or tablet, you should use it for business only. While we understand there may be a need for brief incidental personal use, there are rules about the type of content you can access.

- Use these devices for work purposes

- Don't access sites with sexual, offensive, or other inappropriate content
- Don't save credit card, personal passwords, or other information so that it shows up automatically
- Don't download software without checking with IT first

Abstaining from Alcohol or Drugs While Working

This rule is pretty simple. We need you to be at your best while on the clock for the DOC. You are not allowed to use alcohol or illegal drugs at work, nor are you allowed to work while impaired. This prohibition extends to medical marijuana and cannabidiol (CBD) products. If you take prescription medications that may impair your ability to do your job, talk with your supervisor. See the Directive regarding drug testing for employees for more details.

HOW AM I DOING?

Probation

During your first twelve months on the job, you will be on probation. It's not that you've done anything wrong – we just want to make sure the job is the right fit for you and your skills. Your supervisor can extend the probation period if he or she thinks that you could use more time to develop skills necessary for the job, or if your performance is not what the supervisor had hoped it would be. Use this as a time to expand your skills. Ask questions. Seek out a mentor. Request additional training. An employee who wants to grow and learn is an employee we hope will stay with the DOC for years. All state employees are “at-will” and completing a probation period does not change your “at-will” status.

Getting a Promotion

The DOC is a large organization with lots of opportunities to move up, and that's exactly what we want driven, hard-working, and innovative employees to do. We also know that some people love the positions they are in, and that's okay, too. We love employees who are passionate about their jobs and the people they serve.

We are not looking for bosses – we are looking for strong leaders – people who are honest, fair, support their employees, and are willing to think outside the box to accomplish new things or solve problems.

Earning More Money

Whatever your position, you will get a chance to earn a raise. We call it a “merit raise”. How much you get depends on two things: (1) the overall state budget, and (2) what type of employee you are. Are you doing the bare minimum to keep your job? Are you a solid performer who can always be counted on? Are you someone who goes the extra mile and serves as a true role model for other employees? Your raise will be based on an annual employee evaluation, and your supervisor will go over your performance evaluation with you. Promotions also come with a raise. Generally, an employee who is promoted receives up to a 10% salary increase to their base salary or, if the current salary falls below the entry pay level, the salary may be adjusted to the entry pay level of the pay grade for that job. An employee’s rate of pay after a promotion cannot exceed the maximum pay level of the grade.

MORE TOOLS IN YOUR TOOLBELT

At the DOC, we have high expectations of employees, but also understand that we need to give you the tools you need to do your best work. That’s why we want to foster a love of learning and willingness by employees to grow professionally. We also want to give you access to tools that help you do your job effectively and efficiently.

Training Opportunities

We offer dozens of training programs at no cost to employees. Trainings span from using Microsoft Excel to working with difficult people. Some, like ethics training, are mandatory. These trainings can be taken online or in a classroom setting. Contact the training staff within your division to find out more information.

Using a State Car or Other Equipment

In some jobs, you may need access to a state car or other special equipment to carry out your duties. Talk to your supervisor about what equipment you need access to.

EASE App

If you have a smart phone, then this app is for you! EASE is the website where you can view your paystub and how much leave you have accumulated. It's also a place where supervisors complete employee evaluations. The EASE app allows you to do all of this from your smart phone or tablet. To download the free app, go to the App Store and search for SAP Fiori. You will need your EASE username and password.

Share Site

The DOC is a big agency with a lot of moving parts, policies, and forms. To help employees navigate the agency, we have set up an internal website where you can find policies, forms, and much more.

SHARING OUR STORY

Sharing Our Story

We love to brag about our amazing employees and the hard work they do as public servants. Social media has become a great place for agencies like the DOC to tell their own story through real people. We have Facebook and Twitter pages that are our voice to let the public know the Department's story. Follow us and see what's going on throughout the DOC! However, know that there are a few important rules to follow when it comes to using social media. DOC employees must never share, post, or expose confidential information about DOC employees or those under the custody or supervision of the DOC on any publicly accessible website or social

media account. Employees should also avoid posting on social media sites while at work, unless you have approval.

ASKING FOR HELP

Information Technology helpline:

- 870-850-8900

Central Human Resources:

- Stacia Lenderman, Human Resources Administrator – 870-850-8524
- Tracey Lawrence, Associate Human Resources Administrator – 870-850-8542
- Stefanie Glasscock, Payroll Administrator – 870-850-8599
- Lucy Cockrell, Benefits Administrator – 870-850-8522
- Shelly Lawrence, Employment Administrator – 870-850-8526

Employee Benefits Division (EBD) (877) 815-1017 (Toll Free) or (501) 682-9656

DFA Public Site: <http://www.dfa.arkansas.gov/employee-benefits-division>

ARBenefits system: www.arbenefits.org

General E-Mail: AskEBD@dfa.arkansas.gov

Arkansas Public Employees Retirement System (APERS)

APERS Public Site: <http://www.apers.org>

Ph: 1-800-682-7377 (toll free)

Employee Assistance Program (EAP)

Your EAP is designed to provide short-term counseling services, work-life support, legal, and financial guidance to help you and your family handle concerns

constructively before they become major issues. Personalized work-life solutions for childcare, eldercare, and more!

Areas of assistance include:

- Confidential, free counseling
- Legal assistance and support
- Financial information and resources

Call New Directions Behavioral Health 24 hours a day at (877) 300-9103

Workplace Injury

Call the 24-hour Nurse Line (855) 339-1893

Arkansas Administrative Statewide Information System (AASIS)

Help Desk: (501) 683-2255

How do I get access to my EASE account?

To get your initial password, you will need your AASIS User ID and personnel number. To get this information, contact your agency personnel department prior to contacting the Help Desk. Once you have obtained this information, the AASIS Help Desk can provide you a temporary password. You can reset your password on the [EASE login page](#).