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THIS IS YOUR JOB

Iowa Employment Security Commission

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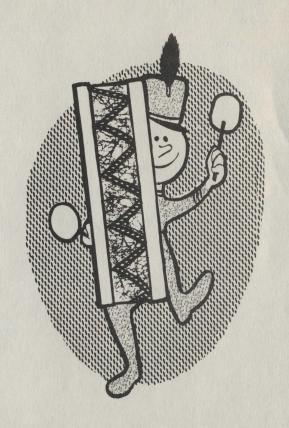
Prepared by the TRAINING DEPARTMENT

Editing, Artwork and Production by the INFORMATION SERVICES DEPARTMENT

FOREWORD

We hope this booklet will serve as a handy desk reference of the personnel policy of our agency. To keep you up-to-date on personnel changes, revised pages will be sent to you. You may also want to use the note pages in the back to record information that is particularly important to you.

Naturally this booklet cannot answerall your questions on personnel policy. In many cases, you will want to check with your supervisor or the administrative staff for more details. In all cases, we are sure you will find them most happy to help you.



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GENERAL AGENCY PRACTICES

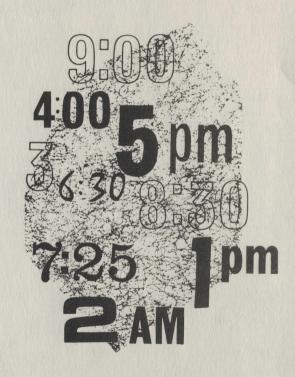
OFFICE HOURS

The work week for the agency is 40 hours, Monday through Friday. Although the working day is 8 hours for all employees, the quitting times vary by office:

Administrative Office	8:00 a.m. to 4:30 p.m.
Des Moines Claims &	
Local Office	8:00 a.m. to 4:45 p.m.
Other Local Offices	8:00 a.m. to 5:00 p.m.

Administrative office employees take a 30-minute lunch period, scheduled by departments, between 11:30 a.m. and 1:15 p.m. All lunches (including sack lunches) must be eaten in the cafeteria or outside the building.

The Des Moines claims and employment service local office lunch period is 12:15 p.m. to 1:00 p.m., other local offices have a lunch period from Noon to 1:00 p.m.



ATTENDANCE

When you cannot come to work, notify your manager or supervisor by 8:30 a.m. Failure to report may result in loss of pay or leave time. Your regular attendance is essential to the operation of the department. Early notification allows managers and supervisors to plan staff work and fill in for you.

Frequent and excessive absences and tardiness may result in denial of raises or dismissal.

CONDUCT

The rules of good taste and good judgment are also rules of good office conduct. Our conversation, attitude, efficiency, and personal appearance can help maintain a good relationship with our fellow employees and with the public.

BUSINESS CONFIDENTIAL

Agency activities involve the private lives and businesses of the people we serve. Information on application cards, unemployment insurance forms, accounting records, and individual company employment and wage data is confidential and should not be discussed with anyone who is not entitled to it. Employees cannot use material prepared in their official duties for private gain.

HOUSEKEEPING

An orderly working area makes each job easier and increases our efficiency. During working hours it is difficult to keep our desks as neat as we'd like. However pausing occasionally during the day and putting away things no longer in use helps us to do our work more efficiently.

At the end of the day, folders, papers and other items should be put away before leaving. Typewriters should be covered and other office equipment returned to the place where it belongs.



HOLIDAYS

Official paid holidays are

New Year's Day Memorial Day Independence Day Labor Day Veterans Day Thanksgiving Christmas

PARKING

Administrative office employees park in the lot at the rear of the IESC building. No parking spaces are reserved. Window stickers to identify your car as belonging to agency personnel are issued by the administrative office employees committee upon request.



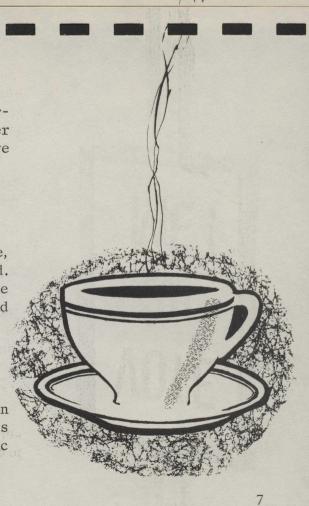
Please do not use your Commission address for personal mail. The cost of staff and time to send and deliver agency mail makes it necessary to ask employees to have their personal mail sent to home addresses.

PERSONAL CALLS

When you make personal calls from an office phone, please call when agency business will not be interrupted. Most employees need to make some telephone calls while at work--the important consideration is the length and frequency of these calls.

COFFEE BREAK

Each employee may take a 15-minute coffee break in the morning and afternoon. Managers and supervisors schedule coffee breaks so that our service to the public is not interrupted.



ACCEPTANCE OF GIFTS

Favors, gifts, loans, free services or other items of value cannot be accepted from anyone when they are intended to reward or influence your official actions.

OUTSIDE WORK

You may accept outside work if it does not conflict with Commission policy or interfere with your ability to carry out your agency job. Full-time employees cannot accept outside work or activities that:

- 1. Conflict with the interests of the agency
- 2. Interfere with the performance of official job duties
- 3. Use information obtained in connection with official duties that generally is not available to the public
- 4. Might reasonably be regarded as official action.

Before accepting any outside work you should check with your supervisor or manager. When there is doubt about accepting outside work, you should write to the Commission, explain the facts and circumstances and ask for a decision.



CHANGE OF ADDRESS

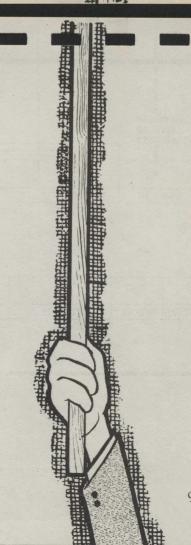
You should report a change of address or telephone number to your supervisor or manager. These changes are then reported to the personnel department. Correct addresses and telephone numbers are particularly important when we must notify you or your family of sickness, accidents, or administrative actions.

POLITICAL ACTIVITY

Since our agency receives federal funds to carry out the employment security program, its employees are covered by the provisions of the Hatch Act. This Act makes it unlawful for an employee to:

- 1. Become an active leader in a political party
- 2. Hold an elective office
- 3. Engage in or participate in partisan politics
- 4. Solicit campaign contributions

However, as a private citizen, you may express your own opinions about candidates and you have the right and responsibility of voting.



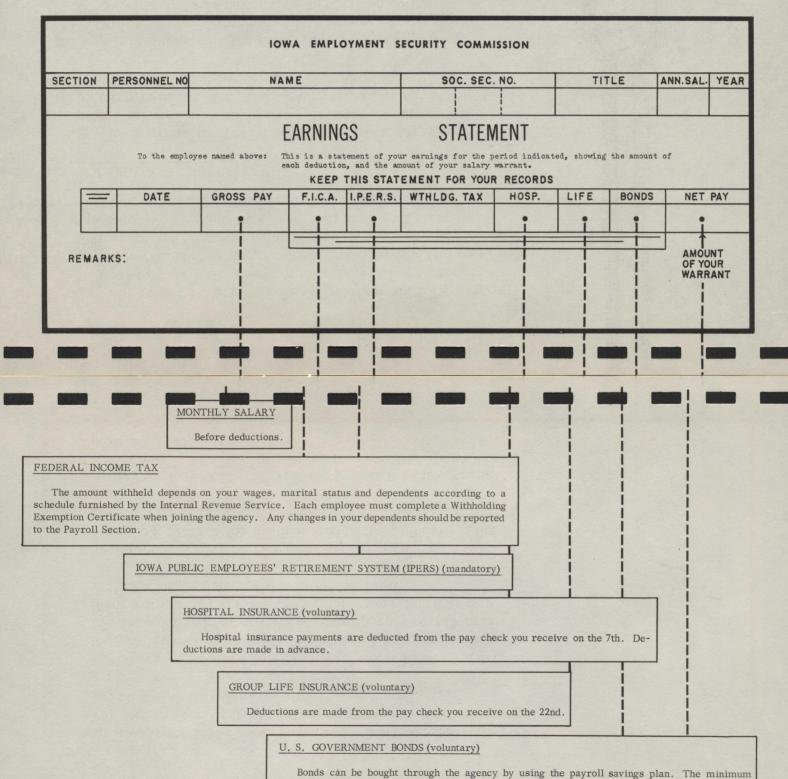
YOUR PAY CHECK

Pay checks are distributed on about the 7th and 22nd day of the month. Payment for work during the first 15 days of the month is made on about the 22nd while payment for work from the 16th through the last day is made on about the 7th day of the next month.

Deductions from your salary are itemized on a card that accompanies your pay check.

STATE INCOME TAX

Beginning in 1966, the paychecks you receive will also have a deduction for state income tax.



TAKE-HOME SALARY

monthly deduction is \$3.75 for the purchase of a \$25 bond over a 5-month period.

Final cash figure that should appear on your check.

You may purchase group health insurance from Bankers Life Company of Des Moines or from Blue Cross-Blue Shield.

Under the Blue Cross-Blue Shield plans you must enroll within your first 30 days of employment. Otherwise you must wait until January 1 of the next year.

Under the Bankers Life plan, you have a 30-day period to enroll without proving insurability. Later enrollments are accepted only after the company approves evidence of insurability. If you leave state employment, you may convert to another policy within a 30-day limit.

Both companies require that changes in contracts from marriage, divorce, or death be made within 30 days of the event. Forms for these changes are available.

Beginning January 1, 1966, the State of Iowa is expected to contribute \$3 a month toward the costs of each employee's group hospital insurance.

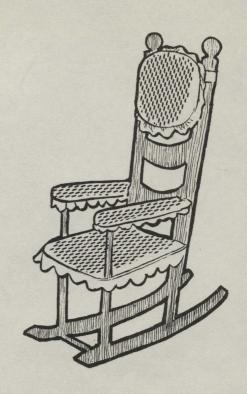
RETIREMENT

Retirement at 65 is not mandatory if you are able to do your job efficiently. From 65 to 70 you may continue to work with Commission approval. This approval must be renewed each year.

RETIREMENT PLANS - SOCIAL SECURITY & IPERS

You are protected by two retirement plans: the Social Security program and the Iowa Public Employees' Retirement System (IPERS). Both programs require a matching contribution from the agency and the employee.

Normal retirement age under these plans is 65. However you may receive a reduced IPERS pension if you retire any time after 55. Employees may receive a reduced Social Security pension at 62. Under the Social Security program, you may also receive a pension if you are disabled and unable to work. No refund of your Social Security contribution is made instead of a pension.



Agency employees who earn more than \$300 in a calendar quarter must contribute to the IPERS retirement program. "Your IPERS Benefits," a 1964 publication, describes your benefits, rights and responsibilities. More detailed information on the IPERS System is available in the IPERS Law.

You contribute $3\ 1/2$ percent of the first \$4800 you earn each year. The agency pays a like amount into the fund.

If you leave the agency before retirement, you may apply for a refund of your IPERS contributions plus two percent interest and interest dividend credits. To receive this refund you cannot work for another State unit covered by the IPERS program for three months immediately after you leave the Commission.

New employees should fill out a Designation of Beneficiary, IPERS Form 503. In case of death, a refund is made to the person or persons listed. The beneficiary or estate if no beneficiary is designated will receive a cash payment consisting of the member's payments into the IPERS fund, interest, dividend credit and employer's contribution.

GROUP LIFE INSURANCE

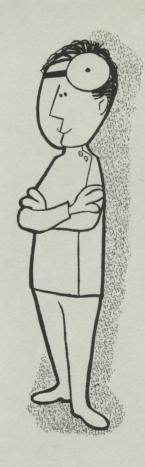
State employees may obtain low-cost group life insurance for \$1.25 a month. To participate you must join the State of Iowa Employees' Association.

The amount of insurance decreases with age:

To age 29	\$4000
30 - 39	3000
40 - 49	2000
50 - 59	1000
60 and over	500

When you leave the agency, you may transfer your policy to a similar policy with the American Mutual Life Insurance Company. However, you will be required to take a physical examination and your rate will be the one established for your age group by the company.

To take part in this insurance, send your membership fee of \$2.00 to the State of Iowa Employees' Association at 413 East 13th Street in Des Moines and request an insurance form. Send or give the completed form to the payroll department and request deductions.



WORKMEN'S COMPENSATION

Injuries on the job should be reported immediately to your supervisor or manager. It is important to report these as soon as possible, however slight they might appear at the time. Your supervisor or manager will report the accident to the personnel department. Medical and hospital expenses from an injury will be paid by Workmen's Compensation to the extent provided by law.

Copies of your hospital and medical bills should be sent to the personnel department. Necessary reports will be filed with the Industrial Commission by the personnel department and bills will be paid if the agency is judged liable. When the Industrial Commission does not judge the agency liable, the bills will be returned to you for payment.

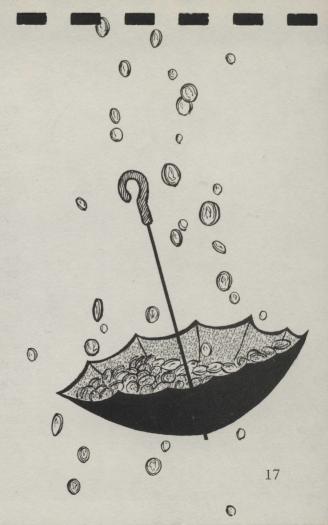
CREDIT UNION

All permanent employees are eligible for membership in the IESC Credit Union. An employee may join by paying 25 cents and is eligible for a loan after purchasing one \$5 share.

You may purchase as many shares as you like. Interest on shares has not been less than 4 percent in recent years (4 1/2% was paid in 1964). Your investment in the Credit Union is matched dollar for dollar with life insurance up to age 55. This coverage is reduced on deposits made after 55.

You may obtain loans of \$350 or less from the Credit Union without security. Larger loans require a reputable co-signer and/or a secured loan.

Loans must be repaid on a monthly or semi-monthly schedule. Generally the maximum term of any loan is 36 months. Interest on the unpaid balance of your loan is one percent a month. Payments are made directly to the Credit Union and no payroll deduction is made.



SUGGESTION AWARD PROGRAM

Our suggestion award program encourages employees to suggest methods that increase efficiency, economy or improve service. Your suggestions must concern matters outside the normal requirements, responsibility and authority of your job. In other words, it must be something that you could not put into effect without permission.

To receive an award your suggestion must be adopted and put into practice within two years and you must be an agency employee when the award is given. The award may be as much as 20 percent of the estimated savings during the first year your suggestion is used. Your suggestion should explain what you feel should be done, how it can be put into operation and what it will accomplish.

You may submit your suggestion in two ways. You may send a signed original copy of your idea to the Executive Secretary of the Commission and give the duplicate copy to your division chief or manager.

However if you prefer to remain anonymous you may send two copies of your idea to the chief of the personnel department who will register the suggestion and give it to the Suggestion Committee. You will remain anonymous until the suggestion is adopted. In either situation you will be notified of action taken on your suggestion.

IESC DIGEST

You will receive the IESC Digest twice a month. This agency newsletter is designed to keep you informed of general agency activities, new programs and other items of interest. All departments and local offices contribute news items. The final deadline for news for the IESC Digest is 10 a.m. on the first and third Friday of the month.



Employees are encouraged to further their education through correspondence, evening or Saturday classes. The Commission obtains some funds from the Bureau of Employment Security each year to underwrite the costs of individual courses, institutes and summer session programs for employees. Courses and curriculum paid for by the Commission must be directly or closely related to the employee's work.

Master's degree programs are established at Drake and Iowa State University for employment counselors. A program leading to the Master of Arts degree in economics is also established at Drake University. If you want help in selecting schools, materials and courses that will aid you in your job, the training department will be glad to help you.

Correspondence, evening or Saturday classes which you have taken and paid for yourself should be reported to the personnel department. This information becomes part of your personnel record and may aid in promotion.





EMPLOYEES' COMMITTEE

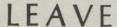
The Employees' Committee is a voluntary organization that actively promotes the welfare of administrative office employees. Representatives are elected each year by the various departments. Small monthly dues are collected for flowers, cards or gifts to members who are ill, leave the agency or have a death in the family. The Employees' Committee holds an annual Christmas party and an annual picnic.



Our employees are eligible for membership in the International Association of Personnel in Employment Security. This professional organization helps its members develop knowledge and understanding of the employment security program on the state, national and international level. Active participation gives you the opportunity to become better acquainted with others in your field of work.

The Iowa Chapter is divided into five zones with officers elected from each zone. An annual one-day state convention and business meeting is held each spring in an Iowa city. In the fall, a two-day institute is held in cooperation with one of Iowa's colleges. Each year members from many countries meet for a four-day International Convention in the United States or Canada.

The annual members' dues are \$5.00. These dues include membership in your zone, the Iowa Chapter and the International Association. Members receive a copy of "HAWKIAPES", the Iowa Chapter Publication, as well as a monthly international publication.



APPLICATION FOR ABSENCE

An M-7 form "Application for Leave of Absence" must be completed for any absence and signed by your supervisor or manager. This form is prepared in duplicate in advance for vacation leave, leave without pay, or compensatory overtime leave.

When sick leave is taken, you must complete one M-7 form as soon as you return to work. If you are unable to work and you fail to notify your supervisor or manager before 8:30 a.m., you may lose paid leave or pay.

An M-7 form does not have to be filed when the Executive Council allows early dismissal or unscheduled holidays.

VACATION

A full week (5 working days) of vacation is given each employee after a year's service with the agency. This is increased to two weeks after two years service, to three weeks after the end of ten years of employment and to four weeks after 15 years of employment.

Vacation cannot be accumulated and must be taken within one year after you earn it.

Employment with other state agencies can be counted in determining the amount of vacation you will receive.

If for special reasons, vacation is taken before it is earned, it is deducted from your last pay check if you leave the agency. When you leave the agency you will collect for earned vacation time up to your last service date on a payroll basis.

Additional time earned from the service year date to your termination will be paid by a special vacation allowance check under the provision of recent state law.



Emergency, hourly, or per diem employees are not given vacation time. Employees dismissed for gross misconduct, insubordination, or because of a conviction of a felony, or crime involving moral turpitude, may not be paid for earned vacation.

MILITARY LEAVE

A permanent or probationary employee who enlists or is drafted into the armed forces or who is required to attend training periods is entitled to a leave of absence with pay of not more than 30 days in a year. You will not lose your vacation time or agency status during your period of active military duty. A copy of your military orders or a written statement from an appropriate military officer must be provided as evidence of your military duty.

SICK LEAVE

Permanent, probational and provisional employees receive 7 1/2 days sick leave when hired, 7 1/2 days of leave may be added to this at the end of each three months of service through the first nine months. Thirty days of sick leave are added at the end of the first service year and at the end of each following service year. However only 90 days can be accumulated.

A doctor's certificate is needed to explain illness of more than five days. Weekends and holidays count as sick days when you are ill on the day before and the day after.

Ten days of your sick leave may be used when you are absent because of illness or death in your family. Your sick leave can also be used to cover periods of quarantine. In these instances leave is granted at the discretion of the Commission. When quarantined, you must furnish the Commission with a certificate of the authority imposing the quarantine.

Temporary and intermittent employees (unless on an hourly basis) are allowed 3 days sick leave when hired. An additional three days can be given after three months service. Emergency, hourly, and per diem employees are not given paid sick leave.



COURT OR JURY DUTY

Leave of absence with pay is granted to employees who serve on a jury panel or who are witnesses for the government. Whenever you are summoned for this duty, application for leave should be submitted in writing to the Commission.

Attendance at court as part of your usual official duties does not require leave of absence. When subpoenaed to testify in private litigation but not as an agency official, your absence must be taken as annual leave or leave without pay.

Money received for your court services on behalf of the government, or as an employee of the agency must be endorsed over to the Commission. However you may retain mileage costs paid by the court.

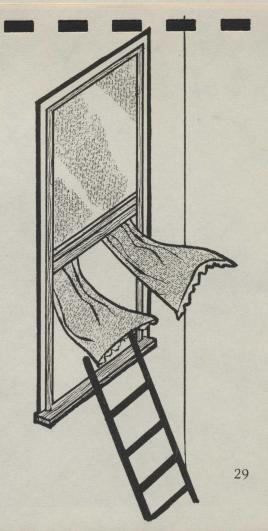
LEAVE OF ABSENCE WITHOUT PAY

As a permanent or probationary employee, you may obtain a continuous leave of absence up to six months with written agency approval. Two or more successive leaves of six months may also be approved at agency discretion.

At the end of this leave, you are reinstated without loss of your rights unless a budgetary staff reduction has eliminated your position. Time during leave without pay is not counted toward qualification for promotion or for salary increase if it exceeds 30 days. When this leave is over 30 days, you must work the same amount of time beyond your anniversary date before you accumulate annual leave.

Leave of absence without pay is not granted to employees until all vacation leave is used and it is not granted for illness until all sick leave is used. Holidays, Saturdays and Sundays are counted when they are within the period of leave without pay.

You may be dismissed from your job if you fail to report promptly when your leave of absence expires. Satisfactory reasons for not reporting must be given.



PAID ADMINISTRATIVE LEAVE

Paid administrative leave is granted to attend meetings and conventions of professional, civic and other groups when the agency believes your attendance would improve your knowledge, competence or understanding of your job.

This leave is also granted when you are asked by the agency to participate in promotional interviews or promotional Merit System examinations. When you represent the agency at funerals of agency employees or state officials, you are granted administrative leave.

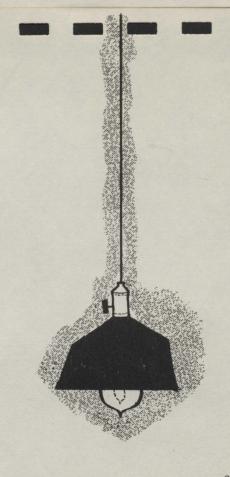
Administrative leave may be granted by the Commission when you are absent or do not report for work before 11 a.m. because of weather or other transportation difficulties. Administrative office employees file a written explanation with the personnel department.

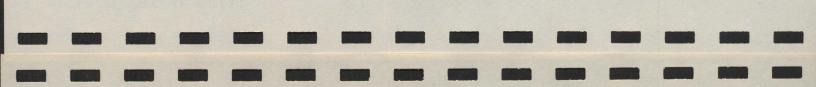
OVERTIME LEAVE

Permanent, probationary, provisional or temporary employees with approved overtime work receive compensatory leave. All overtime work in the administrative office must be approved by the executive secretary. The manager approves overtime work in the local office.

Overtime is usually allowed when it is impractical to hire temporary workers for peak work loads during regular office time. Overtime work is approved in units of one hour or more and no more than 44 hours are permitted in a 12-month period. Employees in the administrative office who work in data processing, contributions, or benefits may earn an additional 40 hours.

Overtime leave does not have to be taken in the same year it is earned. It must be taken when it will least interfere with the operation of your department or office. This leave must be approved in advance. Overtime leave, taken at the time of terminating your agency job, must be followed by at least four hours of other paid leave or actual work.





PERSONNEL PRACTICES

PERSONNEL POLICY

Agency personnel regulations are based on the merit principle of the Iowa Employment Security Law and Public Law 487. All qualified persons have equal opportunity to compete for agency positions, and appointments are made on a non-partisan merit basis without regard to age, sex, race, color, creed or national origins. All positions are filled from registers of eligible applicants established by merit examinations except emergency and provisional appointments.

Provisional appointees must meet Merit System requirements for the position to which they are appointed.

APPOINTMENTS

Probational Appointments

Employees are selected from a register of qualified eligible applicants certified by the Merit System. Selection is made from the top three candidates after waivers or failures to apply are considered.

An employee is granted permanent status at the end of his probationary period based on his three and five month efficiency ratings and his supervisor's recommendation.

Provisional Appointments

The Merit System Director may approve a provisional appointment when no statewide register of eligible applicants exists. A provisional employee must meet the specified requirements of the job. Later the provisional employee must take a Merit System examination and score high enough on the register to be selected for a probationary appointment.



Anyone who has served as a permanent, probationary or temporary employee may receive an intermittent appointment to his past classification without regard to Merit System registers. An intermittent employee is usually a former experienced staff member who is needed during a rush period.

An intermittent appointment cannot exceed 1,000 hours during any 12-month period. This appointment does not affect the reinstatement rights of a former employee.

Temporary Appointments

There are two kinds of temporary appointments. A temporary employee may be selected from a regularly established register of applicants who have indicated they are available for temporary employment of six months or less. A temporary employee may also be appointed from special Merit System registers of temporary Clerk I, II or III, temporary Interviewers, temporary Claims Deputies, temporary Typist I, or temporary Typist II.

Temporary appointments cannot exceed 1,000 hours of work in any 12-month period. This type of appointment does not count as part of a later probationary period for permanent position. You may serve both a temporary and intermittent appointment during the same 12-month period. However you still can only work the 1,000 hour maximum.

PROBATIONARY PERIOD

New employees (other than emergency or temporary) are in a probationary or provisional status during the first six months of agency employment. When you satisfactorily complete this probationary period, you are given permanent status.

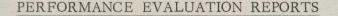
If you are promoted to a new job before receiving permanent status, you must serve another probationary period for the new job.



PERMANENT STATUS

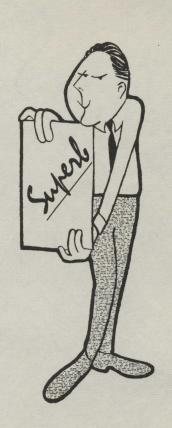
Any adverse personnel action such as dismissal or demotion (except reduction-in-force), may be appealed to the Merit System Council by a permanent employee. This appeal must be in writing and must be received by the Council within 30 days after the effective date of the action.

The Council will hear your side of the story and make a recommendation to the Commission on the justice of the action. The Commission will, if not upheld, reconsider its action. However, the Commission's decision is final.



Provisional and probationary employees are given a performance evaluation at the end of their third and fifth month of employment. In this way you are kept aware of how well you are doing on your new job, the quality and quantity of work, your attitudes and work habits.

You will continue to receive ratings every six months until you reach the top of your salary range. Employees at the top of their salary range are reviewed once a year. Your manager or supervisor may give special ratings if your work is unsatisfactory.



SALARY INCREASES 40

Only permanent employees are eligible for salary increases. As a new employee you are not eligible for a salary increase until you complete your first six months or probationary period.

Salary increases for permanent employees are granted one step at a time every six months until you reach the top of your grade. The only exception is a meritorous award for outstanding performance.

Salary increases are not automatic. They are based on your performance as indicated by your merit rating and by a recommendation by your supervisor.

LONGEVITY INCREASES

When you have completed five successive years with the agency and have been at the top of your salary range for at least six months, you are eligible for a one-step salary increase. You become eligible for an additional one-step increase after the completion of each five years of employment up to four steps.

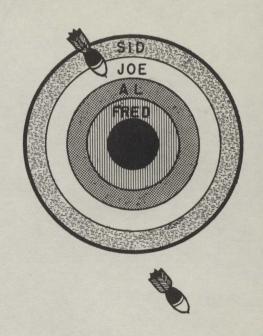
SELECTION OF EMPLOYEES FOR PROMOTION

In general, the agency recruits new employees only for beginning positions in the clerical and professional field. Other openings are filled by promoting present employees.

Occasionally an opening calls for specialized knowledge, training or experience that present agency employees do not have. Applicants are then recruited from outside the agency.

A notice of promotional openings and their job requirements are distributed to staff members when a vacancy occurs. Anyone who feels he can meet the requirements and is interested in the job may apply by letter to the personnel department. These applications are screened and recommendations made to the Commission. Those selected for a promotional opening must take a qualifying Merit System examination.

However certain job classes are exempt because qualifying experience in a trainee classification is required. Exempt classes include Employment Counselor II, Field Representative II and Labor Market Economist II.



When a position has had greater responsibilities added to it over a period of time, the job may be reclassified at a higher level and higher pay schedule. The employer who holds the position is promoted if his work is satisfactory.

PROMOTION-SALARY ADJUSTMENTS

When you are promoted your salary is raised to at least the minimum salary for the new job. However if your present salary is above the new minimum, further adjustment will be made. If your former salary equals a step in the new range, you will receive an additional step. If your former salary exceeds a step in the new range, you will receive the next step in the new range. If the amount of this increase does not equal a step in the new range, you may receive an additional step.

TERMINATION OF EMPLOYMENT

You may terminate your employment with the agency at any time. However you are expected to give the customary two weeks advance notice so that we can make adjustments in workloads or recruit a replacement.

PREGNANCY

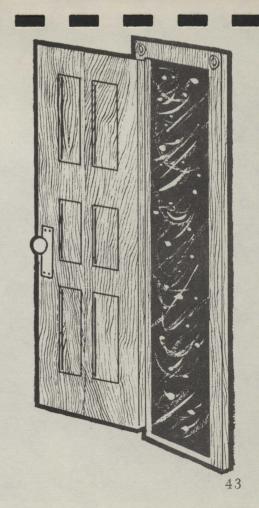
Employees are terminated at the end of seven months of pregnancy. A doctor's statement of the expected date of confinement is required.

DISMISSALS

A probationary employee may be dismissed at any time for negligence, inability to perform his duties or inefficiency. In most instances 15 days notice is given. A probationary employee does not have the right to appeal to the Merit System Council.

A permanent employee who is dismissed for negligence, inability or inefficiency will receive 15-days notice. Permanent employees have the right to appeal to the Merit System Council.

However notice is not required if you are dismissed for gross misconduct related to your job, insubordination or for a conviction for a felony or crime of moral turpitude. Conviction in court will be considered sufficient evidence of guilt. When the conviction is final, the employee is denied the right of appeal to the Merit System Council.



A restricted operating budget sometimes makes a reduction in staff necessary. When this happens, a decision is made on whether layoffs will be made in the administrative or local offices. Sometimes reductions are made in certain classifications—professional staff may be reduced rather than clerical staff or vice versa. All emergency, temporary, intermittent, provisional and probationary employees are laid off before permanent personnel. A formula that gives equal weight to service ratings and seniority is used to determine which permanent employees shall be let go. When an employee feels this formula has been incorrectly applied, he may appeal to the Merit System Council.

DEMOTION

An employee who is demoted is paid the maximum of his new range if his previous salary was above that amount. If his salary was below the maximum of the new range, he will be paid the same rate as his former salary or the next lower step of the new range depending on his new salary range.

TRANSFERS

Requests for transfers between divisions or local offices are considered in relation to agency needs. You will be transferred if a suitable vacancy exists and the transfer has the approval of your department head or manager and the department head or manager to whom transferred. Unless the agency asks you to transfer, you must pay your moving expenses.

To request a transfer, send a letter to the personnel department explaining where you wish to transfer and why. Merit System regulations do not permit probationary employees to transfer unless they were eligible for appointment to the new location at the time of their original appointment.

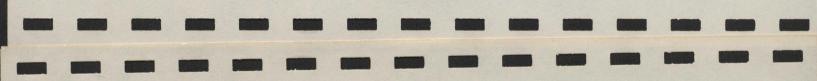


REINSTATEMENTS

If you resign from the agency in good standing, you may be eligible for reinstatement. However, there must be an opening in your same classification as when you resigned. You must also have the approval of the department head. You may be reinstated any time within a period equivalent to the time you worked as a former employee. For example, if you had worked for the agency for five years you could be reinstated any time within the five-year period after your resignation.

Reinstated personnel have a new service year. The date of your reinstatement will become your anniversary date and you will accumulate annual sick leave and vacation leave the same as a new employee. However prior service is used in determining the length of your vacation and sick leave.





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