

Welcome to TAP

# **Temporary Assignment Program Employee Handbook**

County of Riverside Human Resources  
Temporary Assignment Program  
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## WELCOME TO THE TEMPORARY ASSIGNMENT PROGRAM

### *About the Program*

The Temporary Assignment Program (TAP) is an innovative and award-winning program run by the County's Human Resources Department (HR) that functions similar to a temporary employment agency in the private sector. TAP is operated by HR staff to hire and manage temporary personnel who can be placed on temporary assignments throughout the County to meet staffing needs.

This packet is designed to help TAP employees understand their employment experience with the Temporary Assignment Program. The packet provides a summary of information concerning TAP personnel policies and practices, and explains employee responsibilities, benefits, and other terms of employment.

Please read this document and keep it accessible for reference while you are employed by TAP.

The Temporary Assignment Program strives to meet the staffing needs of the County departments it services, while providing a quality employment experience for the temporary staff it employs.

**Temporary staff employed by TAP work on an at will basis.**

## THE RECRUITING AND HIRING PROCESS

### *Recruiting*

TAP recruiters seek qualified candidates on a continuous basis. The Human Resources Department utilizes applicant tracking software that enables candidates to apply online for a variety of jobs by submitting a resume to the system. Candidates are encouraged to submit resumes even when no position is posted as vacant because recruiters search resumes received within a one-year timeframe. Candidates should visit [www.rc-hr.com](http://www.rc-hr.com) to submit their resume.

### *The Hiring Process*

TAP hires Temporary Assistants for departments requesting temporary staff, and for anticipated requests for temporary staff. When hiring Temporary Assistants for department requests, TAP works to quickly get candidates hired due to an open request awaiting the arrival of a temporary placement. TAP also hires into a pool of ready and available temporary workers for positions in which TAP regularly receives requests, such as Office Assistants and Accounting Assistants. For these positions, candidates may be hired by TAP without a known assignment. Pool candidates can be employed by TAP without an assignment for up to 90 days. Temporary Assistants employed by TAP receive no wages or pay from TAP while waiting for assignments.

### *Prior to Assignment*

After selection of a candidate for hire into TAP, and before placement on assignment, it is mandatory that TAP employees pass a physical examination and drug/alcohol screening, pass a background check which includes fingerprinting and may include a credit check, and attend TAP New Hire Orientation. Employment with TAP is contingent on candidates' ability to pass the physical examination and background screening for assignments.

**Temporary Assistants who are sent on assignments with law enforcement departments (Sheriff, Probation, Public Defender, etc.) may be subject to an extensive background check by the department, including polygraph examination. This is in addition to the TAP-required background check.**

### *Tested Positions*

The County of Riverside conducts pre-employment testing to assess candidate qualifications for certain positions and TAP assignments. For positions and assignments that have an associated pre-employment test, valid test scores are required of all candidates.

Some tests are available to take from candidates' home computers in an un-proctored environment, while other tests are administered in an appointment-only, proctored environment. Candidates who take un-proctored tests may be required to take a score-confirming test in a

proctored environment. Candidates should read job announcements carefully to understand testing requirements, if any, for positions of interest. More information can be found on the Human Resources Department's website at [www.rc-hr.com](http://www.rc-hr.com).

***Equal Opportunity Employer***

The County of Riverside is an equal opportunity employer. The County values diversity in the workplace. Men and women of all ages, cultural and ethnic backgrounds, religious and political affiliations, national origins and persons with disabilities are encouraged to apply.

## EMPLOYMENT WITH TAP

Most TAP employees are classified as Temporary Assistants in the County of Riverside payroll system. Classification titles are used primarily to establish pay rates. TAP employees are temporary, **at-will employees** and their assignments can be terminated at any time, with or without cause.

As a TAP employee, any general employment questions or concerns regarding your assignment should be directed to your TAP recruiter. Make sure that you have his/her name and phone number as well as that of your assignment supervisor. Specific questions relevant to your assignment duties should be directed to the assignment supervisor to whom you report on a daily basis.

### ***Hiring with TAP***

TAP employees are employed by the Human Resources Department and are sent on assignments to more than 40 departments and agencies throughout Riverside County. TAP hires employees to deploy on Job Orders it receives, but also hires employees for Job Orders that may be received in the future. TAP recruiters communicate the details of Job Orders to candidates, and can provide specifics on the work required of each assignment. Upon assignment, TAP employees should remain in contact with the TAP office regarding questions about their employment with TAP. Work and task related questions should be directed to your assignment supervisor.

TAP employees can remain on the Human Resources Department's payroll for up to 90 days without an assignment before they are terminated.

### ***Employment At-Will***

TAP employees are temporary, at-will employees and their assignments can be terminated at any time, with or without cause.

### ***TAP Assignments***

TAP assignments vary in length but can last up to six months. Employees are expected to complete the duration of the assignment. Work hours also vary by assignment. Specific work hour requirements for assignments are provided by TAP recruiters. Upon successful completion of an assignment, TAP employees may be eligible for reassignment but there is no guarantee of continued work.

Be sure to **communicate with the TAP office** if you experience the following situations:

- If your assignment responsibilities change.
- If your assignment supervisor changes.
- If you are injured while on an assignment.

- If your contact information changes, such as home address/telephone number.

### ***Authorization to Drive***

TAP employees who are or may be required to drive on County business must meet all vehicle and safety requirements before authorization is given to operate a County or personal vehicle while on County business. TAP employees must submit a completed **General Form #30, “Authorization to Drive a Riverside County Vehicle or Private Car for County Business”** and have a valid driver’s license and proof of insurance. TAP employees who are required to drive on County business must take the County’s Drivers’ Training class. This class is available in a classroom format or online. TAP employees should consult their assignment supervisor for more details.

### ***Mileage Pay***

If you are authorized and required to drive your personal vehicle as part of your assignment, submit your mileage report along with your time sheet each pay period. Mileage reimbursement is paid at current IRS reimbursement rates. You can access General Form 14 on the Auditor Controller’s website at [www.auditorcontroller.org](http://www.auditorcontroller.org) by accessing the Forms and Schedules link.

### ***PeopleSoft Employee Self Service***

The County of Riverside utilizes PeopleSoft software for its human resources management system. PeopleSoft allows county employees to access important employment-related information through their Employee Self Service account.

In Employee Self Service, employees can:

- Access pay advices for current and past pay periods
- Change direct deposit information
- Change/update W-4 withholding rates
- Elect to receive their W-2 electronically

Upon hire, TAP employees may access their Employee Self Service account by utilizing their employee identification number and the default ESS and password. To access Employee Self Service, employees should visit [www.workforceexchange.net](http://www.workforceexchange.net), and use the link for Employee Self Service. New employees can access with the following credentials:

- Employee Self Service Account ID: ESS + your employee number (for example ESS123456)
- Password: ESS + Your six-digit County employee number + \$ + the last four digits of your Social Security Number (for example ESS999999\$1234)

Employees should change their password during their first log in to Employee Self Service.

For problems accessing Employee Self Service, or questions on your account, please contact the OASIS Help Desk at (951)358-6100 (micro 8-6100).

### ***Attendance and Punctuality***

Regular and punctual attendance is a requirement of every job in the County of Riverside. Absences and tardiness should be reported to your assignment supervisor. Upon assignment, employees should communicate with their assignment supervisor regarding the absence/tardiness reporting requirements of the department where they are assigned.

Failure to adhere to work schedules may subject TAP employees to removal from assignments and could affect their eligibility for future re-assignments with TAP.

### ***County Equipment***

Some TAP assignments may require the use and issuance of equipment such as cell phones, tools, uniforms, keys, or badges. These items are the property of the County of Riverside and should only be used for work-related activities.

### ***Inspections of County Property***

All premises, facilities, equipment, furnishings and other property provided by the County for employee use are "County Property," including, without limitation, filing cabinets, desks, lockers, storage devices, computers, computer hardware and software, Internet and intranet access, email systems, telephones and voicemail systems. The County reserves the right to access, inspect and monitor all County Property, and all property and information contained therein, at any time, without advance notice to, or consent from, TAP employees.

TAP employees may not use the County's computers or any other County Property for any improper purpose, which includes working on behalf of any employer other than the County, either during or after work hours.

You should have no expectation that any data entered on County computers – including personal information unrelated to the County's business – is, or will remain, private.

### ***Email, Voicemail and Internet***

The County may provide you with access to its electronic mail ("email") system, voicemail system and/or Internet system (collectively, "County Systems") for the purpose of conducting County-related business. Your use of County Systems is subject to the following rules.

1. Ownership and Monitoring. All records created by you through any County System are the property of the County. The County reserves the right to monitor the use and

operation of County Systems, to access all records within them and to retain or dispose of such records as it deems necessary or desirable in its sole and exclusive discretion. This expressly includes the County's right to override any password, encryption or other process or device intended to prevent access to information. In connection with its monitoring of the Internet system, the County also expressly reserves the right to monitor the frequency and duration of your Internet usage and the sites you have visited.

2. **Message Content.** County Systems must not be used to send any message that does not comport with the County's ordinary standards of courtesy and professionalism.
3. **Confidentiality.** Never send or disclose messages containing confidential or proprietary information to anyone who does not have a right to, and need for, such information. Also, never access the files or communications of others unless you have a legitimate business purpose and authorization to do so.
4. **Compliance with County Policies.** Always comply with County policies when using County Systems. Voicemail, email or Internet use that violates any of the County's policies, including those prohibiting discrimination and harassment, will not be tolerated.
5. **No Solicitations.** Do not use County Systems for religious, political, charitable, or personal solicitations, or for advertising any personal enterprise.
6. **Inappropriate Material.** Do not access or forward material that is offensive or otherwise inappropriate for the workplace.
7. **Security.** When communicating confidential information, be aware of security issues. Conversations over cordless telephones and messages sent over the Internet from a wireless "hot spot" are particularly susceptible to interception.
8. **Deleting Messages.** County Systems are backed up at regular intervals. Never assume that an email message or a voicemail message you have deleted is deleted for all purposes. A message deleted from your "in-box" may be available elsewhere on the network. Voicemail messages and email messages sent outside of the County may remain on the recipient's system indefinitely.
9. **Logging Off.** Always log off the network when you are not using your computer. An unattended computer can be accessed by unauthorized persons.
10. **Password Security.** Never divulge your network login ID or password. If a request appears asking for your network login ID or password (or any other personal information), do not release the information. Notify your supervisor immediately of any such request.
11. **Installation of Software and Downloading.** Never install any software on a County System without first obtaining consent from your TAP recruiting supervisor.

12. Copyright Infringement and Other Unlawful Activity. Use of the County's Systems for any unlawful activity is strictly prohibited. Never use a County System to convey material or information that is defamatory or that violates copyright laws or any licensing agreement.
13. Be Aware of County Representations. Only authorized employees may communicate on the Internet on behalf of the County.

### ***Confidentiality***

While on temporary assignment with the County of Riverside, you are required to uphold confidentiality at all times. Do not discuss personal information or records you may have read such as personnel files, patient charts, or other sensitive material. The County of Riverside is in strict compliance with the “Health Insurance Portability and Accountability Act of 1996 (HIPAA)”. This is a privacy law that protects individuals’ medical records and personal health information, gives patients greater control over their information, and sets boundaries on the use and release of records. This law also establishes safeguards that health-care providers and others must achieve to protect the privacy of health information. Violators of the HIPAA rule could be accountable for up to \$250,000 (cash) in Civil Penalties, and up to 10 years in Criminal Penalties (jail time).

### ***End of Assignment(s)***

When an assignment ends, or if a TAP employee is released from an assignment, all County issued items, such as cell phones, tools, uniforms, keys, or badges should be returned to the assignment supervisor or TAP recruiter. Employees are held accountable and billed for the cost of any items not returned.

Any personal items (such as photos or coffee cups) taken to the work area must be removed at the end of each assignment.

TAP employees who are released from an assignment and have questions regarding the release should contact the TAP office and refrain from contacting or visiting the department supervisor.

### ***Termination of Temporary Employment***

Temporary employees in good standing remain active in the County payroll system but do not receive pay for up to 90 days so they may be considered for reassignment, if TAP determines that reassignment is appropriate to the Temporary Assistants skills, abilities, and past performance on assignment. If you choose to terminate your employment with the County of Riverside for any reason prior to 90 days of not working, please submit a letter of resignation so that your termination is documented and can be recorded on your requested resignation date. If a letter of resignation is not received, your employment will be automatically terminated after 90 days of not working with TAP.



- February 12<sup>th</sup> Lincoln's Birthday
- Third Monday in February Washington's Birthday
- Last Monday in May Memorial Day
- July 4<sup>th</sup> Independence Day
- First Monday in September Labor Day
- Second Monday in October Columbus Day
- November 11 Veteran's Day
- Fourth Thursday in November Thanksgiving
- Friday following Thanksgiving Thanksgiving
- December 25 Christmas Day

### ***Sick Leave/Vacation Pay***

TAP employees are not eligible for Sick Leave pay or Vacation Pay, or other forms of paid leave. TAP employees are only paid for time worked.

### ***Jury Duty Pay***

If you receive a summons for jury duty while you are employed by TAP, you should immediately notify your TAP supervisor of your status. TAP cannot hold your current assignment open but will attempt to re-assign you once your jury service is complete. The TAP office will not request an excuse or deferment of your jury service on your behalf. TAP employees do not receive pay from the County for jury service.

### ***Bilingual Pay***

Some temporary assignments require bilingual skills of candidates performing the work. Generally the positions require that an employee perform bilingual translation as a part of their job function and regular duties at least 50% of the time. Temporary Assistants assigned to positions requiring bilingual skills are eligible to receive bilingual pay. Compensation for bilingual pay varies according to usage of the second language requirements of the job.

Prior to an employee receiving bilingual pay, the assignment supervisor must submit a **Request for Bilingual Designation of Position** form to TAP for approval and the employee must pass an assessment test that confirms their bilingual skills.

Employees who receive bilingual pay for an assignment designated as requiring bilingual skills and are later placed on a new assignment that is not designated as requiring bilingual skills, will not continue to receive bilingual pay.

## ***Direct Deposit***

TAP employees are encouraged to sign up for direct deposit. To sign up, attach a voided or canceled check (not a deposit slip) to the **Electronic Deposit Authorization** form. You will receive a paycheck by mail while your request is being processed, for approximately two pay periods. Once automatic deposit begins, you must obtain your statements (Pay Advice) of your earnings by accessing your Employee Self Service account.

## ***Special Pay Card***

The County of Riverside offers employees free pre-paid VISA debit cards which allow employees to elect up to 100% of their paychecks to be deposited to the card. Enrollment forms and additional information regarding the card are provided in TAP orientation, or can be obtained at the Auditor Controller's website by navigating to the Payroll Division.

## ***Your First Pay Day***

TAP employees who are hired close to the end of a pay period may receive their first pay check late. County of Riverside pay date cutoff times may cause first pay checks to require that some days of pay be paid in the next pay cycle. For example, the first paycheck may include 15 days of work (one day carried over from the prior pay period) for employees who started on the 14<sup>th</sup> day of the pay period when initially starting employment. TAP recruiters and department payroll representatives will be able to provide more information to employees regarding whether the first pay check will be delayed to the next pay cycle.

## ***Year End W-2s***

Active employees can elect to receive an electronic W-2 via their Employee Self Service account. Prior year W-2s will also be available in Employee Self Service accounts.

Upon termination, Employee Self Service accounts are disabled. Please refer to the *When Your Employment Ends* section of this handbook for more information about your Employee Self Service Account after termination of your employment with TAP.

## ***Federal and State Taxes***

Employee's elections on the form W-4 (Employee Withholding Allowance Certificate) determine both federal and state withholdings. Employees who prefer state withholding amounts other than those specified on Form W-4, must complete a DE-4 form.

New employees submit an initial W-4 (and DE-4 as applicable) during TAP Orientation. Employees who need to change W-4 withholding amounts after TAP Orientation, may make changes through their Employee Self Service Account.

## Welcome to TAP

Employees who need to change DE-4 withholding amounts after TAP Orientation, may obtain the form on the Auditor Controller's website at [www.auditorcontroller.org](http://www.auditorcontroller.org), by navigating to the Payroll Division. DE-4 forms should be sent to the Auditor Controller Payroll Division.

## UNDERSTANDING YOUR PAY & TIMEKEEPING PROCEDURES

### ***Timekeeping and Timesheets***

Temporary employees sent on assignment are required to keep a record of hours worked on assignment for timekeeping purposes. Employees will not be paid without supervisory approval of their time worked on an assignment each pay period.

### ***Timesheets***

The Temporary Assignment Program publishes a timesheet template on the HR Department's website. Temporaries may access this document at the Workforce Exchange website (Workforce Exchange >> HR Toolbox >> Recruitment and Selection >> TAP):

<http://workforceexchange.net/HRToolbox/RecruitmentSelection/TAP/tabid/1121/Default.aspx>.

Temporary Assistants employed by TAP must use this timesheet template for all hours worked on assignment.

Timesheets for Temporary Assistants must be submitted to assignment supervisors for approval. Assignment supervisors submit timesheets to the department payroll representatives in the departments in which they are employed for entry in the County's payroll system. Temporary Assistants with questions on their paycheck related to timekeeping while on assignment should contact the department payroll representative in the department where they were/are assigned. All other inquiries related to pay rates, eligibility for bilingual pay, dates of employment, etc., should be directed to the TAP office.

At the end of an assignment, timesheets accounting for all work performed to the end of the assignment must be submitted to the supervisor of the temporary worker's assignment for signature.

### ***Shift Differentials***

Temporary Assistants on assignment with departments that work beyond normal business hours are eligible for shift differential. TAP employees are eligible for the following differentials only:

- Shift differential Z01 for hours worked from 6:00 pm until 11:00 pm; **or** if starting work after 1:00 pm, shift differential Z01 for hours worked from 3:00 pm until 11:00 pm
- Shift differential Z02 for hours worked from 11:00 pm to 7:00 am.

The eligibility criteria and reporting procedures are described on the timesheet document.

### ***Payroll Calendar***

The County of Riverside has established pay periods of 14 days each, that begin on Thursday and end two weeks later on Wednesday.

Employees of the County of Riverside are paid on a biweekly basis, every other Wednesday, for the pay period that ended 14-days prior. **There is a 14-day delay between the close of the pay period and the payday for that pay period.** The County of Riverside’s payroll calendar can be found on the Auditor/Controller’s website (payroll tab) at: [www.auditorcontroller.org](http://www.auditorcontroller.org).

### ***Timesheet Due Date***

Timesheets are due **immediately** following the close of the pay period on the Wednesday in which the pay period closes. Earlier dates may be required during pay periods where County-observed holidays occur. It is important to submit timesheets on time each pay period. Missing or late timesheets will result in missed or delayed paychecks. Employees who are away from work on the date the pay period ends must make arrangements with assignment supervisors to submit their reported time during absences. It is every employee’s responsibility to ensure timesheets are submitted on time each pay period.

Timesheets will not be processed for payment without the signature of an authorized assignment supervisor.

### ***Timesheet Errors***

If a timesheet needs to be changed after it has been submitted, employees should submit a corrected timesheet clearly marked “REVISED TIMESHEET” for the pay period where the correction is required. Employees should submit the corrected timesheet to their department payroll representative. Revised timesheets also require the signature of an authorized assignment supervisor in order to be processed for payment.

## RETIREMENT: SOCIAL SECURITY, THE TEMPORARY/PART-TIME EMPLOYEES' RETIREMENT PLAN, AND CALPERS

Deductions/contributions for Social Security, the Temporary/Part-Time Employees' Retirement Plan, and the California Public Employee Retirement System (CalPERS) generally depend on the number of hours a Temporary Assistant works in the fiscal year.

For the first 1,000 hours of work in a fiscal year, the employee is enrolled in and contributes to the County Temporary/Part-Time Employees' Retirement Plan, which is a 401(a) defined benefit pension plan. The County also contributes to the 401(a) on behalf of the employee. During this time, neither the employee nor the County pays into Social Security, and the employee is not enrolled in CalPERS. After 1,000 hours of work in any fiscal year, the employee and County stop contributing to the 401(a) and begin to pay into Social Security. The employee is also enrolled in CalPERS and begins to make contributions. For the percentage of pay contributed/deducted, see the table below.

<b>Retirement Contributions/Deductions</b> (Percentage of Pay)		
	<b>1000 Hours or Less Worked</b>	<b>More Than 1000 Hours Worked</b>
<b>401(a)</b>	3.75%	N/A
<b>CalPERS</b>	N/A	8.00%
<b>Social Security</b>	N/A	6.2% (4.2% for 2011)
<b>Medicare</b>	1.45%	1.45%
<b>Total</b>	<b>5.2%</b>	<b>15.65%</b> (13.2% for 2011)

*\* These deductions are in addition to state and federal withholding (per your W-4 and DE-4).*

Employees who previously became members of CalPERS—whether through previous employment with TAP, the County, or another CalPERS agency—pay into CalPERS and Social Security from the first day of their employment. Employees filling an assignment that is planned to exceed 1,000 hours also pay into CalPERS and Social Security from the first day of employment. Employees who are retired with CalPERS and drawing a pension do not pay into Social Security, CalPERS, or the 401(a), but these retirees cannot work more than 960 hours in a fiscal year.

## OTHER IMPORTANT BENEFITS INFORMATION

### ***Credit Union***

TAP employees are eligible for membership in the Altura Credit Union. For more information and a listing of Altura Credit Union locations throughout Riverside County, please visit the Credit Union's website at [www.alturacu.com](http://www.alturacu.com) or call (888) 883-7228.

### ***Rideshare***

All County of Riverside employees are encouraged to participate in Rideshare. Rideshare offers a variety of services such as vanpools and carpool matching. Preferred parking is available at some facilities for those who carpool. Additional information is available through the Rideshare office by calling (951) 955-1181.

### ***Medical Benefits***

TAP employees are not eligible to enroll in any of the County's benefit plans (medical, dental, vision, etc.). However, TAP employees who work on a "temporary" basis may enroll their eligible dependents up to age 26 in the Exclusive Care EPO at no cost. TAP employees interested in this coverage must enroll within 60 days of their first day of employment and may obtain enrollment forms from the TAP office.

Questions regarding claims, authorization, appeals, or other concerns should be directed to Exclusive Care by calling (800) 962-1133 or visiting their website at: [www.exclusivecare.com](http://www.exclusivecare.com)

### ***State Disability Insurance***

The County of Riverside does not pay in to State Disability Insurance (SDI), and therefore its employees are not eligible to receive SDI benefits. If you should become disabled while working for TAP, you may have eligibility for SDI based on work you performed with another employer. You should consult with SDI to obtain further information on filing a claim and determining your eligibility for benefits if you become disabled.

### ***Work Related Injury or Illness***

If you should be injured on the job while on an assignment, you should **immediately** notify your assignment supervisor or a member of management in the department in which you are assigned **and** the TAP office. If you are disabled by an occupational injury, the TAP office will work to identify possible assignments where you may work within your work restrictions, if applicable.

If your injury or illness developed gradually (like tendinitis or hearing loss), report it as soon as you learn or believe it was caused by your job. Reporting promptly helps avoid problems and

delays in receiving benefits, including medical care. If the County of Riverside does not learn about your injury within 30 days, you could lose your right to receive workers' compensation benefits.

Employees may contact the Workers' Compensation Division of the Human Resources Department for questions or information regarding a previously reported injury. The Workers' Compensation Division can be reached at: (951) 955-5864

### ***Disability Accommodations***

The County of Riverside does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. It is committed to ensuring that its programs, services, and activities are fully accessible to and usable by people with disabilities. If you should need accommodations for a disability, please contact your TAP recruiter to discuss options for accommodations.

### ***Pregnancy Disability***

TAP employees who become disabled by pregnancy should contact their TAP recruiter to discuss options for accommodations.

### ***Leaves of Absence***

TAP employees who need to take a leave of absence for personal reasons or medical reasons related to their own health condition or the health condition of a family member should contact their TAP recruiter to discuss options and obtain information on how to apply for a leave of absence.

### ***Discounts***

Employee discounts are offered to County of Riverside employees via the terms set by the companies offering the discount. Generally vendors ask for "employee" status without differentiating whether employees are temporary/regular/seasonal/per diem with the County. TAP employees are encouraged to inquire with the vendor directly.

Employees may access information about current discounts at: [www.workforceexchange.net](http://www.workforceexchange.net).

### ***Employee Assistance Services (EAS)***

The County of Riverside realizes that problems at work or in employees' personal lives can become difficult to manage from time to time, causing emotional stress. Since 1983, Riverside County has offered the support of the Employee Assistance Services (EAS) to help its employees and their families' live happier, more productive lives.

## Welcome to TAP

The EAS is a free, confidential service that provides individual counseling on a variety of issues. TAP employees and their dependents (up to age 23) are eligible for up to six sessions with EAS per calendar year. The EAS is completely confidential. As part of your confidentiality rights, employers cannot be told of any visits without your written permission.

To reach an EAS office, contact:

Greater Riverside  
3600 Lime Street  
Bldg. 3, Ste. 314  
Riverside, CA  
Phone: (951) 778-3970

Desert Region  
68-625 Perez Rd.  
Suite 10-A  
Cathedral City, CA  
Phone: (760) 328-6863

## SPECIAL RULES FOR CALPERS RETIREES

### ***Retirement/California Public Employees Retirement System***

Many retired County employees return to temporary work through TAP. Retirees who work more than 960 hours in a fiscal year (July 1 – June 30) will jeopardize their CalPERS retirement benefits. TAP monitors employee hours and will notify retirees and assignment supervisors when hours worked approaches 960. Retirees are also obligated to monitor their own hours of work to ensure they are not working more than 960 hours in a fiscal year.

At TAP's discretion, pre-employment testing may be waived for retirees returning to work in temporary assignments similar to classifications held during the course of their employment with the County of Riverside.

Please refer to CalPERS Publication 33, "Employment After Retirement," for more information about restrictions on CalPERS retirees. A copy of this document is available on the CalPERS website.

For additional questions regarding CalPERS, call (888) 225-7377, or visit their web site at [www.calpers.ca.gov](http://www.calpers.ca.gov)

For other questions regarding County of Riverside retirement-related concerns, please call the Benefits information line at (951)955-4981.

## **SPECIAL PROVISIONS FOR COMMISSION AND ADVISORY GROUP MEMBERS APPOINTED BY THE BOARD OF SUPERVISORS**

The Board of Supervisors of the County of Riverside has the authority to appoint members of the public to serve on commissions and advisory groups related to a variety of matters in the county. Commission and Advisory Group Members are appointed without competition by the appointing authority, and employed through the Temporary Assignment Program. **Employment is at-will to the appointing authority and the Temporary Assignment Program.**

### ***Compensation***

Commission and Advisory Group Members employed by TAP receive no hourly compensation, but may be eligible for stipends or other payments as established by their appointing commission or advisory group. These stipends and other payments are subject to withholding taxes and employment taxes as required by the Internal Revenue Service.

### ***Forms***

Claims for stipends and or other eligible expenses must be submitted on General Form 14 for Commission and Advisory Group Members. Commission and Advisory Group Members should obtain this form from the TAP website.

### ***Pre-Employment***

The Human Resources Director of the County of Riverside has waived the customary TAP requirement for pre-employment physical examinations for Commission and Advisory Group Members employed by TAP.

Commission and Advisory Group Members are required to submit to a pre-employment LiveScan background check as required by Board Policy C-33, Background Check Policy.

### ***CalPERS Exemption***

The Commission and Advisory Group Members are exempt from California Public Employees Retirement System (CalPERS) membership for employment related to their commission or advisory group membership.

### ***401(a) Part-Time & Temporary Employees' Retirement Plan***

Commission and Advisory Group Members contribute to the County's 401(a) Part-Time & Temporary Employees' Retirement Plan. The 401(a) is a defined benefit pension plan in lieu of Social Security. Employees contribute to the 401(a) plan and the County contributes to the plan

on behalf of the employees. Please refer to the section describing the County's 401(a) plan in this handbook.

## ***Benefits***

Commission and Advisory Group Members are not eligible for health, dental, vision, or other benefits related to their employment with the Temporary Assignment Program.

Commission and Advisory Group Members are not eligible for the Board of Supervisors dependent-only Exclusive Care plan provided to Temporary Assistants employed through TAP.

## SPECIAL PROVISIONS FOR STUDENT INTERNS

### ***Student Interns***

The County of Riverside employs student interns for a variety of internship opportunities throughout the county. The Temporary Assignment Program (TAP) manages the employment of interns, who are able to be placed on assignments with departments. The Human Resources Department's Educational Support Program (ESP) and recruiters seek qualified students for placement with departments consistent with the student's area of study.

The primary purpose of the Professional Student Intern Program is to encourage students who are in the process of completing their education to become interested in employment with the County of Riverside. Professional Student Interns (PSI) are encouraged to apply for positions that are related to their areas of study in school, and are in the fields where they would work if employed as permanent County employees.

### ***Benefits***

Professional Student Interns are not eligible for health, dental, vision, or other benefits related to their employment with the Temporary Assignment Program.

Professional Student Interns are not eligible for the Board of Supervisors dependent-only Exclusive Care plan provided to Temporary Assistants employed through TAP.

**Professional Student Interns should consult the Professional Student Interns Program Guidelines for more information regarding their employment with TAP.**

## OTHER COUNTY INFORMATION

### ***Applying for Jobs with County of Riverside***

The Human Resources Department utilizes applicant tracking software that enables candidates to apply online for a variety of jobs by submitting a resume to the system. Candidates are encouraged to submit resumes even when no position is posted as vacant, because recruiters search resumes received within a one-year timeframe.

TAP employees are encouraged to update their resume on file with the County after each assignment. When revising your resume, identify yourself as a TAP employee and include the department you were assigned to (i.e. Office Assistant II - TAP Mental Health). Be specific and very detailed in describing your job duties.

To submit an updated resume, or to obtain more information about how to apply for County employment visit: [www.rc-hr.com](http://www.rc-hr.com)

## **PARKING**

Parking is available at all County of Riverside facilities but spaces may be limited at some locations. Some facilities provide for unrestricted parking of employees and the public. Certain facilities require placards or employee parking stickers on vehicles to park in designated areas. Your TAP recruiter will advise you if a parking permit is required at the location of your assignment.

### ***Temporary Parking Placard/Employee Parking Stickers***

Temporary Parking Placards are available until employees are issued an employee number. Upon receipt of an employee number, employees can obtain an Employee Parking Stickers from the Economic Development Agency's Facilities Management Division.

Please be aware that parking placards and employee parking stickers must be placed on the dashboard of your car, making sure the placard/sticker is visible to parking patrol.

Temporary Parking Placards are issued on a monthly basis and the color and expiration dates of these permits change every month. Be aware that you must get a new Temporary Parking Placard at the end of the month.

Do not park in public parking once you have received an Employee Parking Sticker, or you will receive a ticket.

Stickers issued to employees of the County of Riverside must be surrendered upon termination of your employment from the County of Riverside.

### ***Parking Tickets***

TAP cannot reverse or reimburse any charges for parking tickets. Please park your vehicle in accordance with parking regulations. Parking tickets incurred in county vehicles driven by TAP employees are the responsibility of the employee to which the vehicle was assigned, and will not be paid by TAP.

## IMPORTANT COUNTY OF RIVERSIDE POLICIES

### ***County of Riverside Policies***

TAP employees are expected to review, understand, and comply with all policies set by the Board of Supervisors. These policies include:

- Board Policy A-49 Customer Satisfaction
- Board Policy A-50 Electronic Media Use
- Board Policy A-58 Information Security
- Board Policy B-23 Health Privacy and Security
- Board Policy C-10 Alcohol and Drug Abuse
- Board Policy C-25 Harassment Policy and Complaint Procedure
- Board Policy C-27 Workplace Violence, Threats and Securities
- Board Policy C-35 Standards of Ethical Conduct to Address Fraud, Waste, and Abuse
- Code of Ethics

Please review each of these policies by accessing them on the Workforce Exchange website (Workforce Exchange >> HR Toolbox >> Recruitment and Selection >> TAP):

<http://workforceexchange.net/HRToolbox/RecruitmentSelection/TAP/tabid/1121/Default.aspx>

### ***Department/Agency Policies***

The Board of Supervisors sets County-wide policies that pertain to all employees. Departments and Agencies have authority to establish policies on a department or agency-wide basis. Upon assignment, Temporary Assistants are encouraged to discuss with their assignment supervisors any department-level policies that will impact their work.

### ***Smoking***

Smoking in County facilities is prohibited by law. Employees should reference Board Policy A-23, Non-Smoking Policy, for more information. Smoking is permitted in designated outdoor areas only during your break or lunch period.

## DRESS CODE

The County of Riverside does not adhere to a single standardized dress code, but instead dress codes are set in the departments where employees work. Most employees of the County interact with the public seeking service or are visible to the public in the jobs they perform; therefore employees should always strive to reflect professionalism in the clothes that they wear to work. Certain departments have dress codes designed to protect the health and safety of employees, and therefore must be adhered to by staff. The Human Resources Department's Temporary Assignment Program requires that its employees dress appropriately and in a manner that is suited to the nature of the work being performed in the department of assignment.

### *Uniforms*

Some departments in the County require uniforms. If you are assigned to a department where uniforms are worn, contact your assignment supervisor for further instructions on obtaining a uniform. Uniforms are property of the County and must be returned upon completion of an assignment in a department requiring a uniform.

### *Summer Dress Code*

During summer months, typically between the Memorial Day and Labor Day holidays, some departments relax formal dress code standards to provide flexibility during hot summer weather. Adoption of summer dress programs vary in departments throughout the County, and further information should be obtained from the departments where assigned.

For more information, temporary staff should consult with their assignment supervisor regarding the standards in place or uniform requirements in the department in which they are assigned.

Temporary Assistants employed by TAP are representatives of the Human Resources Department. As such, the Human Resources Department sets standards for temporary employees such that temporary staff must wear attire that is clean and modest, and practice proper personal hygiene and grooming. Temporary staff must display **no visible tattoos or multiple piercings, and must not wear t-shirts/sweatshirts with inappropriate advertisements, logos or sayings.**

**Employees on assignment may be sent home without pay to comply with dress code standards of the assignment in which they are employed.**

## WHEN YOUR EMPLOYMENT WITH TAP ENDS

### ***Reassignment***

The Temporary Assignment Program recruits for a variety of positions to meet the needs of more than 40 departments and agencies in the County of Riverside. Candidates who are interested and available to continue working after an assignment ends should contact TAP recruiting staff to inquire about availability of assignments. TAP employees should keep their resume on file with the County up to date as they gain additional work experience through assignments. TAP makes no guarantees or commitments of providing continuous work and eligibility for subsequent assignments is contingent on satisfactory performance of past assignments.

Temporary Assistants who remain on the TAP payroll in an unpaid status for 90 days without an assignment will be terminated. No wages or other compensation is paid to TAP employees when they are on the payroll without an assignment.

### ***Final Paycheck***

As a local government entity, the County of Riverside is **exempt from Section 201 of the California Labor Code**, which requires immediate payment of final wages upon termination. Your final paycheck will be issued on the scheduled pay date closest to your release or assignment end date.

### ***Verification of Employment***

The County of Riverside has joined The Work Number to provide verification of employment and income for current and former employees. The Work Number can be used any time, anywhere, and is available 24 hours a day, seven days a week. Contact The Work Number at (800) 367-2884 or [www.theworknumber.com](http://www.theworknumber.com) for more details.

The County of Riverside's Employer Code is 12421.

New TAP employees requiring confirmation of employment which cannot be obtained from The Work Number should contact the Temporary Assignment Program at (951) 955-9178 for further directions on how to obtain an immediate verification.

### ***CalPERS***

For more information regarding your CalPERS retirement account (if applicable to your TAP employment) after termination of your TAP employment, please contact the Benefits Information Line at (951) 955-9481. You may also contact CalPERS ([www.calpers.ca.gov](http://www.calpers.ca.gov)) for more information.

### ***401(a) Part-Time & Temporary Employees' Retirement Plan***

If you terminate employment with the County of Riverside, and the present value of your accrued retirement benefit (this is not your contribution amount) is less than \$5,000.00, you can either receive a lump sum payment of or roll over into another retirement account the current value of your retirement benefit. Current retirement value is generally 2% of your total base compensation earned during participation in the plan.

If the amount of your accrued retirement benefit is over \$5,000, you will receive a monthly benefit at age 65.

If you die before your retirement benefits begin, your beneficiary will be entitled to receive a lump sum payment of your employee contributions plus any accumulated interest.

For any questions, or additional information regarding this retirement plan please contact the Benefits Hotline at (951)955-4981.

### ***Unemployment Insurance***

After completion of an assignment with any temporary service employer, temporary employees may wish to file for unemployment insurance (UI) benefits. Eligibility for unemployment insurance benefits is determined by the Employment Development Department (EDD) and therefore former TAP employees with questions regarding a UI claim should contact EDD. Please visit the EDD website at: [www.edd.ca.gov](http://www.edd.ca.gov).

### ***Employee Self Service***

Upon termination of County of Riverside employment, Employee Self Service accounts are inactivated. You will not be able to access your account following the effective date of your termination from TAP. After termination, copies of past pay advices and W-2 forms must be obtained from the Auditor/Controller's office. Please visit the Auditor Controller's website at: [www.auditorcontroller.org](http://www.auditorcontroller.org)

### ***W-2s***

Upon termination, employees who have elected to receive electronic W-2 documents in their Employee Self Service Accounts will receive their W-2 documents by mail. If you do not receive a W-2, please contact the Auditor Controller's office to obtain copies.

### ***Update Your Mailing Address with TAP***

Following termination of your employment from TAP, it is important to keep your address up to date so you will receive correspondence and W-2 documents in a timely manner.

## **IMPORTANT TELEPHONE NUMBERS, ADDRESSES, AND WEBSITES**

### ***Riverside County Human Resources Department***

Riverside County Human Resources Department  
4080 Lemon Street  
PO Box 1569  
Riverside, CA 92502-1569  
Telephone: (951) 955-3500  
Website: [www.rc-hr.com](http://www.rc-hr.com)

### ***Temporary Assignment Program***

Riverside County Human Resources Department  
Temporary Assignment Program  
1111 Spruce Street  
Riverside, CA 92507  
Telephone: (951) 955-9178  
Fax: (951) 955-1525  
Payroll Fax: (951) 955-9153  
Email: [TAP@rc-hr.com](mailto:TAP@rc-hr.com)  
Website: [www.rc-hr.com/Employment/TemporaryMedicalAssignmentProgramsTAPMAP/tabid/393/Default.aspx](http://www.rc-hr.com/Employment/TemporaryMedicalAssignmentProgramsTAPMAP/tabid/393/Default.aspx)  
<http://workforceexchange.net/HRTtoolbox/RecruitmentSelection/TAP/tabid/1121/Default.aspx>

### ***Benefits Division (401(a) Information)***

County of Riverside Human Resources Department  
Benefits Division  
4080 Lemon Street, 1<sup>st</sup> Floor  
Riverside, CA 92502  
Website <http://benefits.rc-hr.com/>  
Email: [Benefits@rc-hr.com](mailto:Benefits@rc-hr.com)

### ***Occupational Health Offices***

County of Riverside Human Resources Department  
Occupational Health  
14375 Nason Street, Suite 101  
Moreno Valley, CA 92555

Telephone: (951) 486-4546  
Fax: (951) 486-4295

### ***Workers Compensation Division***

Riverside County Human Resources Department  
Workers Compensation Division  
Email: [workcomp@rc-hr.com](mailto:workcomp@rc-hr.com)  
Telephone: (800) 981-4613 to report a claim

### ***Workforce Exchange***

The County's tool for thought exchange, resource exchange, event exchange, and much more.  
Website: [www.workforceexchange.net](http://www.workforceexchange.net)

### ***Auditor - Controller - Payroll Division***

Physical Address:

County Administrative Center  
4080 Lemon St. 3rd Floor, Rm. 144  
Riverside, CA 92502

Mailing Address:

Riverside County Auditor-Controller  
Attn: Payroll Division  
PO Box 1326  
Riverside, CA 92502-1326

Main Phone: (951) 955-3810

Fax: (951) 955-3814

Garnishment Line: (951) 955-3818

W-2 Line: (951) 955-3815

Email: [aco\\_payroll@co.riverside.ca.us](mailto:aco_payroll@co.riverside.ca.us)

Website: [www.auditorcontroller.org](http://www.auditorcontroller.org)

### ***California Public Employees Retirement System (CalPERS)***

Website: [www.calpers.ca.gov](http://www.calpers.ca.gov)

Telephone: (888) CalPERS or 1-888-225-7377