Temporary Employment Program
Employee Handbook

human resources

Temporary Employment Program
Human Resources
3333 Calironia Street Ste 305
San Francisco, CA 94143-0832
Phone: 415-476-4486
www.tep.ucsf.edu

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Congratulations on becoming a new employee of the University of California, San Francisco’s Temporary Employment Program (TEP)!

The UCSF Temporary Employment Program - Your Road to Success.

T - Teamwork
E - Excellence
M - Motivation
P - Professionalism

This guide details the conditions and terms of your employment with the Temporary Employment Program. Please take the time to read it thoroughly. The Department Manager, Client Service Analysts and Staff are available to answer your questions and to help you resolve any problems you may encounter during your employment with us. UCSF Temporary Employment is At Will. We welcome you to UCSF and wish you the best of luck in your future assignments.

The primary goal of the Temporary Employment Program (TEP) is to provide immediate administrative and technical support services to the various departments throughout UCSF. These departments utilize TEP employees to complete special projects, fill in for employees who are on vacation or sick leave, or to temporarily fill a vacant position during recruitment. We also provide our clients with a viable source of candidates for its career and limited appointment positions.

TEP Positions include, but are not limited to the following skill areas:

Administrative, Accounting, Analyst, Cashiering, Contracts/Grants, Customer Service, Dental Assistant, Data Entry, Executive Assistant, Filing Clerk, Human Resources, IT Computer Positions, Medical Records Receptionist and Billing (medical-insurance-IDX-scheduling)
Qualification Requirements

The process for placement on a temporary assignment here at UCSF requires successful completion of the following:

1. Online or Walk-in Registration
2. Screening of Employment History (minimum 1 year clerical/admin experience required)
3. Skills Assessment - passing score required
4. Interview
5. Skills update
6. Resume Upload
7. 2 Positive References
8. Background Check
9. Health Screening (Medical Center Assignments)

Work Availability

Once hired, you are an employee of TEP and your immediate supervisor is the Client Service Analyst who places you on your assignments.

Job order requests are assigned by matching candidate skills and availability to customer needs. Be sure to notify the TEP of your availability weekly. You should only call in your availability once a week on Monday. Verify that your resume is online and is updated to reflect your most recent job assignment at: www.tep.ucsf.edu. If you are working on an assignment and are advised by your department supervisor of a definite end date, please call the Main TEP desk at (415) 476-4486 and leave your name, telephone number, most recent title, and the date of your availability. Your name will be added to the availability list.

Continuous employment cannot be guaranteed, therefore it is recommended that you be prepared for the possible gaps between work assignments. (See also “Break in Service”)
UC policy defines employees of TEP as “floaters”. A “floater” is a form of appointment reserved for use in temporary employment pools administered by UC Human Resource Departments. All floater appointments (appointment: establishes the employment relationship between the employee and the University), represented by CUE, are for a thirty-six month (3 year) period. Appointments in unrepresented job titles such as Analyst I and above are for a twenty-four month (2 years) duration. Once you have been employed for the related 2 or 3 year period, a 120 consecutive calendar day “break in service” is required, see Break in Service. Your appointment may be re-established once you have completed this “break in service”.

Due to the maximum duration allowed for employment, notifications will be sent out during the 22nd month of consecutive employment for Analyst and above and the 34th month of consecutive employment for CUE employees. Notifications will be sent to the TEP employee advising them of the approaching required break in service. Please note that time is counted whether or not the Temporary employee is working with TEP. If you take an outside assignment, whether career or temporary, and if it is to be longer than 120 days, please notify TEP at that time so that this time off can be counted towards your break in service.

A break in service consists of a minimum of 120 calendar days off pay status and a separation check is issued from the payroll department.

In accordance with the agreement between the University of California and the Coalition of University Employees (CUE) regarding the use of floaters in University temporary employment pools, Temporary employees in job titles represented by CUE may only work in any one department, doing the same work, at the same title, for up to 1,500 hours. At 1,000 hours, you will be sent a notice with your required assignment end date. When your assignment ends, you may call in to TEP to be reassigned to another department. During periods of unemployment, you are eligible to apply...
for Unemployment Insurance benefits and should contact the:

Employment Development Department,
www.edd.ca.gov or 1-800-300-5616 for further information. You may also register with other temporary services.

Due to the nature of work a TEP employee may be assigned during their appointment with the TEP, all TEP candidates are required to have a background check. Such work includes but is not limited to access to patient/confidential information protected by HIPAA, cash handling, work in the Medical Center and positions with a “Sensitive” designation. A more extensive background check is required for those TEP employees assigned to positions at the UCSF Medical Center. Fingerprinting is required of all employees assigned cash handling responsibilities in addition to the above mentioned background check.

A health screening is required of all TEP employees assigned to the UCSF Medical Center.

Each of your work assignments will vary in duration, for example, from one day up to 3 or 4 months or longer (except CUE Job titles) at any one location. Because you will be working on different assignments, please note that job duties and requirements vary from assignment to assignment. An employee’s administrative skills, work experience, performance evaluations at UCSF and availability to work are evaluated by the Client Service Analysts before placing an employee on a new assignment.

Assignments are usually Monday through Friday, 8:00am -5:00pm, with an unpaid one-hour lunch break. Sometimes, however, your work hours may vary from assignment to assignment. If you work an eight-hour day, you will be granted two 15-minute rest periods (one in the morning and one in the afternoon) as well. When you accept an assignment, your TEP Analyst will give you all the information you need, such as the name and location of the department, the supervisor’s name and
telephone number, position title, salary, and the date your assignment will begin and an approximate end date. Your Analyst will also provide you with an assignment number and detailed description of your responsibilities. If you have any scheduled appointments or previous engagements, tell your Client Service Analyst before you accept an assignment so that the department supervisor may be informed.

Our Expectations of You When Assigned

1) When you accept a TEP assignment, it is expected that you will perform at the assignment’s required skill level and production. Accept only those assignments that you know you can perform and complete successfully.

Placement Notification: When you are first notified of a placement, you will be asked to come into our offices to complete hire paperwork and also to receive an orientation to our online payroll process, HIPAA training, as well as a benefits package for your careful review. Please be prepared to bring the following two forms of identification (Other forms of Identification and Proof of Employment are also acceptable. Please inquire at 476-4486 further information.):

   OR
   U.S. Passport

2) You are expected to report to work on time and return from your lunch and breaks on time. Please check with your departmental supervisor to schedule these lunch and rest periods. If you cannot report to your assignment because of illness, or if you know you are going to be late for work, you must notify both the TEP Client Services Analyst and your department supervisor immediately.

3) While you are on assignment, any time off (vacation leave or sick leave) must be approved in advance by the TEP Client Service Analysts and the department supervisor.
10 Tips for Success on Your TEP Assignment

1. **Teamwork**
   Promote cooperation and mutual support on your assignment. Demonstrate mutual respect, open communication, and team based decision making.

2. **Efficient**
   Deliver quality service that our customers value at a reasonable cost.

3. **Motivation**
   Always motivate yourself to do the best you can each day.

4. **Professionalism**
   Dress appropriately for the assignment. Always be sensitive to the business requirements of the team you are representing.

5. **Organized**
   Perform quality work the first time.

6. **Responsiveness**
   Always provide on-time, accurate, flexible, and sensitive service.

7. **Accountability**
   Take responsibility for your work.

8. **Reliability**
   Arrive to your workplace on time and as scheduled. Do your best to schedule personal appointments and tasks outside of scheduled work hours. Call in to your Supervisor and your TEP Analyst for sick calls or emergencies.

9. **Adaptability**
   Be ready to jump into an ongoing assignment and be a self-starter. Go in motivated to get the job done with a positive attitude. If you
find that you will be utilizing a skill that you haven’t used in a while, take some time to review and brush up.

10. You
Keep yourself healthy by eating right, exercising and getting enough sleep so that you are fresh for each day of your assignment.

I.D. Badges
All UCSF employees are required to wear I.D. badges at all times. You will be given a special TEP badge for each new assignment. Only TEP staff issues these badges. Badges are sent directly to the department in which you have been placed.

Locations
Your work assignments may be at any one of the 26 UCSF’s locations, off-campus or expansion sites, including, but not limited to:

UCSF Parnassus Campus
Moffit/Long Hospital
San Francisco General Hospital
Laurel Heights Campus
Veteran’s Administration Medical Center
Buchanan Dental Clinics
Mission Center Building on Folsom Street
Facilities Management on 20th & Harrison Streets
74 New Montgomery Street
44 Montgomery Street
Mount Zion Medical Center
Executive Park
Oyster Point Boulevard in South San Francisco
Mission Bay

For maps and directions to most of these locations, information can be found on www.ucsf.edu/campuses/maps/index.html page.
Transportation

Free shuttle bus service is available between most off-campus locations. For further information on these shuttles, including their schedules and routes, you can click on this link to www.campuslifeservices.ucsf.edu/transportation/shuttles/ UCSF Transportation Services web page or call them at (415) 476-GOGO.

The www.transit.511.org/index.asp Bay Area Transit Services web site has centralized schedule and fare information for: AC Transit, BART, CalTrain, the Contra Costa County Connection, Golden Gate Transit, SamTrans, SF MUNI and Ferry Services.

Pay Rates

All Job Orders are reviewed and assessed by TEP Client Service Analysts. The classification and rate of pay for the assignment is based on an assessment of your qualifications and your level of experience related to the assignment. You will be assigned to jobs that match your skills and meet the department’s requirements. TEP Employees are paid an hourly rate and since assignments vary in descriptions, your rate of pay may also vary.

The most basic deductions for TEP employees are: Federal & State taxes; a Federally mandated 7.5% defined contribution for retirement; Medicare Hospital Insurance Tax (also Federally required), FICA, and a Fair Share deduction, which is required by the state of California for all positions covered by union agreements. Other deductions, such as employee benefit contributions, may be taken out of your pay, but are determined by your individual circumstances.

Overtime Rates

All overtime must have prior authorization by your department supervisor for you to receive compensation. Overtime is paid at time-and-a-half of your assigned hourly rate, for any authorized hours you work beyond forty hours per week.

Pay Periods and Timesheets

The TEP pay period starts on the 17th of each month and ends the 16th of the following month.

For example, the first pay period of the year is January 17 - February 16. Pay checks and automatic payroll deposits
are mailed to your home address to arrive on the 1st of each month for work done in the previous pay period. So, in the example above, your pay would be mailed to you on March 1.

In order to insure you are compensated appropriately, TEP utilizes online timesheets that must be completed and submitted by you to your department supervisor, who must approve your timesheet online. These timesheets must be approved and submitted to the TEP office no later than 5pm on the 17th of each month. If the 17th of the month falls on a Saturday, Sunday, or holiday, your timesheets are due the next business day.

If your timesheet is not listed as in “APPROVED” status by the due date, your paycheck will be delayed. There is no guarantee you will get a paycheck on the 1st of the following month unless your submitted timesheet is approved by your supervisor and submitted by the 17th of the month.

The employee is responsible for checking to see if their timesheet has been approved & submitted by their supervisor in a timely manner. Please see the guide below to assist you in submitting your timesheet online.

1. Timesheets are due by the 17th of every month. Go to www.tep.ucsf.edu and log in to the system by entering your username and password. Click on the ‘Timesheets’ link in the BLUE navigation bar to display Current Timesheet Activity and Payroll Activity.

2. Click on the ‘New Timesheet’ link in the GREY task bar and you will see a list of your Assignments. Click on the Assignment that you wish to create a Timesheet for.

3. Select the correct ‘Week Ending’ and click ‘Next’ as seen in Figure 1.
4. Enter the Start Time, End Time, and Hours Types that you worked.

5. Click ‘Save’ when your hours are entered; the application will calculate the Total Hours for you as seen in Figure 3.

6. Click ‘Submit’ and then ‘Go’ when you are ready to send your timesheet to your supervisor’s inbox. The system will indicate that it is processing and then will indicate that it has successfully uploaded. Be sure to check that your timesheet is in “Pending Approval” status before you leave the program.

******Check with your TEP Analyst on the process to document split days (work & sick/vacation leave)

![Figure 3: Creating a Timesheet](image-url)

**NOTE:** Always click ‘save’ before submitting the Timesheet. Failure to do so may result in the loss of previously entered information.
Timesheets

Current Timesheet Activity

- **Timesheets Unsubmitted** (1)
  Timesheet created by you but not submitted for approval.

- **Timesheets Pending Approval** (1)
  Timesheets submitted or re-submitted pending client manager approval.

- **Timesheets Rejected** (0)
  Timesheets rejected by client manager, awaiting correction and re-submission.

- **Timesheets Recently Approved** (3)
  Timesheets approved within the past 30 days.

Payroll Activity

- **Payroll History**
  Hours and pay summary, recent timesheet activity, payroll history information.

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**Figure 4**

Please notify the TEP Payroll/Staffing Assistant immediately in writing if you change your home mailing address. If you do not, this could delay receipt of your paycheck or deposit statement. For questions regarding paychecks, please call (415) 476-2983 or please visit www.atyourservice.ucop.edu for additional questions.

**Holiday Pay**

In any pay period that a holiday occurs, you may be eligible for holiday pay. Holiday hours are accrued in proportion to the number of hours you worked during that pay period. In order to receive holiday pay, you must meet both the following criteria:

- Work at least 50% time (half of a full-time schedule) during the pay period.

- Be on pay status the day before and the day after the holiday.

**Bereavement**

TEP employees may be eligible to use up to five (5) days of accumulated sick leave due to death of an employee’s parents, spouse, children, brothers, sisters, grandparents, grandchildren, fathers-in-law, mothers-in-law, sons-in-law, daughters-in-law, brothers-in-law, sisters-in-law or any other person related to the employee who is residing in the employee’s household. If sick leave is not available, employees may be able to use vacation leave. Please contact a TEP Client Services Analyst if time is needed.
Jury Duty

TEP Employees are not paid for jury duty. However, if a TEP employee is on assignment when called for jury duty, his/her assignment will be held for him/her for the designated length of the assignment. TEP may fill the assignment until the TEP employee returns from jury duty.

Temporary Employment Program Benefits

Depending on your individual eligibility, there are a variety of benefits offered to you as a TEP employee. They are outlined below and TEP Client Service Analysts can answer any questions you may have.

Vacation and Sick Leave

You may be eligible for paid vacation leave and sick leave, in accordance with the policies stated below. You accumulate vacation leave and sick leave for every TEP pay period in which you work at least one-half of the total hours in the pay period (50% time). There are no advances granted on accrued vacation or sick leave hours.

**Vacation Leave (V/L)**

To qualify for Vacation Leave, you must work at least 50% time or more in a pay period. For example, if you work 50% time, you will earn five hours V/L; 75% time earns eight hours V/L, and 100% time earns ten hours V/L per pay period.

You cannot use vacation leave in the same pay period in which it is earned. For example, you must wait until the November pay period to use any V/L earned in October. If you transfer out of the TEP into another University position, all unused Vacation Leave hours transfer with you. If you separate from the University, you will be paid for all unused V/L hours.

**Sick Leave (S/L)**

Sick leave (S/L) is earned each pay period in the same manner as vacation leave—in proportion to the number of hours worked during the period. For example, when you work 50% time, you earn 4 hours S/L; 75% time earns 6 hours S/L; and 100% time earns 8 hours S/L per pay period.
There is no eligibility period for you to use Sick Leave. As with vacation leave, you cannot use S/L in the same pay period in which it is earned. You also cannot use S/L on a day you are not scheduled to work.

Sick leave is used only for a bona fide illness or injury, and you may be required to submit a doctor’s statement. With prior approval of your supervisor, however, S/L may be used for medical and dental appointments on days you are scheduled to work.

If you transfer out of the TEP into another University position, all unused sick leave will transfer with you. If you leave or resign from the University, you will forfeit your accrued S/L hours.

Beginning July 1, 2001 a new set of health and welfare benefits program became available to employees of the Temporary Employment Program. There are two levels of benefit plans, Mid-Level and CORE.

**Mid-Level Benefits**

Employees assigned to work 100 percent time for three consecutive pay periods or more, for their first assignment, or for 50 percent time for 1 year are eligible for Mid-Level benefits. Benefit descriptions are detailed below. To maintain these benefits, an employee must work an average of 17.5 hours per week.

For example: If your first assignment is three consecutive pay periods or longer, you become eligible for Mid-Level Benefits from day one of the assignment. If your first assignment is less than three consecutive pay periods and then the assignment is extended, you become eligible for Mid-Level Benefits from day one of the fourth consecutive pay period.

(see page 16 for a complete Health and Welfare Benefits Summary)
Major Medical Health Care Plans
UC offers a wide range of medical plans so you can choose the coverage that best meets your needs under Mid-Level Benefits. The four types of plans offered: Health Maintenance Organization (HMO), preferred provider organization (PPO) and Point -of- Service (POS) and the exclusive provider organization (EPO). Each plan is detailed in “Your Group Insurance Plans” brochure to be distributed at the time of qualification.

Supplemental Life Insurance
Eligible employees may supplement Core Life by enrolling in this plan and paying monthly premiums. This provides employees with additional life insurance at group rates.

Dependent and Expanded Life Insurance
UC offers two plans for insuring your eligible family members. The basic plan covers each dependent for a modest amount for $5,000 of coverage; the expanded plan provides coverage for spouse or domestic partner and $10,000 of coverage for eligible children.

Automobile and Homeowner/Renter’s Insurance
Automobile, Homeowner’s and Renter’s insurance are available, subject to carrier underwriting requirements. Premiums are paid through payroll deduction.

CORE Benefits
TEP employees are eligible for coverage in the Core Benefit Package, for Catastrophic Illnesses, as soon as they begin work for the University. To maintain coverage of these benefits an employee must work an average of 17.5 hours per week. Along with your hire packet you will be given a Benefits brochure. Please read all the instructions carefully and submit all required documentation by the designated due dates.

In order to maintain these benefits, an employee must work an average of 17.5 hours per week.
(see page 16 for a complete Health and Welfare Benefits Summary)

CORE Medical Plan

With this fee-for-service plan, you are responsible for the first $3,000.00 of covered medical expenses for yourself and each of your eligible dependents annually. Afterwards, the plan pays 80% of covered expenses.

Both Mid-Level and CORE Benefits:

CORE Life Insurance

University-Paid CORE Life Insurance - You are automatically enrolled in this plan. It provides $5,000.00 in term life insurance for you. Dependents may not be covered.

Business Travel Insurance

If you are eligible, this plan protects you while traveling on official UC business or while engaged in designated hazardous activities on behalf of the University. You will be covered 24 hours a day, worldwide, against accidental death and dismemberment for up to $100,000.

Accidental Death and Dismemberment Insurance

This optional, employee-paid insurance provides protection for you and your family in case of accidental death or the loss of limbs, sight, speech, hearing or for complete and irreversible paralysis.

Dependent Care Assistance Program (DepCare)

DepCare allows you to pay certain eligible dependent care expenses on a pretax, salary reduction basis.

Health Care Reimbursement Account (HRCA)

This program lowers taxable income by allowing payment for up to $5000 of eligible out-of-pocket health care expenses on a pretax basis.
Tax Savings on Insurance Premiums

This benefit allows you to pay the monthly cost of your health plan, if any, on a pretax, salary reduction basis.

Legal Insurance

This coverage provides basic legal assistance for preventive, domestic, consumer, and limited defensive legal services.

In order to maintain these benefits, an employee must work an average of 17.5 hours per week.

(see page 16 for a complete Health and Welfare Benefits Summary)

Worker’s Compensation

Worker’s Compensation (WC) is available to you if you are injured while working on an assignment. All work related injuries must be reported to your departmental Supervisor and TEP at (415) 476-4486 within 24 hours of injury. Upon reporting an injury, a checklist is sent to guide you through the WC process, including where to report for immediate medical attention. Please refer to the brochure titled “FACTS ABOUT WORKER’S COMPENSATION” for specific information about your WC coverage. It is included in your hiring packet and is also available through your TEP Analyst.

Retirement

Because you are a floater, you are not eligible to participate in the University of California retirement system. However, TEP employees hired after October 19, 1992 will be subject to a Mandatory 7.5% Defined Contribution Plan (DCP) Safe Harbor Savings and Medicare deduction from their earnings. DCP withholding may be reimbursed upon resignation from the University. TEP employees are also eligible to participate in the University 403B programs. Information and forms will be included with your hire packet. Please read all information carefully and submit all required documentation by the designated due dates.
Client Services Analysts review your job performance by obtaining evaluations by departmental supervisors from each assignment. You are evaluated on skill areas, including typing, word processing, reception, filing, attendance, punctuality, attitude and communication skills using a scale that ranges from “Excellent to Unsatisfactory”. Supervisors may also submit written comments. After the Client Services Analyst reviews the performance evaluation, it will be entered into your profile online as reference for potential assignments.
Performance Evaluations

Release from Employment

TEP Employment is At Will. TEP Employees can be released from their TEP appointment at the sole discretion of the University.

Transfer or Promotion

If you are seeking a Career or Limited appointment with the University, you must submit your resume to our online applicant database: http://ucsfhr.ucsf.edu/careers, which can be reached by any computer with Internet access. Computers are available in the main Human Resources Lobby, located at 3333 California Street, Suite # 305, San Francisco, California. Office hours are Monday - Friday, 8:00 a.m. to 5:00 p.m. For more information, call the main Human Resources office at (415) 502-8656.

If you are offered or have worked in a Limited appointment with any UCSF department, you can be re/hired into the TEP upon completion of the Limited appointment, However, you can not be assigned to any temporary assignment in that department for the duration of your TEP appointment.

If you are offered another position, please contact your TEP Client Services Analyst immediately. Normally, the TEP needs to replace you in your current position and we will need notice so we can arrange for a replacement. After contacting the TEP Client Services Analyst, please give notice to your current departmental supervisor. TEP employees are expected to give a minimum of two-week notice. Please submit your final TEP timesheet as soon as possible; delays in doing so will delay the transfer/promotion process.
Conclusion

The TEP Department Manager, Analysts, and Assistants can be of assistance if you have any questions after reading this handbook. Please remember that this has been a general explanation of your terms and conditions of employment with TEP and is not meant to replace University of California policies and procedures. The UCSF Temporary Employment Program reserves the right to change the contents of this handbook at any time. This Temporary Employment Handbook does not constitute a Contract of Employment.

In conformance with applicable law and University Policy, the University of California, San Francisco, is an affirmative action, equal opportunity employer.

During your time as a TEP employee, we are happy to assist you with any situation that may arise. Do not hesitate to ask us for help. We are proud of the outstanding service we provide to our clients. Remember that as a Temporary Employee here at UCSF, you are expected to uphold your responsibilities, exhibiting professionalism, excellence, and teamwork where ever you are placed.

Once again, congratulations and welcome to the UCSF Temporary Employment Program.

Thank you,

UCSF- Temporary Employment Program

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