

DHS Hiring Procedures

- I. PURPOSE: To establish departmental guidelines for the hiring of all personnel for the Department of Human Services (DHS).
- II. SCOPE: These guidelines apply to all positions covered by the Uniform Classification and Compensation Act within DHS divisions, Offices and Institutions.
- III. STATEMENT OF EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION:
 - A. DHS is an equal opportunity employer providing employment opportunities without regard to race, color, sex, religion, national origin, age, physical or mental disability, veteran status, or political affiliation. This policy and practice relate to all phases of employment including but not limited to recruitment, selection, placement, promotion, demotion, transfer, layoff or reduction in force, recall, termination, rates of pay or any other forms of compensation, training, use of all facilities, and participation in all DHS sponsored employee activities and programs.
 - B. The DHS Hiring Procedures reflect a system that promotes equal opportunities for all applicants, including DHS employees. It shall be the responsibility of each manager and hiring supervisor to be familiar with these procedures and exercise their responsibilities by applying these principles in good faith.
 - C. When the Office of Employee Relations (OER) determines that there is underutilization, OER must determine the cause of the underutilization, that is, whether the underutilization is the result of discrimination. If OER or a court makes a finding of discrimination, OER must establish a plan, subject to approval by the DHS Director, narrowly tailored to remedy the discrimination. The plan may include Affirmative Action Hiring.
- IV. GLOSSARY OF TERMS
 1. Affirmative Action Hire - selection of a protected class member in accordance with a plan to remedy identified discrimination.
 2. Arstatejobs.com – The state jobs website where users may apply for any continuous or advertised job posting for any agency in the state, including DHS.
 3. Career Opportunities Bulletin (COB) - a listing of vacant positions within the Department prepared by DHS Recruitment, including the position's grade, location, minimum qualifications, contact person, preferences, and closing date for filing an application. The COB, applicant instructions, and a list of continuously advertised job classes are available to all recruiting sources via the Internet.

4. Classifications - the system of grouping job functions established by the Office of Personnel Management.

a. Example:

<u>Job Class Title</u>	<u>Class Code</u>
Administrative Specialist I	C087C
Administrative Specialist II	C073C

- b. The "C" represents the job family that combines clerical job functions.
5. Closing Date - the last day that an application for a vacant position may be submitted. Applications can be submitted in person to the DHS Recruitment Office, Human Development Centers (HDC's), Department of Workforce Services (DWS), faxed, emailed, and via the Internet (<http://www.arstatejobs.com>).
6. Continuously Advertised Position Listing - a listing of classifications for which DHS and DWS offices will accept applications regardless of a known vacancy. These positions usually have high turnover rates or a shortage of qualified applicants.
7. Department - The Department of Human Services, including all Divisions and Offices.
8. Director/Designee - an individual within a division who has been designated to sign personnel actions for the respective Director.
9. DHS - Arkansas Department of Human Services.
10. DHS Applicant Tracking System (ATS) - a computerized system containing applicant and vacancy status information, as well as job vacancy requests.
11. DWS - the Department of Workforce Services. DWS provides job services without charge to the public.
12. Emergency Hire/Extra Help - hires necessary to provide essential services in an emergency situation or where additional manpower is needed for the effective operations of DHS (These emergency hire positions must be advertised at the end of six months).
13. Equal Employment Opportunity - assurance that all applicants and employees are given an equal opportunity in treatment during recruitment, selection, placement, and other related actions.
14. Freeze Exempt Positions - a list of positions that have received approval to be filled without being submitted to the Governor's Hiring Freeze Committee. These positions are usually related to the direct care of clients.
15. Functional Job Description - a narrative description of the tasks performed and KAS's required on a specific job, or position. All items must show a supporting relationship to the State Job Classification Specification and to the current duties, responsibilities, and skills needed for satisfactory performance of the specific job.

16. Governor's Hiring Freeze Committee - an external authority outside DHS from which approval must be obtained before a vacant non-freeze exempt position can be filled.
17. HDC's - the DHS Human Development Centers located throughout the state.
18. Hire Packet - a group of forms required to process a hire decision.
19. Knowledge, Abilities and Skills (KAS) - The factual information base, competencies, and proficiencies determined by the State Office of Personnel Management (OPM) to be necessary for satisfactory performance of the job at entry.
20. Minimum Qualifications (MQs) - The least amount of education, training, and/or experience necessary for satisfactory performance of a job at entry as established by OPM. In addition, some job classifications require professional licensure as all or part of the minimum qualifications.
21. Minimum Qualification Screening - a process used by DHS Recruitment and HDC's to evaluate applicant qualifications for a job classification or position.
22. Non-Freeze Exempt Positions - positions which require the approval of the Governor's Hiring Freeze Committee prior to filling a vacant position.
23. OHR - Office of Human Resources
24. OPM - the Office of Personnel Management. This office is part of the Department of Finance and Administration and is responsible for maintaining classification and compensation systems and standards for all classified State employees through policy & procedural guidelines to State agencies.
25. Position - A specific set of tasks performed by an individual employee in a particular job. The position number is an eight-digit numeral assigned by DFA/OPM.
26. Protected Class - A group of persons of a particular race, color, religion, sex, age, national origin, citizenship status, or disability, whom the law protects from discrimination based on that group membership.
27. QRC - the Qualifications Review Committee of OPM. Meets to determine whether an applicant's education and experience may be substituted for the state minimum qualifications for a job classification, if requested by the hiring authority.
28. Register/Hiring List/Position Disposition Form - the form on which a list of qualified applicants is sent to the hiring supervisor.
29. RIF - a reduction in (work) force, or layoff. Employees who have been identified for RIF are notified of vacancies within the Department in compliance with OPM Policy 20.17, Reduction-In-Force (RIF).
30. Underutilized/Underutilization - determined for a protected class by ascertaining the ratio of protected class members in an Equal Employment Opportunity Commission (EEOC) job category to the total number of incumbents. Underutilization exists if that ratio is less than the ratio of

qualified protected class member applicants for such positions to the total number of qualified applicants.

31. Veteran – OPM 027 Veteran's Policy.

32. Veterans' Preference - Arkansas Code Ann. §21-3-302, known as the state Veterans' Preference Law, entitles eligible U.S. Military veterans or unmarried widows or widowers of veterans to a preference in hiring over other applicants, provided the veteran possesses substantially equal job qualifications. (See Section V.BB).

V. PROCEDURES:

A. Extra Help and Emergency Hires/Appointments

1. Extra Help hires include those employees who work for a DHS division on a part-time or temporary basis. These employees may only earn holiday and birthday leave time. Extra help hires are limited to a maximum of up to 1,000 hours per fiscal year (except in divisions where legislative authority allows for more hours up to a specific maximum). Extra help employees may be used when it is determined that additional manpower is needed to maintain the effective operations of DHS. Arkansas Code §19-4-521 (2) regulates the compensation of Extra Help employees. Extra help employees must meet the minimum qualifications of the job.
2. Emergency hires refer to appointments that are necessary to provide essential services in an emergency situation. Requests for emergency appointments must be made in writing to the Division Director and approved by the Department Director/designee and OPM. Approved emergency hire requests will be sent to the HDC or OHR, Attn: Personnel Processing Section, for correct inclusion in the personnel file.
3. The employee may remain in the position currently occupied during the emergency hire and may apply when the position is advertised under standard procedures. The length of the emergency hire will not exceed six months. (See *DHS Policy 1046, Emergency Hires.*)

B. Vacancy Submission Procedures

1. a. For a vacant position subject to the OPM Freeze approval procedure, the OPM-approved Freeze is valid for the duration of the fiscal year, and can be filled only one time per Freeze approval. Any subsequent vacancy of the same position during the fiscal year requires a new OPM freeze approval. When management decides to fill a vacant position that is subject to OPM Freeze approval procedures, the hiring official or Personnel Officer completes and secures required approvals using the OPM Forms (Form 027 or Form 100-Retirement of last incumbent). The OPM Freeze Exception Request is approved by division management, and sent to DHS Personnel Office (DPW-Slot WG1, Little Rock, AR). After receiving OPM/Governor's Review committee approvals, then the hiring official or Personnel Officer will submit a Job Vacancy

Request (JVR) using the DHS electronic Applicant Tracking System (ATS) in order for the position to be public advertised and collection of qualified job applicants.

- b. Supervisors must submit these documents upon receipt of a resignation notice (notice can be written or oral).
 - (1) The approved original Hiring Freeze Request, form OPM 027 or 100, must be included in the hire packet. No offer of employment can be made until the form OPM 027 or 100 have been approved. An approved Freeze request is valid for the duration of the fiscal year in which it is obtained.

Note 1: Directors are responsible for keeping DHS Recruitment advised of persons designated to sign Personnel Actions for them. Designations must be in writing.

2. If the electronic JVR, indicates a vacancy for a Continuously Advertised Position, an electronic register will be prepared from the current pool of qualified applicants and forwarded to the hiring official. Generally a copy of the application for each applicant will be included with the list unless the Division Director has requested otherwise. If the current pool contains five or fewer eligible applicants, the hiring official will be contacted and may either accept the list for interview or request that the position be advertised. If the current applicant pool contains an adequate number of qualified applicants or if, upon inquiry, the hiring official agrees to accept a list with fewer than five applicants, the list for a Continuously Advertised Position vacancy will be available to the hiring official no later than 24 hours, or one working day from receipt of the Job Vacancy Request.
3. All other vacancy requests will be advertised on Arstatejobs.com for at least the minimum advertisement period. The hiring official will be provided with a link to an electronic register no later than three working days after the closing date.
4. If an individual selected for a position resigns within sixty calendar days, the hiring official may select the second highest qualified person without submitting a new JVR. A new freeze submission/approval by OPM is required.

Note 2: All vacancies are subject to review for court ordered and DHS Reduction in Force Placement. DHS Recruitment will notify the appropriate hiring official if the vacant position is affected.

C. Advertisement of Positions

1. Applicants can view current job openings statewide via the Internet at www.arstatejobs.com.
2. All "Classified" managerial and professional vacant (C-series grades/job classifications) must be advertised a minimum of ten (10) business days.

All other Classified positions in C-grade series must be advertised a minimum of five (5) business days. The Executive and Professional (N900's grades/job classifications) may be advertised or not at the discretion of the Agency Director or designee.

3. Statewide newspaper and newspapers serving the locale of the vacancy may be used.
4. Supplemental Advertisements. Online job boards and publications, social networking sites, professional journals, and other national print publications may be used when advertising funds are available, and such supplemental advertisements must be preapproved by the DHS recruitment office to ensure compliance with DHS/State employment policy.
5. Agencies that serve the special interests of minorities, women, and individuals with disabilities may be notified.
6. DHS Recruitment must approve, in writing, all classified advertisements and media used. Advertising supplemental to the DHS Recruitment advertising must be submitted to DHS Recruitment. DHS Recruitment will review the advertisement to ensure compliance with minimum qualification statements, special requirements, etc. After reviewing and approving the supplemental advertisement, DHS Recruitment will return the documents to the hiring official for processing through the purchasing system and placing the ad with the newspaper. The advertisement dates will be determined by DHS Recruitment to coincide with the job posting on Arstatejobs.com. Starting and closing advertising dates must be included in the advertisement if the position is not Continuously Advertised. Payment for special advertising is the responsibility of the requesting division or office.
7. All classified advertisements will contain the phrase "An Equal Opportunity Employer (EEO/AA)" at the end of each advertisement.

D. Continuously Advertised Positions

1. Continuously Advertised Positions will be posted on Arstatejobs.com, and will be advertised as described in Section V.B.2. Applications for Continuously Advertised Positions will be accepted at any time. When a vacancy occurs in a Continuously Advertised position, the hiring official must complete and submit a JVR on ATS as described in Section V.B.1.a. in order to determine applicant pool status.
2. If a pool of at least five qualified applicants currently exists, the Continuously Advertised Position vacancy may not be advertised under certain circumstances.

E. Specially Advertised Positions

Applications are accepted for all advertised positions for specific job titles/class codes when position vacancies occur. Applications must be submitted by the closing date of the specific advertisement period. (See *DHS Policy 1069, Recruitment Program*).

F. Applicants' Responsibility

Applicants may apply online via the Internet at Arstatejobs.com. Applicants submitting applications are responsible for ensuring that the completed application is received. Internet applications must also be submitted by the closing date. Qualification review/evaluation will be based on the relevant information submitted on the application. Applications that are incomplete or incorrectly completed may not be processed within the standard time frame.

1. Resumes submitted without applications will be processed to the extent possible. However, a signed state application must be submitted at the time of the interview in order to complete the application process.
2. Internet Applications – It is the responsibility of the supervisor or hiring official that all applicants selected for an interview must sign their application at the time of the interview, especially if an application was submitted electronically via the Internet.

G. Application Time Frames

Applications for Continuously Advertised Positions are active for sixty days. If applicants desire reactivation of their application, they must delete their old application from www.arstatejobs.com and apply for the continuously advertised job again. DHS Applicant Tracking System (ATS)

Applications are processed, screened, and updated in the DHS Applicant Tracking System. Applicant profile information is also stored and updated throughout the application process.

H. Minimum Qualification Screening of Applications

DHS Recruitment and/or the HDC will evaluate the application information submitted by the applicant for Minimum Qualifications (MQs). The applicant will be notified of the status of the application, i.e., received, meets/does not meet MQs, incomplete, etc. The applications of those applicants deemed to meet the state minimum qualifications for the job will be sent electronically to the hiring supervisor on the register.

I. Inadequate List

When there are five or fewer applicants on a list, the hiring official may request another list with additional applicants. If there are more than five applicants on the list but less than five are chosen for interview, additional names may be requested. The hiring official must retain the original listing for inclusion and consideration in the hire packet.

J. Applicant Listing

1. The hiring official will be furnished the register containing all qualified applicants. Copies of applications will accompany the list. Position Disposition Form (Register)
 - a. Continuously Advertised Positions

- (1) If the hiring official has interviewed all applicants he or she was able to contact on a list and is unable to make a hiring decision, he or she may request additional names. The hiring official must contact DHS Recruitment & Placement processing manager, requesting for advertisement or additional names. If additional names are not available from the applicant pool, DHS Recruitment will advertise or re-advertise the Continuously Advertised Position vacancy.
 - b. Specially Advertised Positions (current vacancies)
If the position is not a Continuously Advertised Position, the hiring official must submit a new JVR via ATS for advertisement.
- K. Register Options: These guidelines apply to registers for both Continuously Advertised and Specially Advertised positions. The hiring official has two options for compiling the interview list:
1. Option 1: Contact all applicants on the register for interview.
 2. Option 2: Benchmarking
 - a. When there are at more than ten applicants on the register, the benchmarking method may be utilized. Sort the applications into three categories or groups: i.e. A) Very Well Qualified, B) Well Qualified, and C) Minimally Qualified, by comparing the education/training and work experience data on each application with job related benchmarks written for the position. The benchmarks are objective statements describing the criterion level for education, training, work experience, and knowledge, abilities and skills of each group based on the state minimum qualifications, the functional job description, and the hiring official's knowledge of the requirements of the position. The benchmarks build upon the state minimum qualifications for the job by progressively increasing the amount and/or specificity of education, training, experience, and KAS's as higher-level group benchmarks are defined. Examples of benchmark criteria include: a) more/specific experience, e.g. three years of staff supervision, four years conducting nursing home inspections, etc., b) education type and level, e.g. social work, MSW, etc., c) professional licensure/certification, e.g. LCSW, certified Volunteer Manager, certified substance abuse counselor, etc., and d) specialized knowledge area, e.g. state nursing home regulations, Family Medicaid, etc.
 - b. The three (3) benchmark groups are defined as follows:
 - Group A) Very Well Qualified: This group represents the "ideal applicant" as defined by the hiring official. This benchmark contains the hiring official's "preferences" based on the current requirements of the job. Applicants assigned to this group are judged to possess all the background elements necessary to successfully perform the job at entry, based on the information contained in their application.

- Group B) Well Qualified: This category represents the "normally acceptable applicant" who could satisfactorily perform the target job with minimal in-service training and guidance, but who lacks in some of the criteria set for Group A. This benchmark builds directly upon the state minimum qualification for the job class and represents a middle level for applications that exceed the minimum qualification but fall short of the "ideal applicant" in some respects.
 - Group C) Minimally Qualified: This category represents the "barely acceptable" applicant who would likely require considerable training, guidance and time to reach a satisfactory performance level on this job. The benchmark for this group is the minimum qualification for the job class established by the State OPM. Applicants assigned to this group may lack the job-specific skills and/or experience levels deemed necessary for satisfactory job performance at entry, according to the information in their job applications, even though they were determined to meet the minimum qualifications for the job class.
- c. General Guidelines - Benchmarks are to be written in advance of application evaluation for the particular hiring cycle, and must not be adjusted to the qualifications of a particular applicant. The position benchmarks and the applicant grouping must show job-relatedness and will become part of the hire packet personnel record. Hiring supervisor "preferences" that are going to be used as Benchmark Criteria must be clearly stated in the job advertisement(s) so that candidates applying for the position will know to include their related qualifications. Benchmarks may be changed when the job requirements change and the changes are documented in advance of the next hiring cycle with an updated Functional Job Description and standards.
- d. Supplemental Application Questionnaire (Optional)
- (1) Many job applications do not contain enough information to adequately group applications as described above. In cases where additional, specific background information is needed, the hiring official may develop a questionnaire that, similar to an interview, asks applicants for information applicable to the job for which they applied (e.g., knowledge of the Arkansas Medicaid System, Title IV-E grants, state contract procedures, ICF/MR regulations, etc.). The questionnaire items must be linked to the responsibilities, tasks, and KAS's contained in the current Functional Job Description, written by the hiring supervisor and tailored to the target job. For example, if the required KAS's list "Knowledge of state/federal laws, regulations, and guidelines," the applicant may be questioned about the laws, regulations, and guidelines applicable to Family Medicaid, Child Health, Day Care Eligibility, etc., or whatever is specific to the target job.
 - (2) After benchmarking, if GROUP "A" has more than ten applicants, then The Supplemental Application Information

Questionnaire may be utilized. The questionnaire is mailed to all qualified applicants in GROUP "A." If there are not enough applicants in GROUP "A," then the questionnaire may also be sent to GROUP "B," if needed. The questionnaire is to be returned within a reasonable time frame, usually ten working days. The returned questionnaires are combined with the original applications and then sorted into three categories according to the grouping method described in Option 2. The Supplemental Application Information Questionnaire is used in conjunction with Benchmarking as a way to obtain additional information needed to accurately group the applications. As with all personnel selection procedures, the selection criteria must be job-related and linked to the pertinent KAS's required by the state and other job elements as documented by the hiring official in the and Functional Job Description. If the questionnaire is numerically scored, then veterans' preference points must be added.

- e. Interview Scheduling - At a minimum there must be at least five applications sorted into a benchmark group to limit interview contact only to all applicants in that group. If there are sufficient number of applications sorted into Group A, all of the candidates in Group A must be contacted for interviews first. However, if there are no, or an insufficient number of Group A applicants, or a selection cannot be made from Group A, all applicants in Group B must be contacted for interviews. If there are no, or an insufficient number of Group B applications, but, by combining groups A and B, at least five applications are sorted, interview contacts are limited to all applicants in the combined group. All applicants in the combined group are to be considered roughly equal. If there are an insufficient number of applications in the combined group, or a selection cannot be made, all applicants in Group C may be interviewed, or additional applications (or re-advertisement) may be requested at this point. If one applicant in a particular Group is interviewed, then all applicants in that Group must be contacted for an interview.
- f. The following is an example of a set of category benchmarks written for the job of Automobile Equipment Repair Foreman who is responsible for maintenance and repair of all county vehicles, including trucks, tractors and other diesel equipment, and for general management of the motor pool facility, including supervision of mechanics, parts inventory, and budgeting:

Example Only: Applicant Grouping Guide

Sample portion of Functional Job Description

Date	Job Title	Position No.	Class Code	Hiring Official
6-1-94				

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	Automotive Equipment Repair Foreman	710X-1010	S065	Joe Smith
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OPM Minimum Qualifications: The formal equivalent of a high school diploma; plus three years experience in automotive systems and equipment repair, one year of which must have been in a supervisory capacity.

Job Summary: The Automotive Repair Foreman works under general direction and is responsible for scheduling and supervising the repair of vehicles and general management of the County Motor Pool.

Benchmark Characteristics of Applicants in Each Group

Group A	Six months of motorized vehicle repair schooling, plus five years' experience in equipment repair on all types of automotive systems (e.g., engines, transmissions, brakes, etc.). Experience must include cars, trucks, and heavy equipment, both gasoline and diesel fueled. At least one of the five years of equipment repair experience must have been in a supervisory capacity, and must include taking inventory and ordering parts and supplies, writing service orders, etc., (indicating the ability to complete paperwork). All of the equipment repair must have been within the last ten years.
Group B	No automotive schooling, but experience as in Group A, except only four years' of equipment repair, and no diesel or heavy equipment experience.
Group C	A high school diploma, plus three years' experience in automotive systems and equipment repair, one year of which must have been in a supervisory capacity.

L. Time Frames for Register

The register is authorized for forty-five calendar days from the date it is sent from DHS Recruitment. After the forty-five days have elapsed, the hiring official may request an extension with the approval of the next higher level of management. The extension request must be made to DHS Recruitment and must include the reason no selection was made within the forty-five-calendar-day limit. The approval must be included in the Hire Packet.

M. Applicant Contact

Three attempts must be made to contact all applicants selected for an interview furnished to the hiring official by DHS Recruitment. Contacts must be attempted at various times over a minimum of a two-day period. The hiring official will use the contact attempts form, located under the, "Disposition," link for each applicant on the electronic Position Disposition Form (register) to document three efforts to notify by telephone. Applicants with no telephone will be attempted to be contacted by email or letter, (DHS Notification Letter) inviting them for an interview. The applicant has three working days in which to respond to the email or Notification Letter. All telephone calls and notification letters must include the statement: "If you have a disabling condition and wish an accommodation for the interview, please let me know." If the hiring official has questions about accommodations for applicants with disabling conditions, he or she may call the division Americans with Disabilities Act (ADA) coordinator.

N. KAS Statements

- Interviews are to be conducted using the same written questions for all applicants, with responses to each question indicated in writing by the

interviewer. These questions and written answers will become part of the hire packet. The Job Applicant Assessment Worksheet, Form DHS-1154, will be used to record Knowledge (K), Abilities (A), and Skills (S); KAS's must be used in the order submitted on the Functional Job Description. KAS's can also be found on OPM Job Specifications.

2. KAS's on the functional job description are to be determined using the OPM job classification specifications as a foundation and adding new KAS's that are applicable to the job and deleting those that are not applicable to the job. The order of the KAS's may be mixed according to the weights of the position-specific tasks to which they relate, i.e., questions relating to Abilities and Skills may be asked before questions relating to Knowledge. The KAS on the current, updated functional job description is to be used as the foundation in developing questions for the interview during the hiring process.

O. Panel Interviews

1. If panel interviews are used, KAS scores are to be determined by each committee member and then averaged for the final scores. All notes from committee members must be included in the hire packet. The same members must serve for all interviews for that position and should have knowledge of the job duties. If a committee member is unable to participate in an interview, that interview shall be rescheduled for a time when all members can attend. No substitutions may be made during the interview process.
2. Options for panel interviews are:
 - a. Panel actually selects the candidate to be hired. In this case, the hiring official is a member of a panel.
 - b. Panel interviews candidates and refers the top scoring candidates to the hiring official for further interview and selection.
3. Second interview - the hiring official conducts the interview of the top-scoring candidates with a different set of questions.

P. Interview Scores

Interview scores are valid for ninety calendar days from the date of the interview and may be used for consideration of the applicant for another position if the following criteria are met:

1. The score is used for an identical position title and classification code.
2. The interview questions are based on the KAS statements.
3. The same people are conducting the interviews.

NOTE: If eligible veterans were interviewed, preference points must be added to the KAS score. Refer to DHS-1069 for information on how veterans' preference points are awarded.

Q. References

Hiring supervisors wishing to check references must use the Reference Authorization and Reference Check, Form DHS-1162, and must have it signed by the applicant before phoning or writing for a reference check. Hiring officials shall be aware of federal and state guidelines for mandatory references on direct-care personnel. A negative reference report shall trigger further inquiry and may not be used solely to reject an applicant. County Administrators must sign Form DHS-1162, Reference Authorization and Reference Check, for any applicants who will work at the County Offices.

R. Job Offer

1. The applicant with the highest KAS rating may be offered the position. An exception to the offer will include documentation that would preclude such an offer.
2. The acceptance of a position cancels all the applicant's active applications. A new application may not be submitted to receive further consideration for another job change until six months after accepting position or six months in the position after completing a formal training program, if required by the position. Within his or her division, a division director may make an exception to the six-month probationary period, on an individual basis. For changes involving more than one division, the DHS Director will make the final decision if there is a conflict between the potential losing and gaining division directors.
3. If the selected applicant declines the position, the applicants with the next highest KAS ratings may in turn be offered the position until the list is exhausted. If a selection cannot be made from this list, an additional list may be requested. (See *Section L*). For under-utilization determination, OER may be called. No job offer may be made until freeze approval has been obtained.

Note: An Affirmative Action hire may be made if OER determines there is under-utilization.

4. The hiring supervisor must comply with the requirements of the Veterans' Preference Law, explained in Section AA below.

S. Hiring Supervisor's Administrative Responsibilities Upon Hiring:

1. Prepare and mail a confirmation of hire letter to the Selectee. Notice of non-selection letters to other applicants will be sent via electronic mail by the DHS Applicant Tracking System, or mailed by DHS Recruitment if the applicant failed to provide an email address.
2. Meet with the Selectee and initiate Drug Test and Criminal Record Check (if applicable). (See *DHS Policy 1087, Employee Drug and Alcohol Prevention Policy, and DHS Policy 1080, Employment Disqualification: Criminal and Maltreatment History Checks.*)
3. Ensure that the employee fulfills the Disclosure requirements of the Governor's Directive 98-04 (available on DHS Share).

4. Submit Hire Packet.
5. Conduct orientation for new employees using the Supervisor's Guide for Orienting New Employees and Form DHS 1101, New Employee Orientation Checklist.
6. Issue DHS Property, as applicable, and complete and maintain the Form DHS 1164 until the employee terminates employment in this position.
7. Provide a copy of the Direct Deposit Election Form at the time of meeting with the Selectee. The form must be completed at that time. All new hires, rehires and appointments to any position in DHS must be informed that, as a condition of employment, they are required to accept payment of salary or wages by electronic warrants transfer.
8. A newly hired employee may request an exemption from the Direct Deposit requirement; however, they can go no further in the hiring process until the Chief Fiscal Officer of the State reviews the request for exemption. Until the Chief Fiscal Officer of the State approves the exemption, the employee cannot be placed in pay status.
9. If the exemption is not approved, the employee must opt to accept payment by Direct Deposit or cannot be hired.

T. Assembly and Submission of the Hire Packet

1. After selection has been made, non-institution hiring officials will confer with OHR-Personnel Processing for their division regarding salary calculations, prior state service and hire date.
2. The hiring official is to retain the original applicant listing, documentation, and forms until it is sent to OHR, Attn: Personnel Processing for inclusion in the hire packet when a hiring decision is made.
3. The hiring supervisor will assemble the hire packet in the order indicated in 4., 5., and 6 below, submit the hire packet to the Division Director or designee for final approval, and then forward the hire packet to OHR-Personnel Processing Section.
4. Compile the Selectee's information first:
 - a. DHS-1161, Request for Personnel Action
 - b. DHS-1137, Veterans' Preference Checklist (if applicable)
 - c. Form I-9, INS Employment Eligibility Verification
 - d. Disclosure Forms: F-3, F-4, F-5, and F-6 Forms Signed indicating the employee's receipt of the required state laws.
 - e. DHS-1162, Reference Authorization and Reference Check (County Administrator's sign-off, if applicable)
 - f. DHS-1132, Hiring Freeze Request (approved original)
 - g. DHS-1158, Functional Job Description
 - h. Register Applications Report from ATS

- i. DHS-1154, Job Applicant Assessment Worksheet (KAS Rating Scale)
- j. DHS Employment/Promotion Confirmation Letter
- k. DHS-1160, Applicant Referral
- l. Interview questions, notes, and all questionnaires (if applicable)
- m. Application, resume, and supporting documents
- n. DHS-1162, Reference Authorization and Reference Check (if applicable)
- o. Copy of Benchmarks (if applicable)
- p. Benchmark grouping (if applicable)
- q. Copy of Selection Criteria and KAS's addressed in Supplemental Information Questionnaire (if applicable)
- r. Statement of Selective Service status
- s. Drug Screen confirmation
 - Criminal Background Check DHS Form 1114 (if applicable)
- t. Copy of DHS Form 1150, Acknowledgement of Conditionality of Employment, from employees in the Medicaid Expansion Program.
- u. State and Federal Tax forms
- v. Copy of Social Security Card
- w. Application for membership in Arkansas State Retirement System (if new or rehire)
- x. Vehicle Safety Forms, Forms DHS-1170, 1171, 1172, if applicable
- y. Direct Deposit form, DHS IT0009
- z. Employee miscellaneous deductions (e.g., Insurance forms, Credit Union, United Way, Savings Bonds)

NOTE: Items (u) through (z) are submitted only after the Selectee is hired and on the job, including any additional forms needed.

- 5. Enter documentation on those interviewed but not selected (highest KAS Ranking to lowest):
 - a. DHS-1154, Job Applicant Assessment Worksheet (KAS Rating Scale)
 - b. DHS-1160, Applicant Referral
 - c. Interview questions and notes
 - d. Resume and supporting documents
 - e. DHS-1162, Reference Authorization and Reference Check (if applicable)
 - f. DHS-1137, Veteran's Preference Checklist

- U. OHR/Personnel Processing Hire Packet Deadline

The hire packet, with all documentation completed, must be received in OHR, Attn: Personnel Processing no later than noon of the first Monday of the pay period to assure the timely entry of the new employee's information into the payroll database.

V. Disclosure Requirements of Governor's Directive 98-04.

1. All hiring disclosure forms are located on DHS Share under Forms. This includes the laws that the Governor's Directive and Forms F-5 and F-6 require to be given to the employee. All Disclosure Forms are to be submitted in the hire packet.
2. The following checklist is to be used to assist the applicant in completing Disclosure Forms F-3 and F-4.
 - a. Disclosure applies only if the applicant or an immediate family member (the applicant, spouse, or mother, father, sister, brother, or child of the applicant or spouse) is a current or former (within two years)
 - Member of the Arkansas General Assembly
 - Constitutional Officer
 - State Employee
 - b. If Section a. does not apply, the applicant checks "None of the above applies" and the Form F-3 (Employee Disclosure and Certification Form) becomes part of the individual's file and no further disclosure action is required.
 - c. If information that is no more than two years old is disclosed on Form F-3, the agency completes Form F-4, Employment of Family Members.
 - d. The agency must fill out Form F-4 completely, including agency name, position, salary, and signature.
 - e. If a facsimile copy has been sent for approval, the sender is to retain the original. Mailing the original and sending a facsimile copy may be confusing.
 - f. Teachers are not required to file the disclosure form unless a state-funded school employs them. Public school teachers are regarded as employees of a school district and not of the state.
 - g. All employees must be issued the set of laws cited in Forms F-5 and F-6, and must sign two copies of the form, retaining a personal copy and providing the other signed copy for inclusion in the hire packet.

W. New Employee Orientation.

1. DHS requires that all new hire employees receive orientation training within thirty days of their hire. This instruction is to be presented by the hiring supervisor or by a designated trainer. To assist the supervisor and to assure consistency of the coverage required a manuscript of the orientation material and supporting slides and handouts are available on DHS Share. Click on the Employee Services Icon and select "Hiring and New Employee Orientation." In addition to the Manuscript, there is a checklist that the supervisor/trainer is to have the employee complete and sign that he/she has received the required information. The

supervisor must forward the signed DHS 1101, New Orientation Checklist to OHR, Attn: Personnel Records within thirty days of the hire date.

2. All new employees are required to receive training related to the privacy rights of DHS clients granted under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Privacy Rules found at 45 CFR Parts 160 and 164. Such training must be given within seven days of the hire date.
3. If the Medicaid Expansion Program, a part of the Tobacco Settlement Proceeds Act, is providing funding for a particular employment position, the employee must sign a copy of DHS Form 1150, Acknowledgement of Conditionality of Employment (U.4.t. above), certifying awareness that the employee's continuing employment is conditioned on the availability of such Tobacco Settlement proceeds.

X. Substance Abuse Testing

1. DHS policy prohibits all employees from using or possessing controlled substances or alcohol while on duty or from working with the presence of alcohol or illegal drugs in the employee's body, or abusing legal drugs. This information must be covered in the Employee's orientation, including providing a copy of the DHS Policy to the employee.
2. Drug and alcohol testing are used to maintain a drug free work force, and all persons selected for new employment or a change of employment with the Department must submit to a drug screening as a precondition of employment.
3. The new hire will be provided an offer letter of employment conditional on passing the Drug Screening Test within a 48-hour time frame (See *DHS Policy 1087, DHS Employee Drug and Alcohol Prevention, Section III.A.*). Confirmation of the acceptable test results/unacceptable test results authorizing hire of the employee will be provided to the Hiring Supervisor. A copy of that authorizing email will be included in the Packet (U.4.s. above).

Y. Issue of DHS Property

The Hiring Supervisor will document the issue of any DHS property to the new employee, indicating that the property is in good working order or noting any damage at the time of issue. Issue of property will be documented using Form DHS 1164, DHS Property Issuance & Return Checklist. It is the Supervisor's responsibility to maintain the form until the employee terminates the position. Upon the employee's termination of employment, the supervisor will document the return of all the issued property and the fulfillment of all the employee's financial obligations to DHS.

Z. Veterans' Preference Law

1. The Veterans' Preference Law entitles eligible U.S. Military veterans or unmarried widows or widowers of veterans to a preference in hiring over other applicants, provided the individual possesses substantially equal job

qualifications. DHS Human Resources Recruitment Personnel will evaluate the documentation submitted by applicants seeking veterans' preference and mark the application as "veteran," "veteran with disabilities," or "spouse (not remarried) of a veteran with disabilities or deceased veteran."

2. If, after adding the preference points to the KAS score, the veteran has the highest KAS score or is tied with another applicant, then the veteran should receive the job offer.
3. If the veteran is not interviewed or hired, the hiring supervisor must provide a valid, job-related explanation for that decision using form DHS-1137.
4. The law further provides that if a numerically scored examination, evaluation, questionnaire, or similar instrument is used to establish an interview list, veterans shall receive five points added to their score. Veterans with disabilities or spouses (not remarried) of deceased or disabled veterans shall receive ten points.
5. If a non-numerically scored evaluation is used to establish an interview list, or no evaluation is used, then the hiring supervisor must be able to demonstrate how veterans' preference was arrived at in the selection process.

AA. Hiring Non-Citizen Non-Resident Foreigners

See Appendix A regarding DHS sponsorship of employment-based petitions to the United States Citizenship and Immigration Services for visas for such persons.

BB. Nursing and Direct Care Recruitment and Retention Bonuses

See Appendix B regarding Guidelines for Nursing and Direct Care recruitment and retention bonuses.

IV. ORIGINATING SECTION/DEPARTMENT CONTACT

Office of Finance and Administration
Recruitment and Placement Section
P.O. Box 1437/Slot Number W301
Little Rock, AR 72203-1437
Telephone: 682-2964