

112 EMPLOYEE SUPPORTS AND RESOURCES

EFFECTIVE DATE: October 9, 2024

REFERENCES: DES 1-01-07; DES 1-01-12; 2024 National Committee for Quality Assurance for Case Management for Long Term Services and Supports, Standard 6 Element C.

PURPOSE

This policy outlines the supports and resources available to Division of Developmental Disabilities (Division) Employees to help them complete their work and the process Employees use to file a Grievance with the Division.

DEFINITIONS

1. "Employee" means any individual who is directly employed by or with the State of Arizona to conduct Division business on a full-time or part-time basis for compensation.
2. "Employee Relations" or "ER" means a unit within Human Resources that provides support to staff to help prevent and resolve workplace concerns.
3. "Grievance" means a verbal or written expression of dissatisfaction with an aspect of the organization's operations or activities including interactions with Arizona Department of Economic Security Employees or others outside the Department.

4. "Human Resources" or "HR" means the functional area assigned by the Arizona Department of Administration to the Department of Economic Security that handles all Hiring, Employee Relations, and Personnel actions for DDD Employees.
5. "Inappropriate Conduct" means conduct of a physical, verbal, or visual nature prohibited by Arizona State Government policies including discrimination, harassment, and retaliation.

POLICY

A. DOCUMENTATION SUPPORTS AND RESOURCES

1. Employees shall review and utilize the Division's policies related to their position, AHCCCS policies when a Division policy does not exist, or applicable Department policies in order to understand and be in compliance with their job responsibilities.
2. Employees shall review and utilize Division procedures or standard work related to their position to understand how their job requirements are to be implemented in their daily work.
3. Employees shall review the Division's AHCCCS contract when they need more information about the Division's contractual obligations.

4. Employees shall utilize the document center on either the Department of Economic Security's internal staff website or its external public website to download required forms or other documents as identified in policy, procedure, or standard work.

B. HUMAN SUPPORTS AND RESOURCES

1. Employees shall seek the assistance of their supervisor or other function area leaders to address time-sensitive operational problems or concerns they are unable to resolve on their own.
2. Employees shall bring any questions or concerns to their unit meetings to receive assistance from their team or their scheduled one-on-one with their supervisor.
3. Employees shall complete a Request for Reasonable Accommodation (J-930) form and email it to DES Human Resources at DESADA@azdes.gov to request a workplace accommodation or other needed support.
4. The Division's Employee Engagement Team shall be available to collect feedback and suggestions from Employees for Division leadership.

C. ONLINE SUPPORTS AND RESOURCES

1. Employees shall use the Division's public website and its internal Google Site to increase their knowledge of the Division's programs and services.
2. Employees shall utilize the DES Google Workspace Resource Center when they need additional training related to Google applications.
3. Employees shall utilize the Division of Technology Services Service Now website to report and seek remediation for any technological issues they are having with their state-provided equipment.

D. TRAINING SUPPORTS AND RESOURCES

1. Employees shall utilize the training library available in the Tracorp system to complete required trainings and to enroll in and complete additional training courses that will enhance their job knowledge and performance.
2. Employees shall utilize LinkedIn Learning as necessary to improve self-identified gaps in knowledge and skills related to their position's required tasks.

E. COMMUNICATING GRIEVANCES

1. An Employee who experiences Inappropriate Conduct in interactions with other Department of Economic Security Employees shall:
 - a. Convey their Grievance to their immediate supervisor.
 - b. Contact the supervisor's manager, the unit's Administrator, or the unit's Deputy Assistant Director if they are:
 - i. Uncomfortable addressing the Grievance with their supervisor, or
 - ii. Unsatisfied with the outcome resulting from discussing it with their supervisor.
 - c. Contact DDD Employee Relations via email at dddhrer@azdes.gov if they are not comfortable addressing their Grievance through the chain of command or are unsatisfied with the outcome resulting from discussing it through their chain of command.
 - d. Contact the DES Human Resources Administration via email at hraalldivisons@azdes.gov if they are unsatisfied with the outcome resulting from discussing it with DDD ER.

2. An Employee shall convey any Grievance unrelated to interactions with Division or DES Employees including Inappropriate Conduct to their immediate Supervisor.
3. The Supervisor shall use existing resources to provide a resolution or suggestions on how to resolve the Grievance themselves.
4. The Supervisor shall elevate the Employee's Grievance to their Supervisor for assistance if they are unable to resolve the Grievance on their own.
5. The Supervisor shall provide the Employee with status updates on a regular basis until the Grievance is resolved.