

# EMPLOYEE FAQ GUIDE

## City of Rapid City



The information found in this guide is provided by the City of Rapid City – Human Resources Office and is subject to change at any time. The majority of employee related forms, documents and information can be found on the City SharePoint or the public City website. Hard copies are often available in the Human Resources office. Further questions should be directed to the Human Resources Office.

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**1095:** To replace a lost or destroyed 1095 form, complete the reprint request. Print, sign and submit the original to HR. This can be hand delivered, sent inter-office or by postal mail. **NOTE:** all reprinted 1095 forms are delivered to employees by postal mail.

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – 1095 Reprint Request.

**30-Day Trial:** For 30-Day Trial information, review the AFSCME Union or AFSCME Library Union Contract and 30-Day Trial form. Submit the completed form to HR.

- ▶ Location: (Union Contract) SharePoint – Community Resources – Human Resources – Union Employees – American Federation of State, County and Municipal Employees AFL-CIO (AFSCME)/Library.
- ▶ Location: (Form) SharePoint – Community Resources – Human Resources – Employee Forms – 30 Day Trial for AFSCME Union Employees.

**Adoption:** (see *Birth or Adoption*)

**Aflac:** For general information, review the available brochure. For policy questions, enrollment and/or cancellation, contact the local representative at: 605-341-4701.

- ▶ Location: (Informational Brochure) SharePoint – Community Resources – Human Resources – Health Care and Benefits – Aflac Brochure.

**AFSCME:** (See *Union Contracts*)

**AFSCME Library:** (See *Union Contracts*)

**Annual Leave:** For annual leave information, policies and usage, review the applicable Union Contract or Non-Union guide.

- ▶ Location: (Contract and Guide) SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Avesis** (for coverage changes see: *Insurance Changes*) For general policy information, review the provided flyer. For personal questions regarding billing or coverage, contact customer service at: 800-828-9341.

- ▶ Location: SharePoint – Community Resources – Human Resources – Health Care and Benefits – Vision (Avesis).

**Benefits:** (for coverage changes see: *Insurance Changes*) For basic City of Rapid City benefits information, review the Benefits Summary.

- ▶ Location: SharePoint – Community Resources – Human Resources – Health Care and Benefits – City of Rapid City Benefits Summary.

**BHFCU (Black Hills Federal Credit Union) Deduction:** To cancel BHFCU deductions, complete the Payroll Deduction Cancellation Form and submit to HR. To begin or change a BHFCU Deduction, complete the BHFCU form and submit to HR.

- ▶ Location: (Cancellation) SharePoint – Community Resources – Human Resources – Employee Forms – Payroll Deduction Cancellation Form.
- ▶ Location: (Begin or Change): SharePoint – Community Resources – Human Resources – Employee Forms – BHFCU Form.

**Birth or Adoption:** (for leave information see: *Extended Leave*) For information regarding the birth or adoption of a child review the provided information.

- ▶ Location: SharePoint – Community Resources – Human Resources – Health Care and Benefits – Birth or Adoption Guide.

**Child Support:** For questions on child support deductions, contact the appropriate child support office. For further questions, contact HR.

**Complaints:** (see *Grievance*)

**Contact Change:** To update mailing address, email address and/or phone number, complete the Employee Contact Change form and submit to HR.

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – Employee Contact Change Form.

**Deductions:** (also see: *Child Support* and/or *Garnishments*) For questions regarding payroll deductions as seen on a paystub, contact the HR office.

**Dental Insurance:** (see *Delta Dental*)

**Delta Dental:** (for coverage changes see: *Insurance Changes*) For general policy information, review the provided flyers for both the Base and Premium plans. For personal questions regarding billing or coverage, contact customer service at: 877-841-1478.

- ▶ Location: SharePoint – Community Resources – Human Resources – Health Care and Benefits – Dental (Delta Dental) – Base Plan or Premium Plan.

**Dependent Care Account:** (See *Wage Works*)

**Demotion:** (see *Promotions/Demotions*)

**Direct Deposit:** To change banking accounts or to begin direct deposit, complete the *Direct Deposit* form, attach a banking document that contains both the account and routing numbers (i.e. voided check) and submit to HR. For clarification regarding when the direct deposit change will go into effect, contact HR. **NOTE: Employees with closed accounts and/or employees canceling direct deposit, contact HR as soon as possible.**

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – Employee Direct Deposit.

**Divorce:** (See *Marital Status Change*)

**Donation of Annual Leave:** For information, review the Donation of Annual Leave Policy. To apply, all parties must complete the application form and submit to HR.

- ▶ Location: (Application) SharePoint – Community Resources – Human Resources – Employee Forms – Donation of Annual Leave Form.
- ▶ Location: (Policy) SharePoint – Community Resources – Human Resources – Policies and Procedures – Donation of Annual Leave Policy.

**EAP:** (see *Employee Assistance Program*)

**Education Loans:** For information and to apply, complete the application and submit to HR with the appropriate supporting documentation.

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – Employee Education Loan Application.

**Employee Assistance Program:** For questions regarding this free, confidential assistance program, review the informational flyer, call 800-779-6125, go to [www.connectionseap.com](http://www.connectionseap.com) or contact HR.

- ▶ Location: SharePoint – Community Resources – Human Resources – Programs – Employee Assistance Program – Connections, Inc.
- ▶ Website Login Information:
  - Username: coremp
  - Password: eap

**Employee Files:** Current/active employees may contact HR to request copies of available file documents. Former/inactive employees must complete the request form and submit to HR. **NOTE:** A fee is charged for former/inactive employees only.

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – Former Employee File Request Form.

**Employee Policies:** For Employee Policy information, review the documents provided.

- ▶ Location: SharePoint – Community Resources – Human Resources – Policies and Procedures.

**Employee Suggestion Program:** Review the provided information and submit the completed form to HR.

- ▶ Location: (Information and Form) SharePoint – Community Resources – Human Resources – Employee Forms – Employee Suggestion Program Information and Form.

**Employment:** (see *Job Opportunities*)

**Employment Verification:** Submit all employment verification forms to HR. For specific questions, contact HR. NOTE: these are confidential documents.

**Extended Leave:** For information on Sick B/Short Term Disability and/or FLSA, review the information provided. **NOTE: Employees who are or will be out for over 3 consecutive days should contact HR as soon as possible.**

- ▶ Location: SharePoint – Community Resources – Human Resources – Health Care and Benefits – Extended Leave Information.

**Financial Verification:** Submit all financial verification forms to HR. For specific questions, contact HR. NOTE: these are confidential documents.

**Flexible Spending Account:** (See *Wage Works*)

**FLSA:** (See *Extended Leave*)

**FOP:** (See *Union Contracts*)

**Funeral Leave:** For funeral leave information, review the applicable Union Contract or Non-Union guide.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Garnishments:** For questions regarding current or previous garnishments, contact the appropriate garnishment company. For further questions, contact HR.

**Grades:** (see *Pay Scale*)

**Grievance:** Review the appropriate Union Contract or Non-Union Guide for grievance procedures.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Health Insurance:** (for coverage changes see: *Insurance Changes*; for other information see: *Wellmark/BlueCross Blue Shield*)

**IAFF:** (See *Union Contracts*)

**IATSE:** (See *Union Contracts*)

**ICMA Supplemental:** For general information, review the ICMA brochure and FAQ guide. To make beneficiary changes, contribution changes or to enroll, complete the appropriate form and submit to HR. To cancel, contact ICMA directly at: 1-800-669-7400 for appropriate forms.

- ▶ Location: (Contribution, Beneficiary Change & FAQ guide) SharePoint – Community Resources – Human Resources – Retirement – ICMA - Supplemental 457 – ICMA Beneficiary Change/ICMA Contribution form.
- ▶ Location: (Informational Brochure and Enrollment Form) – Hard copies are available in HR.

**Insurance Changes:** Changes to benefits including: Health, Dental, Vision, Flex and/or Life can only be made during open enrollment or within 30 days of a qualifying event. For information on what constitutes a qualifying event, review the provided information. To make changes to Health, Vision, Dental and/or Flex coverage, go to [www.bluesenroll.com](http://www.bluesenroll.com), and for process instructions, review the provided guide. To make life insurance changes, complete the appropriate form and submit to HR.

- ▶ Location: (Qualifying Event Guide) SharePoint – Community Resources – Human Resources – Healthcare & Benefits – Qualifying Event Table.
- ▶ Location: (BluesEnroll Guide) SharePoint – Community Resources – Human Resources – Healthcare & Benefits – BluesEnroll Self Service – BluesEnroll Quick System Guide.
- ▶ Location: (Life Insurance Form) SharePoint – Community Resources – Human Resources – Healthcare & Benefits – Life Insurance (Met Life Insurance Company) – MetLife Insurance Form.

**Job Opportunities:** For information on current open positions and to apply, go to: [www.rcgov.org](http://www.rcgov.org) – Jobs.

**Job Descriptions:** Review the City of Rapid City job descriptions online.

- ▶ Form Location: [www.rcgov.org](http://www.rcgov.org) – Departments – Community Resources – Human Resources – Job Descriptions.

**Jury Duty:** For jury duty information, review the applicable Union Contract or Non-Union Guide. Submit all jury duty checks to the Finance Office.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Life Insurance:** (See *MetLife*)

**MetLife:** (for coverage changes see: *Insurance Changes*) For general policy questions, review the provided information. To change beneficiaries, complete the Beneficiary Designation form and submit the signed, original form to HR.

- ▶ Location: (Beneficiary Change) SharePoint – Community Resources – Human Resources – Health Care and Benefits – Life Insurance (Met Life Insurance Company) – MetLife Insurance Form.
- ▶ Location: (Information) SharePoint – Community Resources – Human Resources – Health Care and Benefits – Life Insurance (Met Life Insurance Company).

**Marital Status Change:** For information regarding a change in marital status, review the provided information and contact HR for specific details and to submit the required documentation.

- ▶ Location: SharePoint – Community Resources – Human Resources – Health Care and Benefits – Change in Marital Status Guide.

**Marriage:** (See *Martial Status Change*)

**Maternity Leave:** (see *Extended Leave*)

**Medicare:** For Medicare questions review the employee information available or contact Medicare directly.

- ▶ Location: SharePoint – Community Resources – Human Resources – Retirement – How Medicare Works.

**Military Leave:** For military leave information, review the applicable Union Contract or Non-Union guide. Contact HR with specific questions.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Name Change:** To update a legal name, complete the *Employee Contact Change* form and submit to HR in person. **NOTE: Employees must provide HR with an updated, original Social Security Card.**

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – Employee Contact Change Form.

**Non-Union Guide:** For Non-Union Employee information, review the Non-Union Guide.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees – Non-Union Employee Information – Non-Union Employee Information Guide.

**Parks and Recreation Pass:** To enroll, complete the application form and submit to the Parks and Recreation Office (515 West Boulevard). Cancellations are generally not available, for more information contact the Recreation Department at 605-394-4168.

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – Employee Wellness Program Application.

**Paternity Leave:** For paternity leave information, review the applicable Union Contract or Non-Union guide.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Paycheck** (see also *Pay Stub*): For lost or destroyed paychecks, contact HR for information and appropriate forms. For questions on direct deposit funds, contact HR. For personal bank account questions, contact the banking institution.

**Pay Increase:** For employee pay increase information, review the appropriate Union Contract or Non-Union Guide.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Pay Scales:** For pay scale, grades and/or step information, review appropriate pay scales provided online.

- ▶ Location: SharePoint – Community Resources – Human Resources – Compensation – Compensation Scales.

**Pay Stub:** (also see *Deductions*) Employees are expected to maintain their pay stub records whether received by email or hard copy. Employees are responsible for printing and/or copying additional stubs as needed. To request an additional copy of a previous paystub, contact the HR office. For questions regarding hours or rate of pay, contact supervisor.

**Personal Leave:** For personal leave information, review the applicable Union Contract or Non-Union guide.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Policies:** (see *Employee Policies*)

**Promotions/Demotions:** Review the appropriate Union Contract or Non-Union Guide for relevant policies and procedures.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Raise:** (See *Pay Increase*)

**Reference Release:** To grant permission for the City of Rapid City to release employment information beyond job title, wage and status, complete the reference release form. **NOTE: this form must be notarized; notaries may be available in HR.**

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – Employee Reference Release.

**Resignation:** To end employment with the City of Rapid City, submit a letter of resignation to the supervisor and/or department head. This notice should include: intent to resign, employee name, signature, date resignation letter is sent and last day of employment.

**Retirement:** (see: *ICMA, SDRS, SDRS Supplemental, Medicare and/or Resignation*)

For general retirement questions review the Retirement Checklist.

- ▶ Location: SharePoint – Community Resources – Human Resources – Retirement – Retirement Checklist.

**SDRS:** For general SDRS questions, review the SDRS Retirement Checklist, the SDRS informational guide or call customer service at: 605-773-3731. To change your beneficiaries, complete the Beneficiary Change form and submit the original, signed document to HR. If your beneficiary is a minor, complete the Transfer to a minor form along with the Beneficiary Change form.

- ▶ Location: (Retirement Checklist) SharePoint – Community Resources – Human Resources – Retirement – South Dakota Retirement System (SDRS) – SDRS Retirement Checklist.
- ▶ Location: (Beneficiary Change & Transfer to Minor form) SharePoint – Community Resources – Human Resources – Retirement – South Dakota Retirement System (SDRS) –Beneficiary Change form/Transfer to Minor form.
- ▶ Location: (informational guide) Hard copies are available in HR.

**SDRS Supplemental:** For general SDRS questions, review the SDRS informational brochure or call: 605-224-2230. To cancel within your first 90 days of employment, contact SDRS Supplemental at: 605-224-2230. To cancel after 90 days of employment, complete the SDRS EZ Enrollment Form (select \$0.00 as the deduction amount) and submit directly to SDRS Supplemental. To update beneficiaries, make contribution changes and/or to enroll, complete the appropriate forms and submit directly to SDRS Supplemental. Contribution changes can be made by completing the EZ Enrollment Form.

- ▶ Location: (Forms) SharePoint – Community Resources – Human Resources – Retirement – South Dakota Retirement System (SDRS) - Supplemental 457 – SDRS Beneficiary Form, SDRS /EZ Enrollment forms.
- ▶ Location: (Informational Brochure) Hard copies are available in HR.

**Short Term Disability:** (See *Extended Leave*)

**Sick A:** For Sick A policies, review the applicable Union Contract or Non-Union Guide.

- ▶ Location: SharePoint – Community Resources – Human Resources – Non-Union Employees/Union Employees.

**Sick B:** (See *Extended Leave*)

**Sick Leave:** (see *Sick A* or *Extended Leave*)

**Steps:** (see *Pay Scale*)

**Taxes:** (See *W-4*)

**Time Entry:** For ESS related questions, refer to the available IT materials. If you have forgotten your username or password, click “*Forgot your username?*” or “*Forgot your password?*”. If you are still unable to login or you have locked your account, contact the Help Desk. For payroll related questions, contact HR.

- ▶ Location: SharePoint – Community Resources – Information Technology.

**Union Contracts:** For Union employee information, review the relevant Union Contract or contact the local Union Representative.

- ▶ Location: SharePoint – Community Resources – Human Resources – Union Employees.

**Union Dues:** To cancel Union dues, contact local Union Representative for applicable date restrictions, forms and/or additional information.

**United Way Deduction:** To cancel a United Way deduction, complete the *Payroll Deduction Cancellation Form* and submit to HR. To begin a United Way Deduction, complete the *United Way Donation Form* and submit to HR.

- ▶ Location (Cancellation): SharePoint – Community Resources – Human Resources – Employee Forms – Payroll Deduction Cancellation Form.
- ▶ Location (Begin): Hard copies available in HR.

**Vision Insurance:** (for coverage changes see: *Insurance Changes*; for other information see: *Avesis*)

**W-2:** To replace a lost or destroyed W-2 form, complete the reprint request. Print, sign and submit the original to HR. This can be hand delivered, sent inter-office or by postal mail. **NOTE:** all reprinted W-2 forms are delivered to employees by postal mail.

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – W-2 Reprint Request.

**W-4:** To make changes to your tax withholding, complete the W-4 form and submit to HR.

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – W-4.

**Wage Works:** (for changes see: *Insurance Changes*) for Wage Works questions, claims, processes, covered expenses, policies and/or other information, go to [www.wageworks.com](http://www.wageworks.com) or contact customer service at: 1-877-924-3967.

**Wellmark/BlueCross Blue Shield:** (for coverage changes see: *Insurance Changes*) For general policy information and/or review the provided summary. For personal questions regarding billing or coverage, contact customer service at: 1-800-774-0384.

- ▶ Location: SharePoint – Community Resources – Human Resources – Health Care and Benefits – Health and Medical Insurance (Wellmark Blue Cross, Blue Shield).

**Wellness Incentive:** For information and to apply, complete the application and submit directly to HR with supporting documentation.

- ▶ Location: SharePoint – Community Resources – Human Resources – Employee Forms – Wellness Incentive.

**Workers Compensation (Work Comp):** Contact the Risk Manager, Trevor Schmelz at: 605-394-6620 or [trevor.schmelz@rcgov.org](mailto:trevor.schmelz@rcgov.org).

