

ONE DOOR TRANSITION

FREQUENTLY ASKED QUESTIONS

ONBOARDING

- **I ALREADY SUBMITTED THE ONBOARDING PACKET BUT I DIDN'T INCLUDE MY SOCIAL SECURITY CARD OR LICENSE BECAUSE IT WAS OPTIONAL. DO I HAVE TO RESUBMIT THE PACKET OR CAN YOU OBTAIN THE DOCUMENTS ANOTHER WAY?**

IF THE SOCIAL SECURITY CARD AND DRIVER'S LICENSE WERE NOT INCLUDED IN THE DOCUSIGN SUBMISSION, PLEASE EMAIL TO LDHONBOARDING@LA.GOV. THE PACKET DOES NOT HAVE TO BE RESUBMITTED.

- **I NOTICED THERE WERE ONLY 2 BANK ENROLLMENT FORMS, I HAVE 3 BANKS THAT MY CHECK IS DIVIDED INTO. WILL I BE ABLE TO ADD THE 3RD BANK?**

UPON TRANSFER, ALL ACTIVE DIRECT DEPOSIT ACCOUNTS WILL REMAIN. ONLY THE MAIN BANK FORM IS REQUIRED WITH THE PACKET. ONCE TRANSFERS HAVE BEEN PROCESSED, HR WILL NOTIFY, AND YOU SHOULD VERIFY ALL INFORMATION IN LEO FOR ACCURACY.

- **WHAT ACTION MUST WE TAKE FOR STAFF THAT ARE CURRENTLY ON FMLA AS IT RELATES TO COMPLETING ONBOARDING DOCUMENTS?**

EMPLOYEES ON EXTENDED LEAVE WILL NEED TO COMPLETE AN ONBOARDING PACKET. IF NEEDED, THE DOCUSIGN EMAIL MAY BE FORWARDED TO A PERSONAL EMAIL ADDRESS. EMAIL LDHONBOARDING@LA.GOV FOR ASSISTANCE. ALTERNATIVELY, A PDF VERSION OF THE PACKET IS AVAILABLE [HERE](#) FOR DOWNLOAD AND COMPLETION. ONCE COMPLETED, PLEASE RETURN THE PACKET TO LDHONBOARDING@LA.GOV.



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BENEFITS

- **WILL I HAVE TO UPDATE MY INTERMITTENT FMLA WITH LDH OR WILL IT ROLL OVER? WHERE DO WE EMAIL FMLA DOCUMENTATION TO?**

NO, YOU WILL NOT HAVE TO UPDATE IF YOUR FMLA QUOTA IS NOT EXPIRED. YOU WILL EMAIL FMLA DOCUMENTATION TO LDH-HRONEDOOR@LA.GOV. YOU SHOULD SUBMIT THE FOLLOWING: WH-380-E (FMLA MEDICAL CERTIFICATION FOR EMPLOYEE) AND/OR WH-380-F (FMLA MEDICAL CERTIFICATION FOR FAMILY), WH-382 DESIGNATION FORM, AND DCFS EMAIL DECISION NOTICE STATING APPROVED/NOT APPROVED.

- **WHAT IF I WANT TO CHANGE MY BENEFIT PLAN? WILL I HAVE TO WAIT UNTIL THE ENROLLMENT PERIOD?**

NO CHANGES ARE ALLOWED UNTIL ANNUAL ENROLLMENT UNLESS YOU HAVE A QUALIFYING LIFE EVENT (QLE). ANNUAL ENROLLMENT STARTS OCTOBER 1ST AND LASTS UNTIL NOVEMBER 15TH.

- **IN REGARDS TO THE HEALTH INSURANCE I CURRENTLY HAVE WITH DCFS, IF I CHOOSE TO KEEP THE INSURANCE I HAVE NOW, WILL I STILL HAVE THE INSURANCE AFTER DECEMBER 2025 OR WILL I BE REQUIRED TO PICK A NEW PLAN AFTER DEC. 31 2025?**

YOUR CURRENT HEALTH INSURANCE PLAN WITH DCFS WILL TRANSFER AND WILL REMAIN FOR THE INCOMING PLAN YEAR, JANUARY 1ST. IF ENROLLED IN FLEXIBLE BENEFITS, YOU WILL NEED TO RE-ENROLL DURING ANNUAL ENROLLMENT AS IT ENDS DECEMBER 31ST.

- **I AM IN DROP AND A LASERS REP TOLD ME I SHOULD NOT COMPLETE A NEW LASERS APPLICATION AT THIS TIME. HOW WILL THIS BE HANDLED UPON TRANSFER?**

UPON COMPLETION OF DROP, OR IF YOU DECIDE TO RETIRE PRIOR TO THE END OF YOUR DROP PERIOD, CONTACT LDH-HR TO FILL OUT ONE OF THE APPLICABLE FORMS: (1) END OF EMPLOYMENT OR (2) CONTINUED EMPLOYMENT AFTER DROP PARTICIPATION.



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GENERAL TRANSFER

- **WILL WE REMAIN UNDER OUR CURRENT SUPERVISOR ONCE WE TRANSFER TO LDH?**
THE MAJORITY OF EMPLOYEES IN ES/SNAP AND DDS WILL REMAIN WITH THE CURRENT SUPERVISOR. EMPLOYEES TRANSFERRING IN OTHER PROGRAMS AREAS MAY HAVE A NEW SUPERVISOR.
- **WHAT IS THE DRESS CODE AT LDH? ARE CASUAL THURSDAYS/FRIDAYS AN OPTION?**
IT IS VITAL THAT LDH EMPLOYEES PROJECT A LEVEL OF PROFESSIONALISM IN BOTH THE PROVISION OF SERVICES AND PERSONAL APPEARANCE. AS AN LDH EMPLOYEE, YOU ARE EXPECTED TO PRESENT A CLEAN AND NEAT APPEARANCE AND TO DRESS ACCORDING TO THE REQUIREMENTS OF YOUR POSITION WHILE YOU ARE ON DUTY STATUS. YOUR SUPERVISOR MAY DIRECT YOU TO ADHERE TO SPECIAL DRESS REQUIREMENTS RELATED TO YOUR POSITION, SUCH AS SAFETY CONSIDERATIONS, UNIFORMS OR THE NECESSITY TO DRESS IN "PROFESSIONAL ATTIRE" IN CERTAIN SITUATIONS. YOU ARE EXPECTED TO COMPLY WITH YOUR SUPERVISOR'S DIRECTIVES IN ALL MATTERS INVOLVING WORK ATTIRE. QUESTIONS REGARDING APPROPRIATE DRESS SHOULD BE DIRECTED TO YOUR SUPERVISOR.
- **IS TELEWORKING AVAILABLE WITH LDH? WE CURRENTLY HAVE OFFICES WITH 2 TO 3 PEOPLE IN ONE OFFICE WITH CLIENTS BEING ABLE TO HEAR OTHER WORKERS WHILE WE ARE INTERVIEWING.**

LDH FOLLOWS THE STATEWIDE TELEWORK POLICY. AS SUCH, LIMITED TELEWORK SITUATIONS DO EXIST AND REQUIRE APPROVAL SET FORTH IN THE POLICY.



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FREQUENTLY ASKED QUESTIONS

PAY

- **FOR THOSE OF US THAT WILL BE DUE FOR AN INCREASE IN OUR PREMIUM PAY, WILL THAT STILL BE HONORED? WHAT ABOUT THOSE WHO ARE DUE FOR REALLOCATION AFTER THE TRANSFER?**

YES, YOUR PAY WILL CONTINUE WITHOUT INTERRUPTION ON OCTOBER 1. ANY PREMIUM PAY INCREASES YOU ARE DUE WILL STILL BE HONORED AND ELIGIBILITY FOR REALLOCATION WILL STILL BE MAINTAINED UNDER LDH.

- **SINCE WE MAKE LESS THAN YOUR CURRENT WORKERS WITH MEDICAID, WILL WE BE GETTING A PAY RAISE SO THAT WE CAN MAKE THE SAME?**

WE UNDERSTAND THERE MAY BE PAY DIFFERENCES BETWEEN DCFS AND LDH EMPLOYEES PERFORMING SIMILAR WORK. LDH WILL CONDUCT A THOROUGH REVIEW OF JOB TITLES AND PAY LEVELS IN THE FUTURE TO ENSURE ALIGNMENT AND TO ENSURE EMPLOYEES ARE COMPENSATED APPROPRIATELY.

- **HOW LONG WILL IT BE BEFORE THE PAY DISPARITY BETWEEN THE POSITIONS WILL BE RESOLVED?**

THERE IS NO REQUIRED TIMELINE FROM STATE CIVIL SERVICE FOR THIS PROCESS. WHILE WE CAN'T GIVE A SPECIFIC DATE, WE ARE COMMITTED TO WORKING THROUGH THE PROCESS AS SOON AS POSSIBLE AND KEEPING EMPLOYEES INFORMED AS PROGRESS IS MADE.



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FREQUENTLY ASKED QUESTIONS

LEAVE

- **WILL OUR CURRENT ALLOTMENT OF ANNUAL AND SICK LEAVE REMAIN THE SAME? LIKEWISE, WILL WE CONTINUE ACCRUING AT THE SAME RATE, AND OUR YEARS OF SERVICE CARRY OVER AS WELL, IN REGARDS TO LEAVE EARNING RATE?**

CURRENT ANNUAL AND SICK LEAVE BALANCES WILL TRANSFER WITH YOU TO LDH. ACCRUAL RATES AND YEARS OF SERVICE WILL ALSO CARRY OVER. YOU WILL CONTINUE ACCRUING LEAVE AT THE SAME RATE ONCE YOU HAVE TRANSFERRED TO LDH.

- **I KNOW IT WAS STATED THAT ALL LEAVE WILL TRANSFER OVER. DOES THAT INCLUDE K-TIME?**

ALL K-TIME BALANCES AT THE TIME OF TRANSFER WILL TRANSFER WITH YOU TO LDH.

- **WHY DOES MY TIME STATEMENT SHOW DCFS INFORMATION AFTER MY TRANSFER?**

SINCE THE TRANSFER IS NOT HAPPENING AT THE BEGINNING OF THE PAY PERIOD, LDH INFORMATION WILL NOT BE REFLECTED IN THE COST CENTER SECTION ON YOUR FIRST TIME STATEMENT WITH LDH. THIS IS ACCEPTABLE TO CERTIFY AND WILL BE CORRECT FOR THE FOLLOWING PAY PERIOD.



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FREQUENTLY ASKED QUESTIONS

EMERGENCY PREPAREDNESS

- **WILL OUR DISASTER POST CHANGE AFTER THE TRANSITION OR WILL IT REMAIN THE SAME?**

AT THIS TIME, YOUR DISASTER POST WILL NOT CHANGE. IN THE FUTURE, THIS MAY BE REASSESSED, AND IF A CHANGE IS MADE, YOU WILL BE NOTIFIED.

- **I HAVE A PERMANENT EXEMPTION FROM EMERGENCY PREPAREDNESS AT DCFS. DOES THIS TRANSFER TOO?**

DISASTER EXEMPTIONS WILL NOT TRANSFER, LDH POLICY DOES NOT ALLOW FOR DISASTER EXEMPTIONS EXCEPT THROUGH AN ADA ACCOMMODATION.

