



NC Office of State Human Resources *Temporary Solutions*

Employee Information

Temporary Solutions is a temporary employment service exclusively for State Government agencies, operated by the Office of State Human Resources. The following information is provided to introduce you to our service and answer some of your questions.

AGENCY SUPERVISOR

If you have any questions regarding your employment, please contact your agency supervisor at the work location first. Your assigned agency determines who and when to hire, the work location and equipment, supervision, any training you might receive, approval of your timesheet and the length of the assignment. Temporary Solutions provides candidate names to agencies, processes payroll, withholds taxes and Social Security, and completes forms concerning verification of your employment. Your agency supervisor is the first person to contact if you have any issues about your employment. If you are not satisfied with your placement after discussing it with the agency, you should contact your Temporary Solutions Placement Counselor.

POSITIVE WORK ENVIRONMENT

Temporary Solutions is committed to providing all workers a positive, discrimination-free work environment. Temporary Solutions does not hire or decide to remove employees; however, Temporary Solutions will, if an employment situation is untenable, attempt to refer you to more suitable placements. If you wish to discuss an incident involving discrimination or harassment by an employee of OSHR or Temporary Solutions or are uncertain how to proceed, please contact the OSHR Equal Employment Officer. If you wish to discuss an incident involving discrimination, harassment or a hostile work environment at your agency employer, contact your agency employer's Equal Employment Officer. If you do not know who acts as your agency's Equal Employment Officer, contact the Office of State Human Resources for that information.

OFFICE HOURS

The office hours for Temporary Solutions are from 8:00 A.M. until 5:00 P.M., Monday through Friday. If you have any problems or questions, feel free to call or come by the office. All payroll related issues should be directed to the Temporary Solutions Finance Section.

WORK ASSIGNMENTS

Your work assignments may be with any of the various state government agencies. Please let us know when your agency ends your assignment so we can consider you for other assignments. Temporary Solutions assignments are for a period of eleven (11) consecutive months or less. After that time, you may be eligible for re-assignment after a lapse in employment of more than thirty-one (31) calendar days. Full-time students are exempt from the 11-month maximum limit. Retired employees are also exempt from the 11-month maximum if they are drawing a retirement income or Social Security benefits. Retirees from the Teachers and State Employee's Retirement System (TSERS) must adhere to the Retirement System's rules concerning allowable earnings and return-to-work limitations. It is your responsibility to notify Temporary Solutions of any change in your status.

TIME SHEETS/PAYROLL

Time sheets and pay schedules are available in our office and on our website (www.nctemporarysolutions.com). You are responsible for recording your time worked, securing your work site supervisor's signature and delivering your time sheet to our office. Do not work more than 40 hours within a workweek (Saturday through Friday) without your supervisor's prior knowledge and approval. Before you work on a state holiday, you will need prior approval from your agency supervisor and have your supervisor initial the holiday time on the timesheet. Always check your addition carefully before submitting your time sheet to Temporary Solutions. If you work on more than one assignment during a pay period, please complete a separate time sheet for each assignment. Please make sure your time sheet is submitted by the designated pay period deadline. If your time sheet is not received by the deadline, you will not get paid until the following payday.

The Office of State Controller (OSC) requires that all state payroll be paid electronically. All temporary employees will need to complete a direct deposit form. This form is located in our office and on the Temporary Solutions website (www.nctemporarysolutions.com).

The "Direct Deposit Exemption Request Form" is available in Temporary Solutions office. The form also may be obtained from the OSC Website: http://www.ncosc.net/sigdocs/sig_docs/payroll/Payroll_Forms.html.

Paydays are every other Friday. If the normal payday falls on a holiday, you will be paid on the last working day preceding the holiday. The pay schedule outlines: the dates included in the pay period, the date the time sheet is due and the payday. Your first and last check may be a paper check. **All paper checks will be mailed directly to temporary employees from OSC on payday.**

RIGHT TO TERMINATE

The agency that employs you reserves the right to terminate temporary assignments at any time. The agency that employs you may request that Temporary Solutions communicates your termination.

ABSENCES

If you are unable to report to work as scheduled, due to illness or other reasons, please call your on-site supervisor as soon as possible. If you are not able to reach a supervisor, please call your Placement Counselor at Temporary Solutions and let them know you will be absent from work.

TELEPHONE CALLS

Personal phone calls while on assignment should be kept to a minimum. If you need to make a call, please do so during your lunch or break. Making long distance phone calls on the State Telephone Network for other than official State business is against the law and will result in the employee being responsible for the charges, automatic dismissal, and possible penalties.

WORK AUTHORIZATION

According to Federal law, we must have each employee complete an Employment Eligibility Verification form by the end of the third day of work. If this form is not completed by the end of the third working day, Federal law states that employment must be terminated. Temporary Solutions participates in E-Verify.

UPDATE ADDRESS/PHONE NUMBER

If your address, name, or tax allowances change, you will need to complete a new tax withholding form. It is very important that we have an up-to-date telephone number and address, so we can contact you for assignments and also to mail your W-2 to you at the end of the year.

PERMANENT EMPLOYMENT

If you are offered permanent employment with State Government, please let us know as soon as possible. It is possible that if you are hired by the State your last check with Temporary Solutions must be coordinated with the hiring agency.

NOT ELIGIBLE FOR BENEFITS

Temporary employees are not eligible for membership in the Teachers and State Employees Retirement System, benefits from the State Employee’s Health Plan, holiday pay, vacation pay, or sick pay.

I understand that I am working at a State agency through Temporary Solutions. Any problems or questions regarding employment should first be discussed with my on-site agency supervisor and next with my Temporary Solutions Counselor. If I am offered permanent employment, I will inform *Temporary Solutions* immediately.

I also understand that an employing agency may request a more in-depth criminal background check before I may be offered employment.

I authorize Temporary Solutions to verify my work experience as stated on my application; including the written release of employment information by previous employers.

I am a student. No Yes

I am an inmate. No Yes

I am NOT retired. No Yes

I am not retired but am receiving benefits. No Yes

I am retired. No Yes

If you select “yes” to being retired, please complete page three below for retirement specific questions.

I understand that I must notify Temporary Solutions of any changes in status noted above. I also understand and agree to comply with the above policies.

Name (Print) _____ Signature _____

Date _____ Personal Email _____

Retiree Statement

This is to confirm my registration for temporary employment with Temporary Solutions as a retired employee drawing retirement and/or Social Security benefits. I have been advised that in accordance with the State Human Resources Policy, I may be eligible to work beyond the 11-month temporary employment limit by signing a statement that I am not available for, nor seeking, permanent employment. I understand that temporary employees do not receive leave, health benefits, paid holidays, retirement credit, total state service credit, severance pay, or priority reemployment consideration.

I further agree to advise Temporary Solutions if this status changes while in this employment.

Check the appropriate line and sign and date the form below:

_____ Yes, I am a retired employee and I am **seeking permanent** employment.

_____ Yes, I am a retired employee and I am not available for nor am I seeking permanent employment.

___ Receiving State Health Plan benefits

___ Retired from NC local/ county government (i.e. sheriff dept, city police, etc.)

___ Retired from federal government

___ Retired from military

___ Retired from NC government/ NC public school

___ Retired from NC local community college

___ Retired from private industry/ another state government entity

Additional Comments:

I understand that I must notify Temporary Solutions of any changes in status noted above. I also understand and agree to comply with the above policies.

Signature: _____ Date: _____

Printed Name: _____ Personal Email: _____