



Tennessee State Government Employee Handbook



Previous versions of the handbook may contain inaccurate information and should not be relied upon. For the most up to date information please reference the online version only.





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Welcome from Tennessee Governor Bill Lee



Welcome to TeamTN!—We are thrilled you have explored a new opportunity with us. There's no better place to serve than Tennessee State Government, our State's largest employer. TeamTN works together to serve Tennessee and the seven million people who call our State home by keeping our economy strong, cutting taxes for families and businesses, investing in education, improving infrastructure, developing thriving communities, and so much more.

The Employee Handbook was developed for every member of TeamTN by the Department of Human Resources (DOHR) to help you navigate the onboarding process and learn more about the many benefits of working for Tennessee State Government. This handbook will guide you on key topics, including helpful information about employee benefits, workplace policies and practices, and additional resources.

I hope your role leads you to foster new relationships, build lasting partnerships, and learn more about our organization's storied history while finding new ways to serve our great State and its citizens.

As you join the thousands of State employees who serve Tennesseans across the Volunteer State, Maria and I welcome you to TeamTN. Thank you for your unwavering commitment to Tennessee and her people.

Warmest regards,

A handwritten signature in black ink that reads "Bill Lee".

Bill Lee
Governor, State of Tennessee



Welcome from Department of Human Resources Commissioner Juan Williams



Welcome to TeamTN!

I'm Juan Williams, Commissioner of the Department of Human Resources, which serves as the central human resources agency for the State of Tennessee. We are so excited to have you as part of Tennessee State Government. As an employee, you have joined Tennessee's largest employer - with more than 42,000 employees across 22 Cabinet-level agencies and other agencies, boards, and commissions. A career here means that you are helping the State of Tennessee - whether directly or indirectly - provide effective, efficient, and customer-focused services to more than seven million Tennessee citizens.

This handbook was created to help you get started with your career in Tennessee State Government. It helps explain our policies and provide information on helpful resources you may need as an employee. I encourage you to read the handbook and keep it as an ongoing resource throughout your career.

Again, welcome to Tennessee State Government. I hope your career with the State is fulfilling and meaningful, and I thank you for your commitment to public service. I know you'll find that Tennessee State Government is the best place to work!

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'J Williams'.

Juan Williams
Commissioner, Department of Human Resources



Introduction

This Employee Handbook is your resource to quickly find an overview of important policies, practices, resources, and benefits available to Tennessee State Government employees.

Use the handbook as a quick reference on topics such as compensation, benefits, employment practices, personnel practices, and health and safety. Each topic will have a summary of the important information and will include a website link you can access for more details.

If you have questions about the information in this handbook, please contact your agency's Human Resources office, visit the Department of Human Resources' (DOHR's) website at www.tn.gov/hr, or email HR Support at HR.Support@tn.gov.

Onboarding

The employee onboarding process begins with orientation and ends when you are fully integrated into the organization. The process will include activities that allow you to complete new hire documents, learn your role and responsibilities of the position, as well as learn about the organization and its structure, culture, vision, mission, and values.

Your department may select a colleague, who is not a direct supervisor, to be your co-pilot/peer partner. This person will serve as your main point of contact throughout your entire onboarding process to help you get acclimated to your department and role.

Orientation

Within the first three days, you should meet with the agency human resources staff to complete new hire documents and begin the process of learning the new organization.

What to bring on your first day:

- ✓ Welcome letter and vehicle information for parking registration
- ✓ Proof of Eligibility to work in the United States – Originals (if applicable)
- ✓ Driver License
- ✓ Vehicle Registration Card (if applicable)
- ✓ Direct Deposit information
- ✓ Emergency contact information
- ✓ Bring a smile for the badge photo! 😊

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Onboarding (*Continued*)

What you might expect from the department/your supervisor during onboarding:

First week

- Introductions to co-workers, important points of contact, and peer partner
- Tour of the building and work areas
- Welcome event/meeting
- Meet with supervisor to review role and expectations
- Learn departmental mission, vision, values, culture, and structure
- Review the plan for the first week and begin discussing introductory assignments
- Meet with agency human resources staff to complete necessary forms, review benefits, etc.
- Review of agency and statewide policies and rules

First 30 days

- Review performance goals
- Complete an [Individual Development Plan \(IDP\)](#)—if applicable—and an [Individual Performance Plan \(IPP\)](#)
- Complete mandatory training
- Begin assimilating into organizational culture
- Participate in meetings/activities with key contacts
- Discuss performance and onboarding feedback with your supervisor

First 90 days

- Review Individual Development Plan (IDP)
- Complete mandatory training and identify other professional development needs
- Provide feedback about the onboarding experience
- Continue to meet key contacts
- Continue to assimilate into the agency's culture and your new role
- Complete interim review with supervisor to discuss job performance

New Supervisor Resources

Onboarding

Tennessee State Government has created a [Proactive Onboarding Guide for Managers](#) which assists the supervisor in acclimating an employee to a new role.

Performance Management

One of the most critical tasks for a supervisor is the successful completion of the performance management process which includes drafting a S.M.A.R.T. (Specific, Measurable, Achievable, Relevant, and Time-Sensitive) Individual Performance Plan (IPP) for direct reports, providing ongoing coaching and feedback, and meeting critical deadlines. Policies and resources can be found at [teamtn.gov/hr > Business Partners > Performance Management > For Managers and Supervisors](#).

Training

Each department may have its own training requirements, and new supervisors must ensure that you are taking all courses required for supervisors. Additionally, supervisors are responsible for ensuring that their team is completing their required training. The Enterprise Learning Module (ELM) section of Edison allows employees to register for courses, and supervisors to see their team's learning plans. Each department's Talent Management team can provide additional resources. You can also find information about required trainings in DOHR [Policy](#).

Approving Time and Labor

Supervisors are responsible for approving their employees' time, leave requests, and for clearing exceptions for their team. Unless directed otherwise by your agency, most supervisors can view and approve time, leave requests, and view exceptions in **Edison > NavBar > Menu > HCM > Manager Self Service > Time Management**.

Approving AWS Arrangements

Individuals or groups who are eligible for Alternative Workplace Solutions (AWS) should have a conversation with their supervisor about the frequency of AWS days, goals, and expectations. Before beginning an AWS situation, employees should complete the AWS eForm in Edison, which requires supervisor approval. To find the AWS eForm in Edison, navigate to: **NavBar > Menu > HCM > Self Service > AWS Acknowledgment eFORM**.

Coaching, Feedback, and Correction

Supervisors are responsible for ensuring proper performance and conduct of their employees. In addition to performance management discussions, supervisors should have regular meetings with their employees to provide ongoing feedback (positive and constructive), coaching, and correction when needed. If disciplinary action is necessary, the supervisor is responsible for issuing the action at the level appropriate to the offense.

Employee Benefits and Perks

Insurance

Partners for Health, the State Group Insurance Program, is administered by the Department of Finance and Administration's Division of Benefits Administration. Eligible State employees have a variety of insurance options available, including:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Disability Insurance

For more information about insurance and health benefit options, including coverage and premium options, visit the [ParTNers for Health website](#).

Benefits Administration Contact Information

Monday – Friday, 8:00 a.m. to 4:30 p.m. CT

Telephone: 800-253-9981 or 615-741-3590

Fax: 615-741-8196

E-mail: Benefits.Administration@tn.gov

Service Awards

Tennessee State Government's Service Awards Program recognizes employees for their service to State government. You're eligible for this award after five years of creditable service, and for each five years of service you complete.

Selecting a Service Award

When you are eligible, you will receive a notification with instructions on selecting your service award through Edison.

For More Information

If you have questions about the Service Award Program or your eligibility, please contact your agency's Service Award Coordinator. You can also find more information on the [Service Awards website](#).

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Employee Benefits and Perks *(Continued)*

Parking & Transportation

Parking options vary depending on your office location. See your agency's Human Resources office or your supervisor for additional parking information.

Parking Maps

The Department of General Services maintains employee parking lots. You can find maps of State parking lots on the [State Employee Parking Maps website](#).

Parking Registration

You'll receive information on registering your vehicle for parking during orientation. You can also find additional information for parking in State lots on the [General Parking Registration website](#).

Swipe and Ride

Swipe and Ride is a program that allows State employees who work in Nashville or Memphis to ride public transportation for free. You can find more information on this program on the [Swipe and Ride website](#). In addition, each agency's HR office also has a Swipe and Ride Coordinator.

Additional Transportation Benefits

You can find more information on additional transportation benefits for State employees on the [Transportation Benefits for State Employees website](#).

ParTNers for Health Wellness Program

The ParTNers for Health Wellness Program, administered by Sharecare, is a voluntary program to help you meet your health goals. This program is available to all State employees and spouses enrolled in insurance through ParTNers for Health.

State and higher education employees and spouses who are enrolled in medical insurance with ParTNers for Health may earn cash incentives of up to \$250 each annually for participating in certain wellness program activities.

Fitness center discounts offer affordable ways for health plan members to improve their health. If you are enrolled in medical insurance through ParTNers for Health, your medical carrier offers discounts on fitness center memberships and virtual fitness classes.

To learn more about the program and eligibility, visit tn.gov/partnersforhealth/other-benefits/wellness-program.

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Employee Benefits and Perks (*Continued*)

Emotional Wellbeing Solutions (EWS) *(formerly called Employee Assistance Program (EAP))*

The [Emotional Wellbeing Solutions](#) (EWS) and behavioral health benefits are administered by Optum Health. When life's challenges become overwhelming, that's where EWS can help. EWS services are available to all benefits-eligible State employees and their eligible dependents, even if they are not enrolled in medical insurance. With your supervisor's approval, you may use up to 10 hours of work time each year to see an EWS provider. You can use five short-term counseling visits per problem, per year, per individual.

EWS specialists are available 24/7 at **855-437-3486** to assist with stress, legal, financial, mediation and work/life services. They can help you find a network EWS short-term counseling provider, a plumber who works nights, services for your elderly parents, theater tickets, all-night pharmacies, and much more.

Learn more about EWS services at tn.gov/partnersforhealth/other-benefits/emotional-wellbeing-solutions.

Mental health and substance abuse services are also available to ParTNers for Health plan members.

Optum offers confidential and anonymous access to a wide variety of information and resources on their website at Here4TN.com or by calling **855-HERE4TN (855-437-3486)**. Support is available 24/7.

EWS also offers assistance for supervisors and leaders.

Supervisors and leaders can call to speak with a member of the Workplace Support Team for critical incidents and for assistance managing teams, motivating employees, and more. You also have access to more than 75 different trainings on a variety of topics, available at no cost.

Find more information at Here4TN.com.

Working for a Healthier Tennessee (WFHTN)

Working for a Healthier Tennessee is a free workplace wellness program that helps Tennessee State Government employees take small steps toward big changes by focusing on three key areas: physical activity, healthy eating, and well-being. You don't have to be enrolled in medical insurance with ParTNers for Health to participate.

To learn more about Working for a Healthier Tennessee, check out their [overview handout](#) or visit tn.gov/wfhtn.



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Employee Benefits and Perks (*Continued*)

Fee Waiver and Fee Discount Programs

Fee Waiver

State employees and their dependents can take advantage of two (2) programs to help pay for postsecondary educational opportunities: the fee waiver program for State employees, and the fee discount program for dependents of State employees.

- The fee waiver program allows full-time employees of the Executive, Judicial, or Legislative branches of State government to take one (1) course per semester, undergraduate or graduate, at any State-supported college, university, or College of Applied Technology, as well as the Tennessee Foreign Language Institute. An employee may receive the waiver for only one (1) course per semester or mini semester, not to exceed a maximum of four (4) courses per academic year.

Eligibility requirements for the program:

- Full-time employee is defined as employee of one of the three branches of government in a position classified as “full-time” and expected to work 1,950 per year, or an employee, regardless of classification, who is expected to work 1,600 hours per year and who receives employment benefits provided to all full-time employees.
- The employee must have been employed by the State for at least six (6) continuous months immediately prior to the first day of the class.
- The employee must sign the fee waiver form and have their supervisor or other person in the employee’s department/agency who, by virtue of their position, has knowledge of and can verify that the employee meets the eligibility requirements, sign as well.

Some institutions limit when a person utilizing a fee waiver may register for courses. Each institution’s procedures vary, and the employee should contact the Bursar or Admissions Office to determine when they may register and when the form must be submitted.

Fee Discount

The fee discount program gives dependents of full-time employees of the Executive, Judicial, or Legislative branch of State government a 25% discount on enrollment fees (tuition or maintenance fees) for undergraduate courses. The discount applies to the institutions listed in the section above. The dependent must be under the age of twenty-four (24) as of the first day of classes and live with, or have previously lived in a parent-child relationship with, the eligible employee or teacher. Dependents may apply the discount to an unlimited number of courses.

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Employee Benefits and Perks (*Continued*)

Fee Discount (*Continued*)

The employee or their dependent must submit the fee discount form to the institution on time. Each institution's procedures vary and the employee or their dependent should contact the Bursar's office of the institution to determine when the form must be submitted.

Additional information on these programs is available on the [Tennessee Higher Education Commission's website](#).



Employee Discount Program

The Tennessee State Government Employee Discount Program offers employees discounts on products and services from various vendors. It's one way we express appreciation for the valued service State employees provide Tennessee citizens.



Find a list of vendors and discounts at the [PerkSpot Discount Portal](#). You must create an account first to get started. Check out the [Tennessee Employee Discount Program flyer](#) to learn how.

Find more information on the [Employee Discount Program page](#) on the TeamTN Department of Human Resources website.

You can also contact PerkSpot at cs@perkspot.com or by calling 866-606-6057.

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Employee Benefits and Perks (*Continued*)

Employee Suggestion Award Program (ESAP)

The [Employee Suggestion Award Program](#) (ESAP) provides a way for State employees to submit ideas and suggestions to improve State government operations or services and reduce costs.

How to Submit Your Ideas:

1. Open the [ESAP Suggestion Form](#). *Note: You must submit your suggestion on the official ESAP Suggestion Form to be considered.*
2. Complete the entire form, providing information about your idea and save the document on your computer.
3. Send your completed ESAP Suggestion Form as an attachment by email to your respective [Agency Coordinator](#).

You will receive a confirmation notice of receipt and any follow-up correspondence by email from your respective Agency Coordinator.

Alternative Workplace Solutions (AWS)

To maximize work efficiency and reduce costs associated with office space, many State agencies are using Alternative Workplace Solutions (AWS) arrangements. AWS utilizes mobile technologies, flexible work schedules, and multi-user duty stations.

The four AWS arrangements include:

1. Work from Home
2. Mobile Work
3. Free Address
4. Condensed Work Schedule

Not all employees are eligible for participation in AWS. Many employees will continue to report to their regularly assigned physical building during their regular work schedule. You can view [DOHR Policy 14-001](#) for more information about AWS.

Total Rewards

Looking for your total compensation, current benefits, or how much of your benefits' cost is paid by you or the State? Just visit your Total Rewards statement in **Edison > NavBar > Menu > HCM > Self Service > Payroll and Compensation > Total Rewards** or select **Total Rewards** from the **Pay & Tax** drop down menu on the **Edison Homepage**. Total Rewards include wages, longevity, leave, benefits and retirement contributions, Social Security/Medicare, and more.

Smoking Policy

Smoking Policy

Tennessee State Government is a smoke-free employer. The use of tobacco products, including cigarettes, smokeless tobacco, and electronic nicotine delivery systems (“e-cigarettes”) is prohibited within all State owned and leased property. Smoking is further prohibited within fifty (50) feet of all facility entrances.

“Property” means any State-owned or -leased office spaces, as well as State owned vehicles.

Employee Conduct

Employee Conduct

Employee conduct at work must always be professional, whether dealing with the public, coworkers, supervisors, or others.

Work Performance and Conduct

Tennessee State Government has a clearly defined set of rules and policies that govern employee work performance & conduct. The policies are designed to ensure the rules are clearly communicated and enforced in a fair and consistent manner. The State also has a universal [Code of Conduct](#) that provides general guidelines of employee expectations based on fundamental and ethical principles.

Violations of conduct policies and expectations may be grounds for disciplinary action. The level of discipline depends upon the offense.

The standards also apply to your work performance. If your performance falls below acceptable standards, your supervisor may utilize the performance review process and supervisory counseling to improve this deficiency. If there is not improvement, your supervisor may take additional corrective action, up to and including dismissal.

The following are examples of acts that may warrant disciplinary action. This list is not all inclusive and shall not limit an Appointing Authority’s discretion in disciplinary matters:

- (1) Inefficiency in the performance of duties;
- (2) Incompetence in the performance of duties;
- (3) Negligence in the performance of duties;
- (4) Misconduct involving public officials and employees pursuant to Tennessee Code Annotated (Tenn. Code Ann.), Title 39, Chapter 16, Part 4;
- (5) Careless, negligent, or improper use of State property or equipment;
- (6) Failure to maintain satisfactory and harmonious working relationships with the public and fellow employees;
- (7) Habitual improper use of sick leave;

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Employee Conduct (*Continued*)

- (8) Habitual pattern of failure to report for duty at the assigned time and place;
- (9) Failure to obtain or maintain a current license or certificate or other qualification required by law or rule as a condition of continued employment;
- (10) Gross misconduct;
- (11) Conduct unbecoming an employee in State service;
- (12) Conviction of a felony;
- (13) Willful abuse or misappropriation of State funds, property, or equipment;
- (14) Falsification of an official document relating to or affecting employment;
- (15) Participation in any action that would in any way seriously disrupt or disturb the normal operation of the agency, institution, department, or any other segment of the State service or that would interfere with the ability of management to manage;
- (16) Trespassing on the property of any State officer or employee for the purpose of harassment;
- (17) Damage or destruction of State property;
- (18) Acts that would endanger the lives and property of others;
- (19) Possession of unauthorized firearms, lethal weapons, alcohol, or illegal drugs on the job;
- (20) Brutality in the performance of duties;
- (21) Refusal to accept a reasonable and proper assignment from an authorized supervisor (insubordination);
- (22) Reporting to work under the influence of alcohol or illegal drugs, or partaking of such on the job;
- (23) Sleeping or failure to remain alert during duty hours;
- (24) Unauthorized disclosure of confidential information;
- (25) Political activity prohibited by Tennessee Code Annotated, Title 2, Chapter 19 (the "Little Hatch Act") or by United States Code, Title 5, Chapter 15 (the "Federal Hatch Act"); and
- (26) For the good of the service as outlined in Tennessee Code Annotated, Section (§) 8-30-316.

Disciplinary Action

Supervisors are responsible for maintaining the proper job performance level, conduct and discipline of their employees. When employee performance or conduct does not consistently meet standards, supervisors may use one or more forms of corrective action, such as those below/on the next page.

Supervisors are not required to issue discipline in the order below/on the next page. When corrective action is necessary, the supervisor should administer disciplinary action at the level appropriate to the infraction, conduct, or performance.

For more information on discipline, please see the [Rules of The Tennessee Department of Human Resources Chapter 1120-10](#).

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Employee Conduct (*Continued*)

Verbal Warning—A supervisor may issue a verbal warning to an employee for unacceptable conduct or job performance. The supervisor must provide the employee with written documentation of the date of the discussion and other necessary information regarding expectations for improvement. A verbal warning is not placed in the employee's personnel file.

Written Warning—A supervisor may issue a written warning to an employee for unacceptable conduct or performance of duties. The supervisor must provide the employee with written documentation that identifies the document as a written warning. The written warning documents the date of the discussion and other necessary information about what the employee must do to improve.

A preferred service employee may ask for a review of the written warning by the Appointing Authority. The employee must submit the request in writing to the Appointing Authority within 14 calendar days from receipt of the warning and include any mitigating circumstances causing the employee to believe that the warning is undeserved. The Appointing Authority shall provide a written decision to the employee within 15 days of receipt of the request for review. The Appointing Authority's written decision is final.

A copy of the written warning will be placed in the employee's personnel file. If there are no further disciplinary actions with respect to the same area, performance, or conduct, within the next two (2) years, this written warning will become void and of no effect. An employee may provide a written request to expunge this written warning from their personnel file. The request itself does not become a part of the employee's file.

Suspension Without Pay—An employee may be suspended by the Appointing Authority for unacceptable conduct or job performance. A suspension without pay may not exceed thirty (30) calendar days within a 12-month period. With the approval of the Commissioner of the Department of Human Resources, an employee may be suspended for a longer period pending the appeal or the processing of an appeal.

Dismissal—An employee may be dismissed by the Appointing Authority for unacceptable conduct or performance of duties. For preferred service employees, 10 calendar days paid notice must be given. During the notice period, an employee is not required to report for duty but is paid for the workdays that fall within that 10 calendar days. The paid notice is not required for employees dismissed during their initial probationary period.

Demotion—A preferred service employee may be demoted if the Appointing Authority determines that the employee's ability to satisfactorily perform the required duties of the position is beyond the employee's capabilities or the employee has engaged in conduct that renders the employee ineffective in their position.

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Employee Conduct (*Continued*)

Appeal Process

A preferred service employee who is dismissed, demoted, or suspended may file an appeal concerning the application of a law, rule, or policy to the employment action. Employees in executive service or employees serving their initial probationary period are not eligible to file an appeal.

There are three (3) steps in the appeal process:

1. **Step I**—Appeal to the Agency Appointing Authority
2. **Step II**—Appeal to the Commissioner of the Department of Human Resources
3. **Step III**—Appeal to the Board of Appeals

If the term of a suspension is fewer than three (3) days, the ability to appeal is limited to an appeal to the Appointing Authority under Step I and to the Commissioner of the Department of Human Resources under Step II. A suspension of fewer than three (3) days is not appealable to the Board of Appeals.

An employee who files an appeal must submit it no later than 14 calendar days after the date the employee receives written notice of a dismissal, demotion, or suspension. If an employee fails to submit the complaint within the 14-day period, the ability to appeal lapses and is deemed to have been waived in its entirety by the employee.

Appeal discussions held during the scheduled off-duty hours for a complainant, witness, or representative shall be considered the same as hours worked, including overtime if applicable. Employees who are required to appear as witnesses or representatives shall not be required to use leave for such periods and shall be reimbursed for travel and other expenses in accordance with the State's comprehensive travel regulations.

For more information on the appeal process, please see the [Rules of The Tennessee Department of Human Resources Chapter 1120-11](#).

Tennessee Employee Mediation Program

It is the policy of Tennessee State Government to encourage the use of mediation as a valuable tool for all employees to resolve workplace issues. Mediation is a process where the parties themselves, with the assistance of a neutral third party, seek to find agreeable solutions to workplace issues.

The primary purpose of the [Tennessee Employee Mediation Program](#) is to provide a responsive, informal, confidential, and effective means of resolving human resource issues as an alternative to administrative proceedings. Access to mediation services is available to any State employee as a voluntary means of resolving workplace issues that are eligible for mediation as set out in the Rules of the Department of Human Resources.

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Employee Conduct (*Continued*)

Fraud, Waste, and Abuse

It is our responsibility to report fraud, waste and abuse. If you see something, say something! The Tennessee Comptroller of the Treasury's Department of Audit provides a toll-free hotline to report fraud, waste, and abuse of government funds and property. If you observe an agency director or employee engaging in any activity that you consider illegal, improper, or wasteful, please call the State Comptroller's toll-free Fraud Hotline at **1-800-232-5454** or you may submit a [Report Fraud, Waste and Abuse form](#) online.

Attendance and Leave

Attendance and Leave

Please visit the Policies & Resources section of the DOHR website for complete information regarding the [Attendance and Leave Manual](#). The following section is a general overview.

Hours of Work

The regular schedule for most employees is 8:00 a.m. to 4:30 p.m., Monday – Friday. Local conditions may cause these hours to vary, but a regular work schedule is seven and one half hours (7.5) per day, Monday – Friday. Any agency may use irregular work schedules and vary its work hours and workdays at the discretion of the Appointing Authority. Any work schedule totaling more than thirty-seven and one half (37.5) hours per week must have prior approval by the Commissioners of Human Resources and Finance and Administration.

Condensed Work Schedule

Your agency may take advantage of a condensed, four-day work week to meet their total scheduled hours. The schedule must ensure the agency has coverage available during the regular Tennessee State Government office hours of 8:00 a.m. to 4:30 p.m., Monday – Friday. If following a condensed work schedule is not better for you, please tell your supervisor that you would like to work regular office hours. Check with your agency's Human Resources office for more information.

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Attendance and Leave (*Continued*)

Absenteeism

We know things happen. If you must be late for work or absent because of illness or an unforeseen circumstance, personally notify your appropriate manager or immediate supervisor as soon as possible *by telephone*. Please do everything possible to give your supervisor notice as soon as you can, so they can make adjustments as needed. This will help maintain our superior levels of service.

Important things to remember:

- Certain agencies and/or individual supervisors have specific call-in procedures in place. Be sure to get clarity from your supervisor.
- Your supervisor will work with you to the extent possible when these occasions arise. Please give your supervisor as much notice as possible, so we can keep providing impeccable service.
- Supervisors must approve all employee absences. You must make your supervisor aware of your need for leave.
- Excessive absenteeism is grounds for disciplinary action. Please check with your supervisor or agency policy to learn how your team defines “excessive absences”.

Lunch Hour

All employees, except those in certain job classifications, are allowed a one (1) hour unpaid meal period. The authorized meal period must be taken during your work shift and you cannot use your lunch hour to change when you arrive for or leave work.

Rest Breaks

Appointing authorities or agency heads, at their discretion, may allow their employees two (2) rest breaks during each workday. One break may be allowed in the morning and the other in the afternoon for a period of fifteen (15) minutes or less each. If your team offers this benefit, please schedule your break(s) at a time that doesn't interfere with our service to the public. You are not required to use the rest break benefit, but please note you cannot accumulate that unused time to add to lunch periods or any type of leave. You can't use rest break time to change when you arrive at or leave work, or add it to your lunch hour.

Wellness Break

If your supervisor approves, you may combine your 15-minute rest breaks for a wellness break where the employee participates in an approved wellness activity. Wellness breaks are a privilege and not a right and may be revoked if not used appropriately or if service to the public is affected. *Remember*—you cannot use your wellness break to change when you start or end work for the day, or add it to your lunch hour.

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Attendance and Leave (*Continued*)

Holidays

The following days have been designated by state law as legal holidays:

New Year's Day

January 1

Martin Luther King Jr. Day

Third Monday in January

President's Day

Third Monday in February

Good Friday

Friday before Easter

Memorial Day

Last Monday in May

Juneteenth

June 19

Independence Day

July 4

Labor Day

First Monday in September

Columbus Day* (*substituted*)

Second Monday in October

Veteran's Day

November 11

Thanksgiving*

Fourth Thursday in November

Day after Thanksgiving*

Fourth Friday in November

Christmas**

December 25

New Year's Day**

January 1

**Pursuant to [Tennessee Code Annotated, Section 4-4-105\(a\)\(3\)](#), the Governor has designated that the Columbus Day holiday shall be substituted with the Friday after Thanksgiving.*

***The Governor may approve an additional day of State office closure in addition to the official State holiday, such as Christmas Eve. In 2025, the Governor has also approved Friday, January 2nd as an additional day of State office closure.*

When a holiday falls on Saturday, the Friday before the holiday is substituted. When the holiday falls on Sunday, the Monday following the holiday is substituted. The Governor has the authority to substitute the day after Thanksgiving for Columbus Day for the purpose of closing State offices. The Governor has the authority to approve additional days of State office closure. Please visit [TN.gov](https://www.tn.gov) to see the [State Holidays for the current year](#).

Leave Accrual

Employees who are eligible to accrue sick and annual leave do so annually, based upon their initial hire date and on each subsequent service anniversary date. Employees earn 12 sick leave days per year. Annual leave is accrued based on an employee's service group. Employees with more years of service accrue higher amounts of annual leave. Please see the [Attendance and Leave Manual](#) for more information.

Leave Usage

If you are not at work during your regular work hours, you must be on authorized leave. This means that your supervisor knows of and has approved your absence.

Not informing your supervisor that you will miss work may be considered job abandonment. Job abandonment is defined as an employee being absent from work without approval or notice for three (3) consecutive workdays or two (2) consecutive workdays following the end of any authorized leave. In the case of job abandonment, the department considers that the employee resigned "not in good standing." An employee who separates from the State "not in good standing" may be designated as not eligible for rehire within that agency.

Continued on next page

Attendance and Leave (*Continued*)

Types of Leave

For complete details regarding types of leave, please see the [Attendance and Leave Manual](#).

Annual Leave

Annual leave can be used for any absence. The use of annual leave is subject to supervisory approval. You must make annual leave requests to your supervisor as far in advance as possible to avoid any workload problems during your absence. Supervisors may designate specific leave request procedures.

Sick Leave

Sick leave may only be used for certain types of medical absences. Your supervisor may require you to obtain a doctor's statement for yourself, or for a qualifying family member, that specifically states why you could not be present to perform your normal job duties.

Compensatory Time

If you work more than your regular weekly schedule, you may be eligible for compensatory time. That's time off with pay an exempt, non-executive-level employee (or a non-exempt employee whose overtime is not compensated in cash) earns for time the person actually worked, outside of their regular schedule.

Administrative Leave

Administrative leave with pay is not deducted from the employee's annual or sick leave balance. Our Attendance and Leave Manual outlines approved reasons for taking administrative leave, including:

- Participating in State job interviews
- Voting or performing voting machine technician duties
- Donating blood
- Attending EWS programs/counseling or State-sponsored health promotion-related programs and activities
- Office closures due to inclement weather/uninhabitable building/a state of emergency
- State group insurance appeals
- Disciplinary appeal hearing appearances
- Specialized disaster relief services
- Bereavement leave

Appointing Authorities may grant discretionary leave when it is considered necessary for the welfare of the employee or the proper operation of the agency.

Continued on next page

Attendance and Leave (*Continued*)

Family and Medical Leave Act (FMLA)

FMLA leave is job-protecting, unpaid leave that may be granted to an eligible employee who has an FMLA-qualifying absence.

Civil Leave

Civil leave may be used for an employee who is subpoenaed or directed to serve as a juror.

Extended Leave

Extended leave addresses situations in which employees are in an extended leave without pay status.

Educational Leave

Employees may be eligible for educational leave if the education and training are directly applicable to their job and duties with the State.

Military Leave

Military leave is granted to uniformed service members who are absent due to military duty on a voluntary or involuntary basis.

Special Leave without Pay

Special leave is unpaid leave that lasts longer than half ($\frac{1}{2}$) of one (1) month. Special leave without pay may be granted to an employee at the discretion and upon recommendation of the Appointing Authority.

Parental Leave

An employee who has been employed by the State for at least twelve (12) consecutive months as a full-time employee may be eligible to take up to four (4) months of parental leave for adoption, pregnancy, childbirth, and nursing an infant. Employees with less than one (1) year of service may be granted up to thirty (30) workdays following the birth of a child. In addition, the State offers eligible employees paid parental leave for up to six (6) work weeks following the birth or adoption of a child without charging the employee's leave balance.

When applicable, an employee's paid parental leave, parental leave, and FMLA leave for the birth or adoption of a child will be used concurrently.

Continued on next page

Attendance and Leave (*Continued*)

Division of Claims Administration Absence

If you are ever injured while on duty, you have the option of being placed on leave without pay and drawing lost time compensation through the Division of Claims Administration, or using sick/annual leave and then drawing lost time compensation.

Terminal Leave for Retirees

When an employee retires from State service, they are generally eligible to receive payment for their unused annual leave. Terminal leave—the employee's unused, accrued annual leave balance—typically begins the workday immediately following the employee's last full workday. The effective date of retirement will be the day after the employee uses all their terminal leave.

Veteran's Sick Leave

A State employee who is a veteran with a service-related disability of thirty percent (30%) or more receives thirty-six (36) hours of veteran's sick leave each year. Eligible employees can use this leave to attend appointments related to their service-connected disability. Unused veteran's sick leave does not carry over from one year to the next. For more information, please contact your HR office.

Sick Leave Bank (SLB)

The Sick Leave Bank grants paid sick time to employee members who have used all their personal sick, compensatory, and annual leave. They must be medically certified as unable to perform their job duties because of a personal illness, injury, accident, disability, medical condition, or quarantine. Members may also use the benefit to care for a minor child with an illness. The employee must meet the guidelines established by the Sick Leave Bank and have been in a without pay status for five (5) consecutive days.

Employees may also donate a portion of their sick leave to eligible Sick Leave Bank members who have exhausted all of their own sick, annual, and compensatory leave and all benefits available through the SLB. You can find the required forms to donate sick leave on the [TN.gov Department of Human Resources website](https://www.tn.gov/department-of-human-resources).

The Sick Leave Bank Membership Open Enrollment period is August 1 – October 31, annually. You can find the membership form on Edison using this pathway: **Edison Homepage > Time & Leave > Leave > Sick Leave Bank > Sick Leave Bank Enrollment**.

Safety

Tennessee State Government is committed to the safety of its employees, customers, visitors to State buildings, and property. Each department and/or building may have its own safety policy or procedures that employees and visitors should follow. In addition, the Department of General Services provides [Emergency Action Plans \(EAPs\)](#) for each State office location, which provide basic guidelines for most emergencies.

Everbridge

In an emergency or when we must unexpectedly close a building, the State uses Everbridge to contact employees and provide the information they need to act fast. Everbridge sends emergency notifications via telephone, text message and email, but stops after you have acknowledged the message. Everbridge pulls contact information from the Employee Information Page in Edison. You should ensure that your contact information, including business address, is correct so you receive critical information in an emergency or business disruption.

When you verify your personal information, be sure to update your emergency contact information in Edison as well. That helps us make sure we can reach the correct person if you become sick or injured at work. You can update your emergency information in Edison using the pathway: **NavBar > Menu > HCM > Self Service > Personal Information > Employee Information Page**, or click the drop down arrow next to your name.

Safety-related Policies

The following policies address safety-related issues within the workplace and are helpful resources for employees on personal and asset safety:

- [12-060 – Violence in the Workplace](#)
 - Addresses workplace incidents, reporting, and prevention
 - Provides prohibitions of unacceptable conduct, including weapons
- [12-056 – Operating of Motor Vehicles by State Employees](#)
 - Provides information about vehicle safety
- [14-001 – Alternative Workplace Solutions \(AWS\) Policy](#)
 - Addresses guidelines related to data security, confidential information, and use of State technology while in an AWS arrangement
 - Provides sanitary shared workspace guidelines
- [23-001 – Confidential Employee Designations](#)
 - Discusses the protection of certain employees in confidential positions
 - Discusses the protection of employees in need of confidentiality for personal protection reasons

Continued on next page

Safety (*Continued*)

- [State of Tennessee Code of Conduct](#)

- Provides guidelines of employee behavior, handling of records, and confidentiality

Safety Trainings

You can find several safety trainings available in the Enterprise Learning Module (ELM) section of Edison using this pathway: **Edison Homepage > Learning & Career > Learning > Learning Home > Search**. In the search bar, enter the name of one of the following trainings:

- Active Shooter Training – FAHR7001 (in classroom) | ACSH1000 (web based) | SAVS1000 Sudden Violence/Active Shooter
- DGS Emergency Action Plan Training – DGS-EAP-SAFETY2002

Cyber Security

With highly sensitive information about the government, employees, and residents in our care, the State takes cyber security extremely seriously. We require all State employees to take Cyber Security Awareness Training each year.

[Tennessee Cyber Security and Risk Management Program](#) is managed through the Department of Finance and Administration's Strategic Technology Solutions (STS) Division. STS runs a consolidated network that is utilized by all three branches of Government. The Cyber Security and Risk Management program encompasses security policies, compliance, risk management, disaster recovery, and incident and response. The State's network is monitored 24/7/365.

Employees with security concerns or issues can reach out to the [STS Customer Care Center](#).

Security Policies

Review our security policies:

- Enterprise Information Security Policies ([STS Policies](#))
 - [Enterprise Information Security Policies \(PDF\)](#)
 - [ISC Information Resources Policies](#)
 - [Acceptable Use Policy](#)

State Government Employment And Advancement Opportunities

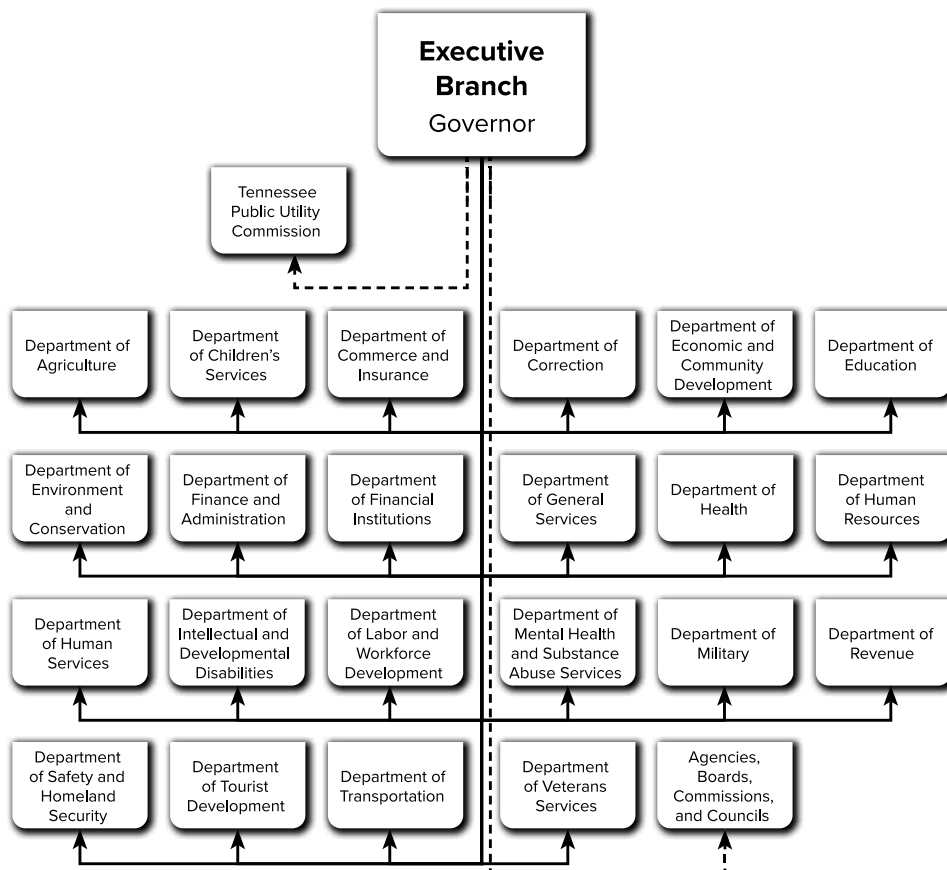
How The State Government Is Structured

The State constitution divides the powers of State government into three distinct branches—the legislative, the executive, and the judicial. The legislative authority (making laws) of the State is given to the General Assembly, and the judicial power of the State is entrusted to a Supreme Court and a system of other courts established by the Legislature.

Within the executive branch, the constitution places the “supreme executive power” of the State with the Governor. “Executive” means empowered to administer or to carry out certain duties or functions. The Governor and his executive branch agencies “execute” (or administer) laws, mandates, and new programs created by the General Assembly by statute.

The executive branch delivers a wide range of services to citizens, and it employs more than 37,500 people in twenty-two Cabinet-level departments and other agencies. All of the Cabinet-level agencies—led by the agency’s Commissioner—can be found in the diagram below. In addition, the executive branch contains other commissions, boards, agencies, and councils that perform certain functions.

Additional information about Tennessee State Government, the executive branch, and individual agency functions can be found in the [Tennessee Blue Book](#).



State Government Employment And Advancement Opportunities (*Continued*)

Types of State Employment

A Preferred Service employee:

- Holds a position in State service
- Has successfully completed the required probationary period
- Has the ability to appeal a suspension, demotion, or dismissal

An Executive Service employee:

- Holds a position in an agency that meets the criteria in [Tenn. Code Ann. §8-30-202](#)
- Serves at the pleasure of the Appointing Authority
- Does not have the ability to appeal a suspension, demotion, or dismissal

Probationary Periods

[DOHR Policy 12-028](#) defines in detail probationary periods for preferred service employees.

Every Preferred Service employee, whether new to Tennessee State Government or promoted to a new role, must complete an employment probationary period of 12-24 months. The period begins on the employee's first day or the day the employee's promotion becomes effective. The probationary period must be completed in order to become a Preferred Service employee.

Important things to remember:

- An employee may be terminated for any reason during their probationary period subject to DOHR laws, rules and policies.
- An employee on initial probation (serving their first 12 months of State employment) are not eligible to any appeal rights if terminated.
- A preferred service employee on subsequent probation (who has completed an initial probationary period, but are serving a probationary period due to a promotion into a role they have not served in previously) has appeal rights.

Applying for new career opportunities

Ready for a new role or challenge? Tennessee State Government encourages employees to apply for other positions within State government at any point in their career (even while on probation) if they are interested in a different position or furthering their career through advancement. Active State employees can apply for opportunities directly through Edison self-service. Some of these opportunities are available to active State employees only.

Performance and Talent Management

Performance Management

The Performance Management program helps define what you will do to help Tennessee State Government meet its goals for the people of Tennessee, and helps ensure that you are rewarded for the results you achieve.

How It Works

You and your supervisor will work together to set your work expectations and goals, have conversations about your performance, identify learning and development opportunities, and review performance results.

Individual Performance Plan (IPP)

Each year, every employee receives an IPP, which establishes your performance expectations, work outcomes, and competencies for the performance cycle. Throughout the cycle, you will have discussions called Interim Reviews with your supervisor. You and your supervisor will evaluate your performance and competencies and your supervisor will provide constructive feedback and coaching. Your supervisor must conduct at least two (2) Interim Reviews, but you may have more if needed.

During each Interim Review, you are encouraged to add comments addressing your work achievements and demonstration of behavioral expectations. At the end of the performance cycle, you and your supervisor will meet to conduct your Annual Review. Your review will give you a performance rating for each work outcome and competency and an overall rating for the cycle. You will also have an opportunity to add comments during the Annual Review.

You can access your Performance Management documents in Edison using this pathway: **NavBar > Menu > HCM > Self Service > Performance Management > My Performance Documents**, or select **Current Performance Documents** from the **Learning & Career** drop down menu on the **Edison Homepage**.

If you have questions about the Performance Management program, you can ask your supervisor or your agency's HR office. For additional information, visit the [Performance Management page](#) on the DOHR website, or contact Performance.Management@tn.gov.

Pay for Performance (P4P)

In accordance with [DOHR Policy 12-064](#), each employee shall receive a performance management rating during your Annual Review. These ratings help determine if you are eligible for Pay for Performance (P4P), a merit-based pay system that rewards above-average performance, helps improve efficiency, and encourages participation in programs that improve job performance and skills. An employee must receive a performance rating of "Meets Expectations," "Exceeds Expectations," or "Exceptional" to qualify for a performance reward through the P4P program. For more information, visit the [Pay for Performance page](#) on the DOHR website, or contact Performance.Pay@tn.gov.

Continued on next page

Performance and Talent Management (*Continued*)

Talent Management

Individual Development Plan (IDP)

An Individual Development Plan (IDP) is a plan of action created to improve an employee's knowledge, skills, and abilities. IDPs can help professionals and their managers outline an actionable plan for career growth and professional development. The Department of Human Resources has several tools available for supervisors and employees wishing to create an IDP, including employee and supervisor scorecards for assessing potential, the [9 Box Performance-Potential Matrix](#), and a template IDP. IDPs can also be entered in Edison using this pathway: **NavBar > Menu > HCM > Self Service > Performance Management > My Development Documents**.

Training and Development Opportunities

We want all of our employees to have every opportunity to reach their full potential. The Department of Human Resources Office of Organizational Agility (OOA) division partners with agency leaders to create customized learning and cultural strategies. This helps us develop and sustain a high-performing workforce.

Professional Certifications

You may be eligible for up to a 5% salary increase by completing the requirements for an approved professional certification program during your employment with Tennessee State Government.

To take advantage of this opportunity successfully, you should:

- Get prior approval for gaining the certification *before* you participate in the course.
- Make yourself familiar with [DOHR Policy 12-031](#) which outlines the rules for obtaining a salary increase from receiving a professional certification.

Management and Leadership Learning Pyramid

The Learning Pyramid is a certificate program designed to foster personal and professional growth for our lifelong learners. Learning modules are offered at no cost to employees or their agencies. Certificates of completion are awarded in sequential order. Certified agency trainers teach employees in their respective agencies to help equip all leaders of people with the right tools for success. There are three (3) tracks to this program: **Individual Contributors** (who do not supervise people), **Supervisors**, and **Executive-level** employees. These levels may have different classes, depending on the employee's work responsibilities. As employees advance in their careers, they will be required to complete various levels of the learning pyramid. To learn more, view the interactive [Learning and Leadership Development Pyramid on teamtn.gov](#).

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Performance and Talent Management *(Continued)*

The Learning and Leadership Development Pyramid

Individual Contributor

- Being an Influencer
- Creativity & Innovation
- Critical Thinking & Problem Solving
- Boss Relationships
- Conflict Management
- Effective Presentation
- Skills
- Emotional Intelligence
- Managing Up
- Being an Effective Team Member
- Change Management
- Effective Communication
- Peer Relationships
- Planning & Priority Setting
- Quality Decision Making
- Written Communications
- Documenting Performance
- Employee Essentials
- G.R.E.A.T. Customer Service
- Get S.M.A.R.T.er: Thinking about Higher Performance
- Performance Management
- Respectful Workplace

Manager/Supervisor

- Being an Influencer
- Creating a Culture of Continuous Improvement
- Developing the Art of Collaboration
- Developing Organizational Agility
- Conflict Management
- Difficult Conversations
- Effective Presentation Skills
- Emotional Intelligence
- Leadership Theory & Practice
- Managing Up
- Building Effective Teams
- Change Management
- Competency & Behavioral Based Interviewing
- Developing Direct Reports & Others
- Effective Communication
- Planning & Priority Setting
- Quality Decision Making
- Self-Management
- Written Communications
- Documenting & Rating Performance
- G.R.E.A.T. Customer Service
- Performance Coaching
- Performance Management 2.0
- Proactive Onboarding
- Respectful Workplace
- Sexual Harassment
- S.M.A.R.T. Planning & Coaching for Higher Performance
- Supervisor Essentials

Executive Track

- Transformational Leadership
- Mastering the Art of Influence
- Political Savvy
- Strategic Agility
- Documenting & Rating Performance
- Executive Essentials
- G.R.E.A.T. Customer Service
- Performance Coaching
- Performance Management 2.0
- Proactive Onboarding
- Respectful Workplace
- Sexual Harassment
- S.M.A.R.T. Planning & Coaching for Higher Performance

Performance and Talent Management *(Continued)*

Mandatory Trainings

All employees must complete the learning and development workshops listed below. You must complete these required courses within three (3) months of hire:

- Respectful Workplace
- Documenting Performance
- Open Records and Open Meetings *(online)*
- Performance Management 2.0 Webinar for Employees *(online)*
- G.R.E.A.T. Customer Service

The following course is required for all employees participating in Alternative Workplace Solutions (AWS) arrangements and should be completed prior to participating in the AWS arrangement:

- Alternative Workplace Solutions (AWS) Awareness Information for Employees *(online)*

Tennessee State Government is committed to ensuring that all employees are kept abreast of any changes under State and federal discrimination and harassment laws. To maintain the highest level of compliance, all employees and supervisors are required to annually complete:

- Respectful Workplace Refresher Training *(online)*

All supervisors must complete the following required workshops within three (3) months of hire or promotion:

- Respectful Workplace
- Documenting and Rating Performance
- Sexual Harassment *(online)*
- Proactive Onboarding *(online)*
- Open Records and Open Meetings *(online)*
- Performance Management 2.0 Webinar for Supervisors *(online)*
- S.M.A.R.T. Performance Planning
- G.R.E.A.T. Customer Service

All supervisors must complete the following required workshops within six (6) months of hire or promotion:

- Performance Coaching
- Get S.M.A.R.T.er: Coaching for Higher Performance
- Family and Medical Leave Act (FMLA) for Supervisors *(online)*
- Supervisor Essentials

Continued on next page

Performance and Talent Management *(Continued)*

Supervisors who have at least one (1) employee participating in Alternative Workplace Solutions (AWS) must complete the following courses prior to the start of the AWS arrangement:

- Alternative Workplace Solutions (AWS) Awareness Information for Supervisors (*online*)
- Change Leadership for AWS Supervisors (*face-to-face or virtual*)
- Teaming and Engaging in an AWS Environment for Supervisors (*face-to-face or virtual*)

For more information, see the [Mandatory Learning Policy](#).

LinkedIn Learning

All full-time employees have access to LinkedIn Learning, an on-demand learning solution with over 8,000 educational courses on the LinkedIn social platform. LinkedIn Learning boasts world-class content, data-driven personalization and convenience for employees to take advantage of hard and soft skills for professional development. Employees also have access to www.teamtn.gov/LinkedTNLearning for tips, FAQs and tech-support contacts.

Leadership Programs Available to State Employees

Commissioner's Leadership Academy (CLA)

The CLA is a competency-based development program for State agencies. Participants engage in a rigorous, customized leadership development study that is based on core competencies identified by the Agency Executive Leadership team.

Current CLAs:

- Agriculture - Commissioner's Leadership Academy
- Boards and Commissions Leadership Academy
- Bureau of Workers' Compensation - Leadership Academy
- Children's Services - Commissioner's Cornerstone Leadership Academy
- Correction - Commissioner's Leadership Academy
- Economic and Community Development - Leadership Academy
- Environment and Conservation - Green Leadership Academy
- Finance and Administration - Commissioner's Leadership Academy
- Financial Institutions - Commissioner's Leadership Academy
- General Services - Commissioner's Leadership Academy
- General Services - Emerging Leaders Institute
- Human Resources - Executive Leadership Institute
- Human Resources - Next Level Leadership Academy

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Performance and Talent Management *(Continued)*

- Human Services - Mission Possible Leadership Academy
- Human Services - Mission Possible Emerging Leaders Academy
- Labor and Workforce Development - Adult Education Academy of Academic Excellence
- Leadership Academy for Excellence in Disability Services
- Mental Health and Substance Abuse Services - Commissioner's Leadership Academy
- Military - The Adjutant General's Leadership Academy
- Revenue - Commissioner's Leadership Academy
- Safety and Homeland Security - Commissioner's Leadership Academy
- Tennessee Ambassador League Institute
- Treasury - Treasurer's Leadership Academy
- Veterans Services - Commissioner's Leadership Academy

Black Belt Leadership Program

The Black Belt Leadership Program is a self-directed, yet structured development opportunity for the [Tennessee Government Leadership](#) (TGL) alumni community. Leaders begin their journey after graduating from one (1) or more of the statewide leadership programs:

- LEAD Tennessee, Tennessee Government Executive Institute (TGEI)
- Tennessee Government Management Institute (TGMI).

TGMI Alumni may continue their journey of leadership development through participation in the Black Belt Leadership Program. There are six levels of the Black Belt Leadership Program: White Belt, Yellow Belt, Orange Belt, Blue Belt, Green Belt, and Black Belt. To advance from one belt level to the next, participants must earn the specified number of points in Strategic Development and in Service. At the initial belt levels, Strategic Development is the most emphasized component, because personal learning is fundamental to professional development. As participants advance through the belt levels, Service (both internal to State government and external to the community) becomes the more emphasized component, recognizing the importance of paying it forward and investing in and focusing on others.

LEAD Tennessee

LEAD Tennessee is a program in which current and emerging leaders move through 12 months of intense, high impact development in eight leadership core competencies. The program helps build strength within agencies and creates a pool of leadership talent for the State. LEAD Tennessee is designed for executive and senior level leaders and supervisors. High potential emerging leaders within agencies are also invited to participate, helping multiple levels within government learning together.

Continued on next page

Performance and Talent Management (*Continued*)

Tennessee Government Executive Institute (TGEI)

TGEI is designed for senior-level leaders such as Deputy Commissioners, Assistant Commissioners, Wardens, Directors, etc. TGEI is a two-week residential executive institute that provides senior-level managers in Tennessee State Government the opportunity for academic study and learning in executive responsibility and cross-agency networking designed to enhance senior leaders' individual skills.

Tennessee Government Management Institute (TGMI)

TGMI is designed for middle managers with supervisory and/or project management responsibilities, such as Assistant Directors, Program Managers, Associate Wardens, Associate Superintendents, Administrative Service Managers, Human Resources Managers, etc. TGMI is a two-week residential management institute that provides mid-level managers in Tennessee State Government with the opportunity for academic study, learning in practical management skills, and cross-agency networking to enhance middle managers' individual skills.

Tennessee Government Professionals Institute (TGPI)

This leadership opportunity targets outstanding, high-performing individual contributors looking to take on more responsibility. This program gives them the building blocks to achieve their leadership goals.

Accelerated Leadership Institute (ALI)

ALI is a high-powered development program that prepares high-potential employees who have typically not had supervisor experience for the critical role of leadership within State government. Participants engage in a rigorous program of study that is based on recognized advanced leadership competencies.

Tennessee Government Leadership Council (TGLC)

The TGLC was created to provide strategic guidance in development opportunities for leaders in Tennessee State Government. The Committee is made up of alumni leaders from LEAD Tennessee, TGMI, and TGEI. All members of the TGLC are considered champions for leadership excellence by providing support for the various components of leadership development in State government. In essence, every member of the TGLC is passionate about creating a cultural change that promotes leadership development at every level in State government. No person can achieve the goal alone. Working together, the Council strives to meet the challenge of creating a true learning environment that fosters leaders' cultural development.

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Performance and Talent Management *(Continued)*

Mentor TN

Mentor TN is an exceptional mentoring program aimed at fostering the continuous development of top talent within our organization. Aligned with the core leadership competencies established by the State, mentees actively engage in a range of targeted activities tailored to their unique goals and needs. Through the powerful mentoring relationship, mentors serve as coaches and guides, sharing their valuable experiences, knowledge, and skills to contribute to the mentee's growth and professional development.

Tennessee Government Leadership (TGL) Toastmasters

This program provides a supportive and positive learning experience in which members develop communication and leadership skills, resulting in greater self-confidence and personal growth. Participants learn how to speak comfortably in front of a group, and lead with purpose by attending meetings where they regularly practice skills to make them more confident speakers and leaders.

Leaving State Government

While we hope that employees will find a long, fulfilling career with Tennessee State Government, we recognize that some may choose to advance their careers by leaving. This section briefly explains the process you can expect if you resign, retire, or are terminated from your position.

Resigning or Retiring from State Government

If you plan to resign or retire from State government, you should provide a two-week notice to your current supervisor, who should notify their HR office of your plan to leave the position. Please fill out a [Notice of Resignation/Retirement Form](#) and submit a signed letter of resignation to your HR office.

During your final weeks on the job, you must work with your supervisor to wrap up any existing projects/reports, transfer knowledge to the person taking your role (if possible), and make a plan to return your equipment. You will need to return any State government equipment provided to you (laptop, phone, keys) and your bus pass, State ID badge, and parking pass. Retirees may keep their State ID badge but must return all other equipment.

Continued on next page

Leaving State Government (*Continued*)

Separating from State Government

Annual Leave Balance and Service Credit

When an employee separates, they will receive a lump sum for any unused annual leave (unless the employee was dismissed for gross misconduct). Employees who separate within their first year of employment, however, will see their final paycheck reduced if the number of annual leave days used exceeds the number of months worked (subject to federal minimum wage requirements). An employee's credit for service will also be reduced by the same amount.

Sick Leave Balance

The sick leave balance for separating employees (other than deceased employees) will be retained as a permanent record in the employee's personnel file. Should the employee be rehired by Tennessee State Government in the future, the sick leave balance may be reinstated.

Separating/Terminating Employees Wishing to Donate Leave

Donating leave is a great way to support employees that need assistance during a difficult time. Separating/Terminating employees wishing to donate leave must meet all of the following criteria:

- The separating/terminating employee must identify a specific employee to whom the leave is to be donated;
- Leave donated to a separating/terminating employee cannot be used beyond the employee's last day worked and the minimum five (5) days (37.5 hours for employees working 7.5 hour days or 40.0 hours for employees working 8.0 hour days) must be exhausted before the employee's last day worked;
- The person to whom the leave is to be donated must be eligible to receive the leave (i.e., have exhausted all sick leave and any other leave) during the period the separating/terminating employee is still working.

Exit Surveys

After resignation, you may be asked to complete an exit survey regarding your employment with the State. The purpose of this survey is to gain feedback from employees to better retain staff and reduce turnover. The information provided in the exit survey is vital to the continued growth and improvement of Tennessee State Government, and employees are encouraged to complete the requested survey.

Continued on next page

Leaving State Government (*Continued*)

Transferring within State Government

Employees can transfer through appointment or by applying for a new position to any other 22 Executive Branch Departments, or an Executive Branch Agency, Board, Commission or Council and maintain all the provisions and benefits outlined in this handbook.

Retirement Information

Once you have met the [Tennessee Consolidated Retirement System \(TCRS\)](#) retirement eligibility requirements, you can apply for retirement online by logging into Self-Service at [MyTCRS.com](#). Be certain you have enough months of creditable service to retire. Your agency Human Resources Department can assist with determining retirement credits. If you are still working, notify your supervisor of your intent to retire and submit your TCRS Retirement Application at least 60 days prior to what will be your last paid date of service. Once we've processed your retirement application, you will receive a Notice of Retirement letter from DOHR confirming the exact amount of your retirement benefit.

Tennessee Consolidated Retirement System (TCRS)

TCRS is the defined benefit plan component of [RetireReadyTN](#), providing lifetime retirement, survivor, and disability benefits. After a five-year vesting period, an employee becomes eligible to receive a monthly benefit at retirement once the age requirement is met. The benefit is calculated by the employee's years of service and salary.

Employees hired on or after July 1, 2014, participate in a hybrid pension plan which is a combination of a defined benefit plan and a defined contribution plan. The defined contribution funds will be deposited into the State's 401(k) plan, where the employee will manage the investments within the program. Additional information is available on the [TCRS Overview and Self-Service website](#).

Updating Your Retirement Account Beneficiaries

It's important to ensure your beneficiaries are up to date. Please review this information on an annual basis. To find out how to update the beneficiaries for your retirement accounts, visit the [Update Your Beneficiaries website](#).

Deferred Compensation—401(k) and 457

Employees of Tennessee State Government are eligible to participate in two optional tax-deferred retirement savings plans operated by the State: a 457 plan and a 401(k) plan. Contributions to these plans are made through regular payroll deductions. Except under a few limited circumstances, salary set aside through these plans cannot be withdrawn before reaching age 59 ½ or separation from State service. Participants in either plan are permitted to direct their contributions among a variety of investment options.

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Leaving State Government (*Continued*)

The State will match an employee's monthly contribution in the 401(k) plan. In general, State employees who participate in the 401(k) plan and who are eligible to participate in TCRS will be eligible to receive the match. Continuation of the match in future years is subject to funding in the State's annual appropriation. Additional information is available on the [401\(k\)/457 Investing website](#).

Making Changes to Deferred Compensation

The deferred compensation savings programs are administered through Empower Retirement. To make changes to your deferred compensation deductions, visit the [Empower Retirement website](#).

What is a 401(k)?

The State offers both a traditional 401(k) and a Roth 401(k). A traditional 401(k) allows you to save and invest additional money for retirement and can reduce the amount of current State and federal income tax you pay each year. Contributions made to a traditional 401(k) are made before-tax, which defers tax on contributions and any earnings on contributions until the money is withdrawn. The Roth contribution option allows you to contribute on an after-tax basis. This option may be attractive if you expect to be in a higher tax bracket during your retirement. Contributions and any earnings from a Roth 401(k) may be withdrawn tax-free upon reaching age 59 ½ following the required five-year holding period.

Enrollment in the 401(k) is voluntary and can be done online at [RetireReadyTN.gov](#). Select **Login** to your 401(k)/457 accounts and click on the **Register** button. Follow the prompts to provide your personal information to enroll. Tennessee State Government provides a match to a portion of your 401(k) contributions. Check the [TCRS website](#) and communications for updates on the match amount.

What is the Hybrid Plan?

Employees hired after July 1, 2014, are members of the [Hybrid Retirement Plan](#). The Hybrid Plan is a combination of a defined benefit plan (TCRS) and a 401(k) deferred compensation plan. A Hybrid Plan member who has met the vesting requirements for TCRS will receive a retirement benefit that will consist of a calculated monthly payment from TCRS and the accumulated balance in the members 401(k) plan. Employees in the Hybrid Plan contribute 5% of their earnable compensation to their TCRS account; the employer contributes 4% to the employee's TCRS account. Hybrid employees are automatically enrolled in the 401(k) plan, with an employee contribution of 2%. Employees can opt out of the 2% contribution or modify their contribution at any time. The employer contributes 5% of earnable compensation into the employee's 401(k) account. All TCRS contributions are pre-tax.

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Leaving State Government (*Continued*)

What is the Legacy Plan?

Full-time State employees hired prior to July 1, 2014 are members of the TCRS Defined Benefit Legacy Plan. State employees who became members of TCRS after July 1, 1981 (but before July 1, 2014) do not contribute to the [Legacy Plan](#) and do not have an account balance with TCRS. Any member who is already vested (five years/60 months of creditable service) who leaves State service and is rehired later will be returned to the plan they were in at the time of hire.

What does it mean to be vested?

It means you have at least five years (60 months) of creditable service to a TCRS employer. Being vested makes you eligible for a monthly retirement benefit upon reaching retirement age or the service requirement to begin benefits.

What happens to my annual leave when I retire?

When an employee retires from State service, they are eligible to receive payment for the unused portion of their annual leave as either a lump sum payout or as terminal leave, except in the case of termination for gross misconduct. Any employee who is dismissed or terminated from State service for gross misconduct, who retires from State service to avoid termination for gross misconduct, or who was guilty of gross misconduct prior to leaving State service is ineligible to receive compensation for any accrued annual leave as terminal leave, including in a lump sum payment. In this situation, however, the employee must be paid for all accumulated compensatory leave in a lump sum payment.

All employees who are members of the State retirement system through the Tennessee Consolidated Retirement System (TCRS), and who are entitled to terminal leave, must be compensated for their terminal leave prior to the effective date of the employee's retirement.

Terminal leave begins the workday immediately following the employee's last full workday. If the employee has a compensatory leave balance, this balance must be paid first. Terminal leave will begin once the compensatory leave is exhausted. Employees on an irregular work schedule should revert to a regular work schedule. In order for an employee to receive pay for a holiday while on terminal leave, there must be at least a balance of one tenth (.1) hour of terminal leave on the first workday immediately following the holiday.

Accumulated leave that exceeds the maximum allowable accrual for the employee's service group for up to 12 months before the leave transfers to sick leave. The transfer date directly follows completion of the employee's hire month. Compensatory leave is considered work time and must be exhausted prior to the transfer date. If the employee separates (i.e., begins a terminal leave period) prior to this transfer, the employee must be paid for the total amount of leave in the form of terminal leave.

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Leaving State Government (*Continued*)

Retiring employees who are receiving compensation on their longevity anniversary date are eligible for longevity payments, if eligible, even if they are on terminal leave.

The effective date of retirement will be the day after the employee exhausts all terminal leave, not the employee's last working day.

What happens to my sick leave when I retire?

Under the authority of [Tennessee Code Annotated, § 8-34-604](#), upon retirement, any Tennessee State Government employee who has accumulated sick leave shall be credited with accumulated sick leave as creditable service at the rate specified, provided that (1) the last employing department or agency employer shall certify in the manner prescribed by the retirement system the number of unused accumulated sick leave days to the credit of such member at the time of retirement; and (2) the employer shall certify that the accrued sick leave claimed is substantiated by records of the employer's agency compiled during the course of employment for which the leave was earned and not from records compiled solely for purposes of establishing retirement credit.

Each twenty (20) days of accumulated sick leave shall equal one (1) month of retirement credit, or any time less than twenty (20) days, a fractional part thereof.

Accessing Edison After Retirement

Former State employees will have limited access to the Edison system through Extended Self Service. Extended Self Service is typically available approximately six hours after the employee terminates. If the employee is running out terminal leave, Extended Self Service is not available until the employee has exhausted their leave. Extended Self Service is automatically removed on April 30, two years after the employee was terminated.

Through Extended Self Service, employees will be able to access:

- Paycheck information
- W-2/W-2c and W-2/W2-c Consent
- Personal Information Summary
- My System Profile Pages

Temporary Employment After Retirement

A retired employee is permitted to accept temporary employment with the State without suspension of retirement benefits, with certain salary restrictions. The temporary employment shall last no longer than 120 days during a 12-month period. Additional information about temporary employment can be found on the Tennessee Department of Treasury website under **Retirement** > [for Retirees](#).

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Leaving State Government (*Continued*)

Tennessee Consolidated Retirement System Contact Information:

- ☎ Main Line: 800-922-7772
- 📞 TDD: 800-766-4952
- ✉ Email: TCRS.CustomerSupport@tn.gov

Returning Equipment After Separation

Upon separation of employment, it is important to return all State-issued equipment in working condition. Those items can include: your computer, docking stations, associated chargers, all electrical cords, iPad, iPhone, keys, bus pass, badge and any other equipment that belongs to Tennessee State Government. Please connect with your supervisor and your agency's Human Resources office to arrange a date and time to return all State assets before your final day of employment. Please be aware that if the equipment assigned to you is not returned in a timely manner, the cost of the missing equipment may be deducted from your final paycheck. If you are retiring, it may be possible to keep your final ID badge with security removed. If you desire to retain your badge, please arrange permission with your Human Resources office and direct supervisor.

Accessing Your Personnel File After Separation

The Department of Human Resources houses all separated employee personnel files. To access your personnel file after separation, please complete the [Record Request Form](#).

Navigating Edison

What is Edison?

Edison is Tennessee State Government's Enterprise Resource Planning (ERP) system. An ERP system is an integrated software package we use to perform administrative business functions, such as financials and accounting, procurement, payroll, benefits, and personnel administration. Edison modules use a common database that allows the system to share information between business functions within an agency, and across agencies statewide.

What do HCM, ELM, FSCM, and CRM in Edison stand for?

HCM stands for **Human Capital Management** and is where you can find Human Resources information such as your paychecks, timesheets, leave balances, and benefits.

ELM stands for **Enterprise Learning Management**. Through ELM, you can search for and enroll in training courses.

FSCM stands for **Financial Supply Chain Management**. FSCM is where you can find financial information such as expense reports, requisitions, purchase orders, receipts, vouchers, deposits, etc.

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Navigating Edison (*Continued*)

CRM stands for **Customer Relationship Management**. CRM in Edison allows users to search a knowledge base of answers to common issues related to time, pay, travel, purchasing, training, etc. In CRM, users also can submit Edison Cases to the Edison Help Desk. Users can navigate to this self-service functionality in Edison using this pathway:

Self Service > Edison Help Desk (OR) NavBar > Navigator > CRM > Employee Self Service > Edison Help Desk

What is the difference between my Edison Access ID and my Employee ID?

The general format for your Edison Access ID is typically “aaaab0101001”. This general user ID sequence is the following: First four letters of your first name, middle initial, the two-digit form of the month and day of your birth, and “001” or “002” depending on if someone has a similar ID. This is the ID that you will use to log into Edison.

The Employee ID is 8 digits long and is typically “00999990.” This number can be found on your timesheet or paycheck if you are a State employee. If you are a benefits user, this number is seen on your Caremark Prescription Card. This number is how you are identified and, like a Social Security number, is unique to you.

When calling the Edison Help Desk, you will need your Edison user ID and your RACF ID, which is the ID you would use to sign onto a State computer or into your Outlook email account.

What can employees edit in Edison?

Employees can make changes to:

- Emergency contacts
- Personal Information – home/personal email, phone numbers, business address, home address, and mailing address
- Parking Registration – add or view
- Personal Details (Voluntary Self-Identification of Disability or Veteran Status)

How do I log into Edison for the first time?

1. Navigate to the [Edison Hub main menu page](#) and click “First Time Login / New Hire” (OR) Navigate to <https://www.edison.tn.gov> and click “Employee Portal Login”.
2. Enter the Access ID you received from your supervisor. Click “Continue”.
3. Enter the temporary password on the next screen and click “Enter”.

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Navigating Edison (*Continued*)

4. You will be required to **Reset Your Password**. Enter the temporary password you receive into the “**Current Password**” box, then enter your new password in the “**New Password**” and “**Confirm New Password**” boxes. Your new password must be at least eight (8) characters in length, contain at least one upper case and one lower case letter, and must contain at least one special character. The new password cannot be a password that you have previously used and cannot contain your user ID, your first name, or last name. When you are finished with each entry, click “**Enter**”.
5. Select your security image and phrase. Click “**Continue**”.
6. Select your five security questions and answers. These will be used to verify your identity if you forget your password.

How do I change my Edison password?

You can change your password in Edison using this pathway: **NavBar > Menu > My System Profile > Change My Password**.

You can find a complete user guide on the Edison Homepage using this pathway: **Quick Links (9-box icon) > User Guides & Support > User Guides: Self Service**.

How do I personalize my navigation?

You can personalize your navigation in Edison using this pathway: **NavBar > My Preferences > General Settings > Navigation Personalizations**.

How do I add favorite tabs?

- Click on the **three vertical dots** to the left of the **Navigation Icon** at the top right of the screen. Select “**Add to Favorites**”, change the ***Favorite Label** if you choose, and click “**Add**”.

How do I update my Employee Information Page?

- Click on your name at the top of the page. Under **Profile** select the menu item “**Employee Information Page**”. Select “**Add Employee Info Page**”.
- It is imperative that you keep your information updated. The **Employee Information Page** allows you to add your business/home/cell phone numbers, personal email, business address (the work location you would report to if you were requested to go into the office) and home address (where you live and where you should be working on any AWS days).
- To correctly add a business address, search for the whole name of the building you are assigned. For example: the “Tennessee Tower” is named the “William R. Snodgrass Tennessee Tower” – so you need to search for “William” in the “Building (begins with)” text box to find this location. If you try searching only for “Tennessee” you won’t find this location.

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Navigating Edison (*Continued*)

- The **Employee Information Page** is where Tennessee State Government's **Everbridge** system for emergency notifications pulls contact information and/or location information to keep employees updated during emergencies.
- This form will allow you to enter a variety of email addresses. Please keep in mind: the one that you are marking as your primary email is where Edison notifications (including emails related to jobs you apply for, your W-2, etc.) and all Everbridge notifications will be sent.
- You can also set a preferred phone number, which is the first number that Everbridge will attempt and the one where the notification system will contact you if necessary. Your primary phone or email may be different than your business contact info, but your business contact information is what will show in **Active Directory** (or in the **Outlook Contact List**) and should be the information included in the signature section of your emails and on your business cards (if applicable).
- You can select your work email and phone as your primary contact options, but if you are planning to leave State service, you should change this information to your personal contact information prior to your last day. Employees who are terminated and do not have the chance to change their contact information can ask their department HR office to perform the update.

How can I make changes to my direct deposit?

- You can add (up to three (3) accounts) or make changes to an existing account which include changing your bank's routing number, account numbers, amounts, and percentages. Navigate to: **Quick Links (9-box icon) > User Guides & Support > User Guides: Self Service > Edison Training Videos > HCM Training Videos > Add / Update Payroll Direct Deposit (OR) Select Direct Deposit from the Pay & Tax drop down menu on the Edison Homepage.**

How do I delete an account from my direct deposit?

- Direct Deposit accounts can only be deleted by the Payroll Call Center. If you need a Direct Deposit account deleted, please call the Center at **1-877-944-3873** or **615-741-PAID (7243)**.

How do I edit my W-4 Tax Information?

- Navigate to: **Edison Homepage > Pay & Tax > Tax > W-4 Tax Information.**

How do I apply for a new job or promotion in Edison?

- Navigate to: **Edison Homepage > Learning & Career > Career > Careers.**

How do I view my paycheck?

- Navigate to: **Edison Homepage > Pay & Tax > Pay > View Paycheck.** The filter option under paychecks allows you to change the date range of paychecks you're viewing.

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Navigating Edison (*Continued*)

How do I submit a timesheet correction?

- Navigate to: Edison Homepage > Time & Leave > Time > Request Timesheet Correction.

Where do I find my new employee onboarding guide?

- Navigate to: Quick Links (9-box icon) > User Guides & Support > User Guides: Self Service > Employee Self Service > Onboarding.
- To find your remaining onboarding activities and TN Onboarding Employee Survey, navigate to: NavBar > Fluid Home > Onboarding.

How do I enter a travel claim?

- Navigate to: Edison Homepage > Travel & Expense > Expense > Create/Modify Expense Report.

How do I view my old Performance Evaluation Documents?

- Navigate to: NavBar > HCM > Self Service > Performance Management > My Performance Documents > Historical Performance Docs.

How do I find ELM, view Learning, etc.?

- For employees, navigate to: Edison Homepage > Learning & Career > Learning > Learning Home.
- For supervisors, navigate to: Edison Homepage > Manager Central > Team Learning.

How do I add my transcripts, degree information, or certifications to my profile?

- Navigate to: Edison Homepage > Learning & Career > Career > My Current Profile.
 - After selecting the tab that aligns with the information that you are entering, click "+ Add New ..." to add information.
 - Do not use this function to add LinkedIn Learning courses. They are added to your ELM Learning Profile.

How do I set my life insurance beneficiary(s)?

- Navigate to: Edison Homepage > Benefits & Health > Benefits > Life Insurance Beneficiaries.

How do I set my beneficiary(s) for leave balances and last wages?

- On the TeamTN website, navigate to: teamtn.gov/hr > Policies & Resources > Forms & Documents > Agency Resource Center > Beneficiary Designation for Leave Balances and Last Wages.
 - [Complete this form](#) and return it to your department Human Resources office.

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Navigating Edison (*Continued*)

How do I find the AWS eFORM?

- Navigate to: NavBar > Menu > HCM > Self Service > AWS Acknowledgment eFORM.
 - Click “Create an AWS Acknowledgment eFORM” if this is for a new document.
 - Click “Update, Resubmit or Withdraw” to view/change a document that has not yet been fully approved.
 - Click “View an AWS Acknowledgment eFORM” to review a document that is already approved.

How do I complete my annual Policy Acknowledgments?

- Navigate to: NavBar > Menu > HCM > Self Service > Policy Acknowledgments.
 - Click “Create a Policy Acknowledgments eFORM” to review and approve them for the first time; or to do your annual approval. *You will need to click on each policy and read it before you will be able to move the form forward.*
 - Click “Update a Policy Acknowledgment eFORM” if you are not yet finished reviewing all the policies.
 - Click “View a Policy Acknowledgment eFORM” if you’d like to see/review/print the policies. *You may need to clear the date from the search filter.*

How do I add a new parking registration, or update my current registration to change my vehicle information?

- Click on your name at the top of the page, then under **Profile**, select **Parking Registration**.
 - Click “Add” to start a new form, change your vehicle information, or add a second vehicle.
 - Click “View” to see what information is on file for you currently.

How do I find the Edison Help Desk?

- Navigate to: NavBar > Edison Help Desk.
 - Search for commonly asked questions, create a case for Edison assistance, or view the status of an existing case.

Edison also offers a variety of training guides and videos.

- Navigate to: Quick Links (9-box icon) > User Guides & Support > User Guides: Self Service > Edison Training Videos.
 - You can select Self Service Training, HCM Training, FSCM Training or Business Intelligence to view the training topics or guides related to the work performed in these Edison applications.

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Directory

Topic	Contact	Contact Information	Hours	Support
Benefits	Benefits Administration Service Center	partnersforhealthtn.gov 615-741-3590 (or) 1-800-253-9981	Mon – Fri 8:00 a.m. to 4:30 p.m. CT	General benefits questions and plan administration, including health, dental, pharmacy, and disability
Edison	Edison Help Desk	edison.tn.gov (login required) 1-866-376-0104 (or) 615-741-HELP (4357)	Mon – Fri 7:00 a.m. to 4:30 p.m. CT	Edison password resets, questions about navigating Edison
Employment Verification	Department of Human Resources Records Division	615-741-5595	Mon – Fri 8:00 a.m. to 4:30 p.m. CT	Employment verification services
General HR	Department of Human Resources HR Support	hrsupport.tn.gov 615-741-4841 HR.Support@tn.gov	Mon – Fri 8:00 a.m. to 4:30 p.m. CT	Consultation on TN State Government's most frequently asked HR questions
Payroll	Payroll Call Center	615-741-PAID (7243) (or) 1-877-944-3873	Mon – Fri 8:00 a.m. to 4:30 p.m. CT	Paycheck, bank accounts, direct deposit, lost or stolen checks, taxes and deductions, W-2 form
Retirement	Tennessee Consolidated Retirement System	RetireReadyTN.com	Mon – Fri 8:00 a.m. to 7:00 p.m. CT	Retirement and 401k, enrollment, contributions, beneficiary designation, information changes
Technology	STS Customer Care Center	tn.gov/ccs 1-800-342-3276 (or) 615-741-1001	Mon – Fri 7:30 a.m. to 4:30 p.m. CT	Questions about Outlook, Active Directory, 3270 passwords, STS network issues, STS server issues, telephone issues, or hardware issues (copiers, fax machines, scanners)

Please visit the [HR Support webpage](#) for additional directory information.

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