Human Resources Department

Helpful Information Guide

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About this Guide

This ***Helpful Information Guide*** provides new City employees a resource for understanding information about the City, to include policies, rules, programs, and benefits.

This guide will not include copies of any of the Mayor's Orders, Administrative Policies and Procedures, or Executive Orders. Those are found at http://www.houstontx.gov/policies/ .

The information in this guide is subject to change and will be updated periodically.

Updated: October 24, 2022

Online Resources

There are a number of resources available online. The resources listed below are only a sample of what is available to you.

Resource	Link
Badging Office	https://www.houstontx.gov/generalservices/security.html
City of Houston's website	https://www.houstontx.gov/
COH Holiday Schedule	https://www.houstontx.gov/hr/holidays.html
Employee Discounts	https://www.houstontx.gov/hr/benefits/discounts.html
HITS Enterprise Service Portal	ServiceNow ServiceNow Production Instance (service-now.com)
HR's Office of Talent & Organizational Development	http://www.houstontx.gov/ldc/
Human Resources Department site	http://www.houstontx.gov/hr/
New Employee Orientation Resources	https://www.houstontx.gov/ldc/new_employee_orientation_resources.html
Payroll Services	https://www.houstontx.gov/ara/payroll.html
Talent Management System	https://talent.houstontx.gov/Saba/Web/COH

Abbreviations

Commonly Used Abbreviations

The city uses abbreviations on a regular basis. While some departments may use some that are not listed here, these are some of the most commonly used abbreviations.

Abbreviation	Meaning
ADA	Americans with Disabilities Act
ADP	Administrative Development Program
AP	Administrative Policy/Procedure
CAPS	City Accreditation Program for Supervisors
CMC	Combined Municipal Campaign
COH	City of Houston
CSL	Compensable Sick Leave
D&I	Diversity and Inclusion
DDC	Defensive Driving Course
DML	Decision Making Leave Day
EAP	Employee Assistance Program
EEO	Equal Employment Opportunity
Empower Retirement	City's Deferred Compensation 457 b Provider
EO	Executive Order
ESS	Employee Self Service
FMLA	Family Medical Leave Act
FSA/HFSA	Flexible Spending Account (health plans flexible spending account)
GTOR	Global Time Off Request
HEAR	Houston Employees Assessment and Review (employee performance evaluations)
HIPAA	Health Insurance Portability and Accountability Act
HITS	Houston's IT Department
HMEPS	Houston Municipal Employee Pension System
HOPE	Houston Organization of Public Employees
HPW/PWE	Houston Public Works, formerly Public Works & Engineering
HTV	Houston Television
LIP	Leadership Institute Program
MP	Mayor's Policy
NEO	New Employee Orientation
NSO	New Supervisor Orientation
OEM	Office of Emergency Management
OT&OD	Office of Talent & Organizational Development
PID	Performance Improvement Discussion

Abbreviation	Meaning
PTO	Paid Time Off
PSRW	Public Service Recognition Week
TMS	Talent (Learning) Management System *May also be referred to as Talent*
TPIA	Texas Public Information Act
ZIP	Zero Is Possible

Department Abbreviations

The various departments also have abbreviations and are typically referred by the abbreviation.

Department	Abbreviation
Administration & Regulatory Affairs	ARA
City Council	CNL
City Secretary's Office	CSC
Controller's Office	CTR
Department of Neighborhoods	DON
Finance	FIN
Fleet Management Department	FMD
General Services Department	GSD
Houston Health Department	HHD/HHS
Housing & Community Development	HCD
Houston Airport System	HAS
Houston Emergency Center	HEC

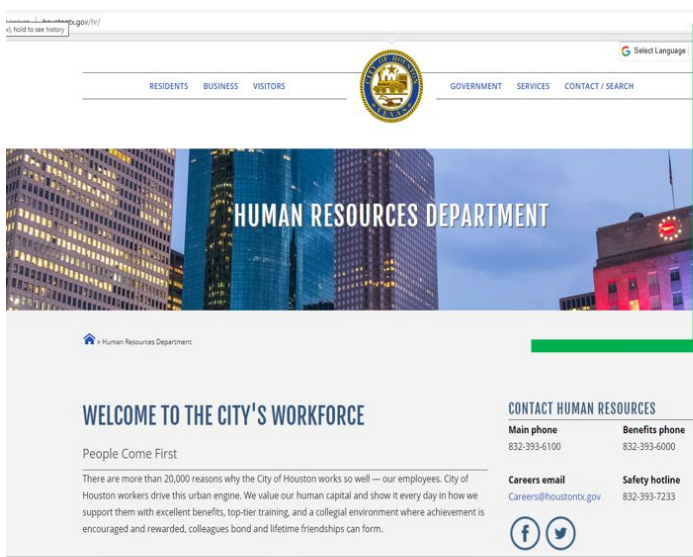| Department	Abbreviation
Houston Fire Department	HFD
Houston Information Technology	HITS
Houston Police Department	HPD
Houston Public Works	HPW/PWE
Human Resources Department	HRD
Legal	LGL
Mayor's Office	MYR
Municipal Courts Department	MCD
Office of Business Opportunity	OBO
Parks & Recreation Department	PRD
Planning and Development	PD/PLD
Solid Waste Management	SWM

Municipal Employee Guidebook

The City of Houston has an Employee Handbook. It can be found online. You can access it from the link on the main Human Resources Page or from the New Employee Orientation Resources page located on the Office of Talent & Organizational Development's webpage. The printable PDF version is on the New Employee Orientation Resources Page.

Accessing Online Version from HR page

The steps below show you how to access the online version.

1. Go to https://www.houstontx.gov/hr/
2. Scroll down to *HR Resource Links*. Click on *Municipal Employee Guidebook*

Accessing Printable pdf Version from OTOD page

The steps below show you how to access the printable version of the guidebook.

1. Go to www.houstontx.gov/ldc/
2. Click on **New Employee Orientation Resources** on the right under **Navigation**.
3. Click on **Municipal Employee Guide** under **New Employee Orientation Information**.
4. To print or save, once it's opened, click the print button to print or the save button to save. Screen shot of buttons below the pages.
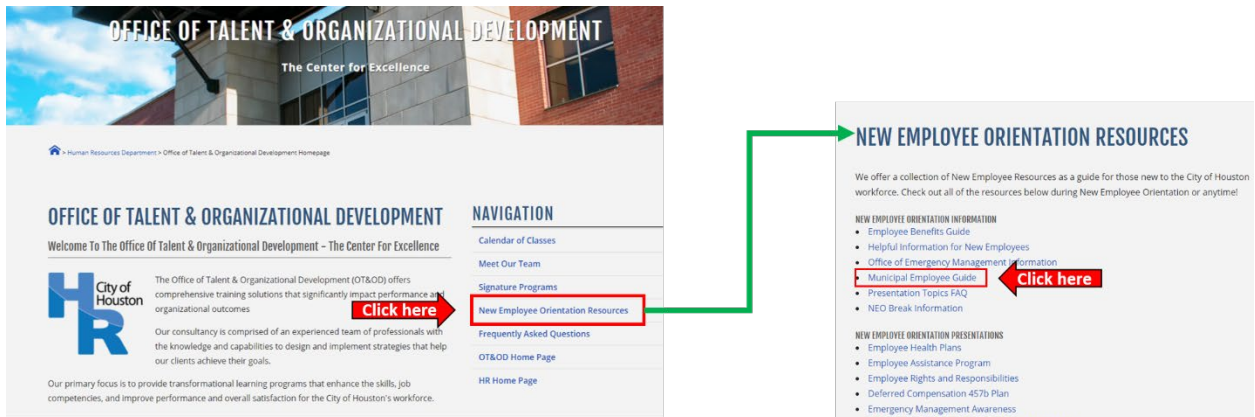
Print or Save button

Contact Information

Knowing who to contact or where to go when you have questions is very useful. The list below is not a complete list, but it does provide some useful numbers or emails for you.

Additional contact information may be provided in New Employee Orientation.

Topic	Contact Information
Employee Assistance Program	(832)393-6510 employeeassistanceprogram@houstontx.gov
Employee Wellness Program	(832)393-6000 wconnection@houstontx.gov
Empower Retirement	Customer Service - (800)701-8255 Local Office – (713)426-5588 www.empower-retirement.com
HITS	(832)394-4487 HITS HAS – (281)233-1900 HITS HPD – (832)394-2300 HITS CTR – (832)393-7239
HOPE	(346)227-7050 www.hopetx.org hopeinfo@hopetx.org
Houston Municipal Employee's Pension System	(713)595-0100 www.hmeps.org
Human Resources Benefits	(832)393-6000 benefits@houstontx.gov
Human Resources Department	(832)393-6100
New Employee Orientation	(832)395-4890 neo@houstontx.gov
Office of Emergency Management	www.houstonoem.org
Office of Talent & Organizational Development	(832)395-4900
Safety Hotline	(832)393-SAFE, Option 2

TMS Learning Administrators

If you have issues with the Talent Management System, contact your department administrator.

Learning Administrators				
Department Name	**Department ID**	**Department Number**	**Learning Administrator**	**Phone Number**
Administration & Regulatory Affairs	ARA	6500	Bernice Cendejas	832-393-8508
City Council	CNL	5500	Karina Velazquez	832-393-9704
City Secretary's Office	CSC	7500	Troy Lemon	832-393-1100
Controller's Office	CTR	6000	Chanelle Clark	832-393-3408
Department of Neighborhoods	DON	1100	Patricia Carter	832-393-1038
Finance	FIN	6400	Jabrelle Lipscomb	832-393-9011
Fleet Management Department	FMD	6700	Sandra Cadena Vasquez	832-393-0966
General Services Department	GSD	2500	Darnesha Davis-Callier	832-393-8086
			Jennifer Bryan-Sanchez	
			Curtis Gaines	832-393-8202
Houston Health Department	HHD	3800	Herb Shook	832-393-4879
			Toni Alexander	
Housing & Community Development	HCD	3200	Tara Soileau	Tara.soileau@houstontx.gov
Houston Airport System	HAS	2800	Marie Stephens	281-233-1567
Houston Emergency Center	HEC	1500	Cheryl Breed	832-393-2794

Department Name	Department ID	Department Number	Learning Administrator	Phone Number
Houston Fire Department	HFD	1200	Sylvia Almazan	832-394-6730
			Wanda Andrews	832-394-6608
			Price DeHavilland (Classified Members)	832-394-6804
Houston Information Technology	HITS	6800	Karin Anderson	832-393-0312
			Jessica Miles	832-393-8917
Houston Police Department	HPD	1000	Kathryn Batiste	832-394-2300
Houston Public Library	HPL	3400	Suzy Benton	832-393-1505
			Thuy Vo	832-393-1490
			Lourdes Garcia	832-393-1675
Houston Public Works	HPW	2000	JoAnne Perry	832-395-2804
			Eduardo Monsivias	832-395-2748
Human Resources Department	HRD	8000	talents@houstontx.gov	832-393-7239
Risk Management & Safety	HRD	8000	Scott Ward	832-393-6106
Legal	LGL	9000	Abraham Izaguirre	832-393-6263
Mayor's Office	MYR	5000	Barbara Felder	832-393-1270
Municipal Courts Department	MCD	1600	Myriam Varela	713-247-5680
Office of Business Opportunity	OBO	5100	Patsy Jackson	832-393-0612
Parks & Recreation Department	PRD	3600	Rubi Longoria	832-395-7040
Planning and Development	PD	7000	Ashley Velazquez	832-393-6572
Solid Waste Management	SWM	2100	RaJonda Seals	832-393-0490
			Debra Blackshear	832-393-7940

Updated 8/24/2022

HEAR Performance Administrators

If you will be administering HEAR plans for your employees and need assistance, contact your department HEAR administrators.

	Performance Administrators			
Department Name	**Department ID**	**Department Number**	**Performance Administrator**	**Phone Number**
Administration & Regulatory Affairs	**ARA**	**6500**	**Bernice Cendejas** *Yolanda Fisher*	**832-393-8505** *832-393-8536*
City Council	**CNL**	**5500**	talents@houstontx.gov	**832-393-7239**
City Secretary's Office	**CSC**	**7500**	talents@houstontx.gov	**832-393-7239**
Controller's Office	**CTR**	**6000**	**Melanie Walter** *Chanelle Clark*	**832-393-2774** *832-393-3408*
Department of Neighborhoods	**DON**	**1100**	**Patricia Carter** **Melanie Walter**	**832-393-1038** **832-393-2774**
Finance	**FIN**	**6400**	**Sheila Murphy** *Yolanda Fisher*	**832-393-9035** *832-395-8536*
Fleet Management Department	**FMD**	**6700**	*Yolanda Harris-Hoskin* **Melanie Walter** *Chevonne Adesanya*	*832-393-6052* **832-393-2774** *832-393-6961*
General Services Department	**GSD**	**2500**	**Darnesha Davis-Callier** **Jennifer Bryan-Sanchez** **Curtis Gaines** **Melanie Walter** *Yolanda Harris-Hoskin*	**832-393-8086** **832-393-8202** **832-393-2774** *832-393-6052*
Houston Health Department	**HHD**	**3800**	**Ashley Walls** *Bridgette Eickhoff*	**832-393-4889** *832-393-5009*
Housing & Community Development	**HCD**	**3200**	**Tara Soileau** *Nicole Brooks*	Tara.soileau@houstontx.gov *832-394-6131*
Houston Airport System	**HAS**	**2800**	talents@houstontx.gov **Fernando Reis** **Marie Stephens**	**832-393-7239** **281-233-1842** **281-233-1567**

Department Name	Department ID	Department Number	Performance Administrator	Phone Number
Houston Emergency Center	HEC	1500	Melanie Walter	832-393-2774
Houston Fire Department	HFD	1200	*Wanda Andrews*	*832-394-6608*
Houston Information Technology	HITS	6800	Shannon Hodge	832-393-0262
			Yolanda Fisher	*832-393-8536*
Houston Police Department	HPD	1000	Cassandra Middleton	713-308-1260
			Juanita Franco	713-308-1220
			Angela Bond	713-308-1292
			Darren Bias	713-308-1225
Houston Public Library	HPL	3400	*Sharon Alvarez*	*832-393-1351*
			Chanta George	*832-393-1337*
			Bridgette Eickhoff	*832-393-5009*
Houston Public Works	HPW	2000	JoAnne Perry	*832-395-2804*
			Griselda Garza	*832-393-6014*
Human Resources Department	HRD	8000	hear@houstontx.gov	832-393-7239
Legal	LGL	9000	Fabian Izaguirre	832-393-6214
Mayor's Office	MYR	5000	*Yolanda Fisher*	*832-393-8536*
Municipal Courts Department	MCD	1600	Myriam Varela	713-247-5680
			Yolanda Fisher	*832-393-6052*
Office of Business Opportunity	OBO	5100	Patsy Jackson	832-393-0612
			Yolanda Fisher	*832-393-8536*
Parks & Recreation Department	PRD	3600	Rubi Longoria	832-395-7040
			Demetra Rasmus	8332-395-7291
			Shatera Clarke	*832-395-7107*
Planning and Development	PD	7000	Truscenia Garrett	832-393-6542
			Melanie Walter	832-393-2774
			Yolanda Harris-Hoskin	*832-393-6052*
Solid Waste Management	SWM	2100	RaJonda Seals	832-393-0490
			Debra Blackshear	*832-393-7940*

**If you have questions/issues, please attempt to contact your department's Performance Administrator for assistance. If the performance administrator is unavailable, you may also email hear@houstontx.gov.

Updated 8/24/2022

KRONOS Job Aid – First Time Employee Log In

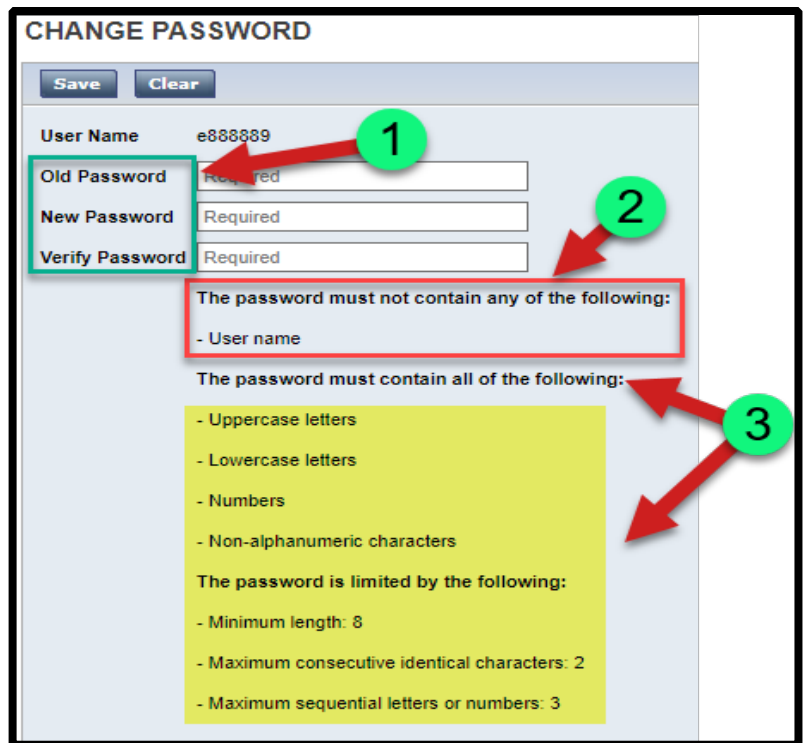Logging into Kronos for the first time. This guide will assist you in changing your password.

Logging On:

1. Go to – KRONOS.HOUSTONTX.GOV

2. Enter your 6-digit employee number

3. Example (e123456 for 6-digits and e012345 for 5 digits)

4. Enter your temporary password which is Password01* then click the arrow.

Change Password

1. It will prompt you to put in the old *password,* Password01*

2. Type in the new password. You must have at least upper – and lower – case letters, number(s), and symbol. All should equal to 8 characters.

3. *Example* (j0hnDoe1!)

4. Upon completion of your password change, click Save and Continue.

KRONOS Job Aid – Requesting Time Off

Employees can submit a time off request by using **Request Time Off** located in the **Employee Calendar** in the **Employee Workspace**. This feature provides an accessible way for employees to request time off. The application's internal messaging system sends this request to your supervisor's email.

To use the Request Time Off function:

1. Click Request Time off and complete
   a. **Type:** GTOR (default)
   b. **Start date and End Date**
   c. **Pay code:** (select applicable *Pay Code*)
   d. **Time Unit:** (choose *Full day* or *Hours*)
      i. On Hours, you will need to calculate the LENGTH of time you will be gone.
      ii. **Start time:** (use only with Hours)
      iii. **Duration:** (use only with Hours)
   e. Click **Submit**

**You can check your *Accrual Balance* prior to submitting your GTOR.

1. Your **GTOR** should appear on the date that you selected requesting time off.

2. Both you and your supervisor will receive an email with a status update.

3. Once it has been approved, the Employee will receive notification via email, and you can view the status in the **Details** of the

Retracting GTOR (Global Time-Off Request):

1. Move your mouse across your **GTOR** *until you see a blue circle* that will allow you to click **DETAILS or RETRACT.**

2. Click **RETRACT, add NOTES, then SUBMIT.**
   It will remain on your calendar as an inactive GTOR.

3. *If your GTOR has been approved by your Supervisor or if the pay period has closed; you **WILL NOT** be able to **RETRACT**. However, **you** can **Cancel Approved.***
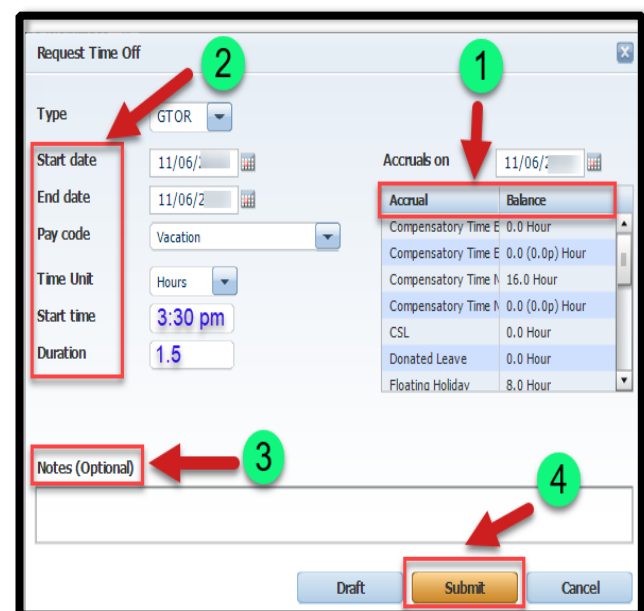
Note: The **Accrual Balances** displayed are dependent on which date is selected in the timecard when the **Accruals** are accessed.
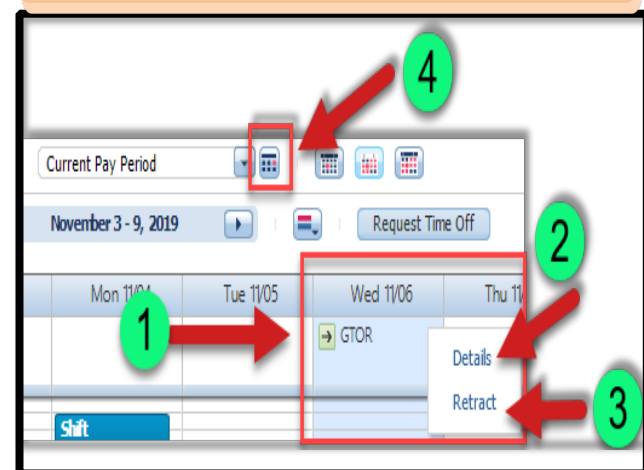
HITS Service Desk

There may be times when you will need to contact IT for assistance.

The HITS Customer Service Center (CSC) is the central point of contact for submitting IT requests and reporting incidents to HITS. CSC Hours of operations are 7:00 A.M. – 5:00 P.M., Monday-Friday, excluding City Holidays. The 311 Help Desk supports all after-hours including Holidays and weekends for priority 1 issues such as critical systems or service outages.

For Weekday Support
- 7:00AM to 5:00PM Mon-Fri
- Call: 832-394-HITS (4487)
- Or create a request through the Enterprise Service Portal at https://houstontx.service-now.com

For Evening and Weekend Support
- 5:00pm to 7:00AM on Mon-Fri
- Call the 311 Helpdesk at 713-837-0311

Priority 1 issues such as location or system outages occurring during hours of operation should be called into the service desk to ensure timely response. Incidents and requests submitted via the Enterprise Service Portal after hours will be addressed the next business day.

For your convenience, we offer several automated forms for day to day activities such as onboarding new employees and contractors. To access these, please sign into the Enterprise Service Portal, navigate to the Service Catalog, and select the needed form.

https://houstontx.service-now.com/

Please Note: Employee Self Service (ESS) accounts are not created or available to access until between 1 and 2 weeks from the employees' start date. Please do not contact HITS to have the passwords reset for these accounts.

New Hire Benefit Enrollment Instructions

New employees *MUST* enroll in benefits on the Employee Self Service Portal (ESS) within the first 30 days of employment, or they must wait until the annual Open Enrollment period to enroll or make changes to their benefits. Benefits are effective either the 1st or the 16th of the month following your first 30 days of hire.

 Benefit selections are made via ESS. New employees must log into ESS with their login credentials to enroll in the plans. Access to ESS may take up to two weeks. However, employees may be able to access it early, so you may want to check daily until you have access.

 Dependents must be added under the Family Members/Dependents section in ESS on your personal profile if you want to add them to any benefit plans. Supporting documentation *MUST* be submitted, reviewed, and verified by the Benefits Division before you can complete enrollment. Please review the *Dependent Eligibility page* in the *Benefits Guide*, or online at https://www.houstontx.gov/hr/benefits.html . Documents may be submitted online via the *Secure Document Portal*.

Enrollment Steps

1. Log onto the ESS portal at https://portal.houstontx.gov
2. Click the *My Benefits Link*
3. Click *Benefits Enrollment*
4. Click on *Anytime Changes Link*
5. Click on *New Hire Enrollment*
6. Select your benefit plans for medical, dental, vision, life insurance, and flexible spending accounts. Enrollment in supplemental insurance is done through the supplement insurance provider and not ESS.
7. Select your beneficiaries for the basic and voluntary life insurance.
8. Click *Save* and *print* the Benefits Confirmation Statement.

Calendar Years

There are numerous years that the City of Houston recognizes. Figuring out which year is being referenced can be a daunting task. Especially when Floating Holidays, Personal Leave Days, and Wellness Hours are being referenced. This chart defines each type of calendar year that the City recognizes. It shows the time period and information about each year.

The City of Houston recognizes four calendar years: *Calendar Year, Fiscal Year, Benefit Year*, and *Insurance Year*.

Calendar Year	Fiscal Year	Benefit Year	Insurance Year
January 1 - December 31	July 1 - June 30	September 1 - August 31	May 1 - April 30
Floating Holiday	Budget Year	Wellness Hours	Medical/Dental Benefits time frame
Standard Calendar	HEAR Plans	Personal Leave Days	

Time Off

How is vacation time accrued? What about sick time? How do personal days work? These are some of the questions that are asked when trying to understand vacation, sick time, and personal days. The **Municipal Employee Guidebook** covers these in **Section 6 – Time Off**, but we added the accruals here as well.

Vacation Time

This table shows the accrual rate for vacation time. Remember that while vacation time is earned from day 1, it cannot be used until you have been with the City for six months. Vacation time carries over from calendar year to calendar year.

Years of Completed Service	Vacation hours earned per year	Vacation hours earned per pay period
Years 1 – 4	80	3.07
Year 5	120	4.60
Years 6 and 7	128	4.92
Years 8 and 9	136	5.22
Years 10 and 11	144	5.53
Year 12	152	5.83
Year 13	160	6.14
Year 14	168	6.45
Year 15	176	6.77
Year 16	184	7.07
Year 17	192	7.38
Years 18 +	200	7.68

Sick Time

Sick leave is to be used when you are sick. You begin earning it immediately, and it accrues at a rate of **2.50 hours per paycheck**. As long as you have the time available, you are able to use it. The City matches unused sick time up to 65 hours each benefit year until your sick leave balance is 1,040 hours. After your sick leave balance reaches the 1,040 hours, you still accrue 65 hours each benefit year, but the City will no longer match unused sick time.

Personal Leave

The City rewards employees for being at work and not using sick time. Personal leave is based on the **Benefit Year, September 1 – August 31**. They must be used during the benefit year in which they are earned, and they do not carry over. This table shows how Personal Leave is awarded.

Hours of Sick Time Used	Personal Leave Days Earned	Personal Leave Hours
0	3	24
1 minute to 8 hours	2	16
8 hours & 1 minute to 16 hours	1	8
More than 16 hours	None earned	None earned

Wellness Leave

The City provides employees with **8 hours of Wellness Leave** each benefit year. This leave is to be used for annual physicals, checkups, or other preventive health screening. It does not carry over from benefit year to benefit year. It resets each September 1.

Houston Public Library Resources

There are numerous resources available for you from the library.

- To access the resources available, you need a library card. You can apply for one on the library's website and then select the ***Get a MY Link Card*** option from the menu on the right. The MY Link card is free for Texas residents and expires every 3 years. You can use your card to check out books, access online resources, and more.
- Take a tour of the library's web page. A great place to start is the ***Research*** drop-down menu.
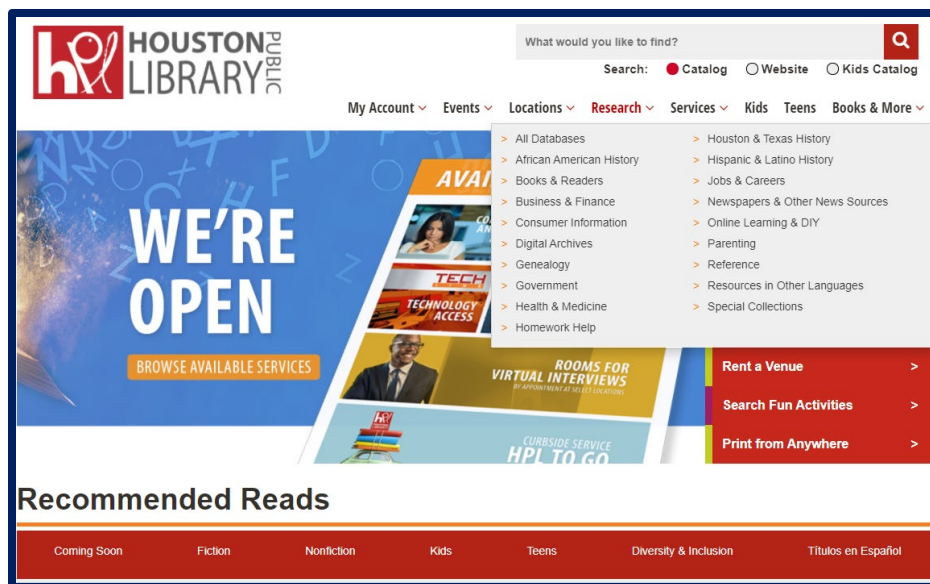
Online Learning

The **Online Learning section** gives you access to resources that can help you develop professionally. You can also view all of the databases that are available with topics in history, language learning, education, and more.
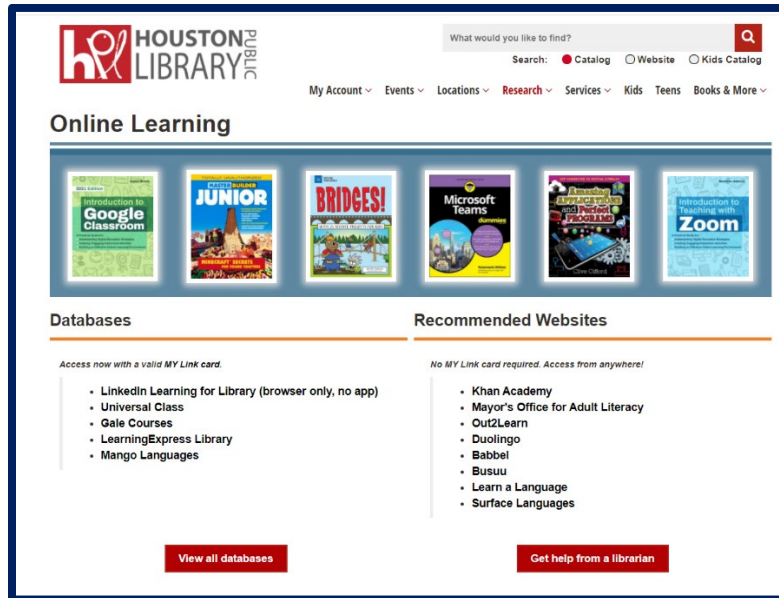
Universal Class

With over 500 online courses ranging from the personal to the professional, **Universal Class** has something for everyone.

Questions? Contact the library at (832)393-1313 or online at https://houstonlibrary.org/get-help