

HR CONNECTION

Serving Employees of the Board of Commissioners

August 15, 2014

Policy Corner: Computer Use Policy

County computers and information systems are County property. They may be used only for explicitly authorized purposes. The County reserves the right to examine all data stored in or transmitted by their computers and systems. Without notice, the County and authorized County supervisors may enter, search, monitor, track, copy, and retrieve any type of electronic file of any employee or contractor. These actions may be taken for business-purpose inquiries including but not limited to theft investigation, unauthorized disclosure of confidential business or proprietary information, excessive personal use of the system, or monitoring work flow and employee productivity.



Allowable Uses of Computer and Information Systems for Business Purposes

1. Facilitating job function performance.
2. Facilitating and communicating business information within the County network.
3. Coordinating meeting locations and resources for the County.
4. Communicating with outside organizations as required in the performance of employee job functions.

Guidelines for Incidental/Occasional Personal Internet Usage

Generally, the Internet is to be used for work-related purposes. The County will permit personal use of the Internet with reasonable restrictions as to the amount of time devoted to personal usage and sites visited provided such use does not adversely affect business or productivity. Incidental/occasional use is comparable to time authorized for meals and reasonable breaks during the workday and those times only should be used to attend to personal matters. Personnel are not permitted to utilize the Internet for personal use equal to meal and break times and also take their scheduled meal and breaks. Agency Internet resources must be devoted to maintaining the highest degree of productivity. Personal Internet usage is a privilege, not a right. As such, the privilege may be revoked at any time and for any reason or for no reason. **Aside from scheduled breaks and unpaid lunch periods, employees are prohibited from engaging in personal use of the internet while on County time.**

Read the complete policy at <http://www.co.delaware.oh.us/hr/documents.asp>

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Learning and Development

Supervisor Training, August 2014

The Human Resources Department has collaborated with **Fishel, Haas, Kim and Albrecht** and **Recovery & Prevention Resources of Delaware and Morrow Counties** to offer two valuable Supervisory Training Sessions.

Morning Session: Offered August 19 or August 29, 8 am to Noon

- **“Reasonable Suspicion” Training for Supervisors:** Every organization should have supervisors who are able to appropriately and effectively identify possible substance abuse on the job. Employee drug and alcohol testing cannot be performed based on a mere hunch. “Reasonable Suspicion” Supervisor Training delivers the necessary tools and skills to both recognize and appropriately handle employees who are exhibiting signs of substance abuse.
- **County Policy Training:** Presenter will familiarize Supervisors with our Policy Manual.

Afternoon Session: Offered August 19 or August 29, 1:30 to 4 pm

- **Documentation & Evaluations:** Spend the afternoon learning “How to” Investigate, Document and Discipline Employees and Conducting Effective Employee Evaluations.

Please, click the link to enroll in your chosen sessions: <http://www.co.delaware.oh.us/hr/suptraining.asp>



Human Resources Staff

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|--|-----------------------------|--------------|
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Visit us on the web at <http://www.co.delaware.oh.us/hr/>

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Workplace Professionalism

Professionalism is important to one's conduct at work. What can you do to make sure you exhibit professionalism and what can you do to ensure that you don't show a lack of it? Here are a few dos and don'ts:



Do Know How to Communicate When You Have Disagreements:

When you have disagreements at work, don't let yourself lose control. No matter how upset you are or how strongly you believe you are right, screaming and cursing and name calling are not allowed. Remain calm and discuss your opinion rationally. Have your supervisor present if necessary.

Honesty is the Best Policy: Dishonesty never makes anyone look good.

Don't Air Your Dirty Laundry: While many confide in a close friend at work, sharing too much information with the entire office is unprofessional. If you do share personal information with your coworkers, never share information where external customers can overhear you.

Do Watch Your Language: Swearing has no place at work, particularly if those who might be offended by it are present. Know your audience.

Do Offer to Help Coworkers: A true professional is willing to help his or her co-workers when they are overwhelmed; don't be afraid to share knowledge or an extra pair of hands.

Don't Gossip: Gossip at work is frustrating and can damage a coworker's reputation and career path. Rumors decline productivity, and the gossip can damage coworker trust and morale. Coworkers will stop gossiping to and around you once they realize you will not participate. Politely tell gossiping coworkers you feel uncomfortable with the subject, if a conversation turns to the work rumor mill.

Stay Positive: Negativity at work brings everyone down and lowers employee morale. If you think something can be improved, try to do something to make that happen and talk to your supervisor. Remember to communicate professionally with your supervisor, your co-workers and the public.

Admit To Your Mistakes: Take ownership of your mistakes and do your best to correct them.

Phrases To Avoid in the Workplace

To successfully communicate, you have to learn to present yourself and your message effectively.

1. AVOID: "I can't do that" or "That's impossible" or "That can't be done."

These negative phrases are perceived by others as pessimistic. Instead say, "I'll be glad to check on that for you" or "What I can do is ...".

2. AVOID: "You should have ..." or "You could have ..." or "You ought to have ..."

The words imply blame, finger-pointing, and fault. Instead, take a cooperative approach. "Please help me understand why ..." or "Next time, may we adopt an alternative approach ..."



3. AVOID: "That's not my job" or "I don't get paid enough for this" or "That's not my problem."

If you're asked to do something by your supervisor, a coworker, or a customer, it's because it's important to that person. As a team player, figure out how to help the person get it accomplished.

4. AVOID: "I may be wrong, but ..." or "This may be a dumb question, but ..." or "I'm not sure about this, but ..." or "This may be a silly idea, but ..."

Eliminate any prefacing phrase that demeans or negates what you're about to say. Get rid of the self-deprecating phrase, drop the "but," and make your comment.

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Wellness

Cindi Blair,
Insurance Risk &
Wellness

Delaware County HR
740.833.2124
Mon – Fri ; 8 am – 3 pm
cblair@co.delaware.oh.us

Visit us online:

www.co.delaware.oh.us/HR/Wellness/

Thank you to all who attended and participated in the 2014 Delaware County Employee Health Fair! The event was very well attended.



Reminders

1. Please remember to turn in your Wellness Stipend documents as you complete them! Submit to Cindi Blair in the Human Resources Department.
2. Health Risk Assessment completion deadline is October 1, 2014! The HRA is offered on-line and is **100% confidential**. The Insurance and Risk department will receive overall results of the assessments however, the assessment will not include identifying health information associated with them. **Anthem Blue Cross and Blue Shield members register/log in at anthem.com. Click on the “Health & Wellness” tab, then click “MyHealth Assessment”.**
3. Please consider participating in the **4th Annual Suicide Prevention Walk** on September 6, 2014 from 10 am—Noon. See page 5 for additional information . (Qualifies as a Wellness Activity)



Save The Date! More information to come.

- **August 28:** *Brown Bag Lunch*, “The Impact of Attitude on Work and Life”
- **September 4:** American Red Cross Blood Drive at the Hayes Building.

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Fourth Annual Suicide Prevention Walk



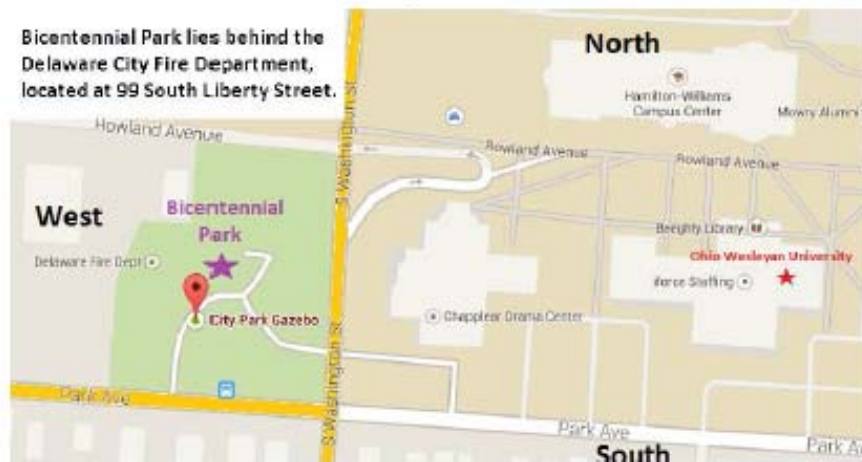
Join us after the walk for a beautiful, butterfly release

**Saturday,
Sept. 6, 2014
10:00 a.m. — Noon**

*Register in-person at 9:30
*Participant and Volunteer registration available now at www.helplinedelmor.org

Join us for a one-mile walk through historic, downtown Delaware to raise awareness about suicide and instill hope in those who have lost a loved one. Family-friendly activities to inspire hope will be available before the walk. FREE t-shirts will be given to the first 100 people who register. Posters are encouraged and donations to HelpLine of Delaware and Morrow Counties, Inc. are appreciated. For more information or questions, contact Megan Cotrell at mcotrell@helplinedelmor.org.

Bicentennial Park lies behind the Delaware City Fire Department, located at 99 South Liberty Street.



Presented by:



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Wellness

Cindi Blair,
Insurance Risk &
Wellness

Delaware County HR
740.833.2124
Mon – Fri ; 8 am – 3 pm
cblair@co.delaware.oh.us

Visit us online:

www.co.delaware.oh.us/HR/Wellness/

Employee Assistance Program

Most of us have to face **change, stress, or a life-altering problem** now and then. Your EAP is designed to provide short-term counseling services for you and your family that can help you handle concerns constructively, before they become major issues.

You may call the EAP for any number of reasons:

- You've been feeling blue lately, and you can't seem to shake it.
- You are constantly having fights with your teenager.
- Work stress is becoming so distracting that you are not productive.
- Your spouse has just filed for divorce, or your relationship has been strained lately.

LegalConnect® provides telephone access to licensed attorneys on legal concerns you may be facing. Whether you have questions about a home purchase, estate matters or other legal issues, a call to **LegalConnect** will provide access to the information you need.

FinancialConnect® can answer your questions about budgeting, tax issues or other money management concerns. The CPAs available through **FinancialConnect** can guide you.

FamilySource® offers you easy-to-use, personalized assistance with **child and elder care services**. In addition, it provides unlimited educational information and referrals to qualified providers and products in your community. You can use this program to research and address a wide range of topics such as home improvement, shopping for a car, planning an event or selling a house.

Included in your services is membership into **GuidanceResources**® **Online**, the Internet product that complements the program by making information and guidance conveniently accessible. Just go to www.guidanceresources.com and enter your company identification number (**EAPCEB**) to access the site.

The EAP program is available **24 hours a day, 7 days a week**, just by calling **(877) 327-4452**. The EAP toll-free line is answered by counseling professionals who can assist you with a personal dilemma and can guide you to in-person care with an expert in your area.

The EAP is strictly **confidential**, as mandated by law. To view the ComPsych HIPAA privacy notice, please go to www.guidanceresources.com/privacy.

County Employee Benefits Consortium of Ohio supports the use of funding this special benefit because they care about their employees. They recognize that **personal concerns** can have a significant effect on job performance causing stress and absenteeism, among other problems.

ComPsych, your EAP, may be reached at (877) 327-4452.

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Guide to Using GuidanceResources® Online



First time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources® Online.

1. Go to <http://www.guidanceresources.com> to reach the Web site.
2. Once on the [guidanceresources.com](http://www.guidanceresources.com) home page, click on the blue link at the bottom right of the page that states **I am a first-time user**.
3. You will then be asked to enter your **Company/Organization ID**, located in the box below.

Your Company/Organization ID: EAPCEB

You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like them to be but should be something you will remember. The **User Name** (often your name) must be at least six characters long and should have no spaces (for example: joesmith). The **Password Hint** is meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law. Make sure that you complete all fields that have red asterisks, as these are required fields. When you've finished, click on the **Submit** button at the bottom of the page.

4. On the next page, you will be asked to enter the first 5 characters of the name of your company or organization.

Your Company Name: (First five (5) characters)	Delaw
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When you're finished, click on the **Submit** button on the bottom of the page.

5. On the next page, you will be asked to provide some demographic information. All of the fields are optional. Be sure to read the **Terms of Use** and click inside the check box to indicate your agreement to those terms. When you've finished, click on the **Submit** button at the bottom of the page.
6. You should now be on the Web site.

FOR FUTURE LOG-INS

You will NOT have to enter all of the demographic information again. You will only need to remember your User Name and Password. When you get to step 2 above, instead of clicking on the first-time user link, go to the Log-in section and enter your User Name and Password and click on the login button. This will take you directly to GuidanceResources Online.

If you have any problems registering or logging into GuidanceResources Online, e-mail Member Services at memberservices@compsych.com or call 877.595.5289.

TODAY I WILL

*take the MyHealth Assessment
and take action.*

**The best time to make a healthy change is always right now.
Because right now, a lot of things depend on you to stay well: your
family. your income. your favorite activities.**

So how do you know what needs attention health-wise right now?
Or where to start making positive changes? Begin by taking the
MyHealth Assessment, Anthem Blue Cross and Blue Shield's online health
assessment available to its members at anthem.com.

What is the MyHealth Assessment and how does it work?

The MyHealth Assessment is essentially a health calculator. Just
answer some online questions about your current health, lifestyle and
health history. Then, you get feedback telling you:

- How you're stacking up health-wise.
- Where you may make improvements, with some how-to suggestions.
- If you qualify for other health programs that may be offered through your benefits plan at no additional cost to you.

What's in it for you?

Taking the MyHealth Assessment is worth your time and attention
because you may:

- **Help keep smaller health issues from occurring or turning into big problems down the road** – the MyHealth Assessment can provide an early alert to potential health risks.
- **Get set up for success** – setting realistic goals can make you more likely to achieve them. And that kind of success feels good. Really good.
- **Get more help than you might think** – including additional wellness information and online resources. You even get a separate health report that you can take to your next doctor's visit to set new goals and action steps.

What will you do for better health today?

Take the MyHealth Assessment and take action. Anthem Blue Cross and Blue Shield members register/log in at anthem.com. Click on the "Health & Wellness" tab, then click "MyHealth Assessment".

There is no cost to you to take the MyHealth Assessment. Your identity & any information you provide or receive will remain confidential.



Anthem Blue Cross and Blue Shield is the trade name of: In Colorado and Nevada: Rocky Mountain Hospital and Medical Services, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross and Blue Shield of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): Right Choice® Managed Care, Inc. (RIF), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIF and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIF and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. Includes Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin ("BCBSWI"), which underwrites or administers the PPO and indemnity policies; Compans Health Services Insurance Corporation ("Compans"), which underwrites or administers the HMO policies; and Compans and BCBSWI collectively, which underwrite or administer the PPO policies. Independent licensees of the Blue Cross and Blue Shield Association. ® ANHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

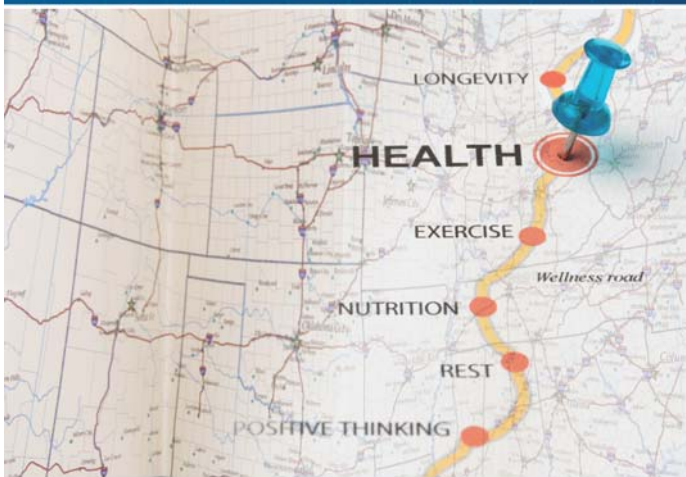
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Map out your retirement pension income and health care



Learn

Learn: Health care program changes may impact you. Know what you need to qualify for health care. OPERS provides retirement information online, in seminars and with publications—all available to members.

Plan

Plan: Make strategic choices. Use the OPERS-provided retirement planner (online), the health care calculator (online), access counseling and checklists before you make important retirement decisions.

Act

Act: Decision made? Take action. Remember, some applications for pension benefits take longer than others and you'll need specific documents.

Go online or call OPERS to LEARN what you need, PLAN to find your documents so that you can ACT on retirement when you know it's the right time for you.



www.opers.org • 1-800-222-PERS (7377)

OPERS Tidbits

Are you thinking of retiring within the next 5 years?

OPERS has developed a retirement planning tool designed to help members in the OPERS Traditional Pension Plan who are eligible to retire on or before January 7, 2018 (Group A) estimate their pension and health care costs upon retirement.

With this tool you can:

- Compare your working income with your retirement income
- Compare your employer and retiree health care costs
- Discover the impact of working longer

[Click here to use the OPERS Retirement Planner](#)

Saving for Retirement

Did You Know ... ?

- 22% of Americans worry they won't have enough for basic living expenses in retirement.
- To maintain your current lifestyle in retirement, you'll need at least 65% of your current income.
- Most pensions were not designed to replace 100% of working income.

Your Retirement is Up to You

As workers prepare to make the transition to retirement, many issues emerge. Among the most significant uncertainties facing would-be retirees is the question of retirement income - will it be enough? As you consider your retirement situation, can you answer that question? If you're uncertain that you'll have enough in retirement, OPERS offers programs that may help alleviate your doubt.

As a public employee in Ohio, you have a number of options to help ensure your financial security in retirement. Some of those options are mandatory; others are voluntary.

[View More: Saving for Retirement](#)

[Click here to read complete information](#)

Source: www.opers.org

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Federal Student Aid

Public Service Loan Forgiveness Program

What is the Public Service Loan Forgiveness (PSLF) Program?

The PSLF Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance due on your William D. Ford Federal Direct Loan Program (Direct Loan Program) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. Since you must make 120 qualifying payments on your eligible federal student loans after October 1, 2007 before you qualify for the loan forgiveness, the first forgiveness of loan balances will not be granted until October 2017.

What federal student loans are eligible for forgiveness under the PSLF Program?

Any non-defaulted loan made under the Direct Loan Program is eligible for loan forgiveness. (See below for information on how non-Direct Loans may become eligible.) The Direct Loan Program includes the following loans:

- Federal Direct Stafford/Ford Loans (Direct Subsidized Loans)
- Federal Direct Unsubsidized Stafford/Ford Loans (Direct Unsubsidized Loans)
- Federal Direct PLUS Loans (Direct PLUS Loans)—for parents and graduate or professional students
- Federal Direct Consolidation Loans (Direct Consolidation Loans)

NOTE: Parents who received a Direct PLUS Loan may qualify for forgiveness of the PLUS loan, if the parent borrower—not the student on whose behalf the loan was obtained—is employed by a public service organization (additional conditions apply; see the Q&As below).

How can other federal student loans become eligible for loan forgiveness under the PSLF Program?

Although loan forgiveness under this program is available only for loans made and repaid under the Direct Loan Program, loans made under other federal student loan programs may become eligible for forgiveness if they are consolidated into a Direct Consolidation Loan. However, only payments made on the Direct Consolidation Loan will count toward the required 120 qualifying payments.

The following loans may be consolidated into the Direct Loan Program:

- Federal Family Education Loan (FFEL) Program loans, which include
 - Subsidized Federal Stafford Loans
 - Unsubsidized Federal Stafford Loans
 - Federal PLUS Loans—for parents and graduate or professional students
 - FFEL Consolidation Loans (excluding joint spousal consolidation loans)
- Federal Perkins Loans
- Certain Health Professions and Nursing Loans

NOTE: To consolidate a Federal Perkins Loan or Health Professions or Nursing Loan into a Direct Consolidation Loan, you also must consolidate at least one FFEL Program loan or Direct Loan. If you are unsure about what kind of loans you have, check the U.S. Department of Education's (ED's) National Student Loan Data System (NSLDS) at www.nsls.ed.gov.

What are the borrower eligibility requirements for loan forgiveness under the PSLF Program?

- You must not be in default on the loans for which forgiveness is requested.
- You must be employed full time by a public service organization
 - when making each of the required 120 qualifying loan payments (certain repayment conditions apply—see below);
 - at the time you apply for loan forgiveness; and
 - at the time the remaining balance on your eligible loans is forgiven.

What are the specific loan repayment requirements for loan forgiveness under the PSLF Program?

- You must have made 120 separate monthly payments after October 1, 2007, on the Direct Loan Program loans for which forgiveness is requested. Payments made before this time do not count toward meeting this requirement. Each of the 120 qualifying payments must be made for the full scheduled installment amount and no later than 15 days after the scheduled payment due date. The 120 required payments do not need to be made consecutively.
- The 120 required payments must be made under one or more of the following Direct Loan Program repayment plans:
 - Income-Based Repayment (IBR) Plan (not available for Direct PLUS Loans made to parents or for Direct Consolidation Loans that repaid Direct or FFEL PLUS Loans made to parents)
 - Pay As You Earn Plan (not available for Direct PLUS Loans made to parents or for Direct Consolidation Loans that repaid Direct or FFEL PLUS Loans made to parents)
 - Income Contingent Repayment (ICR) Plan (not available for Direct PLUS Loans made to parents; however, Direct Consolidation Loans that repaid Direct or FFEL PLUS loans made to parents may be repaid under ICR)
 - 10-Year Standard Repayment Plan
 - Any other Direct Loan Program repayment plan; but only payments that are at least equal to the monthly payment amount that would have been required under the 10-Year Standard Repayment Plan may be counted toward the required 120 payments

For more information about the repayment plans available in the Direct Loan Program, please visit www.studentaid.ed.gov/repay-loans.

IMPORTANT NOTE: *The PSLF Program provides for forgiveness of the remaining balance of a borrower's eligible loans after the borrower has made 120 qualifying payments on those loans. In general, only borrowers who are making reduced monthly payments through the IBR, Pay As You Earn, or ICR repayment plans will have a remaining balance after making 120 payments on a loan.*

What types of public service jobs will qualify a borrower for loan forgiveness under the PSLF Program?

You must be employed full time (in any position) by a public service organization, or must be serving in a full-time AmeriCorps or Peace Corps position. Organizations that meet the definition of "public service organization" for purposes of the PSLF Program are listed below.

- A government organization (including a federal, state, local, or tribal organization, agency, or entity; a public child or family service agency; or a tribal college or university).
- A not-for-profit, tax-exempt organization under section 501(c)(3) of the Internal Revenue Code.

- A private, not-for-profit organization (that is not a labor union or a partisan political organization) that provides one or more of the following public services:
 - Emergency management
 - Military service
 - Public safety
 - Law enforcement
 - Public interest law services
 - Early childhood education (including licensed or regulated health care, Head Start, and state-funded pre-kindergarten)
 - Public service for individuals with disabilities and the elderly
 - Public health (including nurses, nurse practitioners, nurses in a clinical setting, and full-time professionals engaged in health care practitioner occupations and health care support occupations)
 - Public education
 - Public library services
 - School library or other school-based services

What is full-time employment?

You must meet your employer's definition of full-time. However, for PSLF purposes, that definition must be at least an annual average of 30 hours per week. For purposes of the full-time requirement, your qualifying employment at a not-for-profit organization does not include time spent participating in religious instruction, worship services, or any form of proselytizing.

If you are a teacher, or other employee of a public service organization, under contract for at least eight out of 12 months, you meet the full-time standard if you work an average of at least 30 hours per week during the contractual period and receive credit by your employer for a full year's worth of employment.

If you are employed in more than one qualifying part-time job simultaneously, you may meet the full-time employment requirement if you work a combined average of at least 30 hours per week with your employers.

How can I keep track of my eligibility?

ED has created the **Employment Certification for Public Service Loan Forgiveness** form (Employment Certification form) and a process to help you monitor your progress toward making the 120 qualifying payments necessary to apply for PSLF. You should complete the form, including your employer's certification of employment, and submit it to FedLoan Servicing (PHEAA), the PSLF servicer, at the address listed in Section 6 of the Employment Certification form.

The form allows you to get your employer's certification of employment while you are still employed at that organization or shortly after leaving. The process allows you to receive confirmation of qualifying employment and Direct Loan payment eligibility. You may also submit the form less frequently than annually to cover more than one year's employment or for more than one employer.

While use of the form and process is not required, it will help you keep track of your progress toward meeting the PSLF eligibility requirements. If you do not periodically submit the form, you will still be required to submit a form for each qualifying employer at the time you apply for forgiveness and when forgiveness is granted.

Where can I find additional information about the PSLF Program?

This fact sheet only provides a summary of the basic requirements of the PSLF Program. For more detailed information, including how to monitor your progress toward qualifying for PSLF, read the PSLF Questions and Answers document at www.studentaid.ed.gov/publicservice or contact your federal loan servicer.

This information was updated in the fall of 2013. For updates or additional information on federal student aid, visit StudentAid.gov.

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

PROUD SPONSOR of
the AMERICAN MIND™

December 2013