

INDIAN HEALTH SERVICE (IHS)

ONBOARDING CHECKLIST

Supervisors must ensure all requirements are completed for all new employees.

Employee Name, Position Title, Series, Grade, Office/Area/Service Unit/Department:		
Start date:		
Preparation for First Day (2-4 weeks prior to employee entry on duty for optimum results)	Supervisor Initial	Date Completed
After verification of the Homeland Security Presidential Directive 12 (HSPD-12) requirements, supervisor works through their local Human Resources (HR) or HSPD-12 staff to schedule a Personal Identity Verification card (PIV) card enrollment or issuance appointment for the employee's first day.		
Supervisor accesses Sailpoint IdentityIQ, "Manage My Team", and "Claims and Onboards New Employee" (SailPoint IdentityIQ - Home (ihs.gov)) to add the selected employee to their team. Concurrently, the supervisor directs the selected employee to take the Information Security Systems Awareness (ISSA) training at ISSA Indian Health Service (IHS) and to complete the Training Rules of Behavior. New employees must complete ISSA training prior to or within 24 hours of start date in order to gain access to IHS information systems. The training course is publically available and can be taken from any internet connected device.		
Employee completes ISSA training and sends ISSA training certificate to supervisor. Supervisor can add this information to Sailpoint and update the employee profile.		
Supervisor enters hardware and other requests into the Servicenow portal managed by the Office of Information Technology IT Support Indian Health Service (IHS) . Supervisor advises local HQ/Area/Facility IT Help Desk staff on new employee's start date, position, etc.		
Human Resources (HR) contacts new employee prior to first day with general instructions on first day parking, how to access building, who to call, etc. (as provided in orientation letter/email), Supervisor should contact with additional details.		
Supervisor announces new employee to immediate staff and optionally prepares and sends e-mail announcement to all staff at HQ, Area, or Facility. Assigns possible mentor and/or buddies. This may be especially important for employees working remotely (OPTIONAL).		
Supervisor coordinates with appropriate offices to notify and prepare workspace/supplies/office essentials.		
HR prepares entry on duty package and designates an HR employee to assist with entry on duty and HR orientation.		
Supervisor prepares additional orientation and provides specific training for Division/Office.		
Supervisor ensures a timekeeper is assigned to the new employee; for Commissioned Corps Officers, contact the Division of Commissioned Personnel Support (DCPS) to provide Leave Approving Official.		

Employee's First Day Note: Human Resources has a separate employee orientation.	Supervisor Initial and Date Completed	Employee Initial and Date Completed
Employee will be issued a PIV Card. Employee must provide 2 forms of identification <i>*This varies, and each Area has one designated PIV Card Issuance Facility Manager who tracks and maintains the PIV points of contact for their respective Service Units. Division of Administrative and Emergency Services (DAES) also maintains a listing of the PIV points of contact for every Area and Service Unit.</i>		
Employee attends entry on duty orientation with HR that includes taking the Oath of Office.		
Employee is provided the Standards of Ethical Conduct for Employees of the Executive Branch		
Supervisor: <ul style="list-style-type: none"> • Validates Sailpoint and IT submissions are complete • Verifies issuing of PIV Credential • Contacts IT for assistance with IT equipment, network login 		
Supervisor welcomes employee to the respective Office/Division. For example, provides introductions to immediate office staff and considers assigning someone to the employee as a "lunch buddy".		
Supervisor or designee provides a tour of the office/building, explains how/where to get supplies, food service options, and other building services as applicable. Discusses transit subsidy program if applicable.		
Supervisor shows employee their workstation and along with employee completes and signs personal property documentation – forms HHS-22 and 439.		
Employee: meets with local HQ/Area/Facility IT Help Desk staff for computer/email/IHS web account set-up. If not already done, completes the Information Systems Security Awareness (ISSA) Training Rules of Behavior (New employees must complete ISSA training prior to or within 24 hours of gaining access to IHS information systems). The training course is publically available and can be taken from any internet connected device.		
Supervisor introduces timekeeper, timekeeping system, and leave requesting procedures.		
Supervisor reviews options for duty hours, alternative work schedules, telework, overtime/comp-time forms and process. Sets schedule with timekeeper.		
Employee must self-identify any reasonable accommodations to ensure appropriate actions are taken to support them.		
Supervisor discusses the IHS Mission, Vision, and Strategic plan and provides employee resources to review such as the IHS website.		
Supervisor reviews the IHS organizational structure, office organizational chart, chain of command, and how employee's position fits within the organization		
<u>Corps Officers Only:</u> <ul style="list-style-type: none"> • Submit PHS-2874 Notice of Arrival and PHS-6363 Change of Address to Commissioned Corps Headquarters Financial Services Branch with courtesy copy to DCPS Regional Liaison Team 		

<ul style="list-style-type: none"> • Introduce Regional or Headquarters Division of Commissioned Personnel Support (DCPS) contact • Provide Leave Approving Official's and rating official's name to Regional Liaison 		
Employee's First Week	Supervisor Initial and Date Completed	Employee Initial and Date Completed
Supervisor coordinates with local HQ/Area/Facility IT Help Desk staff to troubleshoot or explain computer, telephone, and other systems		
Supervisor confirms additional system access may be needed, e.g., Virtual Private Network (VPN), Unified Financial Management System (UFMS), IHS Sharepoint sites, electronic health record system, etc.,		
Supervisor provides an overview of expectations, including standards of conduct, performance expectations, ethics requirements, etc.		
Supervisor provides copy of, and discusses, the position description, type of appointment, work duties/flow, expectations, and conditions of employment (e.g., provisional status under the Indian Child Protection and Family Violence Prevention Act, probationary period, drug testing, favorable background investigation, and privilege and credentialing requirements, if applicable)		
Supervisor introduces learning management system (LMS), explains mandatory job-specific training requirements and has employee register for appropriate trainings related to their job duties (e.g., purchase cards, UFMS, Travel, , Government Operated Vehicle)		
Supervisor provides an IHS employee directory or links to pertinent staff information on the website		
Supervisor provides and reviews safety rules, emergency exits and evacuation procedures, where to obtain first aid, and how to report accidents and incidents		
Supervisor discusses importance of safeguarding confidential information, Personally Identifiable Information (PII), and Health Insurance Portability and Accountability Act (HIPAA)		
Supervisor assists employee with submitting Travel Voucher to Travel Coordinator, if applicable		
Supervisor schedules a recurring one-on-one meeting with new employee (OPTIONAL)		
Supervisor adds employee to appropriate calendar invites and distribution lists (OPTIONAL)		
Employee's First Month	Supervisor Initial and Date Completed	Employee Initial and Date Completed
Supervisor takes the following actions: <ul style="list-style-type: none"> • Provides overview of performance appraisal policy • Establishes, reviews, and signs the employee's performance management appraisal plan • Instructs the employee to develop an Individual Development Plan 		

<p>Corps Officers Only:</p> <ul style="list-style-type: none"> • Supervisor discusses Public Health Service Commissioned Officers’ Effectiveness Report • Discusses Information on Corps Cares Program • Coordinates with regional DCPS to add Corps officer to regional officer roster and email distribution list 		
Supervisor describes parameters for potential compensation increases and performance/incentive awards		
Supervisor explains mandatory Department of Health and Human Services (HHS) and IHS training requirements*		
Supervisor repeats information on Equal Employment Opportunity (EEO) contacts, grievance procedures (union or administrative), and information on the IHS and HHS Hotlines for reporting fraud, waste, abuse, and mismanagement provided during entry on duty		
Supervisor coordinates with HR to provide information on the Employee Assistance Program (EAP)		
Supervisor provides overview of the Indian Health Manual and Delegations of Authority on the IHS website		
Supervisor reviews daily/weekly/monthly meeting and any reoccurring meeting schedules (OPTIONAL)		
*Mandatory Training for all Employees - Within 30 days of start date (most available in LMS)	Employee Initial	Date Completed
Protecting Children From Sexual Abuse in Health Care Settings		
Trauma Informed Care		
EEO Awareness Training (No Fear Act requirement)		
Counterintelligence Insider Threat Awareness		
HHS Initial Ethics Orientation		
Cultural Competency/Awareness Training		
Records Management		
Privacy Act/Health Insurance Portability Accountability Act		
Supervisory Trainings (as applicable)		
<p><u>Corps Officers Only (Call to Active Duty Officers Only):</u> Go to: https://respondere-learn.hhs.gov/ Click on “my courses” near top left of page Under “Available Courses”, select “OFRD;” then select, “Basic Readiness” to complete required courses</p>		

Signatures of supervisor and new staff member below certify all steps have been completed.

Supervisor Signature

Date

Employee Signature

Date