



New Employee Orientation (NEO)

2025

Indian Health Service
Office of Human Resources

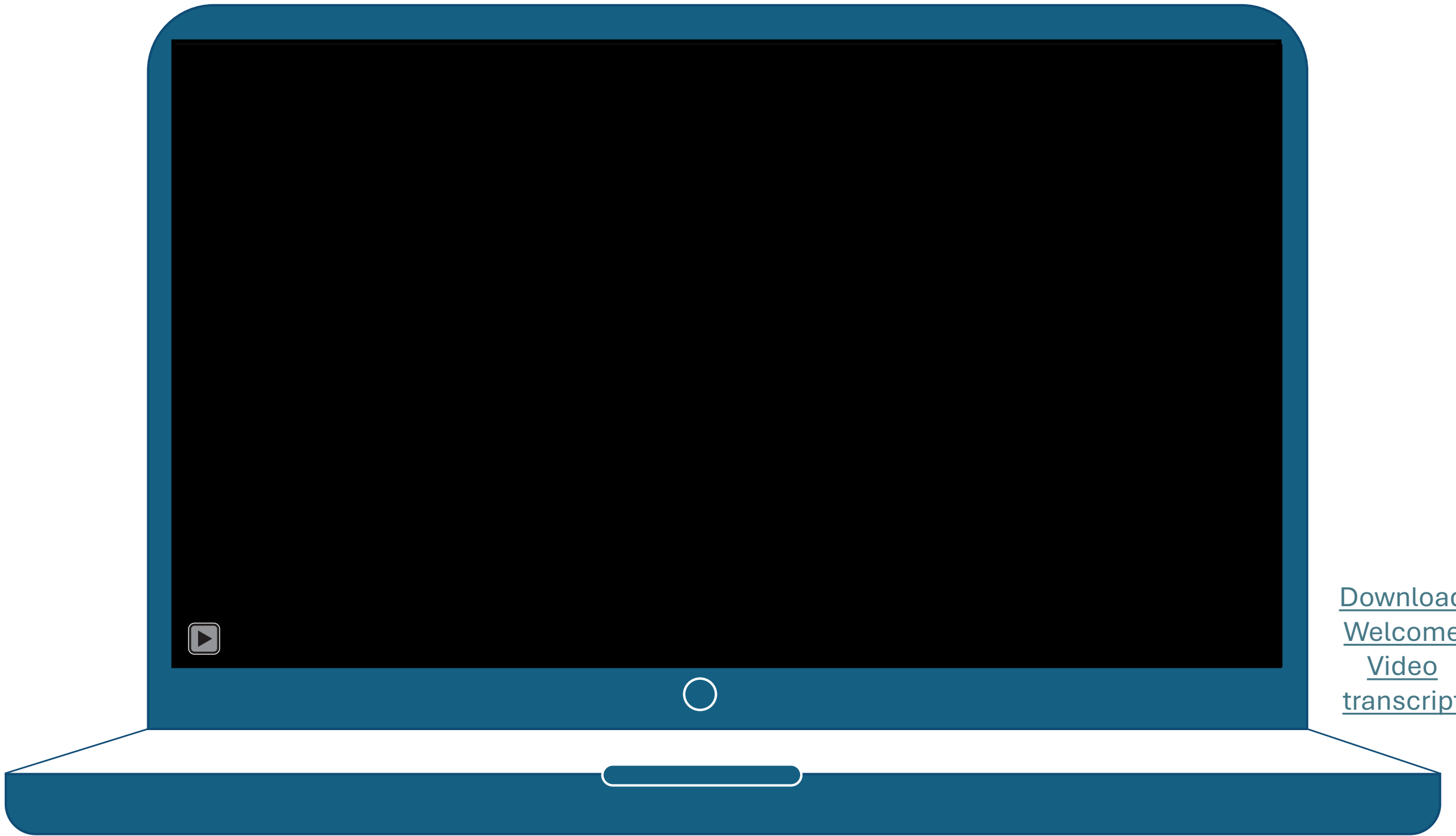


NEO Agenda



- ☐ About IHS
- ☐ Appointments
- ☐ Employee Benefits
- ☐ Leave Administration
- ☐ Pay Administration
- ☐ Performance Management Appraisal Program (PMAP)
- ☐ Personnel Security and Ethics
- ☐ Labor Relations
- ☐ Information Technology
- ☐ Required Trainings
- ☐ Resources - Important Websites
- ☐ Questions / Evaluations





[Download](#)
[Welcome](#)
[Video](#)
[transcript](#)

Introductions



What is your name?

What department will you be in?

What is your position?

What is a fun fact about you?

Anything else you would like to share with us?



NEO Principles

Our North Star



Align to Mission and Values



Connect to Culture and Priorities



Facilitate Collaboration and Accountability



Create Belonging for all Employees Equally



Equip Employees to Make An Impact



Areas/Facilities provide additional onboarding activities





About IHS

History of the Indian Health Service



This report led to policy changes and the establishment of the first preventive medicine program for Indian health.

ISDEAA - was enacted in 1975, with subsequent amendments, that strengthened tribal self-determination and self-governance in the delivery of health services, including the IHS Tribal Self-Governance Program.

Snyder Act of 1921

This act formalized the federal government's role in providing health services to Indian tribes.

Meriam Report (1928)

IHS Establishment
(1955)

In 1954, the responsibility for Indian health was transferred from the BIA to the Public Health Service, which later established the IHS in 1955

Indian Self-Determination
and Education Assistance
Act

Continued Evolution

The IHS continues to evolve, addressing health disparities, providing services through hospitals, health centers, and urban Indian health programs, and collaborating with other government agencies and tribal organizations.

HHS Organizational Chart



United States Department of Health and Human Services



Robert F. Kennedy Jr.,
HHS Secretary



Operating/Staff Divisions

ADMINISTRATION FOR A HEALTHY AMERICA (AHA)

OASH, HRSA,
SAMHSA, ATSDR,
NIOSH

ASST SEC'Y FOR ENFORCEMENT

DAB, OMHA, OCR

OFFICE OF STRATEGY

ASPE, AHRQ

CENTER FOR DISEASE CONTROL (CDC)

ASPR

ADMINISTRATION FOR COMMUNITY LIVING (ACL)

ACF, ASPE, CMS

Indian Health Service (IHS)*



FOOD & DRUG ADMINISTRATION (FDA)

NATIONAL INSTITUTES OF HEALTH (NIH)

HHS STAFF DIVISIONS

- Immediate Office of the Secretary (IOS)
- Office of Intergovernmental and External Affairs (IEA)
- Asst. Secretary for Administration (ASA)
- Asst. Secretary for Financial Resources (ASFR)
- Asst. Secretary for Legislation (ASL)
- Asst. Secretary for Public Affairs (ASPA)
- Office of the General Counsel (OGC)
- Office of Global Affairs (OGA)
- Office of the Inspector General (OIG)
- Office of the Assistant Secretary for Technology Policy and Office of the National Coordinator for Health Information Technology (ASTP/ONC)
- HHS Chief Information Officer

Health & Human Services Vision and Mission



Vision

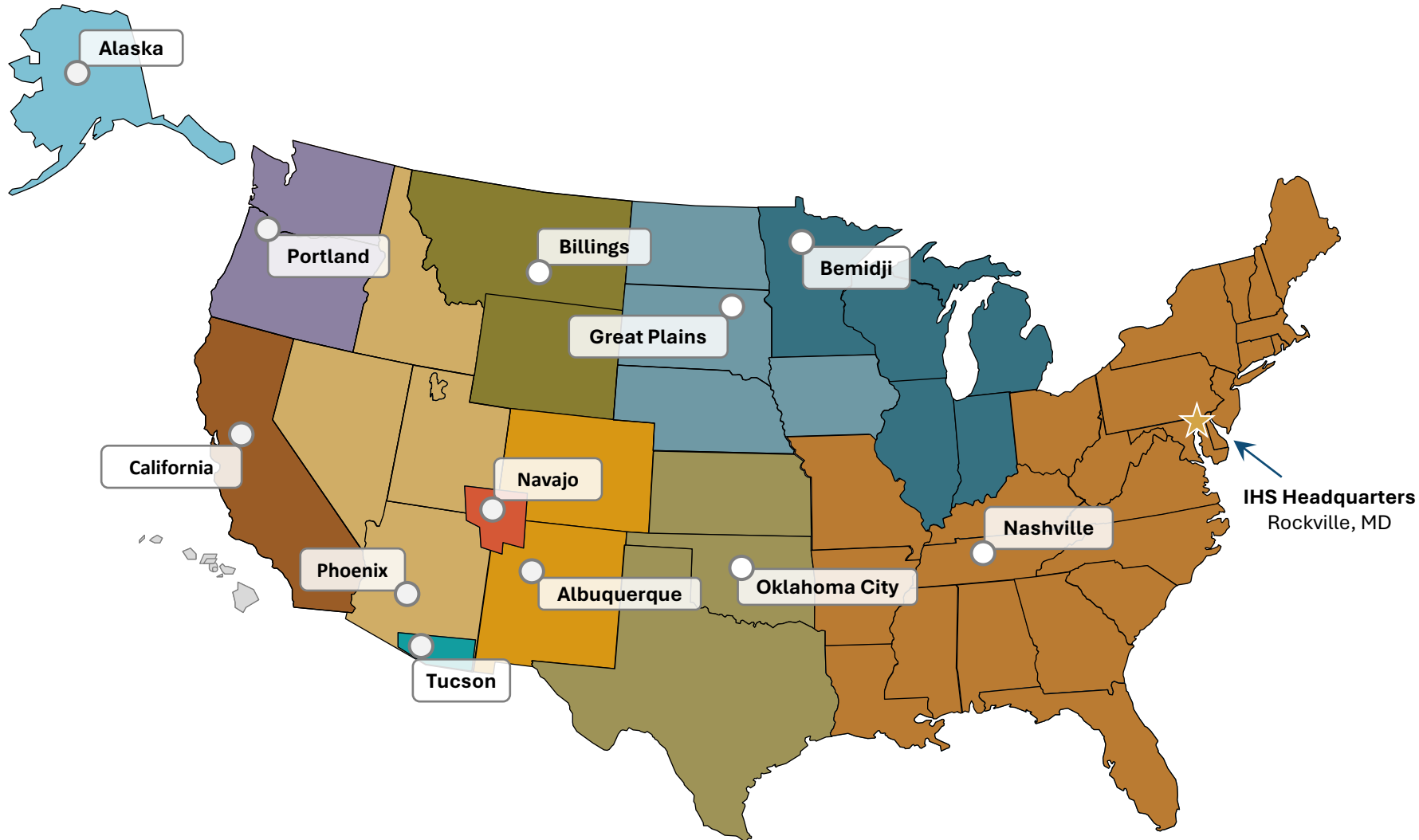
We are the
occupational health
provider of choice for
the federal
government.



Mission

Improving the health,
safety, and
productivity of federal
employees.

IHS Health Care



Health Care within IHS

- Nursing
- Dentistry
- Medicine
- Pharmacy
- Optometry
- Engineering
- Behavioral Health
- Physical Rehabilitation
- Medical Imaging
- Medical Technology

Public Health Challenges/Disparities

Leading Causes of Death of AI/AN

- diseases of the heart
- malignant neoplasm
- unintentional injuries
- diabetes

AI/AN Life Expectancy

- 5.5 years less than U.S. all races
- AI - 73.0 years
- AN - 78.5 years

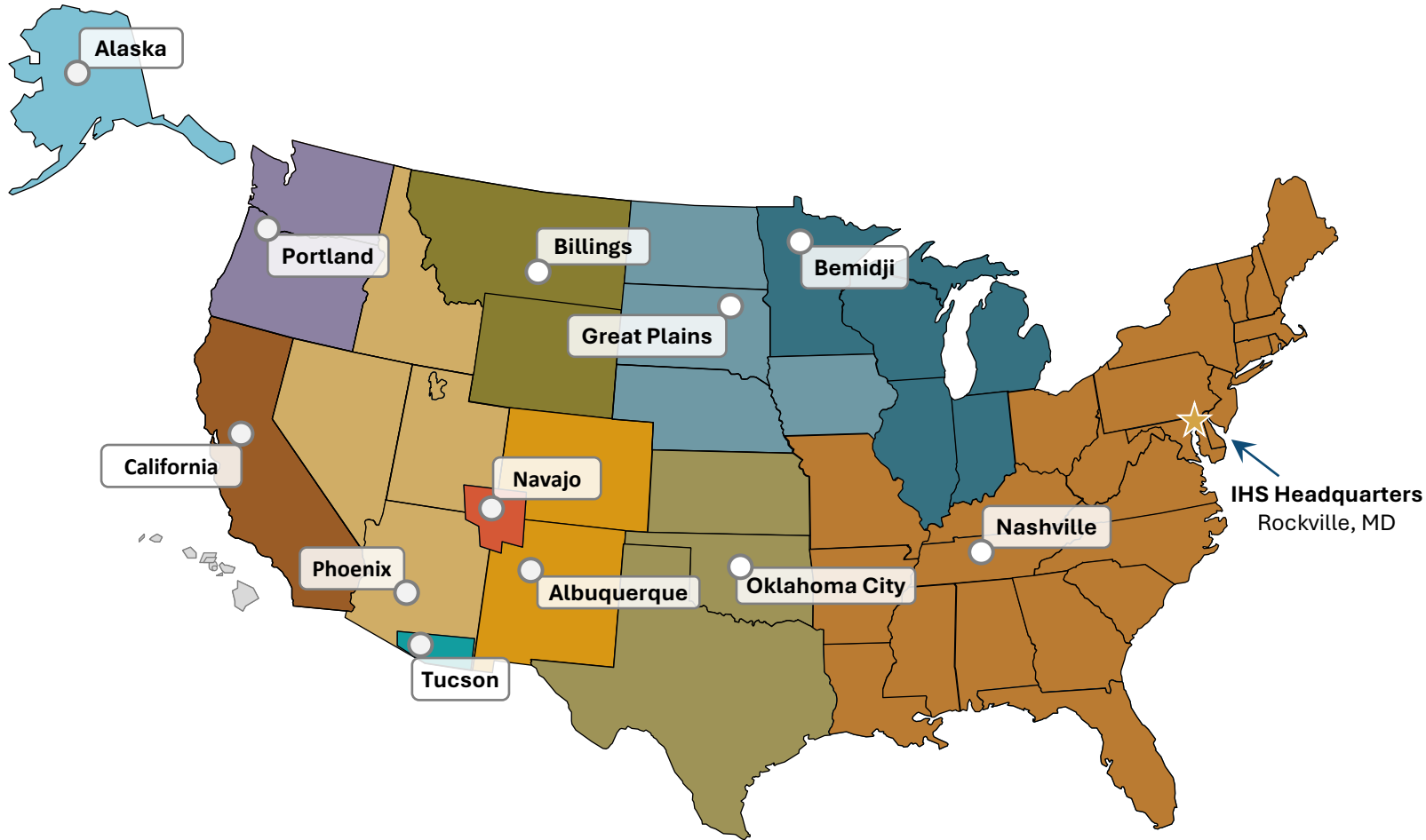
AI/AN Mortality Rates

- chronic liver disease and cirrhosis
- diabetes mellitus
- unintentional injuries
- assault/homicide
- intentional self-harm/suicide
- chronic lower respiratory diseases

Indian Health Service Vision & Mission

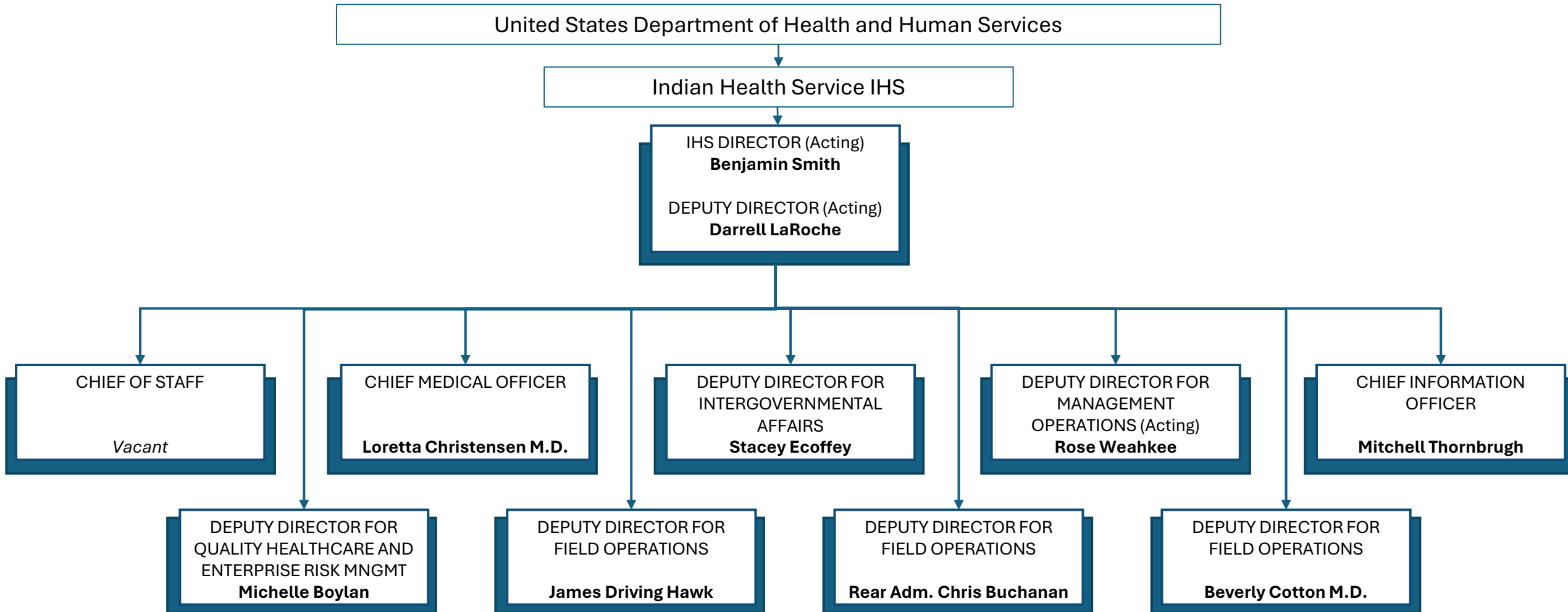


IHS Area Offices



IHS Area Offices	Directors
Alaska Area	Evangelyn Castagna
Albuquerque Area	Leonard Thomas
Bemidji Area	Christopher Poole
Billings Area	Asha Petoskey
California Area	Beverly Miller
Great Plains Area	Joe Amiotte
Nashville Area	Joni Lyon
Navajo Area	DuWayne Begay
Oklahoma City Area	Travis Watts
Phoenix Area	Ty Reidhead
Portland Area	Marcus Martinez
Tucson Area	Dixie Gaikowski

IHS Organizational Chart



Updated: March 1,
2025

Senate Confirmed Appointment v. Acting



IHS Director Senate Confirmed Appointment

A **Senate-confirmed** appointment is a position that requires the President to nominate a person and have them confirmed by the Senate through a formal vote.



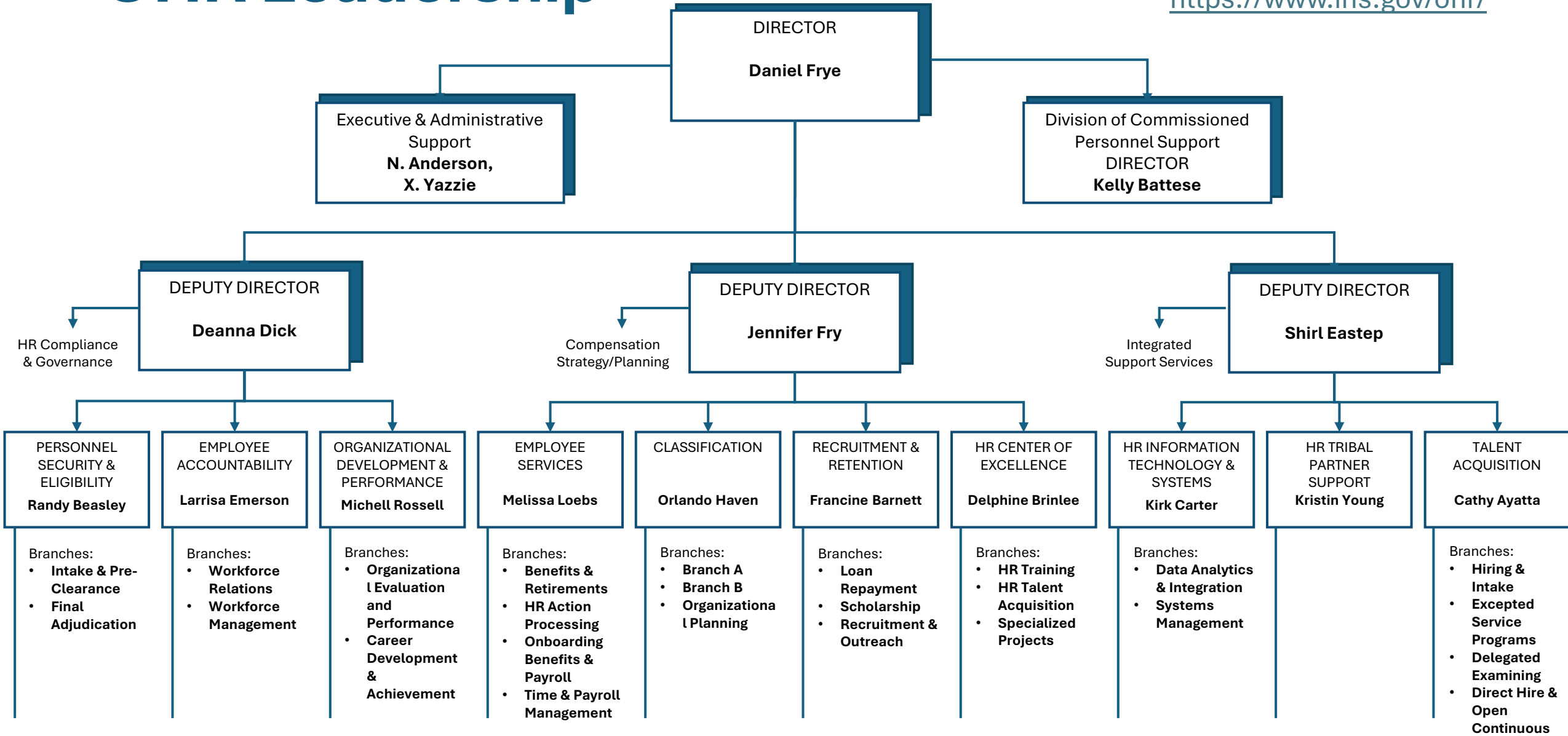
IHS Director (Acting)

An acting official serves in the position on a temporary basis, often while the President is seeking a permanent nominee to be confirmed by the Senate.

The purpose of acting appointments is to ensure that the duties of a Senate-confirmed position are carried out even when there is a vacancy, while the Senate is considering a new nomination.

OHR Leadership

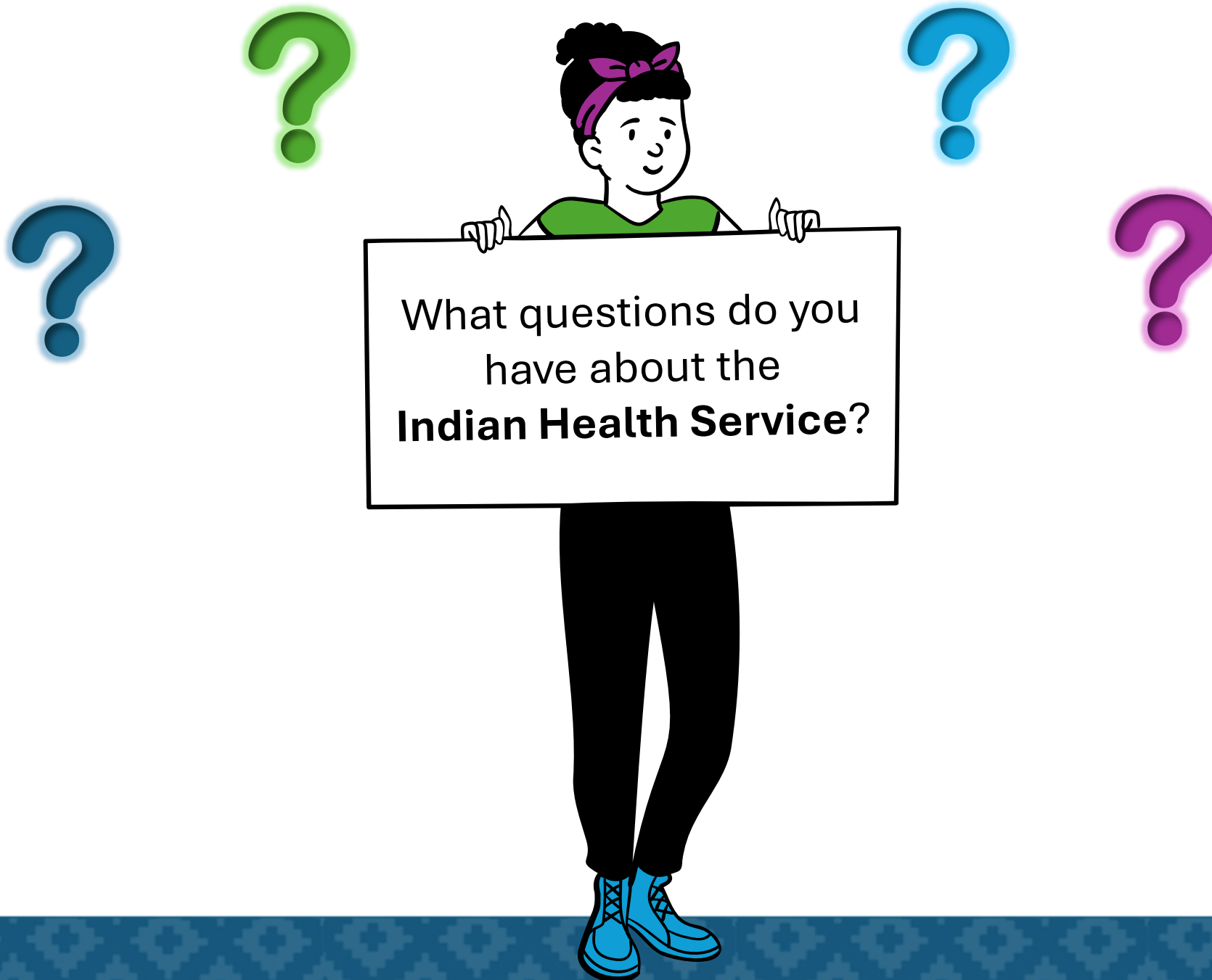
<https://www.ihs.gov/ohr/>



Indian Health Service - Strategic Goals

- 1 Be a Leading Health Care Organization
- 2 Ensure Comprehensive, Culturally Respectful Health Care Services
- 3 Optimize Operations Through Effective Stewardship
- 4 Promote Proactive Intergovernmental and External Relationships







Appointments

Oath of Office



"I, _____, do solemnly swear that I will support and defend the Constitution of the United States against all enemies, foreign and domestic; that I will bear true faith and allegiance to the same; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties of the office on which I am about to enter. So help me God."



New Appointments – Trial/Probationary Periods



Trial Period

- Excepted Service Indian Preference = 2 years
- Veterans = 1 year



Probation

- Competitive Service (Delegated Examining and Direct Hire Authority) = 1 year
- Supervisory and Managerial Probation = 1 year



Transfers

- Notify your hiring HR Specialist if you have had ANY prior Federal Service, including military and/or Peace Corps service
- Probation may have been completed – review of prior service records may result in completion

Appointment Types

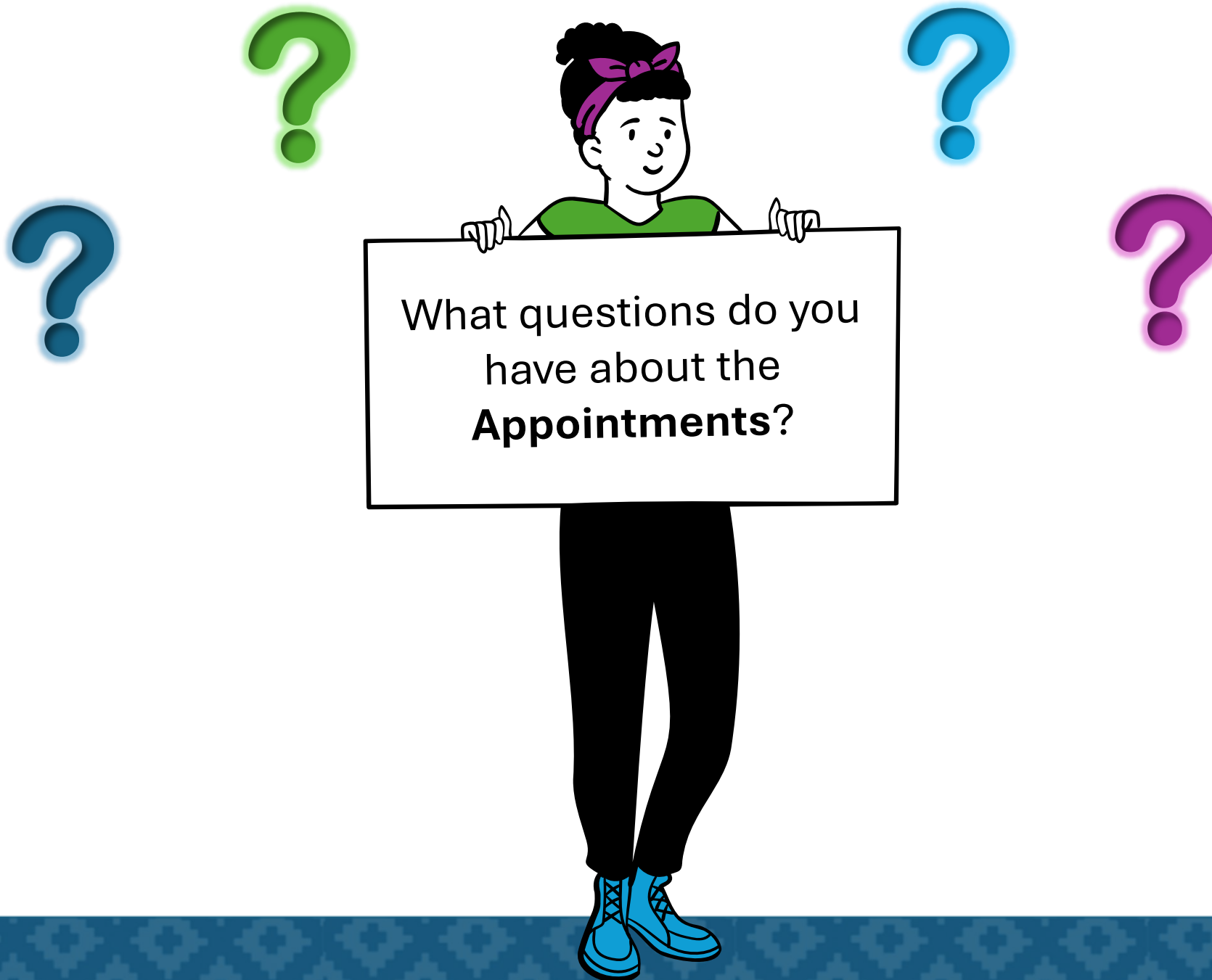


Type of Appointment	Benefits	Probationary Period	Tenure	Extension
Permanent	Yes, eligible for all benefits.	1 year for Competitive & all Veterans; 2 years for Excepted.	Permanent tenure after completing 3 years with no break in service.	Not applicable
Term or Time Limited NTE: 13 months, 2 years to maximum 4 years.	Yes, eligible for all benefits.	1 year trial period	Ineligible for permanent tenure, only indefinite	May be extended for up to 4 years; if position still needed after 4 years to compete for Permanent position.
Temporary NTE: 120 days, 1 year to maximum 2 years. May be terminated any time, i.e. lack of work or funds.	No, ineligible for most benefits; leave if certain conditions met. After 1 year of service may enroll in FEHB but pay full premium.	Not applicable	None	May be extended for up to 2 years.

Work Schedule



Work Schedule	Hours per week	Benefits
Full time	40 hours/week or 80 hours/Per Pay period	Yes, eligible for all benefits if Permanent or Term appointment.
Part time	16 – 32 hours/week or 36 – 64 hours/Per Pay period	Yes, eligible for all benefits if Permanent or Term appointment but employee will pay higher premium rates leave will be pro-rated; exception is Social Security (FICA) and TSP.
Intermittent	No regular tour, employees on call & come in at discretion of supervisor	No, ineligible for benefits regardless of appointment type.



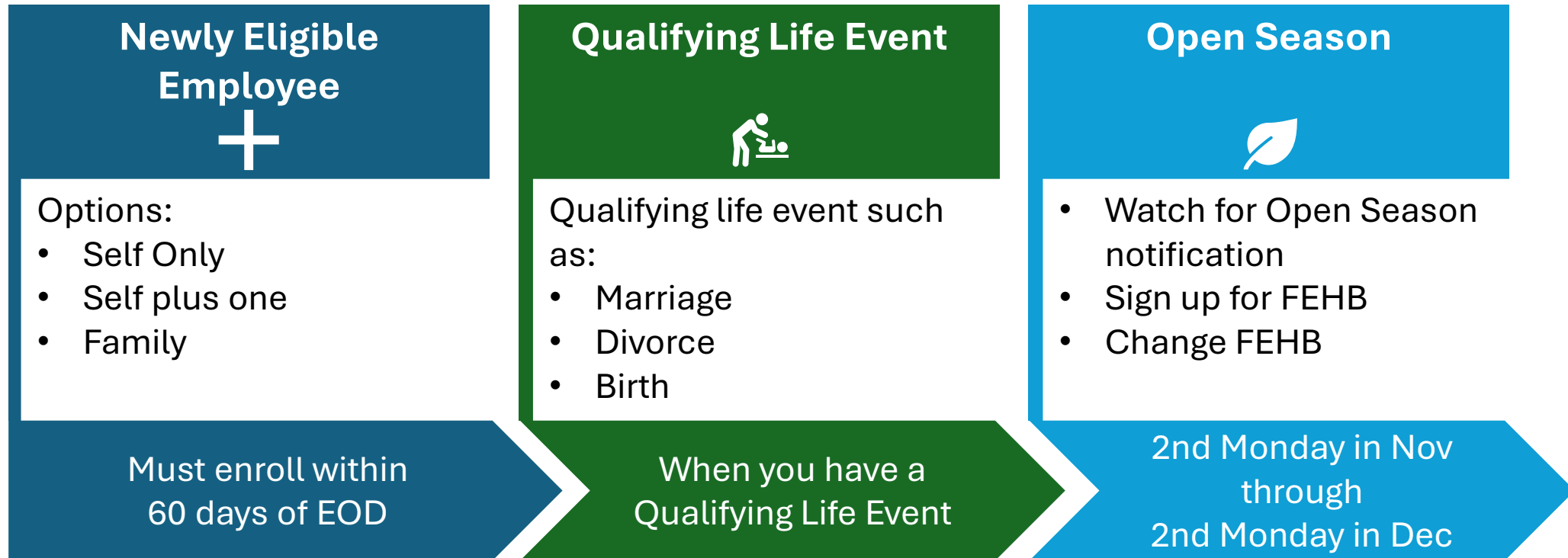


Employee Benefits

Federal Employee Health Benefits (FEHB)



Health Insurance coverage **IS NOT** automatic!



- Use your agency electronic enrollment system, or
- Visit www.opm.gov/forms and submit form SF 2809 to your human resources office
- Verify coverage on your LES

Federal Employee Health Benefits Enrollment



Who can enroll?

- Most Federal employees are eligible
- Annuitants may be eligible to continue their FEHB coverage into retirement if they meet certain requirements
- Check with your human resources office if you are unsure

When can I enroll?

- During your first 60 days as a newly eligible employee; or
- During the Federal Benefits Open Season (mid-November to mid-December); or
- When you have a qualifying life event such as marriage, divorce, birth, loss of job, death of a spouse, etc.

How much does it cost?

- It depends on what plan you select
- Each pay period, you pay about 30% of the premium and your agency pays about 70%
- Generally, you also pay part of the cost for any service you receive

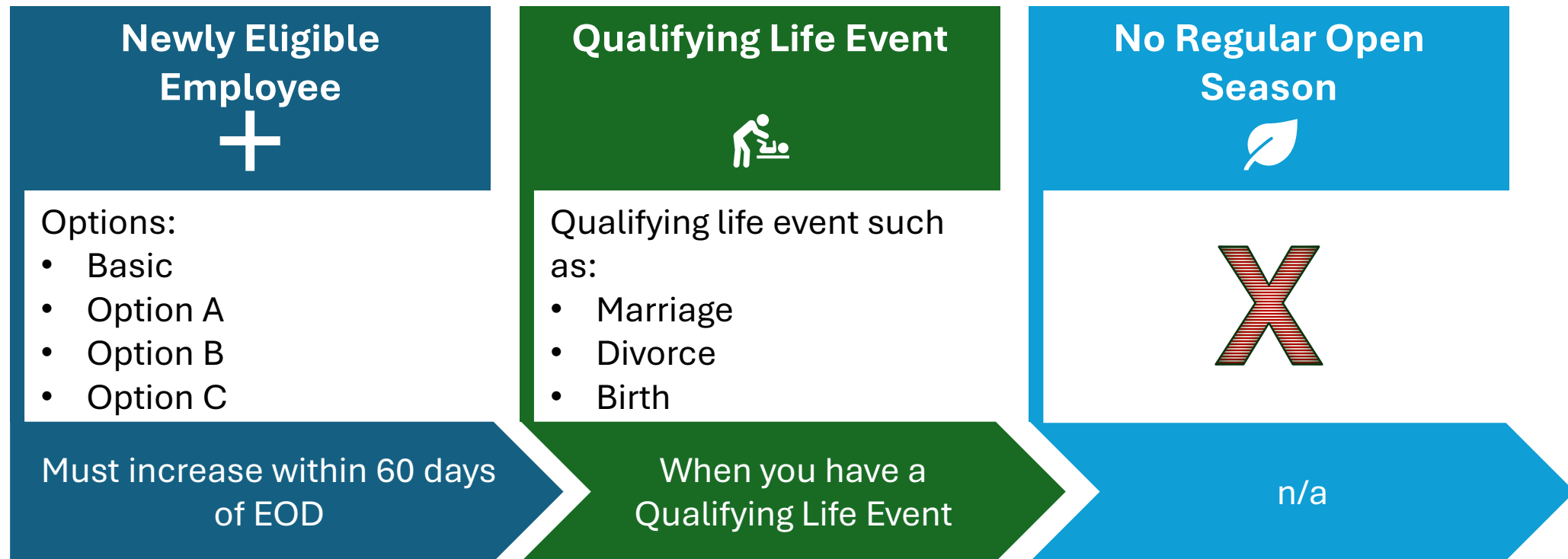
How do I enroll?

- Use your agency electronic enrollment system, or
- Visit www.opm.gov/forms and submit form SF 2809 to your human resources office
- Annuitants not currently enrolled in FEHB cannot enroll after retirement

Federal Employees Group Life Insurance (FEGLI)



Life Insurance coverage **IS** automatic!



- SF 2817 Life Insurance Election Form
- Verify Coverage on your LES and SF50
- Designation of Beneficiary Forms

FEGLI Enrollment Options



FEGLI can help you protect your loved ones from burdensome funeral costs & catastrophic loss of your income if you die unexpectedly.

Basic

Coverage: Your annual salary rounded up to the next \$1,000, plus \$2,000
Who is Covered? You
Bi-weekly Pay Cost: 15¢ per \$1,000 of coverage (Free for postal employees)
Cost Increase with Age? No
Enrollment: Newly eligible employees ARE automatically enrolled, unless you waive coverage

Option A

Coverage: \$10,000
Who is Covered? You
Bi-weekly Pay Cost: Starting at 20¢
Cost Increase with Age? Yes
Enrollment: Newly eligible employees ARE NOT automatically enrolled, you must elect this coverage

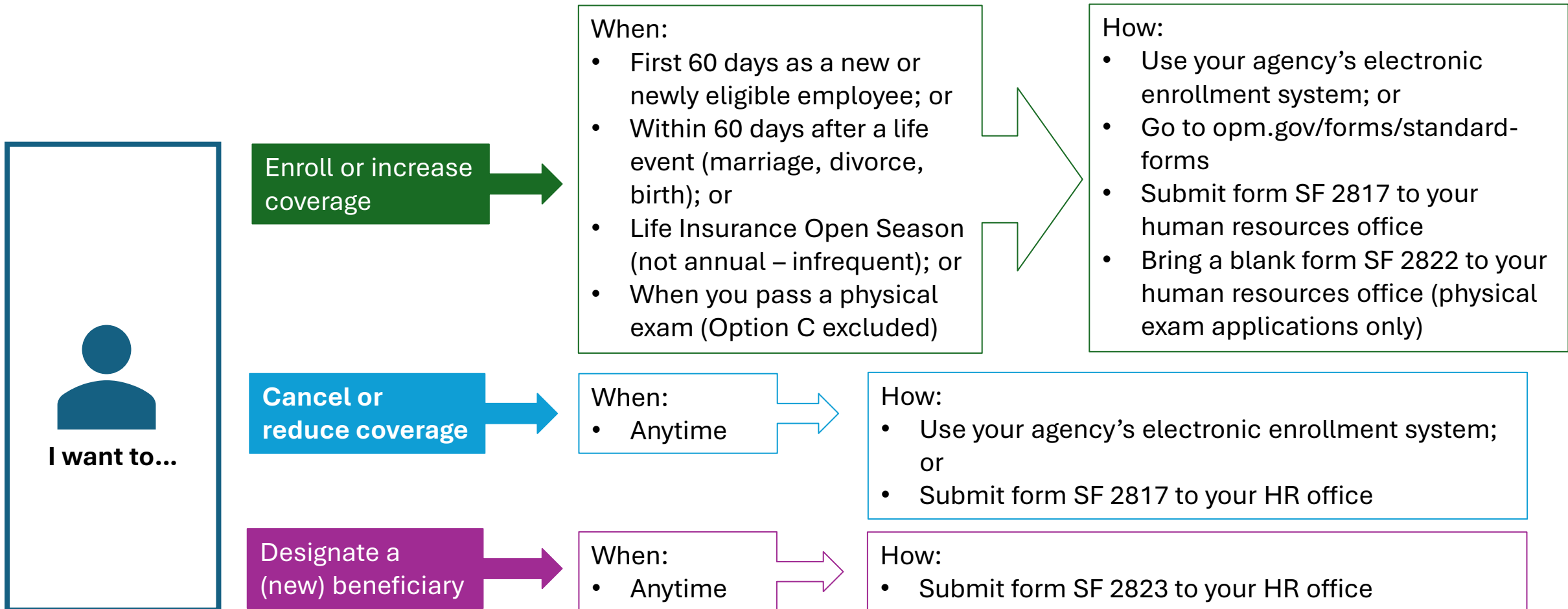
Option B

Coverage: 1,2,3,4, or 5 multiples of your salary rounded up to the next \$1,000
Who is Covered? You
Bi-weekly Pay Cost: Starting at 2¢ per \$1,000 of coverage
Cost Increase with Age? Yes
Enrollment: Newly eligible employees ARE NOT automatically enrolled, you must elect this coverage

Option C

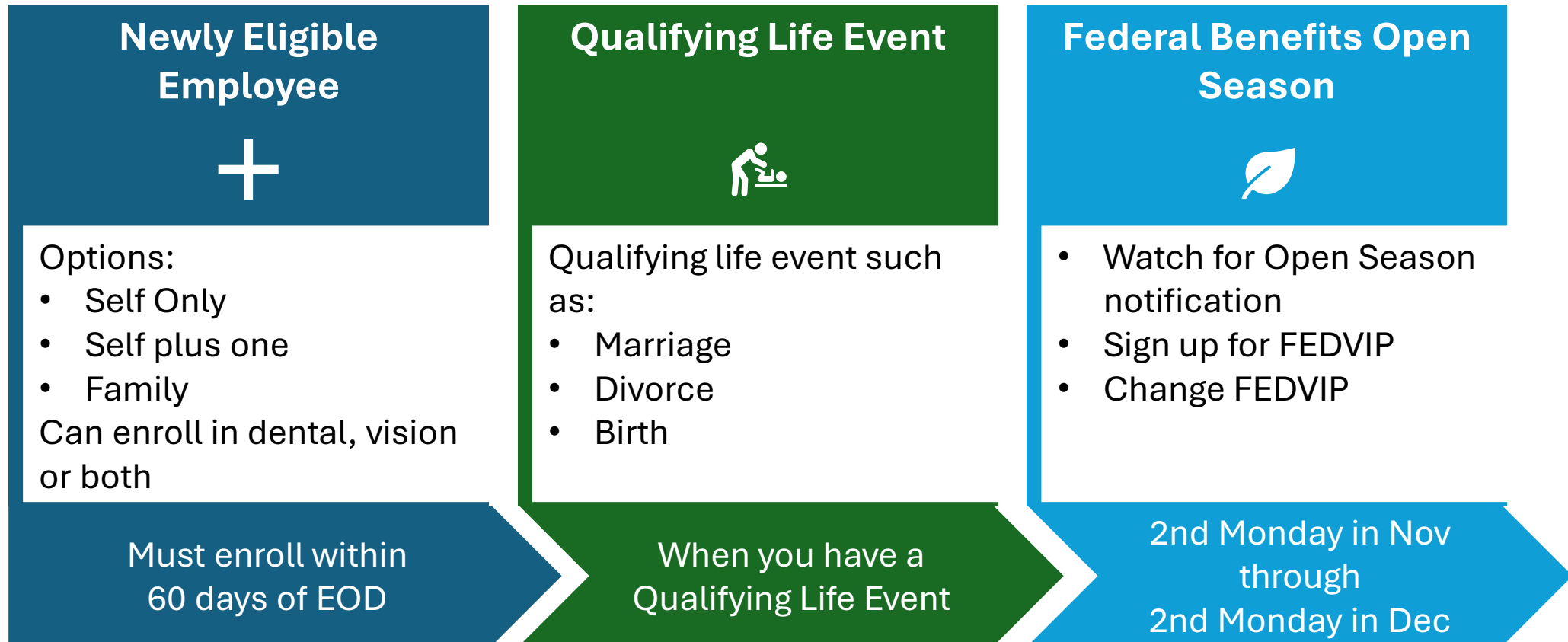
Coverage: 1,2,3,4, or 5 multiples. Each multiple equals \$5,000 for the life of your spouse and \$2,500 for the life of each eligible child
Who is Covered? Your spouse and unmarried dependent children under age 22
Bi-weekly Pay Cost: Starting at 22¢ per multiple
Cost Increase with Age? Yes
Enrollment: Newly eligible employees ARE NOT automatically enrolled, you must elect this coverage

Changes to Federal Employees Group Life Insurance (FEGLI)



Federal Employee Dental & Vision Insurance Program (FEDVIP)

FEDVIP coverage **IS NOT** automatic!



- www.BENEFEDS.com or (877) 888-3337
- Verify coverage on your LES

Federal Employee Dental & Vision Insurance Program (FEDVIP) Enrollment



Who can enroll?

- Federal employees who are eligible to enroll in FEHB health insurance, but you do not have to be enrolled in FEHB
- Annuitants receiving an immediate annuity regardless of FEHB eligibility
- Contact your human resources office if you are unsure of your eligibility

Who is covered by my enrollment

- **Self Only** – covers just you
- **Self Plus One** – covers you and one specified eligible family member: your spouse or one unmarried civilian dependent child under age 22 or TRICARE-eligible child under age 21 (non-student) or age 23 (full-time student) or dependent incapable of self-support
- **Self and Family** – covers you, your spouse, and all your unmarried civilian dependent children under age 22 or TRICARE-eligible child under age 21 (non-student) or age 23 (full-time student) or dependent incapable of self-support

When can I enroll?

- During your first 60 days as a newly eligible employee; or
- During the Federal Benefits Open Season (mid-November to mid-December); or
- When you have a qualifying life event such as marriage or losing other dental coverage

How much does it cost?

- It depends on what plan you select and where you live. Some areas pay higher premiums than others
- Routine base services like exams and cleanings are covered 100% when you use a network dentist.
- For other services, you usually pay part of the cost out-of-pocket

Federal Long Term Care Insurance (FLTICI)



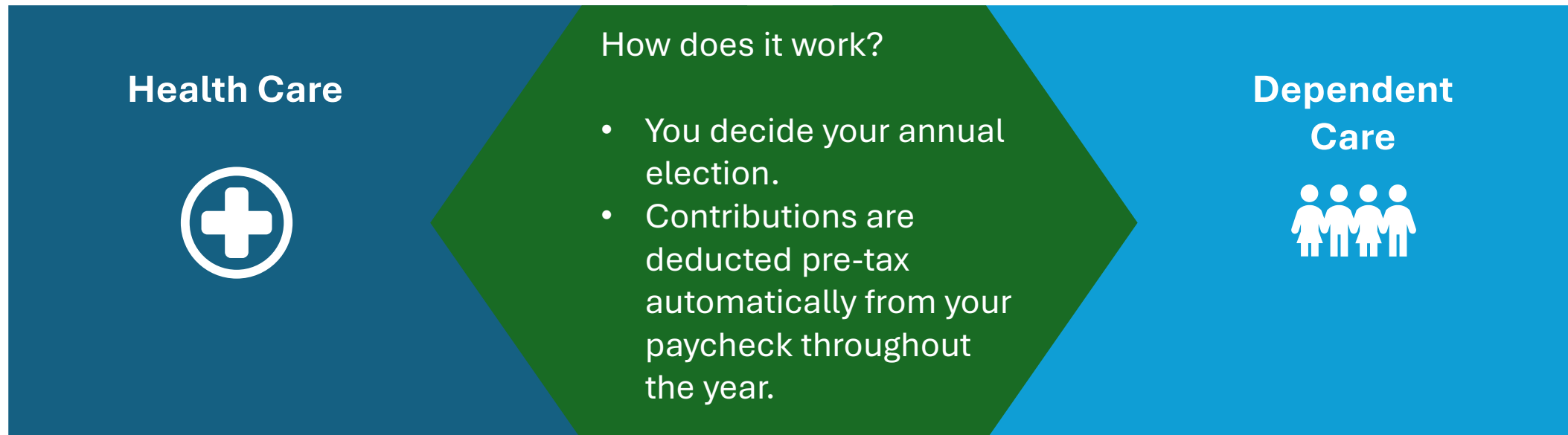
NOTE: The Office of Personnel Management has suspended through 2026 new enrollments.

Provides coverage in the event that you become incapable of supporting yourself

- For long-term issues, 90-days or more
- Plan is administered by LTCFEDS
- Must be eligible directly through LTCFEDS
- You must enroll within 60 days from your entrance on duty (EOD) to qualify for abbreviated underwriting
- Must be eligible for FEHB but do not need to be enrolled in FEHB
- Qualified relatives are eligible to apply: Spouse, domestic partners, adult children, parents, parent-in-law, and stepparents
- Eligible Family Members
- www.ltcfeds.com or 1-800-LTC-FEDS (1-800-582-3337)

What is the Flexible Spending Account (FSA)

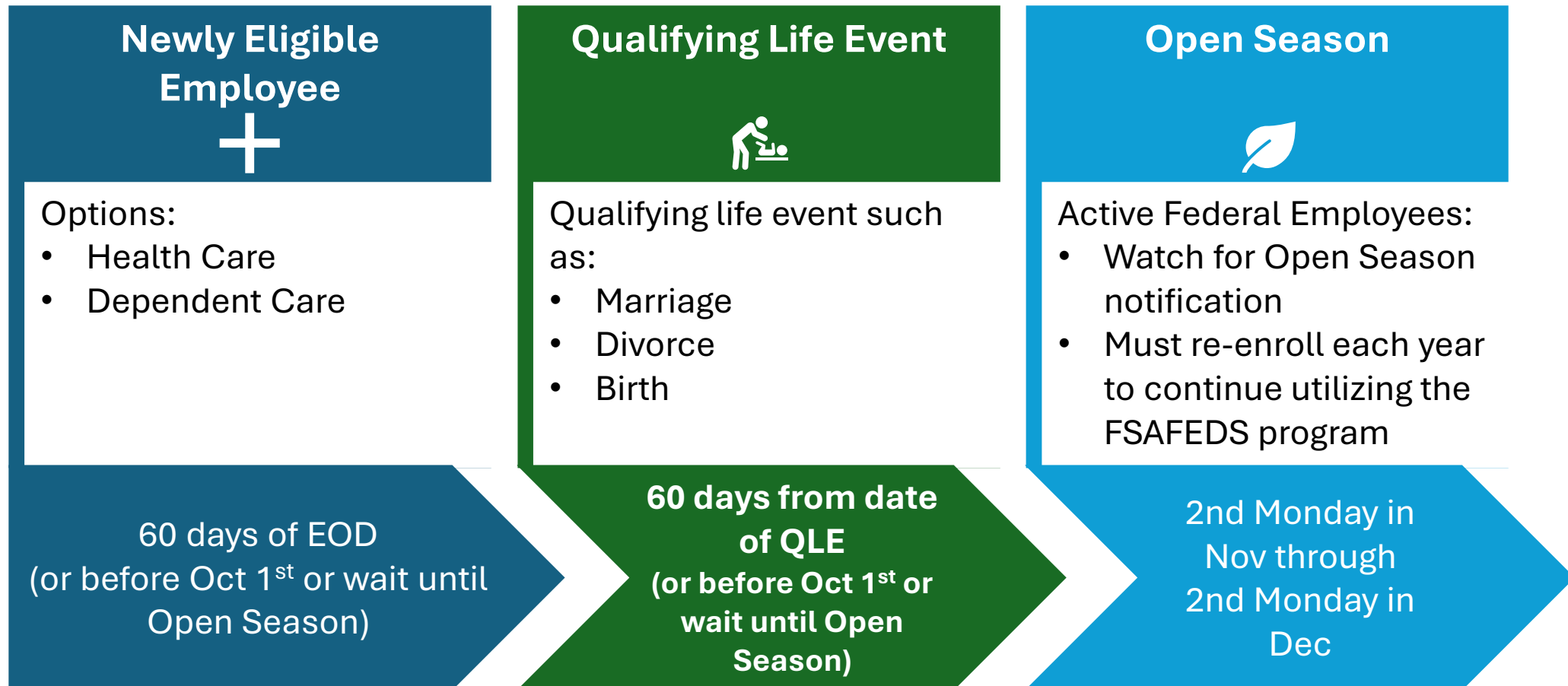
Under the Federal Flexible Spending Account Program (FSAFEDS), an FSA allows you to set aside tax-deductible funds to use on eligible **health care** or **dependent care** expenses throughout the year. It's like saving up to 30% on your health care expenses.



Flexible Spending Account (FSA) Enrollment



Coverage **IS NOT** automatic!



- www.fsafeds.com or 1-877-FSAFEDS (372-3337)

Retirement



Federal Employee Retirement System (FERS)

New employees first hired in covered position on 01-01-1987 and prior to 01-01-2013.

Contribute 0.8% of salary to FERS (Code K)

FERS-Revised Annuity Employees (FERS-RAE)

New employees first hired in covered position on 01-01-2013 and prior to 01-01-2014.

Contribute 3.1% of salary to FERS (Code KR)

FERS-Further Revised Annuity Employees (FERS-FRAE)

New employees first hired in covered position on/after 01-01-2014.

Contribute 4.4% of salary to FERS (Code KF)

Civilian Service Retirement System (CSRS)

New employees first hired in covered position prior to Jan 1, 1984.

Contribute 7% of salary to CSRS. Did not contribute to Social Security.

(Lost eligibility for CSRS coverage if there is a break in service ending on or after Jan 1, 1984, of more than 1 year)

(Code 1)

CSRS Offset

New employees first hired after Jan 1, 1984 but before Dec 31, 1986.

Contribute 0.8% to CSRS. Contribute to Social Security. (Code C)

Thrift Saving Program (TSP)

What you need to know.



1% Agency Automatic Contribution

3 Year Vesting

Agency Matching up to 5%

Automatic Enrollment 5% of pay

TSP is an additional retirement account



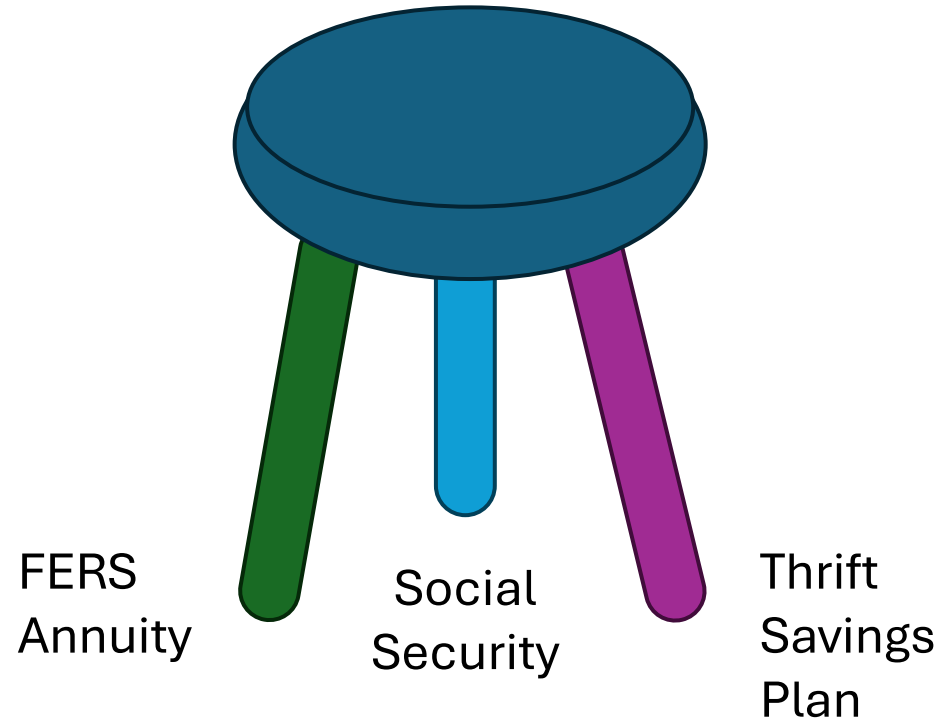
TSP-1 TSP Election Form -

www.tsp.gov

Federal Employee Retirement System (FERS)



Most new employees will be under FERS.

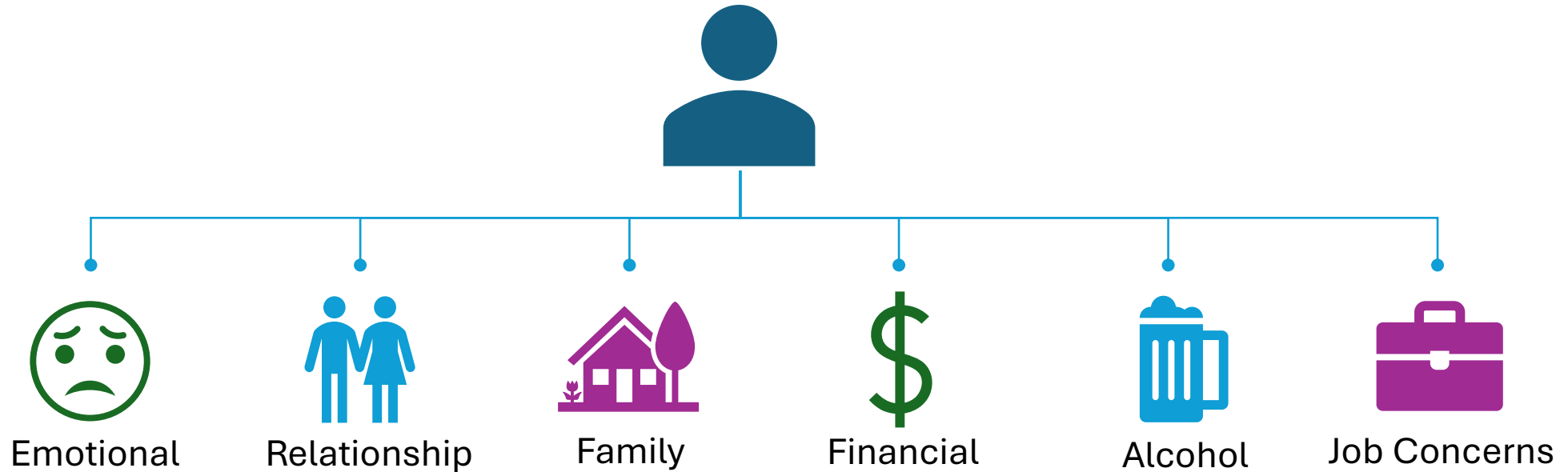


Employee Assistance Program (EAP)



Help available to Federal Employees all day, all week, all year.

Services provide help to supervisors and employees with problems such as:



www.foh4you.com or 800-222-0364

Prior Service



Military Process

- Acquire estimated military earnings using the RI 20-97 to the proper Military Finance Center with all DD-214s
- Once estimated military earnings are received, submit the SF-3108 and RI 20-97 to HR via GRB
- HR will calculate and submit the estimate of the deposit to DFAS
- DFAS will establish the account and notify you of your payment options.
- When you receive a “paid in full” letter, forward it to HR, and a copy will be uploaded into your e-OPF.



Civilian Process

- Submit the SF-3108 to HR via GRB
- HR will calculate and submit estimate of deposit to OPM
- OPM will establish the account and notify you of your payment options.
- When you receive “paid in full” letter, forward to the HR and a copy will be uploaded into your e-OPF.

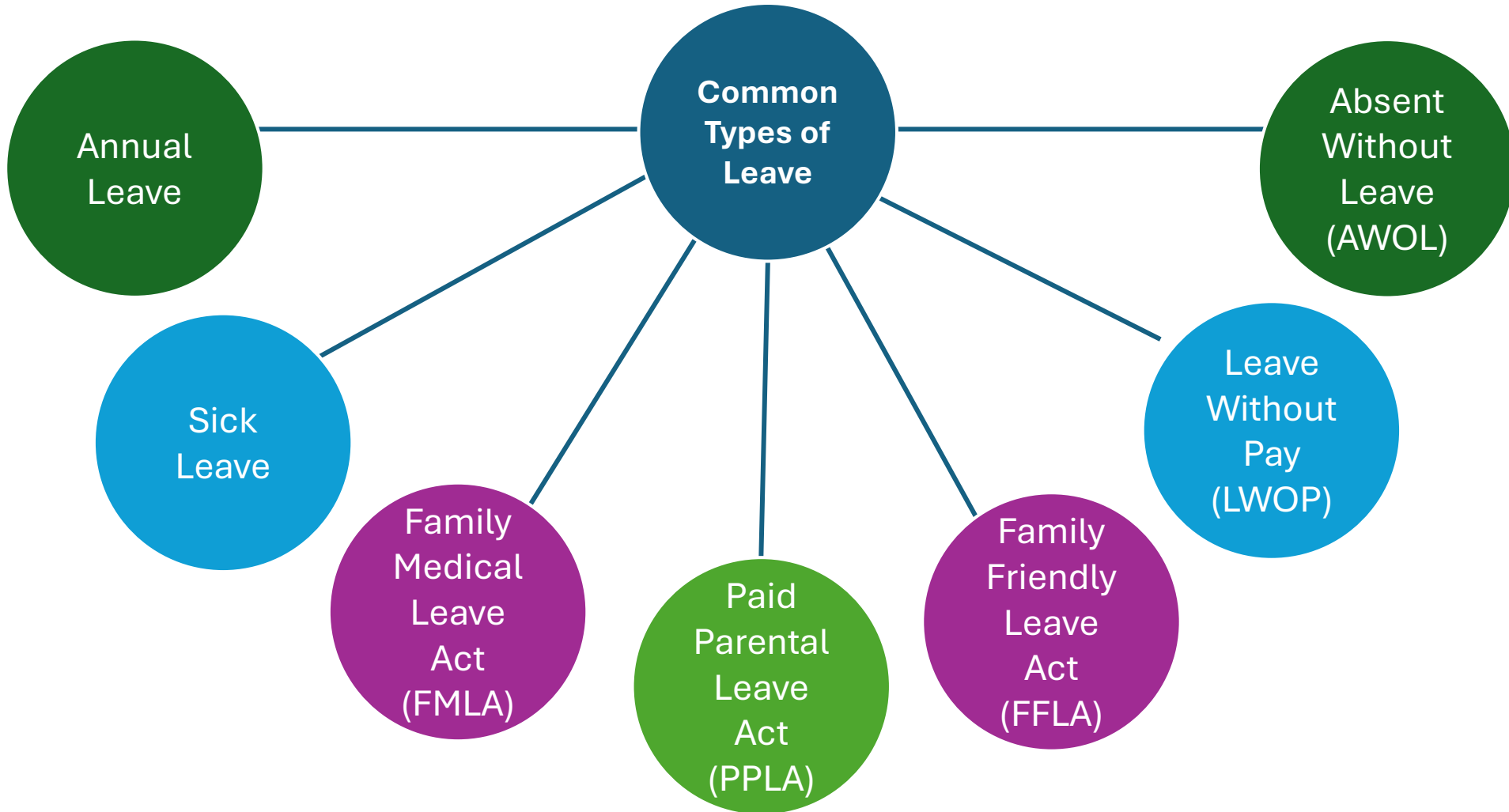




Leave Administration

Common Types of Leave

IHS provides generous leave benefits to its employees to help employees balance their work and personal lives.



<https://www.ihs.gov/OHR/pay-and-benefits/leave/>

Annual Leave

Purpose: Employees discretion (Vacations / Personal Time)



What do I need to
know about
Annual Leave?

Accrual rate is dependent on length of service

Full-Time Employees

1-3 years =
4 hours per pay period
3-15 years =
6 hours per pay period
15+ years =
8 hours per pay period

Part-Time Employees

1-3 years =
1 hour for every 20 hours
worked
3-15 years =
1 hour for every 13 hours
worked
15+ years =
1 hour for every 10 hours
worked

Maximum Carry over in a leave year is 240 hours & 720 for

Should be requested and approved in advance via ITAS

Sick Leave

Purpose: Incapacitated to perform duties by physical or mental illness, injury, medical appointments, treatments, etc.



What do I need to
know about
Sick Leave?

Accrual rate is ½ day (4 hours) a pay period

No limit on sick leave accumulation

Should be requested and approved in advance, when possible, via ITAS

Family Medical Leave ACT (FMLA)



Purpose: serious medical condition of the employee or family member



What do I need to
know about
FMLA?

Allowed 12 Administrative work weeks in a 12-month period
(using sick leave, annual leave or leave without pay)

Employee must have completed 12 months of civilian service

Requires Medical Documentation

Approval coordinated through HR

Paid Parental Leave Act (PPLA)



Purpose: for the birth of an employee's child, or the placement of a child with an employee for adoption or foster care.



What do I need to
know about
PPLA?

Up to 12 weeks of paid time off under FMLA

Must meet FMLA eligibility requirements

Leave must be taken to care for a child within the first year of birth, or placement.

Requires a written guarantee to return and continue working for the agency for at least 12 weeks regardless of the amount of leave taken

Family Friendly Leave Act (FFLA)



Purpose: Allow a federal employee to use his/her accrued sick leave to care for a family member



What do I need to
know about
FFLA?

40 hours (5 days) for the care of a family member

64 hours (8 days) for funeral and bereavement
(Employee must maintain a balance of 80 hours of sick leave to
use the additional 64 hours)

Totaling 104 hours (13 days) of sick leave for general family care
and bereavement purposes in a 12-month period

Counted towards the 12 weeks of FMLA

Leave Without Pay (LWOP)

Approved absence from duty without pay



What do I need to
know about
LWOP?

Only the employee may request LWOP; Supervisor cannot charge it

Not an employee entitlement

Is a matter of administrative discretion (may be denied - workload - mission)

Not a form of disciplinary action

Absent Without Leave (AWOL)

*Absence from duty not granted or approved by the supervisor. **No Call/No Show***



What do I need to
know about
AWOL?

Must document it on time and attendance cards

After each instance of AWOL, the supervisor must at least counsel the employee and document the counseling

AWOL is not a disciplinary action BUT may be the basis for disciplinary action

Charged only during regular tour of duty

Employee Responsibilities



Office of Worker's Compensation Programs (OWCP)



- On-the-job injury

- Time Sensitive - Employees must report injuries to their supervisor immediately.

- Complete CA-1 form via ECOMP: <https://www.ecomp.dol.gov>

- Injuries must also be reported to Safety via I-STAR.
Reporting injuries through I-STAR is for Safety notification only.





Pay Administration

Review Often

Pay Schedule

Payroll Calendars: <https://www.nih.gov/about-nih/payroll-calendars>

MyPay

myPay is an online system that allows you to view your pay information.



Manage Pay Information

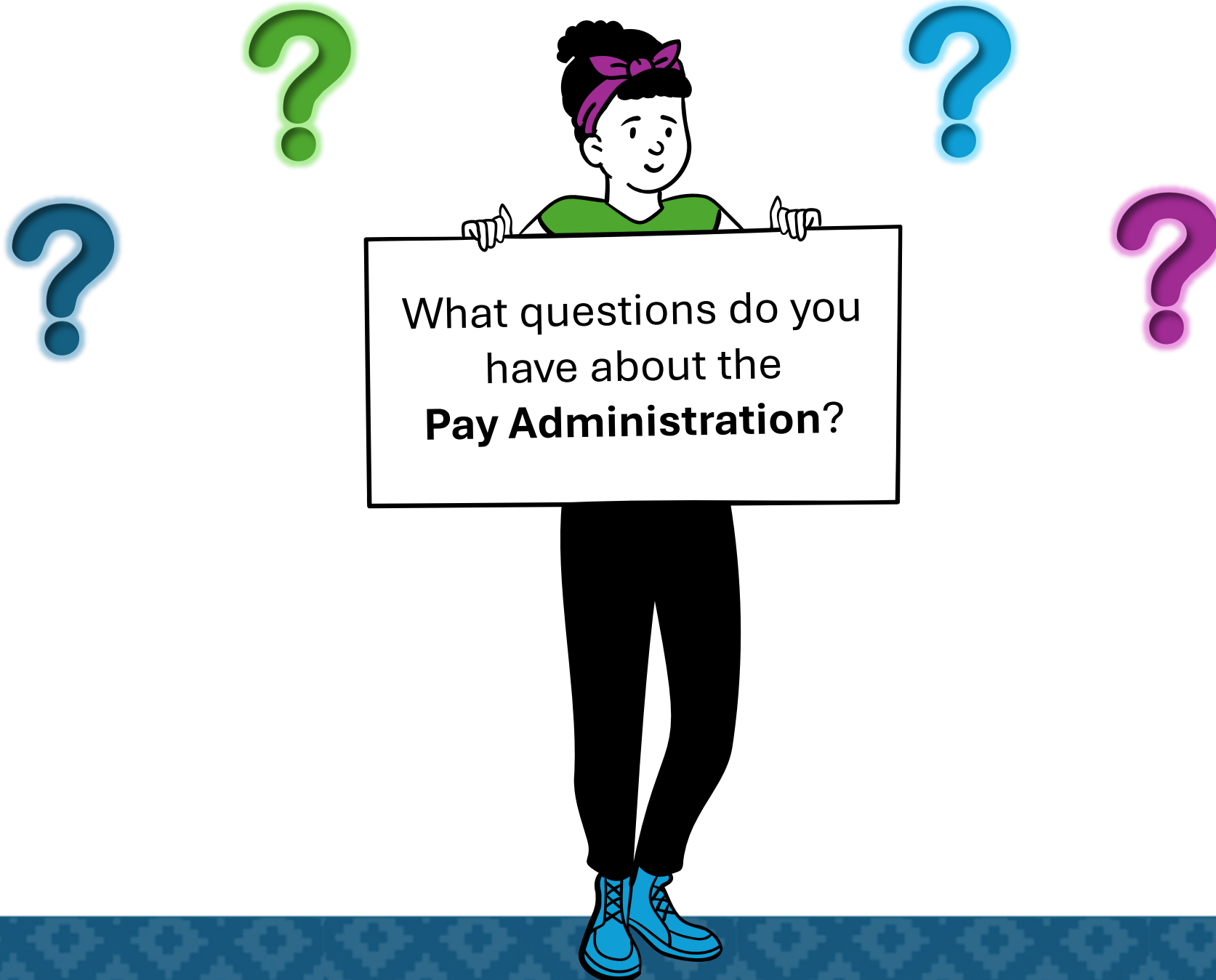
- ✓ View, print, and save leave and earning statements and W-2
- ✓ Change federal and state tax withholding
- ✓ Changes to address, direct deposits and allotments
- ✓ View FEHB and TSP Elections



Getting Started with MyPay

- ✓ Access is granted to all civilians and military members
- ✓ New users must establish a login and password (You'll receive an email)
- ✓ Retired military members may continue to use the same login information
- ✓ Updates require two pay periods

Access at: <https://myPay.dfas.mil>

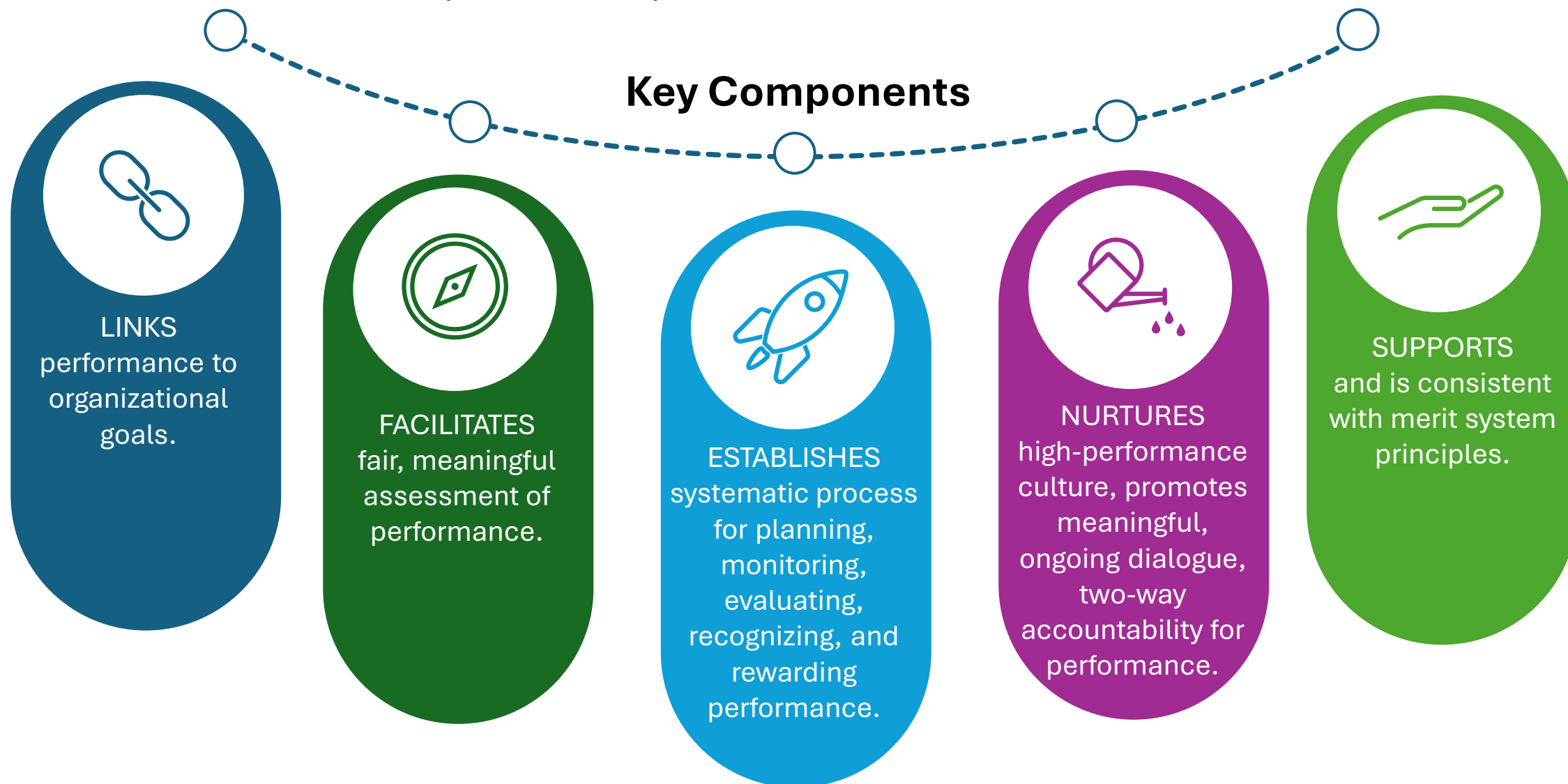




Performance Management Appraisal Program (PMAP)

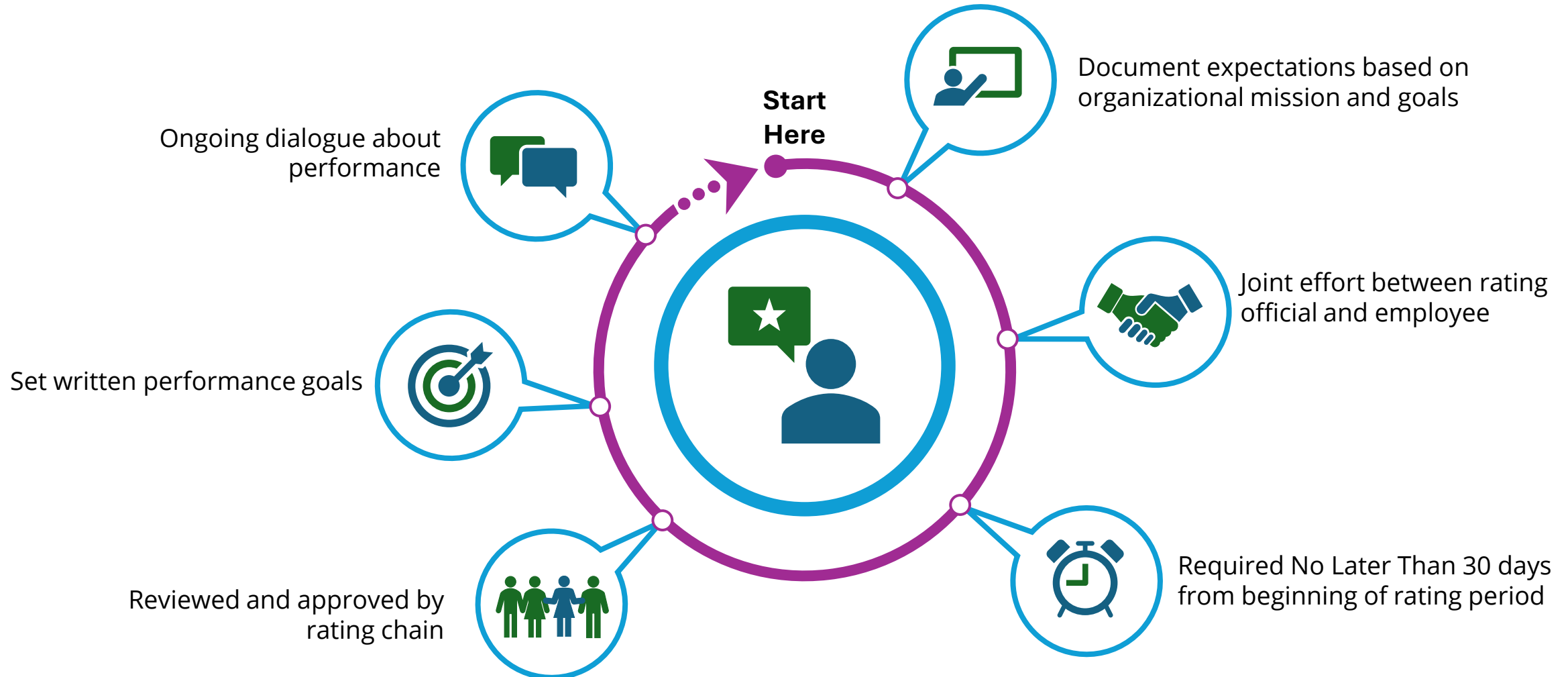
Performance Management Appraisal (PMAP)

A framework to communicate expectations and performance.



Performance Management Process

Clear picture of what “Success” looks like!



PMAP Rating Levels

Five Rating Levels



Performance Management Responsibilities



Reviewer

- May approve performance plans
- Review and assign overall ratings

Rater/Supervisor

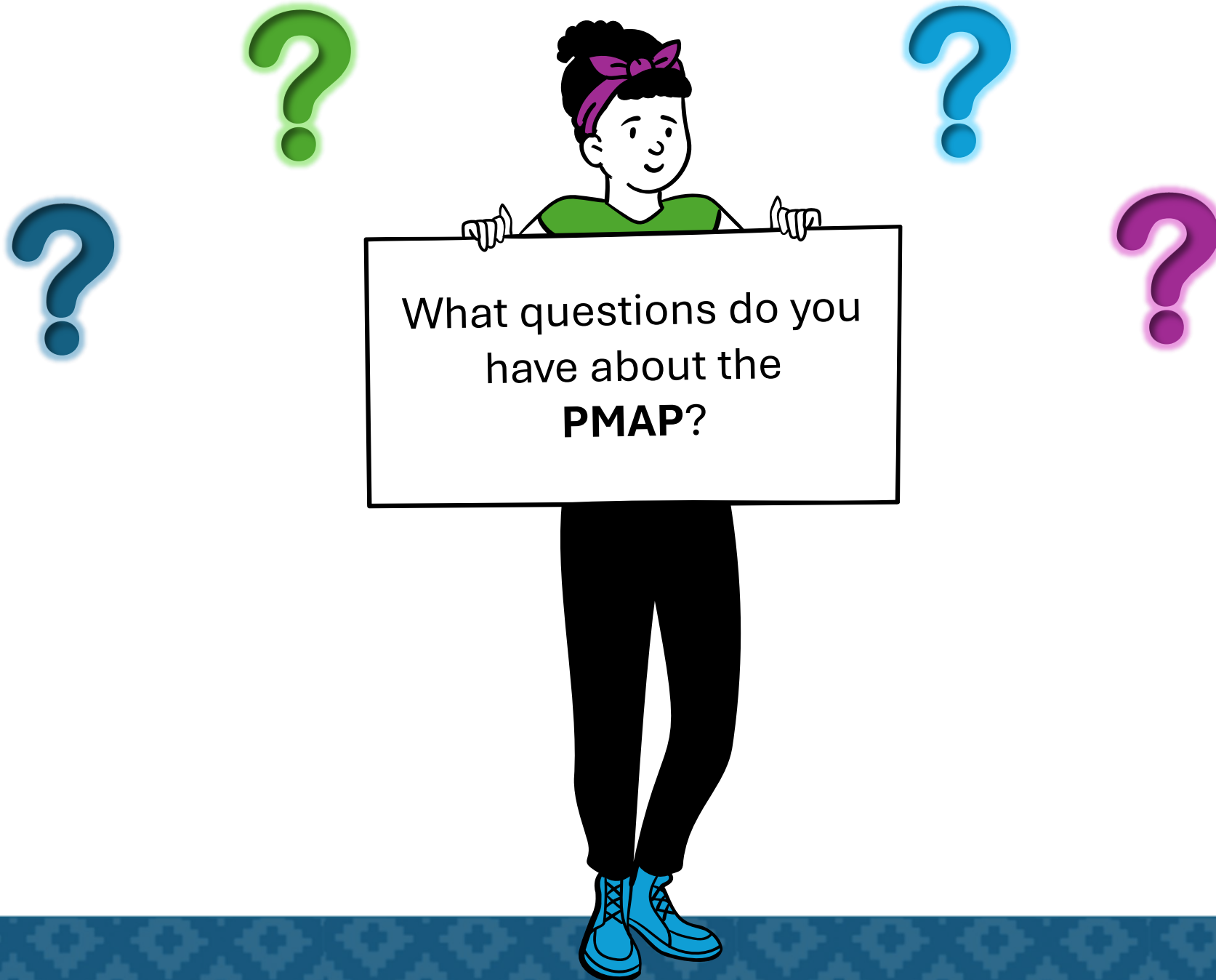
- Responsible for their individual's and team's performance
- Create a work culture that promotes a high-performing and efficient organization
- Develop written performance plans
- Conduct formal performance-related discussions
- Prepare timely written performance appraisals

Employee

- Understand performance expectations
- Responsible for individual performance and accomplishments
- Maintain open communication with the supervisor
- Document accomplishments during the rating period

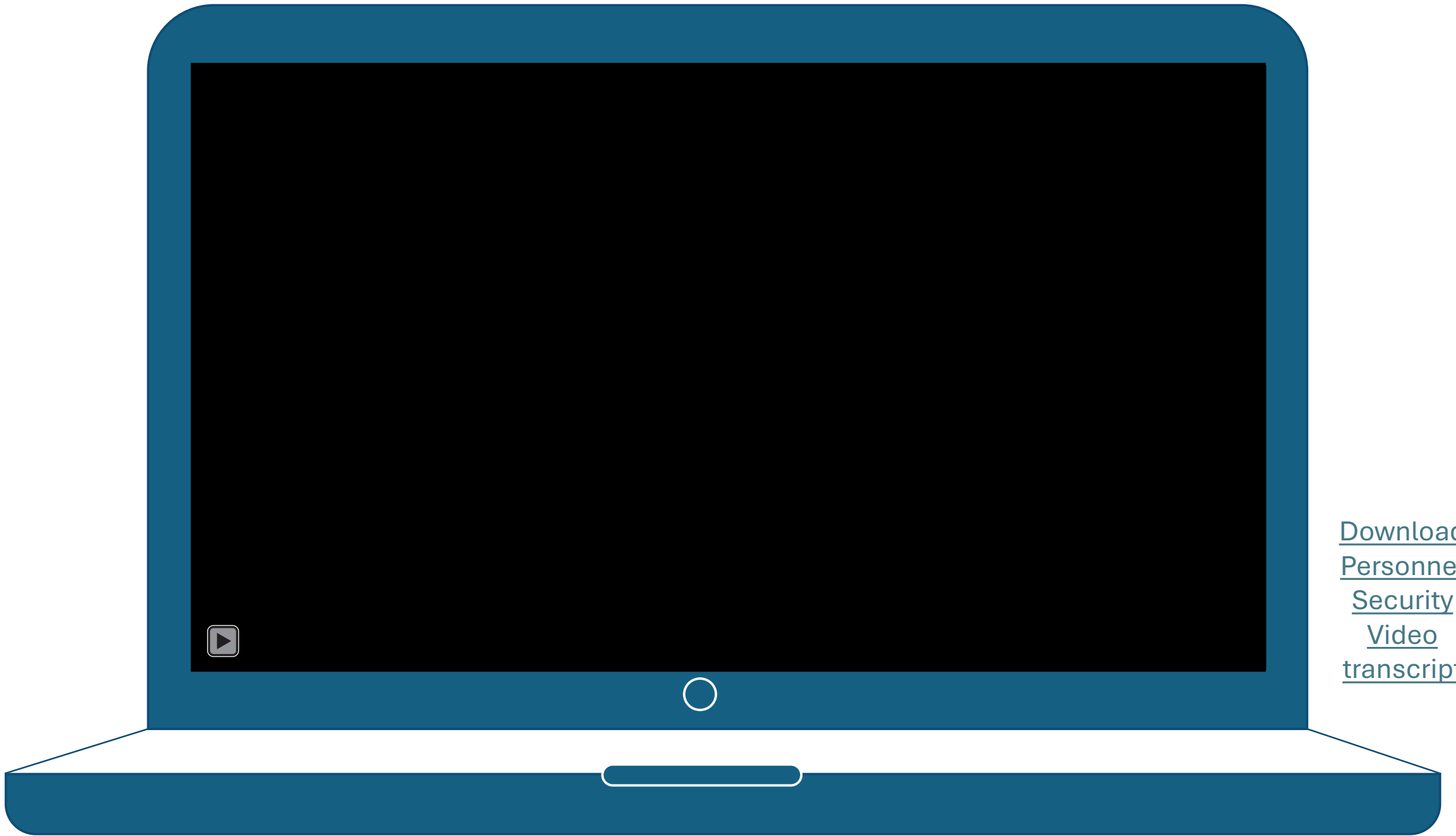
Human Resources

- Serve as a technical advisor to the supervisors in performance management
- Provide necessary resources and assistance
- Ensure timely completion of all PMAPs

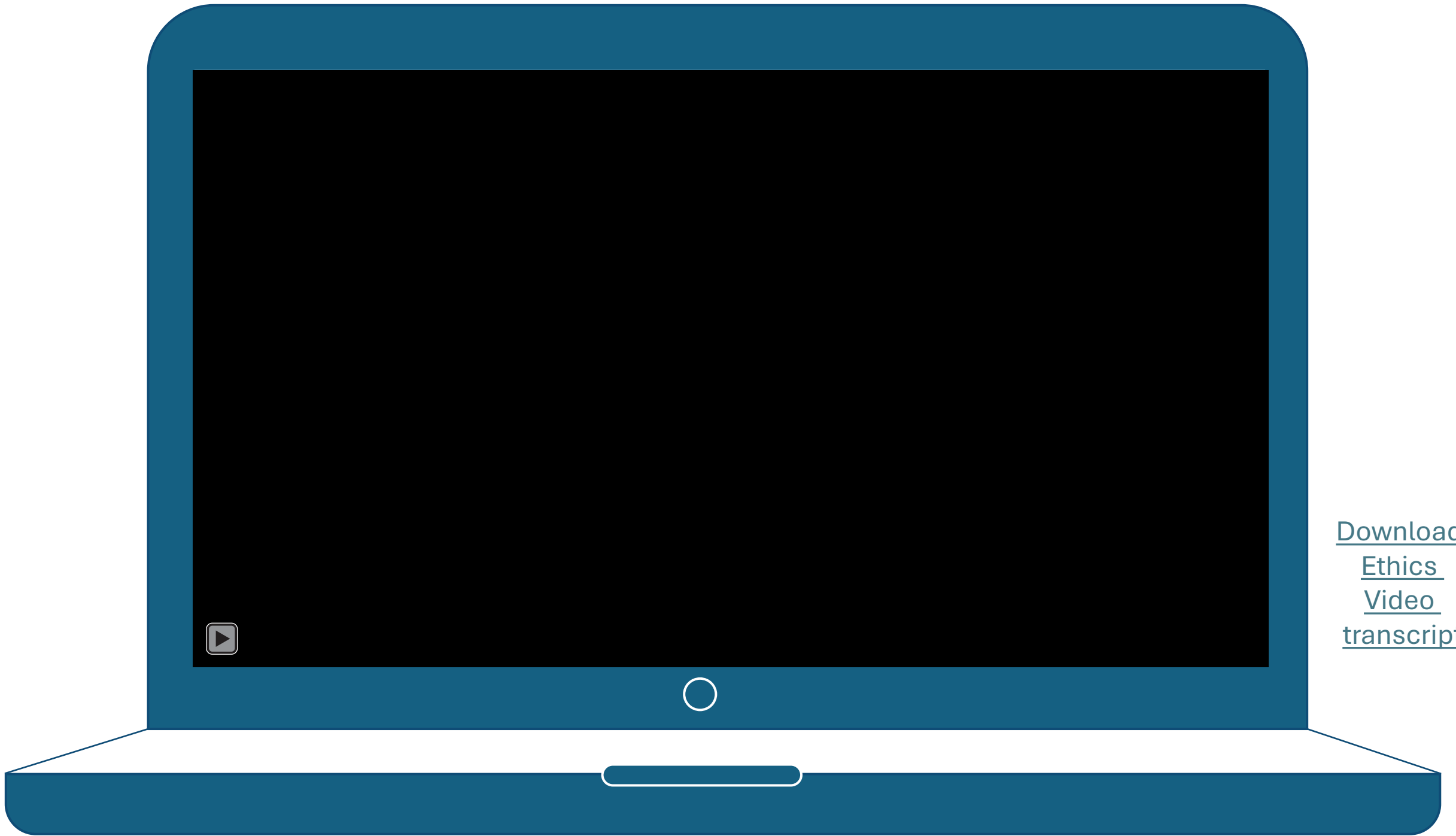




Personnel Security & Ethics



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Labor Relations

Labor Relations Responsibilities

The IHS labor relations (LR) office provides direction for the IHS LR program.

The LR office responsibilities include:

- ✓ providing technical assistance and guidance to field managers, supervisors, and HR Specialists
- ✓ negotiating, interpreting, and administering the Collective Bargaining Agreement(s)
- ✓ representing IHS during negotiated grievance or alternative dispute activities
- ✓ representing IHS in labor relations matters with other federal agencies
- ✓ developing collaborative relationships with labor organizations and representatives

Union at IHS

Unions

AFGE – OKLAHOMA Office

NFFE – BILLING Office

NTEU – OEHE DALLAS & SEATTLE Offices

LIUNA – Nationwide



Standard Form 1187
Revised March 1989
U.S. Office of Personnel Management

REQUEST FOR PAYROLL DEDUCTIONS FOR LABOR ORGANIZATION DUES

Privacy Act Statement

Section 5525 of Title 5 United States Code (Allotments and Assignments of Pay) permits Federal agencies to collect this information. This completed form is used to request that labor organization dues be deducted from your pay and to notify your labor organization of the deduction. Completing this form is voluntary, but it may not be processed if all requested information is not provided.

This record may be disclosed outside your agency to: 1) the Department of the Treasury to make proper financial adjustments; 2) a Congressional office if you make an inquiry to that office related to this record; 3) a court or an appropriate Government agency if the Government is party to a legal suit; 4) an appropriate law enforcement agency if we become aware of a legal violation;

5) an organization which is a designated collection agent of a particular labor organization; and 6) other Federal agencies for management, statistical and other official functions (without your personal identification).

Executive Order 9397 allows Federal agencies to use the social security number (SSN) as an individual identifier to avoid confusion caused by employees with the same or similar names. Supplying your SSN is voluntary, but failure to provide it, when it is used as the employee identification number, may mean that payroll deductions cannot be processed.

Your agency shall provide an additional statement if it uses the information furnished on this form for purposes other than those mentioned above.

1. Name of Employee (Print or Type-Last, First, Middle)	2. Employee Identification Number (SSN or Other)	3. Timekeeper Number
4. Home Address (Street Number, City, State and ZIP Code)		5. Name of Agency (Include Bureau, Division, Branch or Other Designation)

Section A-For Use By Labor Organization

Name of Labor Organization (Include Local, Branch, Lodge or Other Appropriate Identification)

I hereby certify that the regular dues of this organization for the above named member are currently established at \$ _____ per (biweekly pay period) (calendar month). (Strike out whichever period is not appropriate, based on arrangement with the employee's agency.)

Signature and Title of Authorized Official _____ Date (Month, Day, Year) _____

Section B-Authorization By Employee

I hereby authorize the above named agency to deduct from my pay each pay period, or the first full pay period, of each month, the amount certified above as the regular dues of the (Name of Labor Organization):

and to remit such amount to that labor organization in accordance with its arrangements with my employing agency. I further authorize any change in the amount to be deducted which is certified by the above named labor organization as a uniform change in its dues structure.

I understand that this authorization, if for a biweekly deduction, will become effective the pay period following its receipt in the payroll office

of my employing agency. I further understand that Standard Form 1188, Cancellation of Payroll Deductions for Labor Organization Dues, is available from my employing agency, and that I may cancel this authorization by filing Standard Form 1188 or other written cancellation request with the payroll office of my employing agency. Such cancellation will not be effective, however, until the first full pay period which begins on or after the next established cancellation date of the calendar year after the cancellation is received in the payroll office.

Contributions or gifts (including dues) to the labor organization shown at left are not tax deductible as charitable contributions. However, they may be tax deductible under other provisions of the Internal Revenue Code.

Signature of Employee _____	Date (Month, Day, Year) _____
FOR COMPLETION BY AGENCY ONLY- The above named employee and labor organization meet the requirements for dues withholding. (Mark the appropriate box. If "YES", send this form to payroll. If "NO", return this form to the labor organization.)	YES <input type="checkbox"/> NO <input type="checkbox"/>

1-Agency Copy 2-Labor Organization Copy 3-Employee Copy

SF1187: [sf1187.pdf](#)

SF1188: Cancellation of Union: [sf1188.pdf](#)

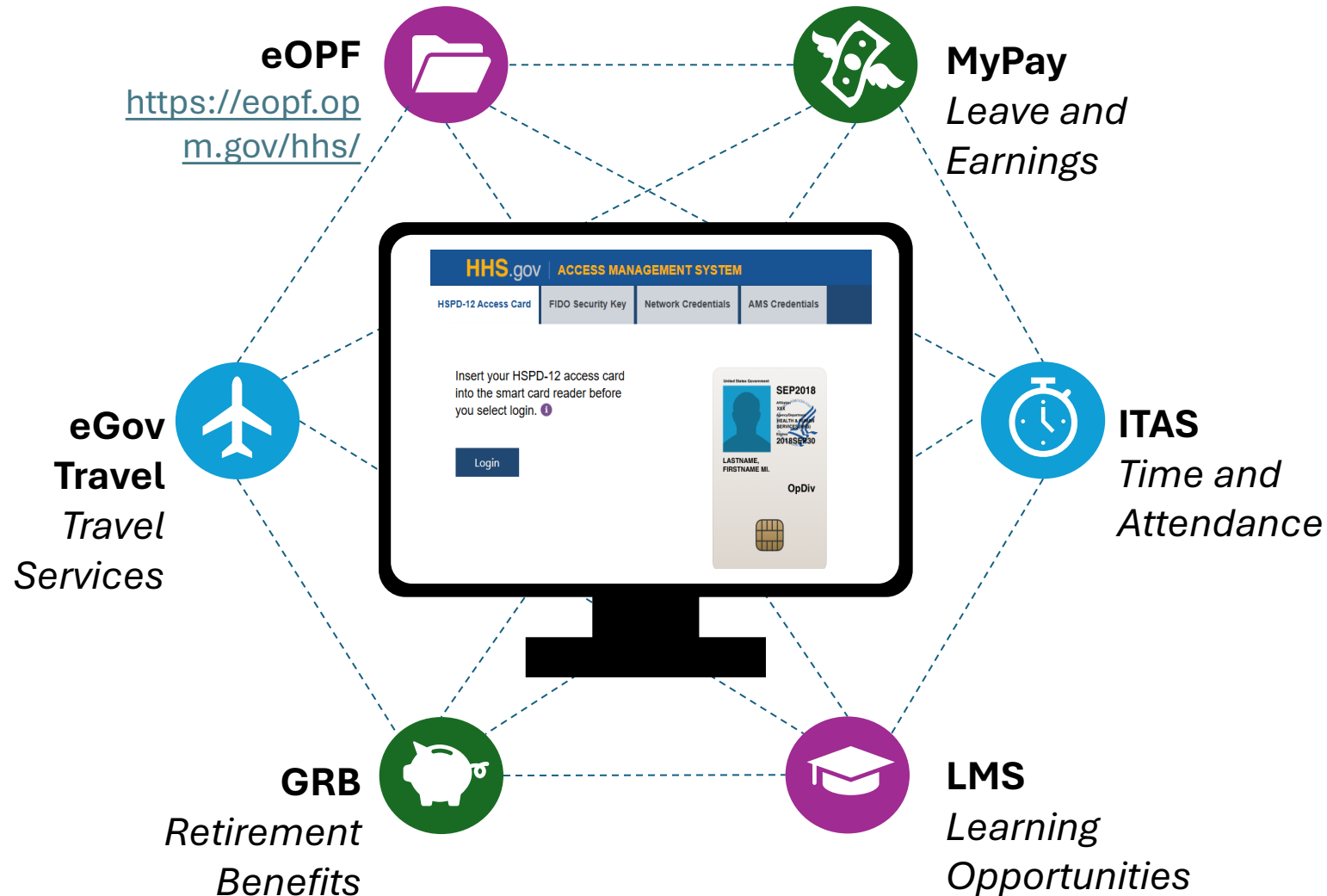
IHS bargaining units: <https://www.ihs.gov/OHR/workforce-resources/labor-relations/>





Information Technology

Access Management System (AMS)



AMS is the primary authentication portal used to access multiple accounts (systems and applications) at HHS.



USAP

USA Performance® -
Login Page

Integrated Time and Attendance System



Log into AMS, click ITAS for IHS

The diagram illustrates the process of logging into the Integrated Time and Attendance System (ITAS) for the Indian Health Service (IHS). It shows two screens: a desktop monitor on the left and a web browser window on the right.

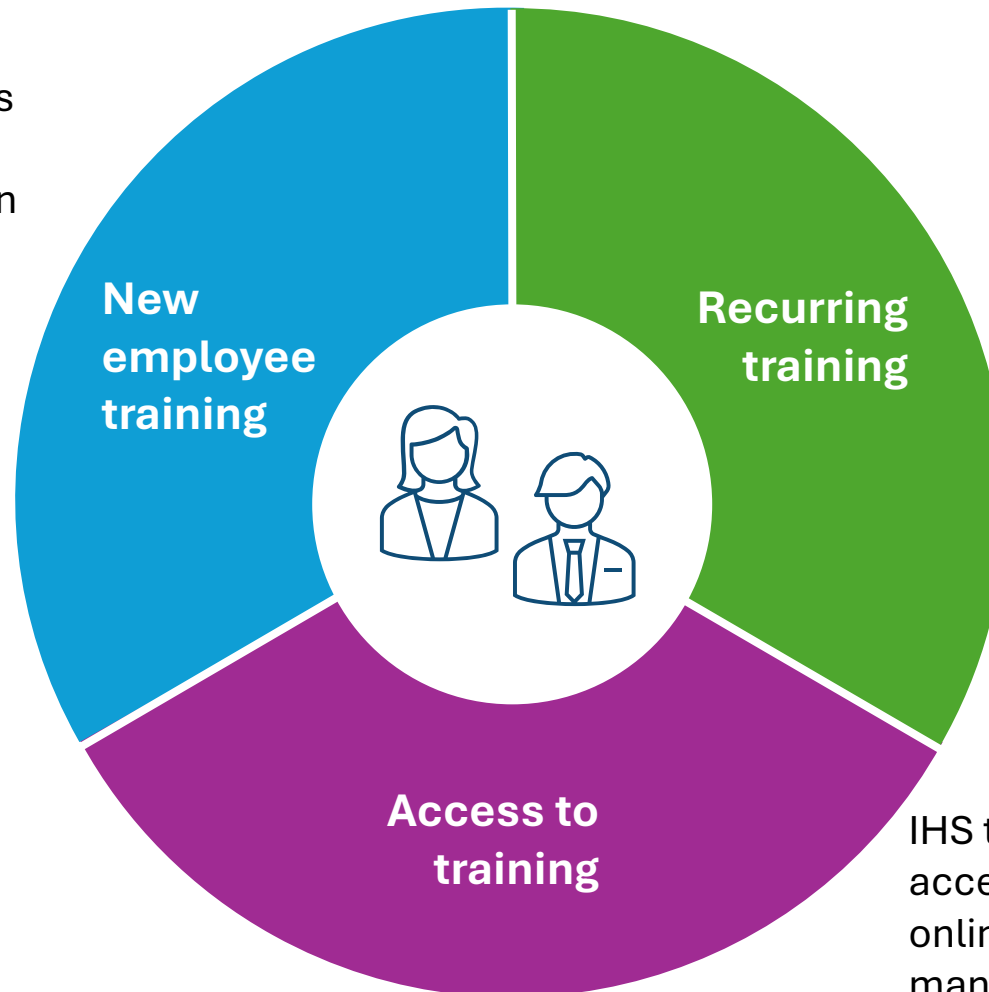
Desktop Monitor (Left): Displays the **HHS.gov ACCESS MANAGEMENT SYSTEM** login page. The user is logged in as "Employee name appears here". Under the "Restricted Access, HHS Network" section, the link **ITAS for IHS** is highlighted with a red box. A red arrow points from this link to the browser window.

Web Browser Window (Right): Shows the **ITAS Integrated Time and Attendance System** interface. The URL is <https://itas.hhs.gov/ihs/#/>. The left sidebar menu includes options like "Request Leave", "Request Telework", and "Verify Timecard", with "Verify Timecard" highlighted by a red box. The main content area displays "ITAS Messages" and a welcome message: "Welcome to ITAS, Current Date: 04/22/2025 12:38 PM". It also includes a notice about the "ITAS and DFAS Leave Balances Report for Pay Period 8 of 2025" and an "ITAS Notice" regarding session management.

Required Trainings

Required trainings must be completed within a specified timeframe upon onboarding and on a recurring basis depending on the training topic.

New IHS employees must complete initial training within 90 days of starting their position.



Many training modules need to be refreshed regularly – for example, ISSA is required annually.

IHS training is typically accessed through an online learning management system.



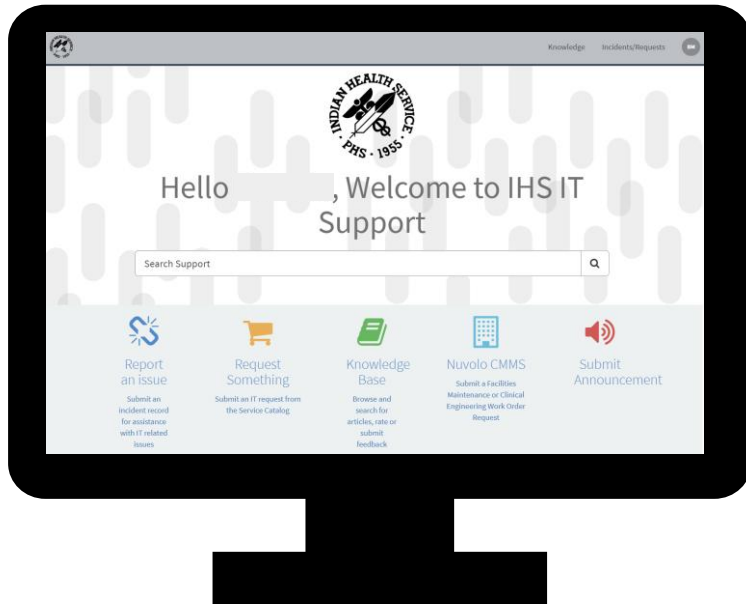
Training requirements for IHS employees include mandatory training on:

- Information Systems Security Awareness (ISSA)
- Ethics
- NO FEAR
- HHS Records Management
- HHS Emergency Preparedness
- HHS Scientific Integrity
- IHS Protecting Children from Sexual Abuse by Healthcare Providers
- IHS Privacy
- Trauma Informed Care
- IHS Unauthorized Commitments
- IHS Reversing Opioid Overdose with Naloxone
- IHS Patient Safety

IT Support / Service Desk



Get IT Help FASTER with the
IT Self-Service Portal



Self-Service Portal

- ✓ Easy to submit an issue
- ✓ Access articles and information
- ✓ View announcements

You can also contact the IHS IT Service Desk by:

Phone: 888-830-7280

Email: itsupport@ihs.gov

Hours of Operation:

Monday – Friday 4:30am – 8:30pm

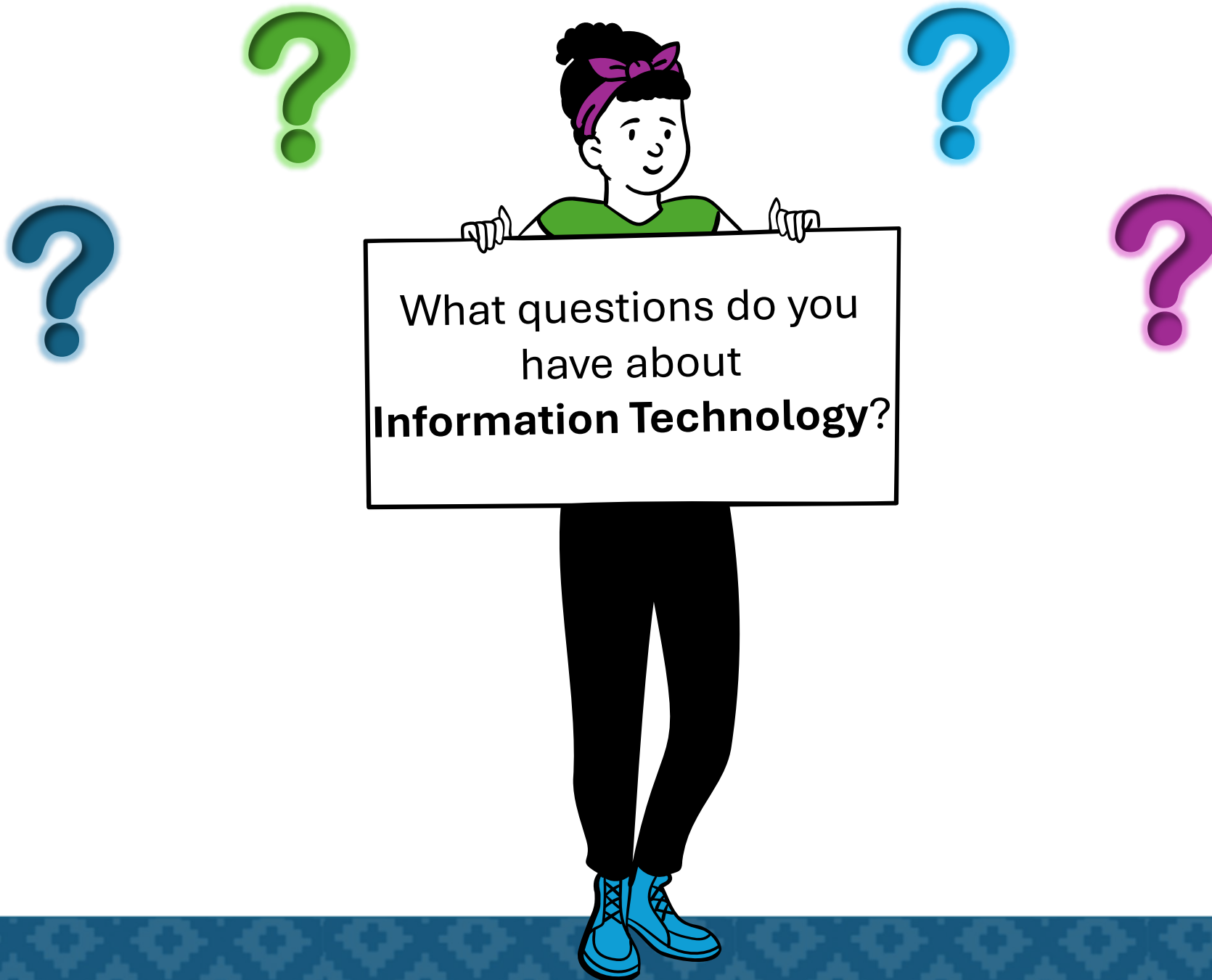
MST (6:30am – 10:30pm ET)

Saturday – 8:00am – 4pm

MST (10:00am – 6:00pm ET)

Except for federal holidays for all areas.

Visit: <https://www.ihs.gov/itsupport/>





Resources

We are here for YOU!

**HRTC Training
Team**

HQ_OHRHRTC@ihs.gov

[OHR Training Center](#)

**HR Pay &
Benefits**

HQ_OHRPAYANDBENEFITS@ihs.gov

**IT Support/
Help Desk**

itsupport@ihs.gov

1-888-830-7280

**HR Support
Services**

IHSHRsupport@ihs.gov

[HR Integrated Support
Services Branch](#)

Helpful Links



- Employee Resources - <https://www.ihs.gov/employeeresources/>
- myPay - <https://mypay.dfas.mil/#/>
- GRB - <https://www.ihs.gov/ohr/pay-and-benefits/retirement/retirement-resources/>
- Learning Management System (LMS) - <https://lms.learning.hhs.gov>
- Integrated Time and Attendance System (ITAS) - <https://itas.hhs.gov/ihs>
- Electronic Official Personnel Folder (eOPF) - <https://eopf.opm.gov/hhs/>

Your Next Steps in Onboarding



1

Meet with Your Manager/Supervisor to Review the Onboarding Checklist

2

First Week Activities on Onboarding Checklist

3

First Month Activities on Onboarding Checklist

4

Complete Required Trainings; Complete & Submit Benefits Forms

Manual Exhibit 20-03-A

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:

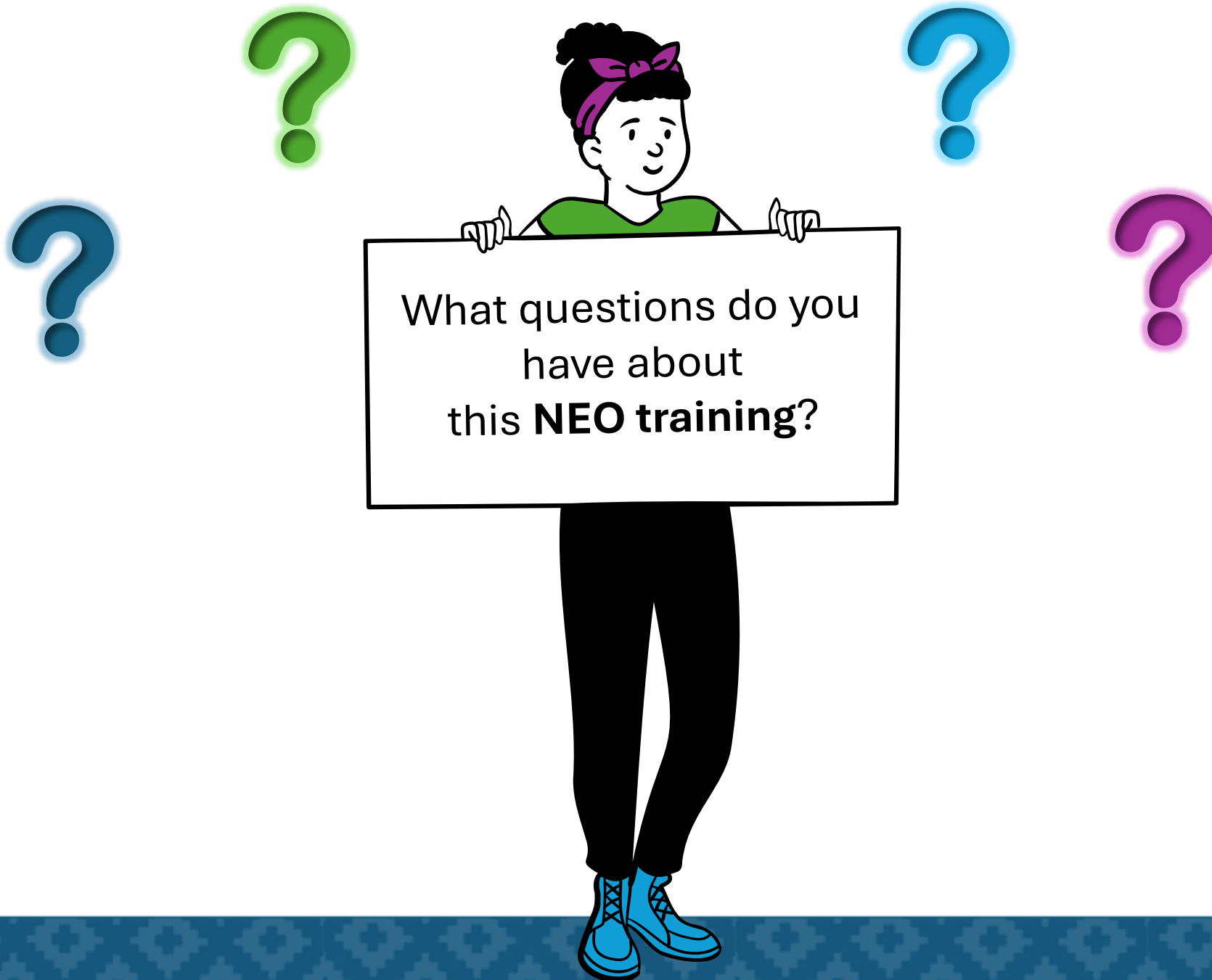
Preparation for First Day (2-4 weeks prior to employee entry on duty for optimum results)	Supervisor Initial	Date Completed
After verification of the Homeland Security Presidential Directive 12 (HSPD-12) requirements, supervisor works through their local Human Resources (HR) or HSPD-12 staff to schedule 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 (lhs.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		

Manual Exhibit 20-03-A: IHS Onboarding Checklist

Dates to Remember



Form	Complete Date	Your Due Date [ACTION REQUIRED]
FEHB - Federal Employees Health Benefits	60 days from EOD	
FEGLI - Federal Employee Group Life Insurance	60 days from EOD	
FEDVIP Dental & Vision enrollment: www.benefeds.com or call 1-877-888-3337	60 days from EOD	
TSP Thrift Savings Plan	Enroll Immediately	
FLTCIP Long Term Insurance Apply at https://www.ltcfeds.gov/ Use the FLTCIP Premium Calculator	60 days from EOD	
Flexible Spending Account: www.FSAFEDS.com or call 1-877-372-3337	60 days from EOD	



Evaluations

Give us your feedback? Let us know what you think about your New Employee Orientation experience!

To launch evaluation, click the hyperlink:

<https://forms.office.com/g/hsQ5tpSdDQ>

You can also scan the QR code



