

B3.1 Administrative - Appointments and Reappointments

All administrative personnel shall be appointed as prescribed by law.

- a. As an element of an administrative leadership development program, an objective selection system is vital. To implement a selection system, the following procedures shall be used in filling all administrative and supervisory positions in the school system.
 - 1) A written job description shall be developed for each position with established minimum qualifications in accordance with state laws and rules. An analysis of each position shall be completed to identify the competencies critical to successful performance.
 - 2) The position with minimum qualifications shall, upon recommendation of the superintendent, be established by the Board.
 - 3) To develop an administrative pool of qualified applicants, principal and assistant principal positions are advertised one time during each fiscal year for a period of ten working days. District level positions are advertised for a minimum of ten working days as the Superintendent and the School Board determine that vacancies exist.
 - 4) Appointments may be made from lateral transfer requests from current administrators before vacant positions are advertised or before interviewing administrative pool applicants.
 - 5) Announcement of an administrative vacancy includes position title, location of position (if available), minimum eligibility qualifications, timeline for application, and any additional information deemed appropriate.
 - 6) Candidates seeking employment for any advertised position shall submit an administrative application form and include a resume with a letter of intent within the stated timeline. In compliance with law, no person shall, on the basis of race, color, religion, gender, age, ethnicity, national origin, marital status, disability, political or religious beliefs, genetic information, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity, or in any employment conditions or practices conducted by this School District, except as provided by law. Job descriptions are posted on our website.
 - 7) All applicants for a given position will be screened through the Human Resource Office. Only those candidates meeting the minimum qualifications established by the position shall be considered further in the selection process. Candidates who do not meet the minimum qualifications shall be notified of the status of their application within ten (10) working days of the close of the advertisement. In the event no candidate meets the minimum qualifications, the position shall be re-advertised.
 - 8) ~~Depending upon the number of qualified applicants to be considered, a second screening may be conducted utilizing a predetermined rating scale related to the specific position. The scale shall be made available to the candidate upon request. All qualified candidates would be evaluated at this step by the personnel administrator and two other administrators with specific knowledge of the position.~~

~~Candidates eliminated at this level of screening would be notified in writing within ten (10) days of the decision.~~

- 9) All candidates successfully completing the screening process for the administrative pool shall be interviewed by at least two (2) interviewers trained and certified in the process. A consensus rating shall be agreed upon by the interviewers. Additional data in the form of behavior sampling related to the position may be required of the finalists for a position.
- 10) For principal/assistant principal positions the screening process includes a written examination, a standardized assessment of principal strengths, as well as a behavioral interview. Screening data is maintained; and, as openings occur throughout the year, selection is made from those who meet the criteria. Applicants must reapply each year.
- 11) The data from the interview, behavior sampling application, resume, and reference check shall be collected and integrated by the interviewers in order to recommend finalists to the Superintendent. A reference check shall be conducted on each of the finalists for the position. The number of finalists to be recommended to the Superintendent will be determined by the Superintendent for each vacant administrative position.
- 12) The Superintendent of Schools may interview each of the finalists for the position prior to a recommendation to the School Board.
- 13) The Superintendent shall recommend for the School Board's approval the appointment of all administrative personnel.
- 14) Career counseling, consisting of feedback and recommendations for professional development, will be provided to any candidate upon written request once the final selection has been made.

C3.1 Experience for Salary Purposes

Administrative: The administrative salary schedule will be approved annually by the School Board. The Superintendent will establish the beginning salary for anyone appointed to an administrative position using the appropriate grade as stated on the salary schedule.

Instructional: The instructional salary schedule will be approved annually by the School Board. The minimum time which may be recognized as a year of service for contractual purposes shall be full-time actual service rendered under contract for more than one-half (1/2) the number of days or more than one-half (1/2) the number of total hours required for the normal contractual period of service for the position held. In determining such service, sick leave and holidays for which the employee received compensation shall be counted, but all other types of leave and holidays shall be excluded.

a. Experience for salary purposes:

1. **Florida public** – Santa Rosa School Board accepts all Florida full-time public school experience with a satisfactory performance evaluation unless the employee is retired FRS or TRS – in that case the maximum number accepted is 5 years.
2. **Out of state public** – For teachers hired on or after January 7, 2003, for purposes of pay, the Santa Rosa County School Board shall recognize and accept each year of full-time public school teaching service earned outside the state of Florida and for which the employee received a satisfactory performance evaluation.
3. It shall be the responsibility of the teacher to (a) verify all public teaching experience and (b) provide documentation of satisfactory evaluations for all of the years of verified experience.

3.4.No private school experience will be granted.

b. Re-employed Retirees of TRS or FRS:

Re-employed retirees of any state's retirement system that includes teachers hired after September 30, 1994, shall be allowed a maximum of five (5) years of verified satisfactory public school experience upon initial employment in Santa Rosa County. For each additional year of full-time teaching experience earned in Santa Rosa County, one (1) additional year of verified experience will be credited until a maximum of ten (10) years is reached.

c. Vocational/Non-degreed:

Vocational teachers may receive credit for full-time work experience as required by the state or district for the appropriate certification. Such credit shall not exceed six (6) years.

Occupational therapists, physical therapists, licensed speech pathologists, social workers, school psychologists, or counselors may receive credit for full time work experience provided the experience was with an accredited state agency or licensed facility where like experience was gained and directly related to working with children or adolescents. Occupational therapists, physical therapists, school psychologists and speech pathologists must have held a valid state license or state teaching certificate during that work time. Such credit shall not exceed six (6) years.

C4. Other Employee Responsibilities

a. Name Change:

An employee who changes his/her name is expected to use his/her legal name in dealing with the School Board and other professional agencies. Appropriate forms must be completed to change a name in the Human Resources Department. A certified employee must also submit a name change to the Florida Department of Education.

Address Change:

Florida Statute 1012.561 requires each educator to maintain a current mailing address with the Florida Department of Education. The statute also states that an employee of a school district shall notify the employer within 10 days of an address change and the employer in turn will notify the Department of Education within 30 days.

b. Attendance at Staff Meetings at School Sites:

There shall be a regular schedule of staff meetings. Such meetings shall be planned and shall be adequate in number to serve the needs of the school or work site.

c. Private Instruction and Tutoring:

A person offering private instruction for personal gain shall not use school buildings or property for that purpose unless approved by the school board.

d. ~~Outside Employment:~~

~~Outside employment or moonlighting on the part of a member of the instructional staff shall not violate the moral standards of the community or the Code of Ethics of the Educational Profession of Florida. Under no conditions shall outside employment conflict with the person's performance in his or her teaching duties nor with the extra-curricular activities related to his or her position. If the principal questions the propriety of any outside employment of a staff member, he may require the person to confer with the superintendent and to follow his or her directions. If the employee refuses to follow the superintendent's instructions or feels that his/her rights have been violated, the matter shall be referred to the School Board.~~

e.d. Attendance at Conferences and Planning Days:

During the school year there will be 180 days of instruction for pupils with additional days designated as pre-school and post-school work days and shall be approved by the School Board annually.

All members of the instructional staff are required to attend all pre-school and post-school conference sessions. Any person not attending such conferences shall have his/her contract terminated as provided by law or shall have his/her salary reduced according to the number of days of service required under his contract.

All members of the staff shall attend all meetings called by the superintendent or at his direction.

C4.1 Conflict of Interest

- I. Part III of Chapter 112, Florida Statutes addresses standards of conduct for public employees. It also addresses the issue of acceptance of gifts, doing business with one's agency, and conflicting employment in contractual relationships. School Board Policy 6.30 (Conflict of Interest in Purchasing) and School Board Policy 7.70 (Purchasing and Bidding) also address related topics.

Employees of the Santa Rosa District Schools are permitted to engage in certain outside activities. Outside activities are defined as those activities, whether compensated or not, which are not part of the employee's assigned duties for which the District has provided no compensation. These guidelines are intended to provide guidance to employees to support them in their efforts to comply with Florida Statutes and School Board policies.

Any employee of the Santa Rosa District Schools who is engaged in any activity which results in, or could be interpreted as, a possible conflict of interest must complete the Conflict of Interest Determination Request Form (72-04-08) and submit it to the Human Resource office for evaluation. This Form must be completed prior to the employee engaging in the activity.

In summary, a conflict of interest arises, inter alia, -when an individual's private interest (such as outside professional or financial relationships) might interfere with his/her professional obligation to the Santa Rosa District Schools. Such situations do not necessarily imply wrongdoing or inappropriate activities. However, in a school setting, they can compromise or be perceived as compromising important academic values or the District's mission. This mandates that such conflicts or potential conflicts be disclosed and then managed, mitigated or eliminated.

Questions to Be Considered:

1. Does the proposed activity interfere with the employee's assigned duties? In particular, does the proposed activity conflict with assigned hours of work?
2. Does employment or association with outside agency reflect favorably on both institutions?
3. If self-employment or employment or association with any other agency or business is being proposed, does the activity compete with activities and services normally associated with the school district? Is the employment or association with an entity that does business with the school district?

Santa Rosa District Schools
Conflict of Interest
Determination Request Form

Please submit this form to the Human Resource office after it is signed by your site supervisor.*

1. Employee Name _____ Date of Request _____
 Work Site _____ Job Title _____
2. Description of Activity to Be Reviewed (be as detailed as possible; part-time job, one-time delivery of services; attach information as necessary) _____

3. Type of Compensation _____

4. Estimated Number of Hours to Be Devoted Outside of Normal Work Hours _____
 Time and Day These Hours Will Be Obligated to Outside Work _____

 Employee Questions or Concerns _____

5. *Site Supervisor's Signature _____ Date _____

To Be Completed By Human Resources Within 15 Days of Receipt

Date of Receipt in Human Resources _____ Initials _____

6. This Activity Has Been Determined to Be**:

In Conflict With Board Policy

Not In Conflict With Board Policy

****This determination may be appealed to the Superintendent.**

Comments _____

Signature of H. R. Administrator _____

Date _____

C5.3 Disciplinary Action (Reference Laws of Florida 79.561)

To discipline a subordinate who holds a position in the classified service of the school board; providing notice of disciplinary action; method of service of action; right of employee appeal; method of amending charges and specifications, and new charges; method of instituting notice and date of hearing; nature of hearings, procedures, evidence; certification of service; computation of time.

a. Commencement of Action.

An action by a school/department to discipline an employee who holds a position in the classified service of the district shall be commenced by filing notice of such action in the Human Resource Office and to the employee against whom the action is taken.

Disciplinary actions shall become a permanent part of the employee's personnel file and shall not be removed.

A school/department may use a non-disciplinary verbal reprimand. A Record of Counseling or a letter of reprimand are disciplinary actions and will be placed in the Personnel File.

b. Notice of Disciplinary Action.

1) Notice of the disciplinary action of an employee in the classified service shall state in writing the nature of the action taken, the effective date of the action, and, if a suspension, the duration thereof. Such notice shall specify the date, time and place (where applicable) and nature of the violation or misconduct charged in sufficient detail to provide the employee an opportunity to prepare a defense. Such notice shall be signed by the site administrator, or his/her authorized representative. ~~The notice~~Suspension shall be filed with the Human Resource Office for the School Board agenda following the effective date of the action that provides ample time to notify employee before Board Meeting.

2) If the notice of disciplinary action is not received in the Human Resource Office within ten working days of such action, the employee may be reinstated and reimbursed for any loss of pay or allowance.

c. Service of Notice of Disciplinary Action on Employee.

Service of notice of disciplinary action on an employee in the classified service against whom such action has been taken shall be made by delivering a copy of such notice to the employee in person or by legal service of process, or if the employee is absent without leave from his employment in the classified service, by mailing a copy of such notice by certified United States mail to the last known address of the employee as shown in the personnel records of the School Board.

d. Suspension of An Educational Support Employee for a Reasonable Period.

A school/department may recommend suspension of an employee for a reasonable period not to exceed thirty working days pending hearing and decision after opportunity for hearing. ~~Every such suspension shall~~ may be without pay. The School Board shall investigate every such suspension and, in case of its disapproval, shall restore pay to the employee for such suspended time.

e. Appeal by Employee to the Civil Service Board, Right of Appeal.

An employee who has been suspended, demoted, or dismissed by the School Board from a position in the classified service, and who has been duly appointed to such position in accordance with School Board procedures and who has attained status by serving the required probationary period, shall have the right to appeal such disciplinary action to the Civil Service Board. To appeal, the employee shall, within ten working days after the effective date of the suspension, demotion, or dismissal or after the date of servicing upon them of notice of such disciplinary action, whichever is later, file their appeal, in writing in the Civil Service Board's office; it shall be sufficient for the employee to deny the charges or reasons given for the action taken, and request a hearing before the Civil Service Board. The appeal shall be signed by the employee or their attorney and shall state the address to which a copy of the notice of hearing and other pleadings or papers filed in this action should be mailed. Copy of such appeal shall be served upon the Santa Rosa School Board or its representative who initiated the action against the employee by delivery or regular United States mail to the address of record.

f. Suspensions, demotions, dismissals, and hearing.

- 1) Any appointing authority may demote, suspend, or dismiss a classified employee for cause upon filing with the Civil Service Board written reasons for such action and giving the person whose removal is sought reasonable notice of the same and of the basis for such action and an opportunity to answer the same orally or in writing. Probationary employees do not have appeal rights and shall be deemed at-will employees.
- 2) Such action may be filed with the Civil Service Board no more than 10 days excluding holidays of the relevant taxing authority after the effective date of the disciplinary action, and if not received in the office of the Civil Service Board within 10 days excluding holidays of the relevant taxing authority of such actions the employee will be reinstated and reimbursed for loss of pay and allowances. Such action may then be refiled by the relevant appointing authority. Thereafter, the employee shall have 10 days excluding holidays of the relevant taxing authority after the action has been filed with the Civil Service Board within which to request a hearing before the Civil Service Board on such action. If a hearing is requested by an employee, the same shall be heard within a reasonable time thereafter.

Any appointing authority may suspend a classified employee for a reasonable period not to exceed 30 working days pending hearing and decision. ~~Every such suspension shall~~ may be without pay; provided, however, that the Civil Service Board shall have authority to conduct a hearing upon appeal by the affected employee for every such suspension and, in case of its disapproval, shall have the power to restore pay to the employee for such suspended time.

- 3) Subject to the foregoing provisions of this section, no person in the classified service shall be demoted, suspended, or dismissed except for cause upon written action and after an opportunity to be heard in his own defense.
- 4) The Civil Service Board may reinstate the person removed only in case it appears after a proper public hearing that the removal was made for reasons other than just cause.
- 5) For the purpose of any hearing which the Civil Service Board is authorized or required to conduct the Civil Service Board or any member thereof, or its designee, shall have power to conduct such hearing, administer oaths, take depositions, issue subpoenas, compel the attendance of witnesses and the production of books, accounts, papers, records, documents, and testimony.
- 6) In case of failure of any person to comply with an order of the Civil Service Board, or a subpoena issued by the Civil Service Board or any of its members or director, or on the refusal of a witness to testify to

APPEAL BY EMPLOYEE TO BOARD; RIGHT TO APPEAL:

The employee may appear before the School Board at the meeting during which the charges are being reviewed and may deny the charges, give reasons for the action taken, or appeal the severity of such action.

An employee who has been suspended or dismissed by his appointing authority from a position in the classified service and who has attained status by serving the required probationary period shall have the right to appeal such disciplinary action.

Two options are available for appeal.

Within (10) days after the charges are filed with the School Board, or 10 days after the date that the notice of such disciplinary action is served upon the employee, whichever is later, the employee may:

- 1) file an appeal with the Civil Service Board

OR

- 2) file a grievance with SRPE if employee is covered by that contract; file a grievance with the Blue Collar Union if employee is covered by Southern Council contract.

Only one of the above processes may be utilized.

I have read the above and understand my right to appeal.

Employee Signature

Date

*The School District shall file the charges with the Civil Service Board no more than 10 days (excluding holidays) after the effective date of the suspension, demotion, or termination.

~~Appeal by Employee to Board; Right to Appeal:~~

~~The employee may appear before the School Board at the meeting during which the charges are being reviewed and may deny the charges, give reasons for the action taken, or appeal the severity of such action.~~

~~An employee who has been suspended, demoted, or dismissed by his appointing authority from a position in the classified service and who has attained status by serving the required probationary period, shall have the right to appeal such disciplinary action.~~

~~Two additional options are available for appeal:~~

~~Within (10) days after the charges are filed with the Civil Service Board*, or 10 days after the date that the notice of such disciplinary action is served upon the employee, whichever is later, the employee:~~

~~3) — may file an appeal with the Civil Service Board~~

~~OR~~

~~4) — may file a grievance with the Blue Collar Union if employee is covered by Southern Council contract.~~

~~Only one of the above processes may be utilized.~~

~~I have read the above and understand my right to appeal.~~

Employee Signature

Date

~~*The School District shall file the charges with the Civil Service Board no more than 10 days (excluding holidays) after the effective date of the suspension, demotion, or termination.~~

C8.1 Administrator Sick Leave Bank

A Sick Leave Bank shall be established by the Board for use by participating administrators and administered by the Assistant Superintendent for Human Resources and a committee of three (3) administrators who shall approve or disapprove all requests for use of days from the bank. The administrators shall submit a list of names from which two (2) of the committee members shall be chosen by the Board.

Full-time administrators having at least one (1) year of employment with the Board who have accumulated at least eight (8) days of sick leave may participate in the sick leave bank. Participation in the sick leave bank shall be voluntary on the part of the administrator.

Each participating member shall contribute two (2) days of sick leave to the bank upon enrollment, which must be within the first twenty (20) working days of the school year. The committee will recommend when additional days need to be contributed to the bank. A majority vote of the membership shall determine the additional days to be contributed.

The following conditions and requirements shall control the operation of the sick leave bank:

The Sick Leave Bank shall be used only for the personal illness, accident, or injury of the participant, not to any other person, and substantiated by a physician's statement.

Each participant, upon depletion of his/her sick leave and any accrued vacation or other leave, shall be eligible to draw from the bank.

The illness, accident, or injury of the individual participant must have caused absence from employment for at least five (5) consecutive working days.

Each participating member may not draw in excess of forty-five (45) days from the bank in each year. If sufficient days are not in the bank, the days requested will be pro-rated to participants. Any unused sick leave bank hours will be returned to the bank at the start of each fiscal year unless a participant is in the midst of using previously approved bank hours when the new fiscal year begins.

The participant shall not be required to repay the number of days used from the bank except in cases of misuse, as determined by the committee and approved by the Board. Any employee found guilty of misuse of the sick leave bank shall be subject to other disciplinary action as determined by the Board.

The administrator who cancels his/her membership in the sick leave bank shall not be eligible to withdraw the days of sick leave he/she has contributed.

Procedures for identifying and recording contributions to the bank and other associated record keeping shall be developed by the Assistant Superintendent for Human Resources and the Sick Leave Bank committee.

C8.2 Instructional Sick Leave Bank

A sick leave bank is established by the Board for use by participating teachers. The committee will be comprised of:

- Two (2) Teacher association members appointed by the association president.
- One (1) instructional employee appointed by the Superintendent.
- The Assistant Superintendent for Human Resources.

To be eligible for membership in the Sick Leave Bank, the employee:

- Shall have completed one year of employment as a full-time employee of the Board.
- Be a full-time employee of the Board at the time of application.
- Have a minimum of nine (9) days of accumulated sick leave at the date of application.
- Shall apply for membership on an approved form during the enrollment period. This form shall be submitted to the Assistant Superintendent for Human Resources. Participation in the bank shall be voluntary on the part of each teacher.

Each participating member shall contribute one day of sick leave to the bank upon enrollment. Membership applications shall be submitted during the first twenty (20) workdays of a school calendar year. The committee shall act to approve or disapprove applications on basis of rules described. New members become eligible for participation in the Bank on October 1. Deduction of the day for the new members will be reflected on the October Statement of Earnings and Deductions.

Sick leave credit, up to thirty (30) days, may be granted to a participating member applicant at the discretion and authority of the Sick Leave Bank Committee. Any sick leave awarded from the Sick Leave Bank to a participating employee shall be used for absence due to the employee's personal catastrophic illness, accident, or Injury. Mental/emotional illnesses and pregnancy will not be considered catastrophic illnesses. However, complications from pregnancy or mental/emotional illnesses, which require hospitalization or institutionalization, will be considered by the committee. The Sick Leave Bank Committee, at its discretion, is authorized to grant fifteen (15) additional days in hardship situations. Once sick leave bank days are granted, the use of sick leave bank days will begin on the fourth (4th) day without pay. Any unused sick leave bank hours will be returned to the bank at the start of each fiscal year. If a participant has hours remaining at the end of the school year and has a need to continue to use previously approved hours at the start of the new school year, the participant is required to notify the sick leave bank committee through the Human Resources department to reinstate eligibility before the start of the new school year.

C8.3 Ed Support Sick Leave Bank

A sick leave bank is established by the Board for use by participating educational support employees. The committee will be comprised of:

- Two (2) association members appointed by the association president.
- One (1) employee appointed by the Superintendent.
- The Assistant Superintendent for Human Resources.

To be eligible for membership in the Sick Leave Bank, the employee:

- Shall have completed one year of employment as a full-time employee of the Board.
- Be a full-time employee of the Board at the time of application.
- Have a minimum of nine (9) days of accumulated sick leave at the date of application.
- Shall apply for membership on an approved form during the enrollment period. This form shall be submitted to the Assistant Superintendent for Human Resources. Participation in the bank shall be voluntary on the part of each teacher.

Each participating member shall contribute one day of sick leave to the bank upon enrollment. Membership applications shall be submitted during the first twenty (20) workdays of a school calendar year. The committee shall act to approve or disapprove applications on basis of rules described. New members become eligible for participation in the Bank on October 1. Deduction of the day for the new members will be reflected on the October Statement of Earnings and Deductions.

Sick leave credit, up to thirty (30) days, may be granted to a participating member applicant at the discretion and authority of the Sick Leave Bank Committee. Any sick leave awarded from the Sick Leave Bank to a participating employee shall be used for absence due to the employee's personal catastrophic illness, accident, or Injury. Mental/emotional illnesses and pregnancy will not be considered catastrophic illnesses. However, complications from pregnancy or mental/emotional illnesses, which require hospitalization or institutionalization, will be considered by the committee. The Sick Leave Bank Committee, at its discretion, is authorized to grant fifteen (15) additional days in hardship situations. Once sick leave bank days are granted, the use of sick leave bank days will begin on the fourth (4th) day without pay. Any unused sick leave bank hours will be returned to the bank at the start of each fiscal year for 10 month educational support employees. If a participant has hours remaining at the end of the school year and has a need to continue to use previously approved hours at the start of the new school year, the participant is required to notify the sick leave bank committee through the Human Resources department to reinstate eligibility before the start of the new school year. For 12 month educational support employees, any unused sick leave bank hours will be returned to the bank at the start of each fiscal year unless a participant is in the midst of using previously approved bank hours when the new fiscal year begins.

days) shall then be charged to the employee's record as having been used. The final payment shall be calculated based on the number of accumulated sick leave days at date of retirement and at the appropriate percentage as stated in 1-5 above. In the event the employee rescinds the resignation and the School Board approves the request, the employee may buy back any or all of the days of sick leave paid for under the above sections. The buyback rate shall be the same as the rate paid to the employee.

d. Full time employees who are not classified as instructional staff or educational support employees as defined by law shall be eligible for terminal sick leave payment at the time of normal retirement as follows:

- 1) Terminal pay from sick leave accrued prior to July 1, 2004 shall be paid at the daily base rate of pay at the rate allowed by Florida Statute at the time of retirement.
- 2) Terminal Pay for sick leave accrued after June 30, 2004 shall be paid at the base rate of pay at the time it was earned.
- 3) Payment shall be calculated according to the schedule in b. 1-5.
- 4) The first days earned shall be the first days utilized for sick leave purposes.

e. Terminal Annual Leave Pay

Any employee resigning in good standing with the Santa Rosa County School Board shall be entitled to terminal pay for accrued annual leave up to a maximum of 60 days. The maximum terminal payout for accumulated annual leave will be based on the daily contract rate for the employee. The exception will be for employees who had accumulated a balance of 500 hours/62.5 days of annual leave on June 30, 2001 and who do not decrease that 500-hour balance before payout. As the balance falls below 500 hours, the maximum payout to the employee will be reduced accordingly. Payment shall be made in the last regular paycheck for the employee except in the case where an employee enters DROP.

f. BENCOR National Plan

Any employee entering DROP or retiring will be given a folder of information regarding the BENCOR Plan. The BENCOR 401 (a) Special Pay Plan is an IRS-approved, tax qualified retirement plan for unused sick or annual leave pay. If the employee has accumulated sick or annual leave pay over \$1000.00 payout, he/she is required to participate in this plan.

The employee is responsible for reading the material provided and for submitting the enrollment form to BENCOR. Human Resource personnel are not qualified to answer questions or concerns regarding the plan. BENCOR Administrative Services provides personalized consulting and administrative services to the employees who call the toll free number or access the website provided in the folder.