

HR Liaisons & MLS Meeting with OHR & MTime

Friday, August 19, 2022

Welcome to the Live Event. Please make sure your audio is turned on.
The meeting will begin shortly.



Office of *Human Resources*

Introduction

Darryl Gorman

Acting Director, Office of Human Resources



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Agenda

- OMS Updates for Employees – Johnna L. Bryant
- Essential Designation Review – Sam Frushour
- Hiring Updates and Highlights – Krista Simkins
- Position Descriptions Update – Mani Persaud, Sherri Bokor, Brian Hawley
- Employee Benefits Open Enrollment – Karen Bass
- Performance Reminder – Lystra Baird
- Question and Answer Session – Moderated by KD Kasunic



OMS Updates for Employees

Johnna L. Bryant

Manager, Occupational Medical Services

OHR



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General Reminders

- OMS is monitoring the situation with three infectious diseases: Monkeypox, COVID-19, and the seasonal flu.
- We will communicate any updates in guidance or policies without delay.
- Please continue to encourage standard office practices to fight infectious diseases, such as:
 - Staying home when sick
 - Washing hands regularly
 - Wearing face coverings when gathering indoors in close proximity
 - Wiping down high-touch office surfaces throughout the day



COVID-19 Update



- The Centers for Disease Control and Prevention (CDC) has released new quarantine/isolation guidelines.
 - [CDC Guidelines for When to Isolate Due to COVID-19](#)
 - [CDC Guidelines for People Exposed to COVID-19](#)
- People who test positive for the virus should still isolate at home for at least five days.
- People who are exposed to the virus but do not test positive for COVID-19 no longer need to quarantine at home, regardless of their vaccination status, although they should wear a mask for 10 days and get tested for the virus on day 5, according to the new guidelines.
- The [guidelines around face coverings/masks](#) — which recommend that people wear face coverings indoors in places where community COVID-19 levels are high — have not changed.
- OMS will release updated illness & exposure reporting guidelines in the near future.



Monkeypox (MPX) Information



- On June 16, 2022, MD Department of Health reported a presumed MPX virus infection in a Maryland resident.
- Montgomery County DHHS has a webpage with information regarding MPX:
 - [Montgomery County DHHS MPX Page](#)
- OHR has also created an informational resource for employees related to this virus:
 - [MPX Informational Resource for Employees](#)

This resource is available on the OMS website. Please share with your employees.
- OHR will communicate any updates as they become available.



Employee Flu Vaccinations

- Beginning September 12, free flu vaccinations will be available to MCG employees while supplies last.
 - Special Mobile Clinic Opportunities September 12 and 30 in the OMS/FROMS parking lot (**Advanced registration required**)
 - Flu Clinic Office Hours: Starting September 13, M – F, noon – 3:30 pm (**Appointment only**)
- Please spread the word, especially to any employees in your department who lack email access.
- For more information, see:
 - [OHR communication emailed to all employees on August 10](#)
 - [OMS Employee Flu Vaccination Webpage](#)



Paid Parental Leave Announcement



- A bill was recently passed by the County Council which establishes paid parental leave for County employees.
- Full-time employees can receive up to 240 paid leave hours within a 12-month period and the paid leave hours are prorated for part-time employees.
- Eligibility:
 - Employee has been in a County merit system position for at least 6 consecutive months.
 - Birth of a child (including stillbirth), adoption, foster care - will run concurrently with FMLA
- OHR has been given 90 days to implement the policy. It is **anticipated** to be effective in early November.
- We will share more information in the coming months about the new paid parental leave policy as well as our new Lactation Room policy. Stay tuned!



Essential Employee Designation Review

Sam Frushour

Special Assistant to the Director

OHR



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Essential Employee Designation Review

Why? Oracle fields are not up-to-date (including many blanks in older positions) and may not match individual department lists.

When? Department reviews are scheduled for Sept 19 - 30. More information will be sent in the coming weeks.

What does this mean for me? HRLs, or someone that they designate, will be asked to review the lists as they occur in Oracle and ensure that there are no blanks (if there are, the HRL will be asked to correct the spreadsheet).

What if there is a discrepancy between Oracle and our department, or if we want to change a position's designation? OHR is collaborating with OLR to provide guidance.

OHR CONTACT: Emily Danyluk

HRLs will NOT need to manually update Oracle this year if they properly complete their spreadsheets by the due date. OHR is working with ERP to complete a mass update of the field in October.

HRLs who complete spreadsheets after the due date will be able to update their positions manually in Oracle.



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Hiring Updates and Highlights

Krista Simkins

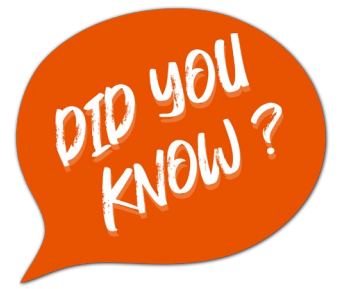
Chief Talent Acquisition Officer

OHR



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Temporary Overages

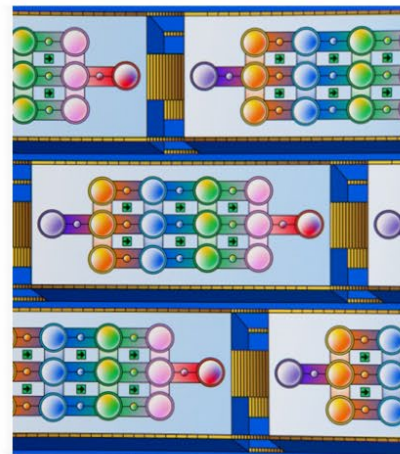
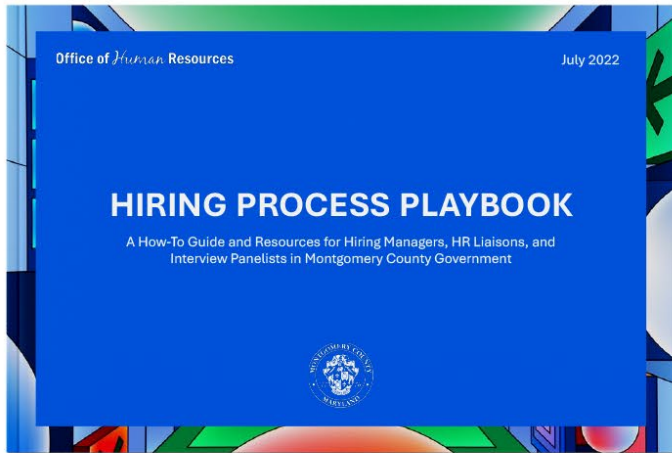


- When you know that an employee is going to leave County employment, you can request to have another position created so that the person in the 2nd position can learn from or shadow the person in the 1st position.
- Ask your OMB analyst for assistance and submit a memo requesting the temporary overage to OMB. A position request should then be submitted in eBudget as “fill existing position” with all the eBudget information entered. Your temporary overage memo can be uploaded as an attachment to the request.
 - Note the job responsibilities and any critical functions.
 - Remember that the request is to temporarily increase the number of people working in the position.
 - In eBudget, also indicate why a temporary overage is needed for the position (should be listed first).



NEW: Hiring Process Playbook

- OHR's new Hiring Process Playbook was released to County managers and HR Liaisons via email and web on Thursday, August 4.
- We strongly encourage all managers and HR Liaisons to review the playbook and take advantage of its streamlined guidance and resources.



Chapter 3 Preparing for & Conducting Interviews

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Resources

MANDATORY TRAINING
Interview & Selection Training: Find the link in County Learning Portal by going into OHR Training Institute > Search for "Interviewing" > Select training that fits with your schedule.

These are monthly trainings and highlighted on the training newsletter. Hiring departments can keep an eye out for them and proactively train their staff of Grade 25 and above to be trained on a recurring basis.

FORMS NEEDED

- [Panelists' disclaimer forms, signed and documented](#)
- [Interviewing and Selecting Employees Forms](#)
- [Consensus Interview Evaluation Form](#)

SAMPLES

- Appendix I: Interview prep packet
- Appendix I: File nomenclature
- Appendix I: Folder organizing
- Appendix II: Emails to schedule interview candidates



Hiring Process Playbook: Purpose

OHR and the Innovation@MCG team collaboratively drove this project with the aim to support stakeholders in the following ways:

- OHR Recruitment Division is able to fill jobs faster, with less waste and frustration for hiring teams and applicants.
- Hiring managers are satisfied with the candidates they are able to interview and select for the vacant position.
- Selected candidates are set for success in the positions they are hired for.



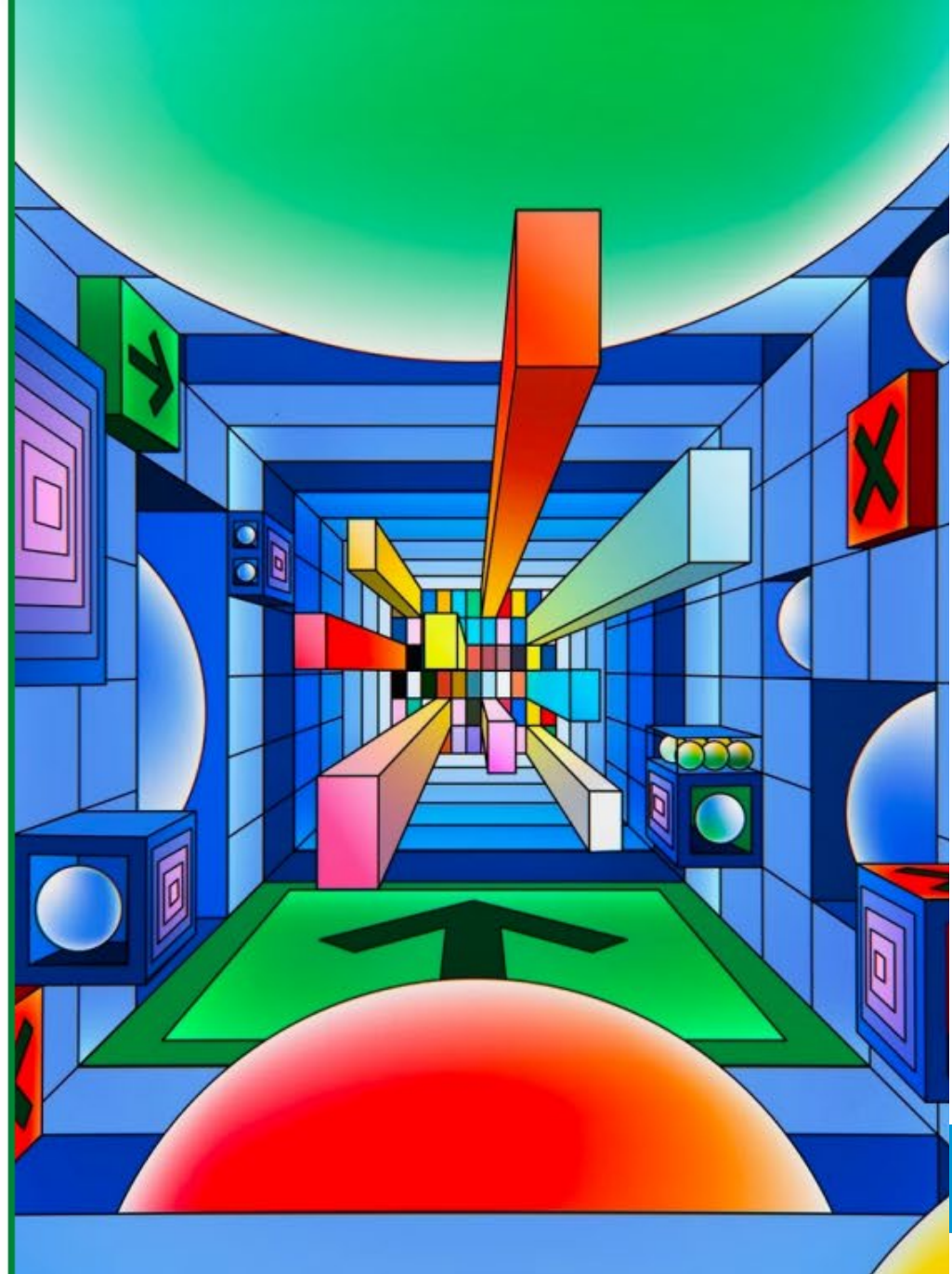
Hiring Process Playbook: Behind the Scenes

- **Research Phase (Feb to Apr 2022):** Understanding the challenges and needs.
- **Co-Design Stage (Apr 2022):** Content generation sessions with stakeholders.
- **Production Stage (May-Jul 2022):** Developing, assessing and designing the playbook using existing guidelines and best practice research.
- **Next Steps (Aug 2022 onwards):** We ask that you help us embed this new resource into your hiring practices.



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CHECKLIST

Writing a Job Ad

- ❑ **Keep it short and simple:** Try to keep the job around 300-700 words. Include only relevant information and eliminate jargon and acronyms.
- ❑ **Appeal to the reader:** Speak directly to the applicant (e.g., “You should apply for this position if you...,” “As a Program Manager, you will...”)
- ❑ **Use objective, specific language:** Avoid using subjective adjectives (e.g., “excellent,” “outstanding”) and ambiguous language (e.g., “action-oriented,” “push the envelope.”)
- ❑ **Remember, less is more:** Create a more inclusive hiring pool by reducing the number of minimum qualifications and preferred criteria to only what’s necessary for the job (approximately 3-4 bullets per section), and emphasize skills and competencies needed over education. In other words, be direct in what you’re asking for in terms of knowledge.
- ❑ **Be purposeful with formatting:** Separate information using bolded headers, place the highest priority or most relevant information at the top, and use bullet points to list skills and main responsibilities.

RESOURCES

DEVELOPING THE JOB AD

A job ad is a combination of department overview, position description, responsibilities, and outline of a desirable candidate. Each hiring department writes a job ad to share the job opening within and outside of the County, with the aim that applicants can understand all nuances of the position before applying for the given position.



When developing the job ad, **solicit input from multiple people in diverse roles about the knowledge, skills and abilities** needed so they do not reflect one person’s background.



Guide to Improving Language for Job Ads

[GO TO THE GUIDE](#)

PROMOTING THE JOB AD

Looking for Local Talent?

WorkSource Montgomery (WSM) focuses on linking local and regional economic development and workforce efforts in Montgomery County. WSM develops a deep understanding of target and emerging industry demands, creating sustainable workforce solutions that are tailored to the region. This increases the ability of individuals to compete for higher-quality jobs and employers to compete within the marketplace.

Wheaton American Job Center

wheaton@worksourcemontgomery.com
301-929-6880

Germantown American Job Center

germantown@worksourcemontgomery.com
240-406-5485

East County American Job Center

eastcounty@worksourcemontgomery.com
240-777-8412

[WSM WEBSITE](#)

Interfaith Works provides low-income and homeless individuals with job readiness classes, career counseling and training, and one-on-one job placement services in Rockville, Silver Spring, and Gaithersburg.

Donna Gabriel
Director of Vocational Services
dgabriel@iworksmc.org

Elena Mongello
Director of Operations
Emongello@iworksmc.org

Christian Pena
Admin Team
cpena@iworksmc.org
1-301-762-8682 ext. 271

[Interfaith Works WEBSITE](#)

Identity equips their program participants with the competencies, tools, and resources they need to succeed in today's job market and grow professionally.

Monica Aigner
Workforce Development Manager
maigner@identity-youth.org
1-301-300-2778

Human Resources
humanresources@identity-youth.org

[Identity WEBSITE](#)

Interviewing Candidates with Disabilities

As a reminder, the Interview Panel Chair and Members are not allowed to ask if the candidates have a disability during the interview. However, if the hiring team will be interviewing a preferred hiring candidate with a disability, below are guidelines for accommodating these and other candidates with disabilities. This guidance does not include all measures Hiring Manager and Interview Panel Members should be cognizant of, and they must work with any candidate who has a disability to accommodate their requests.

IN-PERSON INTERVIEW

- The Hiring Manger should confirm whether a candidate or an Interview Panel Member require an interpreter for an interview. It would be important to ask the candidate if they have a specific request for an American Sign Language interpreter or a combination of signed English. **To make interpreter requests, please email Anil.Saini@montgomerycountymd.gov, at least 3-4 days before the interview.**
- Make sure there is an accessible parking space, ramp or step-free entrance, and accessible restrooms and water fountains near the interview location. Be mindful of the additional travel time a person with disability may require.
- Allow time for the interpreter (if requested) and the candidate to discuss their positioning and preferences. Ideally, Interview Panel Members should organize the interview room so each person can view one another.
- If a candidate brings a Service Animal, do not pet the animal without permission. Please remember a Service Animal is not a pet; it is working.
- While interviewing a candidate who is deaf or hard of hearing, Panel Members should maintain eye contact while talking at a normal pace. The panel should interview the candidate in a normal manner. Do not say “tell the candidate my name is ...”
- When interviewing a candidate with a speech disorder, Panel Members should not assume that the candidate also has a hearing disorder or any other disability. Panel Members should avoid treating the candidate any differently than other candidates unless a specific accommodation was requested.

VIRTUAL INTERVIEW

- The Hiring Manger should confirm whether a candidate or an Interview Panel Member require an interpreter for an interview. Ask the candidate if they have a specific request for an American Sign Language interpreter. **To make interpreter requests, please email Anil.Saini@montgomerycountymd.gov, at least 3-4 days before the interview.**
- Before conducting the interview, make sure the candidate and interpreter can see each other and are ready to start the interview.
- Reduce background noise by muting participants who are not talking during the interview.



Hiring Process Playbook: Next Steps

- Please continue to spread the word about this new resource and be sure to share it when onboarding any new managers or HR Liaisons in your department.
- This is a “living document” that OHR will continue to update based on your feedback and the latest hiring landscape.

[Go to the Hiring Process Playbook](#)

- Have suggestions? Comments? Thoughts? Please share your feedback:

[OHR Hiring Process Playbook Feedback Form](#)

(This form link is also available on the [Recruiting & Selection Resources Webpage](#).)



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THANK YOU!

This initiative was made possible by the information and support shared by these contributors. We so appreciate your participation!

Individuals:

- Anthony Jones
- Grace Denno
- Xiaoyu 'Jade' Yan
- NikKia Carver
- Sarah Alvarez
- Tiara McCray



Departments:

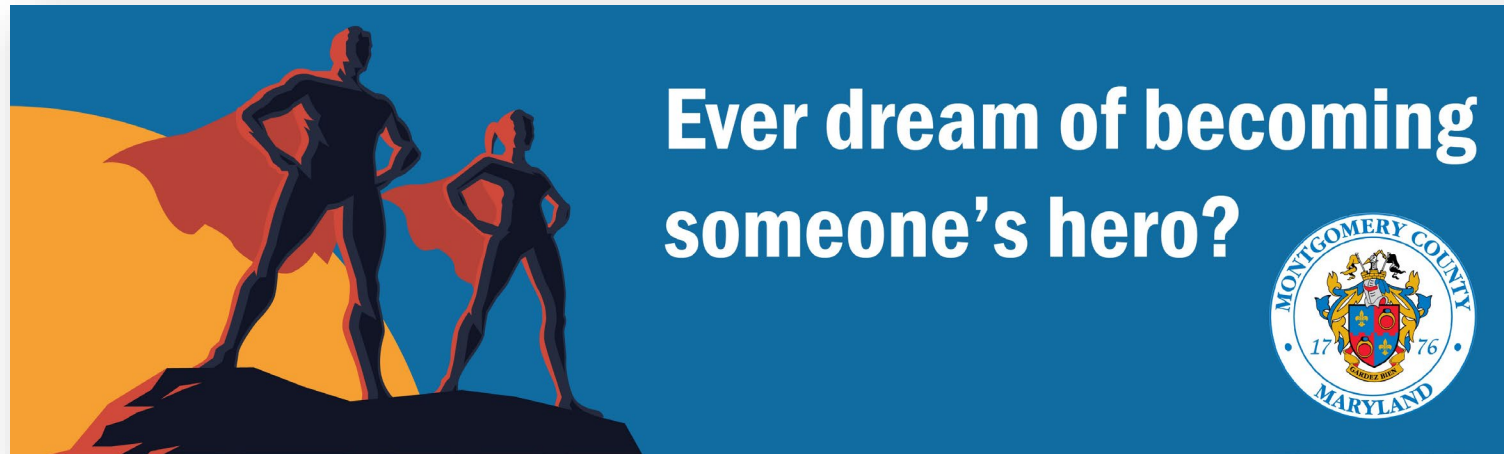
- Alcohol & Beverage Services
- Dept. of Environmental Protection
- Dept. of Health & Human Services
- Dept. of Housing and Community Affairs
- Montgomery County Police Department
- Montgomery County Public Libraries
- Procurement
- Recreation



Hiring Highlights

- We filled **1,364 positions** in FY22, with an average of 102 days to fill.
- OHR continues to prioritize initiatives to expedite hiring and reduce time to fill.

- Public Safety Open House
 - Date: October 22, 2022



NEW

Position Descriptions

- All backfill requests for existing positions are submitted via the OMB eBudget system.
- Moving forward, **Position Descriptions will be required when a backfill is submitted.**

Goal is to:

- Create a repository of Position Descriptions
- Clearly define roles and responsibilities for existing and new employees



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Position Descriptions

Mani Persaud and Sherri Bokor
OHR Classifiers



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Positions

Class Specifications

- Broad scope of work duties and responsibilities
- Framework used to consistently classify and compensate jobs
- Qualifications required for the scope of work
- Grade for position determined by the Quantitative Evaluation System (QES)
- Multiple positions within a job class

Position Descriptions

- Specific work duties and responsibilities needed
- Reflects the department specific needs within the framework of the job classification
- Provides specific details for posting and recruitment of position
- Provides documentation of the job and the expectations of the role for the employee
- A guide for development of the annual employee's performance plan and evaluation



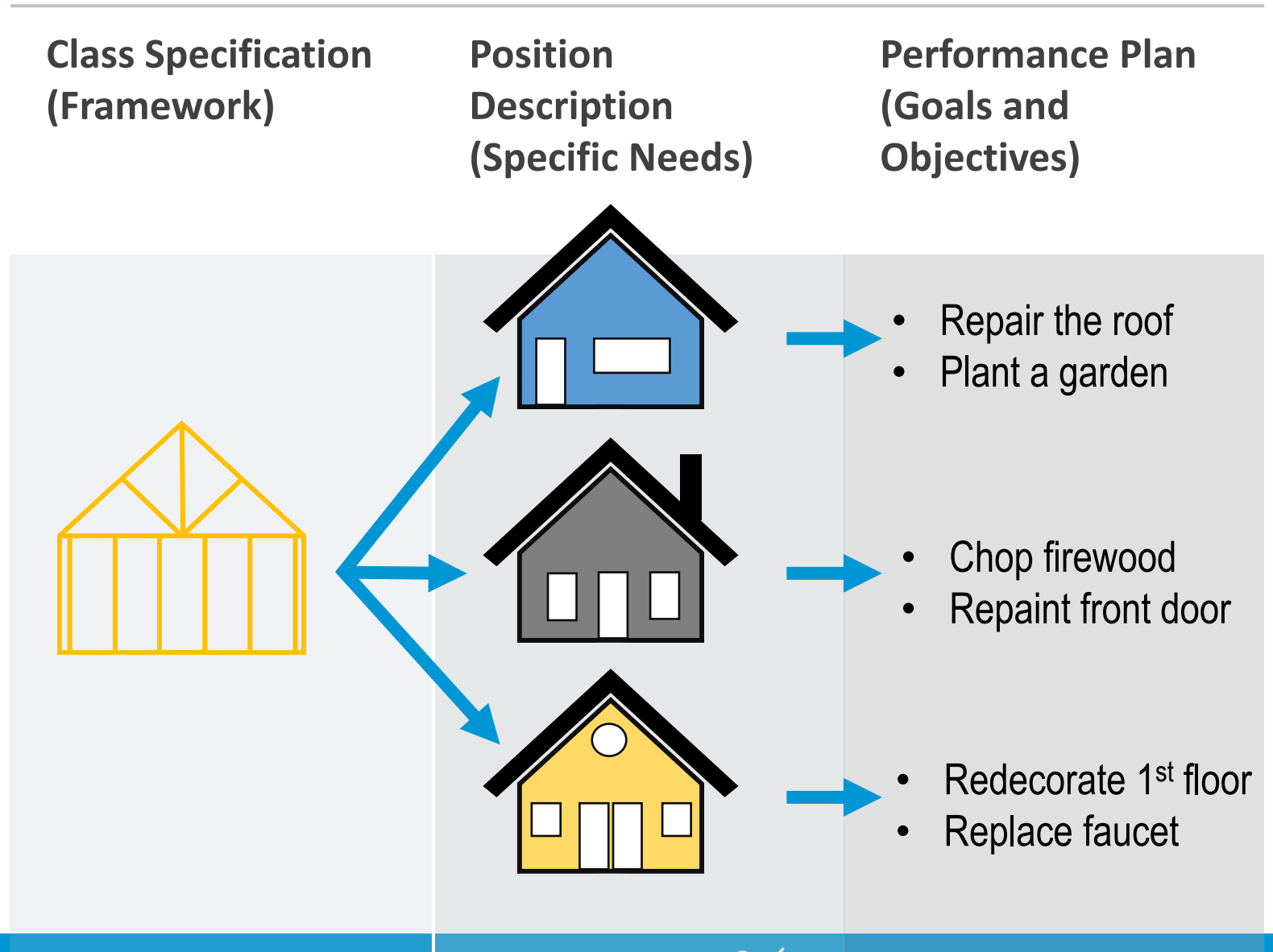
Importance of Position Descriptions

To ensure the following:

- Scope of work and level of responsibility is aligned to the appropriate job classification and grade
- Current repository of job descriptions that represent the work of the department and County will exist
- Accurate recruitment for job vacancies
- Every employee has documentation of the duties and responsibilities they are expected to perform
- Capture information to support the "Employee Performance Planning and Evaluation" process



Example: Framework, specific needs, goals and objectives



Example: DOT Program Manager II Grade 25

Class Specification

Plans, designs, develops and manages programs to meet local needs and objectives.

Develops methods and procedures for determining eligibility of participants/families to receive subsidies or other services

Five (5) years professional experience in a program/specialization area directly related to the assignment of the position. Supervisory experience may be required, depending upon the position assignment.

Position Description

Manages transportation safety risk assessment and compliance programs.

Defines safety procedures, conducts reviews and tracks results to ensure compliance with federal, state and/or local transportation standards.

Five (5) years of professional experience in program management related to transportation operations and safety.

Employee Performance Plan Objectives

Manage risk and compliance for transportation safety programs by assessing local community transportation safety needs and measuring effectiveness of existing policies.

Enhance, document and educate stakeholders on the procedures for the existing safety program incorporating the State and County COVID-19 mandates.


Update the risk mitigation policies and procedures for riders.



Position Description Form Update

Brian Hawley

Performance Management and Data Analyst

 OHR Strategy and Innovation



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Position Description Form Update



Results

- Identified and cut non-value added elements
- Created two Seamless Docs forms:
 1. Position Classification Action form (PCA)
 - Reclasses and New Position Creations
 2. Position Description form (PD)
 - Document encumbered and vacant positions for the record

What to expect

- Streamlined, less painful process
- Data validation, drop downs
- Seamless Docs signature collection
- Continued collaboration with OHR
- Iterative process improvement
- [Updated Classifications site link](#)



Employee Benefits Open Enrollment

Karen Bass

Health Insurance Manager

OHR



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Employee Benefits Open Enrollment Overview

- Open Enrollment (OE) is the only time of year when employees can make changes to the following plans for next year's benefits plans without needing a qualifying life event:
 - Medical
 - Prescription
 - Dental
 - Vision
 - Optional Life
 - Health Care & Child Care FSAs



2023 Benefits Open Enrollment Dates

- The Open Enrollment period for 2023 employee benefits will be:

September 19 – October 7, 2022

- This year's theme will be:

**2023 Open Enrollment
Roadmap to Health**



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Open Enrollment Communications Preview



COMING
SOON

- Employees will receive Open Enrollment information via:
 - Open Enrollment Guide mailed to all County employee home addresses in early September
 - Emails from OHR to all employees starting in mid September
 - Open Enrollment website with tons of resources and informational materials for employees and their families, available in mid September
 - And more! Stay tuned for more information at the September OHR Live Event.



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Help Us Get Important Information to Employees

- Please remind your employees to check their home address in Employee Self-Service (ESS) and make any necessary changes **as soon as possible**.
 - [Instructions to Update Home Address in ESS](#)
- This is the only way to ensure employees receive the Open Enrollment guide and other important benefits-related information to their correct address.



Performance Evaluation Reminder

Lystra Baird
Performance Specialist
OHR



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Performance Evaluations Updates & Reminders

- Due date to completed non-bargaining unit FY22 evaluations in Oracle WPM and bargaining unit on FY22 evaluations on paper PPEs is **August 29, 2022**.

Oracle WPM FY22 Appraisal Stats (*active non-bargaining unit employees only*) are as follows...

Total Count	Completed Appraisals	% of Completed Appraisals	Incomplete Appraisals	% of Incomplete Appraisals
1805	1090	60%	715	40%



- Due date to create FY23 performance plans for non-bargaining unit and bargaining unit was **August 13, 2022**.

Oracle WPM FY23 Appraisal Stats (*active non-bargaining unit employees only*) are as follows...

Total Count	# Of Created Appraisals	% of Created Appraisals	# Of Appraisals Not Started	% of Appraisals Not Started
1810	282	16%	1528	84%

- HR Liaisons are reminded to generate [Appraisal Status Monitoring Reports](#), share appraisals status with supervisors and Reviewing Officials, and ensure departments are in compliance with the County's Performance Management Process.



Q & A

Moderated by KD Kasunic



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Thank You for Attending

This presentation will be posted on the Weekly HR Liaisons & MLS Meeting Dashboard:

www.montgomerycountymd.gov/HR/Misc/WeeklyHRLiaisonsMLSOHRMCTime.html

OHR Website:

www.montgomerycountymd.gov/HR

For more information on Timekeeping, visit the MCTime Resources webpage:

www.montgomerycountymd.gov/mctime/resources.html#Events

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twitter.com/WORK4MCG



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