

HR Liaisons & MLS Meeting with OHR & MTime

Friday, February 12, 2021

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



Office of *Human Resources*

Introduction

Berke Attila

Director, Office of Human Resources



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Agenda

- Karen Bass
 - 1095 Forms
 - Dependent Recertification Live Event Coming Soon
- Jenna Shovlin
 - State of Maryland Unemployment Insurance Claims Notification
- Darryl G. Gorman
 - Department Telework Program Policy Considerations
- Melissa Voight Davis
 - Temporary Administrative and Paraprofessional Services Contract Update
 - Recruitment Tracker Update
 - Work4MCG Post-Hiring Survey Update
 - Multilingual Automated System Rollout Update
- Lori Plazinski and Heather Black
 - Timekeeping Topic: Weather Events
- Question and Answer Session – Moderated by Katie Kasunic



1095 Forms and Dependent Recertification Live Event

Karen Bass

Health Insurance Manager

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1095-C, 1095-B

- Federal Government Extended Deadline for Issuance to March 1, 2021.
- Not necessary to complete or file with tax returns.
- Kaiser participants receive 1095-B's and those are issued by Kaiser.
- **Update Home Addresses**
 - Please remind employees to update their home addresses through self-service.
 - Missed important benefit documents confirming 2021 benefit information.
 - 1095's and W-2's.
- Friday, Feb. 19: Dedicating OHR/MLS meeting to review Dependent Recertification Effort that begins March 1.



State of Maryland Unemployment Insurance Claims Notification

Jenna Shovlin

Administrative Services Manager

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How Unemployment Claims Requests Work...

- The State of Maryland receives claims for unemployment by individuals seeking compensation for unemployment.
- Each request is sent to the employer identified by the individual filing the claim for verification.
- OHR Records Management receives the request to verify information and checks to determine if the individual was employed by the County and submits each form to our third-party administrator for final submission to the State of Maryland for adjudication.
- Once Records Management verifies the information and the claim is submitted to the State of Maryland for processing, there is no further action taken by the County as all claims are managed by the State of Maryland.



Possible Incidents of Fraud

- Since the start of the COVID-19 pandemic, all states in the country have seen an increase in fraudulent unemployment claims being filed. The State of Maryland is not unique to these circumstances.
- In early November, OHR Records Management began noticing a slight uptick in claims that may have been filed fraudulently and in early January, we noticed a larger increase in claims that may have been filed fraudulently.
- Unemployment claims filed in the names of individuals who we determine are still active and working part-time/full-time are immediately flagged as potential fraud and reported to the State.
- Given that the management of the unemployment claims falls under the purview of the State of Maryland, OHR coordinated with County IT Security and developed a standard message that is sent to employees who likely had a fraudulent claim filed in their name.



County IT Security

- There is no indication that a breach of the County's systems has occurred.
- There are a variety of ways cyber criminals can gain access to personal information.
- OHR has coordinated with County IT Security and consults with the Security team when appropriate.
- Remind employees to be vigilant and keep up to date with their monthly IT Security Training.



Records Management

- Records Management (Core HR) will not be able to provide any information on individual claims, so employees should not contact Core HR with questions related to an individual claim.
- The Unemployment Insurance Program is managed by the State of Maryland.
- The County's role is to verify the information provided by individuals and submitted to the State of Maryland as an unemployment claim.
- Records Management is flagging those requests that are suspected to be fraudulent and notification is provided to the State of Maryland's Unemployment Insurance Office.
- The County's notice to employees is to make them aware of the claim that's been filed in their name as we cannot guarantee that our communication to the State will be acted upon or how long that will take.



Notice to Employees

- First, if you receive a County email from [NoReply.MCGMDUnemploymentNotification](#), this message is a legitimate communication that is being sent with important information on steps you can take to report a fraudulent claim and protect your identity.
- The notice to employees contains the following information:
 1. Reporting the fraud - employees should send an email to the State of Maryland at: ui.fraud@maryland.gov
 2. Request your free credit reports via www.annualcreditreport.com and review them for other fraudulent activities.
 3. Notify all three credit bureaus that you have been a victim of identity theft: Experian, Equifax, and Transunion.
 4. Contact the Montgomery County Police non-emergency number (301-279-8000) to report identity theft used to create a fraudulent unemployment claim.
 5. You may file a complaint with the Federal Trade Commission at: ftc.gov/complaint.
 6. You may file a complaint with the National Center for Disaster Fraud (NCDF). <https://www.justice.gov/disaster-fraud/ncdf-disaster-complaint-form>
 7. File a report with the IRS using IRS form 14309, which can be done here: <https://www.irs.gov/pub/irs-pdf/f14039.pdf>
 8. Monitor your credit reports for suspicious activity.

Also click this link for tips from the Maryland State Police. <http://labor.maryland.gov/employment/uiidtheftprotection.pdf>



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Resources

- An email will be mailed to MCG.ALL that provides information related to what was presented today on potentially fraudulent claims that have been filed with the State of Maryland.
- An MC311 Knowledge Based Article (KBA) has been created for employees who call with questions related to the email notification.
- To learn more about the overall increase in unemployment fraud claims across the County, see the articles linked below:
 - <https://www.govtech.com/blogs/lohrmann-on-cybersecurity/widespread-unemployment-fraud-is-overwhelming-state-systems.html>
 - <https://www.ftc.gov/news-events/blogs/business-blog/2020/06/unemployment-benefits-fraud-puts-workers-risk-more-id-theft>



Department Telework Program Policy Considerations

Darryl G. Gorman

Senior Advisor

OHR



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Telework Policy Considerations

- The Deputy Chief Administrative Officer has directed each County department to have a signed **Department Telework Policy** by March 12, 2021.
- Each completed Department Telework Policy document must follow the Department Telework Policy Template.



Telework Policy Considerations Cont.

- The Montgomery County Council established a County Telework Manager in the Office of Human Resources.
- Each County Department will continue to have a Telework Point of Contact (POC).
- The Long-Term County Telework Policy creates a Telework Management Officer (TMO) in each County Department with direct access to the Department's Director.



Department Telework Policy Purpose

- OHR has the overall responsibility to manage the County Telework Program based on the telework legislation.
- County employees may work from Remote Work Locations to fulfill their responsibilities and meet operational needs at the department level.
- Telework is a privilege for County employees.



Completing the Department Telework Policy Template

- A series of discussions has to take place within your department about how telework will continue to be implemented post-COVID.
- All employees within the department at any level should be a part of the telework discussion.
- Once the discussions on telework are complete, the department must submit its completed Telework Policy Template to the County Telework Manager for review and approval.



Suitability of Duties/Responsibilities

- Managers and employees need to figure out what duties are suitable for telework.
- With COVID-19, that discussion around the suitability of positions has changed.
 - Can you now say that someone who has teleworked for 10 or 11 months cannot telework?



Eligibility of Employee

- An employee must meet the County's eligibility criteria to participate in telework and also be in a position that is suitable for telework.
- Telework must be incorporated into the employee's annual performance management plan and evaluation.
- Telework Agreements must be signed and dated. Changes must be signed and dated.



Telework Management Officer (TMO)

- Each department will have a TMO.
- The TMO must have direct access to the department director.
- The TMO helps set the telework policy for the department.
- Appeals of denials/terminations of telework go the TMO for an initial decision.



Point of Contact (POC)

- The department must have a telework POC.
- The POC is the department's primary contact with the County Telework Manager.
- The POC maintains the department's telework records.
- The POC develops the department's telework data/metrics.
- The POC and TMO can be the same person.



Managers

- All department managers must, without exception, receive telework training.
- Managers have the primary responsibility for making decisions about position suitability and employee eligibility for telework.
- Managers must be familiar with individual employee performance plans and goals.
- Managers need to facilitate the communication process between teleworkers and other employees who are not teleworking.



Employee Performance Expectations

- Define expectations for employees and managers.
- Find effective ways to measure the delivery of services to customers/citizens and co-workers.
- Teleworkers and managers must be knowledgeable about technology and technology platforms.



Implementation Schedule

How to manage Long-term Telework in a post COVID-19 timeframe:

- January 29, 2021 – Departments appoint a **Telework Management Officer**.
- February 26, 2021 – Departments comment on **Long-Term Telework Policy**.
- February 26, 2021 – Departments report on **lessons learned** and **challenges**.
- March 12, 2021 – **Department Telework Policy Template** completed.
Department submits plan to County Telework Manager for review.



Implementation Challenges

- Time needed for identifying department-level issues to be addressed
- Budget
- Continuing the re-design of work
- Technology
- Equipment
- Supplies
- Meeting customer/client/citizen needs
- Pull of past practice



Recruitment and Selection Updates

Melissa Voight Davis

Chief, Recruitment and Selection

OHR



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Temporary Administrative and Professional Services Contract Update

Did you know?

- The current Temporary Administrative Services Contract (TASC) with ATHENA Consulting expires 2/28/21.
- Effective 3/1/21, OHR will have a new Temporary Administrative and **Paraprofessional** Contract (TAPS) with SPS Consulting.
- Transition process and action items are moving smoothly in partnership with departments, ATHENA, and SPS.
- Please refer to Resource Section at the end of this presentation for details on billing, labor categories, etc.



TAPS: What's New?

- **New** Acronym: **TAPS**: Temporary Administrative and **Paraprofessional** Services Contract.
- **New**: 6 Additional Labor Categories.
- 3 Original Labor Categories remain but have revised duties to accommodate technology and operational changes.
- **New**: No More Extensions. Instead, we have Short Term (<12 mo.), Long Term (>12 mo.).
- **New** Billing Rates for 9 Labor Categories, Short Term, Long Term and Multilingual.
- **TAPS Liaisons**: Only designated TAPS Liaisons will have the ability to make a temp services request, upload PO/DPOs, and run reports on behalf of their department. Shared Services departments will be handled by OMB TAPS Liaisons, unless otherwise specified by department director.
- **New**: Union contractors may not be assigned to any of the 8 departments referenced in the County Collective Bargaining Code.
- **New** Automated Process/System: Effective 3/1/21, the process for requesting TAPS will be automated. No more paper, better reporting, more efficient!



Recruitment Tracker Update

- We shared with you several months ago that we wanted to be able to provide departments with a real time dashboard showing the status of their “active” recruitments.
- We have completed our validation testing, added additional iRecruitment statuses, cleaned up some loose ends, and the Recruitment and Selection staff are now in a month-long pilot phase.
- When the pilot is complete, we will roll the Recruitment Tracker out to departments.



Work4MCG Post-Hiring Survey Update

- Renamed Hiring Manager Survey to Work4MCG Post-Hiring Survey.
- Using SurveyMonkey vs. Inhouse System.
- Redesigned survey look, feel, questions.
- Depending on the department operations, we are seeking feedback from both the position supervisor and/or HR Liaison.
- Deployed new survey November 2020.
- Currently, we are asking supervisors and/or HR Liaisons to go to a link and complete the survey, at time of final job offer confirmation via email. For recruitments that have multiple vacancies, we send out a survey request for the 1st position filled.
- The email request process has had a few hiccups. We are looking to further streamline in a more automated way and will update you when we have a further update.
- We greatly appreciate your feedback, comments, and opinions and use this information to improve our customer service and service delivery.



Multilingual Automated System Rollout Update

- Initial target go live date was December 2020 which was delayed.
- Expected to go live this month. Specifics to be shared shortly.
- Communication will be going out to directors within the next week.
- New revised process guides and resources will be published on our website to coincide with go live date.
- We appreciate your patience and cooperation while we are improving this process and system while under COVID!



TAPS Resources

- [TAPS Billing Rates](#)
- [TAPS Labor Categories](#)
- [TAPS Liaison List](#)



Special Thanks to...

Teresa Nguyen

Shirley Griffin Aceituno

Jacquelyn D. Anderson

OHR IT Team



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Timekeeping Topic: Weather Events

Heather Black,
Mctime Manager
Finance

Lori Plazinski,
Mctime HR Liaison
Finance



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Biweekly Timekeeping Memo

- Distributed via email to Directors and HR Liaisons.
- Posted on both MTime Informational Website & OHR Employee Coronavirus News Website.
 - www.montgomerycountymd.gov/MTime
 - <https://www.montgomerycountymd.gov/HR/Benefits/EmpCoronavirus.html>

Status	Beginning	Ending
County Open with Situational Telework for County Employees	Sunday, January 31, 2021 at 12:00 a.m.	Saturday, February 13, 2021 at 11:59 p.m.
Liberal Leave Telework for County Employees	Monday, February 01, 2021 at 7:00 a.m.	Tuesday, February 02, 2021 at 11:59 p.m.
Delayed Opening	Monday, February 01, 2021 at 7:00 a.m.	Monday, February 01, 2021 at 9:59 a.m.
Delayed Opening	Tuesday, February 02, 2021 at 7:00 a.m.	Tuesday, February 02, 2021 at 9:59 a.m.



Liberal Leave: Essential Employees

Liberal Leave does not apply to Essential employees.

- Essential employees are required to report to work.
- Essential employees who have been *working remotely (situational or regular telework)* are expected to continue to work remotely.
- If a supervisor (or a manager or department director) requires a non-essential employee to work and perform duties relating to the emergency or to their critical mission, that employee becomes an essential employee.



Liberal Leave: Non-essential Employees

- Non-essential employees may use *unscheduled personal leave type* including **Annual Leave-Unscheduled, Comp Leave Supp Used - Unscheduled, Comp Leave Used Unscheduled, Paid-Time-Off (PTO), or Leave-Without-Pay (LWOP)** without prior supervisory approval. *Non-essential employees who were scheduled to work and did not report to work due to Liberal Leave, are not eligible for Administrative Leave. Employees who do not report to the work site must use a full day of a personal leave type.*
- Non-essential employees who have been *working remotely (situational or regular telework)* are expected to work remotely, or take leave, or a combination of both.



Delayed Opening: Essential Employees

- Essential employees scheduled to work onsite are required to report to work as scheduled.
 - Essential employees who began working at their normally scheduled time should enter the pay code **Hours Worked**.
- Essential employees *scheduled to telework are required to continue to work remotely as scheduled, unless instructed by their supervisor to report to the worksite.*
 - Essential employees who began teleworking at their normally scheduled time should enter the pay code **Hours Worked**.



Delayed Opening: Non-essential Employees

- Non-essential employees *scheduled to telework are required to continue to work remotely as scheduled.*
 - Non-essential employees who began teleworking at their normally scheduled time should enter the pay code **Hours Worked**.
- Non-essential employees scheduled to work onsite:
 - *Who are already telework-approved may telework, with their supervisor's approval, and telework for their regularly scheduled hours.*
 - *Who are not telework-approved are required to report to work at the opening time.*
 - *Who are scheduled to travel to an alternate worksite should telework at their regularly scheduled report time, and report to the work site at the opening time.*



Delayed Opening: Non-essential Employees

- Non-essential employees who were scheduled to work and *did not report to work due to **Liberal Leave** or pre-approved leave, are not eligible for Administrative Leave.*
 - Administrative Leave is only available to employees to excuse time, due to the Delayed Opening Status, after they report to the work site.
- Non-essential employees who were scheduled to work and did not report to a County location *due to facility closures, including the delayed opening, are eligible for Administrative Leave.*
 - Non-essential employees should use the pay code **Admin Leave - Cnty Facility Clsd** to record the number of scheduled hours that were not worked, due to the closure of the facility.



Q & A

Moderated by Katie Kasunic



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Thank You for Attending

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

<https://www.montgomerycountymd.gov/HR/Misc/WeeklyHRLiaisonsMLSOHRMCTime.html>

For more information on Timekeeping, visit the MCTime Events - COVID-19:

<https://www.montgomerycountymd.gov/mctime/resources.html#Events>

OHR's Employee Coronavirus News Webpage:

<https://www.montgomerycountymd.gov/employeenewscovid19>



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