HR Liaisons & MLS Meeting with OHR

Friday, February 18, 2022

Welcome to the Live Event. Please make sure your audio is turned on.

The meeting will begin shortly.

Introduction

Darryl G. Gorman

Senior Advisor

Office of Human Resources (OHR)

Agenda

- Karen Bass
  - 1095 Forms
  - Dependent Recertification Next Steps

- Kimberly D. Williams
  - Program Management Group (PMG) Study Update

- Samuel Frushour
  - Mandated Employee COVID-19 Testing Program: Expires March 1
  - New Recruitment Resources for Hiring Managers and HR Liaisons!

- Darryl G. Gorman
  - Tips for Hiring Success from OHR Recruiters
  - Vacation Rule Reminder for Oracle Transaction Approvers

- Johnna L. Bryant
  - OMS: No Show Appointments, Impacts, and Return to Work

- Question and Answer Session – Moderated by KD Kasunic

Office of *Human* Resources

1095 Forms and Dependent Recertification Next Steps

Karen Bass

Health Insurance Manager

OHR

1095-C, 1095-B

- Federal Government extended deadline for issuance to **March 2, 2022**.

- These forms are 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 [Employee Self-Service](#).
  - Inaccurate home addresses cause employees to miss important information such as:
    - Benefit documents confirming 2022 benefit information
    - 1095's and W-2's

Office of *Human* Resources

Dependent Recertification Update

- Launched in May, 2021.

- Covered Participants:
  - Active employees with spouses, children and/or adopted children.
  - Retirees with spouses that were not enrolled in Medicare.

- Consequences:
  - All uncertified dependents will be dropped effective March 31, 2022.

- OHR sending letters via regular mail and certified return receipt to give 30 days notice of cancellation. These letters can be presented as proof of coverage for those wanting to purchase insurance elsewhere.

Timeline of Communications

Date	Communication
2/26/2021	Email from OHR to All Employees announcing Dependent Recertification Effort.
3/1/2021	Dependent Eligibility Announcement Packet mailed to all employee's homes and emailed to County email address. Vendor utilized service to ensure packets were sent to valid addresses. There were only a handful of returned mail packets that were forwarded to OHR.
5/28/2021	Email from OHR to All Employees with Joint Memo with unions Supporting Project.
7/27/2021	Bolton email sent notifying that the process had not been completed to employee's County email address.
7/28/2021	Bolton mails 1st Incomplete Postcard mailed to employee's home address.
8/24/2021	Bolton email sent notifying that the process had not been completed to employee's County email address.
8/31/2021	Bolton email sent notifying that the process had not been completed to employee's County email address.
9/7/2021	Bolton mails 2nd Incomplete postcard mailed to employee's home address.
9/7/2021	Bolton email sent notifying that the process had not been completed to employee's County email address.
9/14/2021	Bolton email sent notifying that the process had not been completed to employee's County email address.
9/15/2021	Bolton mails 3rd Incomplete postcard mailed to employee's home address.
2/15/2022	OHR mails letter sent certified to mail to employee's home address notifying them of dependents being dropped with advance 30 days notice negotiated by union partners.

Dependent Recertification Stats

	FOP	MCGEO	IAFF	Un-Represented	MCG Retiree	PA Active	PA Retiree	Total Actives & PA Employees	Total Retirees	Total
Employees Audited	788	2882	838	1310	1497	273	37	6,091	1,534	7,625
Dependents Requiring Certification	2071	6058	2217	2935	2491	555	61	13,836	2,552	16,388
Dependents Not Certified	2	181	26	81	86	16	1	306	87	393
Percent Not Certified	0%	3%	1%	3%	3%	3%	2%	2.2%	3%	2.4%
168 Dependents Opted Out During Recertification Process										
PA = Participating Agency										

Note: Some of these dependents not re-certified could be intentional.

Dependent Recertification

- **Loss of Coverage = Qualifying Event – 60 Days to Elect Coverage through the County.**

- Will need to provide the documents that were requested as part of the dependent recertification.
    - **Child:** Certified Copy of Birth Certificate or Adoption or Placement Papers
    - **Spouse:** Certified Copy of Marriage Certificate, Notarized Statement of Marriage **AND** other supporting documentation showing the relationship is still current.

- If election form and supporting documents are provided prior to coverage end date, there will be no gap in coverage.

- If provided after coverage end date but before 60 days, there will be a gap in coverage and coverage will be reinstated as of the date a completed election form and supporting documents are provided.

Background

- PMG Study commenced in September of 2019.

- Submission of June Box requests made during FY20 were rejected.
  - Included in the PMG occupational study.
  - Employees were selected to be interviewed.

- PMG Study recommendations issued on August 27, 2021.

- OHR issued a communication on September 8, 2021, halting further action by departments.

- OHR in collaboration with MCGEO issued a communication on December 20, 2021, agreeing <u>not to implement</u> the PMG Study recommendation.

Immediate Action

- **PMG recommendations <u>will not</u> be implemented.**
    - No portion of the recommendation will be used.
    - No updates or changes will be made to any of the current PMG job classifications.
    - No employee will be adjusted in accordance with the PMG recommendations.
    - Employees will remain in current job classification.

- **Conduct special individual study (***upon request***).**
    - Review and evaluation of requests will be done using only the current job classification plan: http://www2.montgomerycountymd.gov/OHRClassification/jobclass.aspx
    - No market study or compensation analyses will be conducted or used.
    - None of the PMG study recommendations will be considered.
    - Special individual study will be handled similar to the June box process .

PMG Study Recommendations – Not Implemented

DECISION OUTCOMES TO
Downgrade
Upgrade
Lateral
Reclassify out of PMG
Retain

Office of *Human* Resources

Special Individual Study Request - Eligible

Employees currently in one of the (5) job classifications listed who also meet the criteria below:

> ➢ Program Manager II or I

> ➢ Program Specialist II or I

> ➢ Program Aide

- Previously submitted an individual study request in the 2020 June box process and the request was denied, or;
- Completed a Maintenance Review Questionnaire (MRQ) for the PMG occupational study that commenced September 25, 2019, or;
- Were hired prior to September 2019 but did not complete a MRQ for the PMG occupational study that commenced September 25, 2019.

Office of *Human* **Resources**

Special Individual Study Request - Ineligible

- Employees <u>not currently</u> in one of the (5) job classifications listed:
  - ➤ Program Manager II or I
  - ➤ Program Specialist II or I
  - ➤ Program Aide

- Employees promoted to another PMG job classification
- Employees in PMG who were hired after September 2019

Note: An employee may submit a June box request in accordance with the personnel regulations.

Special Individual Study Process

- A PMG special individual study will only be conducted upon request in accordance with the defined timeline and process:

  [PMG Employee Link to Submit an Individual Study Request](#)

- A special individual study request is <u>not necessary</u> if there is no significant change in duties or responsibilities or:
  - Duties and responsibilities are currently within the scope of your current PMG job classification.
  - Increase in the volume of work is within the scope of the current PMG job classification.

- Employees who do not submit a special individual study request will remain in their current PMG job classification.

Special Individual Study Submission

- Open the [submission request here](#).

- Respond to all applicable questions.

- Upload additional documents if required:
  - Position description
  - Organization chart

- All submissions must be signed by the following individuals:
  - Employee
  - Employee Supervisor
  - Department Director

Special Individual Study Timeline

Tasks	Due Date	Resources
PMG Communication to Department	February 17, 2022	https://mcgov.sharepoint.com/teams/OHR/BOP/OccupationalStudies/
HRL Live Event	February 18, 2022	
OHR Information Sessions	February 23, 2022 February 24, 2022 February 25, 2022	
Submission deadline	**March 25, 2022**	Study Request: https://mcgov.sharepoint.com/sites/ohrbopteam/junebox/fy20/_layouts/15/listform.aspx?PageType=8&ListId=%7BC47C5DDB%2DFE2C%2D445B%2D87DE%2DD28AFA920FD7%7D&RootFolder=
Update on PMG Special Individual Study	April OHR Live Event (TBD)	

Office of *Human* **Resources**

Key FAQs

1. **If the PMG recommendation indicated an upgrade to my position, will my position be upgraded?**
   No, none of the PMG recommendations are being implemented.

2. **If I submitted the required Maintenance Review Questionnaire (MRQ) for the PMG Occupational Study, do I have to submit again?**
   If you are requesting a special individual study and your duties and responsibilities have not changed significantly since you last submitted, you do not have to provide further documentation. However, in accordance with the instructions, you must indicate you are requesting a special individual study.

3. **If I submitted in the June box process and it was denied, do I need to request a special individual study?**
   If you are still in the same role and you are requesting a special individual study and your duties and responsibilities have not changed significantly since you last submitted, you do not have to provide further documentation. However, in accordance with the instructions you must indicate you are requesting a special individual study.

Key FAQs

4. **How long will the special individual studies take?**
    The special individual studies will be done internally by the OHR Classifiers with initial priority placed on those requests that were submitted via the June box process and were denied. We anticipate issuing the decision for the priority group (June box) within 5 weeks of receipt of the request. OHR will update the departments on the status of each special individual study request by category.

5. **What will be the effective date of the special individual study decision?**
    The effective date will be after the final decision has been issued by OHR.

6. **If I request a special individual study, will I and my supervisor be interviewed?**
    Yes, if you were never interviewed in the PMG occupational study and if you provided updated documentation in your request.

PMG Special Individual Study

Information Links:

- **Resource Materials**

- **Study Request Submission**

- **Job Classification Plan (montgomerycountymd.gov)**

- **OHR Classification Employee Resources**
    - Mani Persaud – Lead
    - Sherri Bokor
    - Jim Tinnick

Mandated Employee COVID-19 Testing Program

Samuel Frushour

Special Assistant to the Director

OHR

Office of *Human* **Resources**

Mandated Employee Testing Program Expiring

- Testing Program will expire on March 1 per the MOAs.

- Last Compliance Week will be 2/20 - 2/26/2022.

- Testing System
  - Employees will have until March 1 to upload test results.
  - COVID-19 POCs will have until March 4 to download data.

- Workforce vaccination rate now at 88.6%.

- Thanks to the Testing Program Work Group for partnership and feedback.

# Recruitment Tracker Launch

- Rollout of the new Recruitment Tracker tool has begun!
  - Real-time dashboard that provides status on all active recruitments in iRecruitment.
  - Tool to share knowledge and increase partnership with departments.
  - Metric to advance recruitment goals with departments.

- HR Liaisons and Department Directors will only have access to their department's data.

- Five departments have been onboarded.

- Remaining departments will be onboarded in the coming months.

- Thanks to HHS, COR and OMB for partnering in development of the tool.

New Recruitment Resources for Hiring Managers

- Two new recruitment tools for hiring managers from OHR in partnership with MCG's Innovation's Civic Design Team:
  - Streamlining Recruitment: Hiring Request Checklist
  - Improving Language for Inclusive Hiring Practices: Writing Effective and Inclusive Job Ads Guide
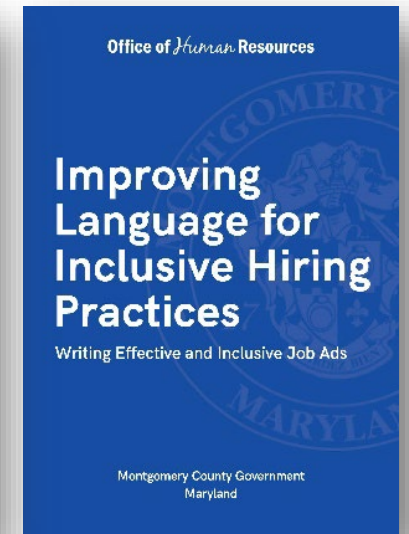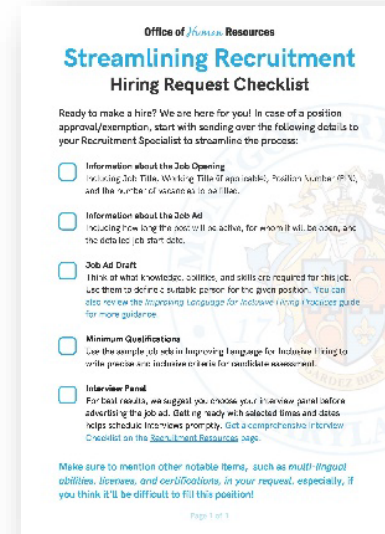
- These two new resources are located on OHR's Recruitment webpage, which will be enhanced throughout 2022.

- Additional tools for hiring managers coming soon. Stay tuned for future announcements!

Tips from OHR Recruiters

Darryl Gorman

Acting Manager, Recruitment & Selection Division

Office of Human Resources

Prioritize Your Positions

- What position do you need filled first to meet your department's operational needs?

- Can you prioritize all the open positions?

- Make sure that the department director and you, along with hiring managers, are in sync when it comes to communicating with OHR about the department's hiring priorities for open positions.

Write the Job Ads

- Create and send a position description with a job advertisement.
  - ➤ A position description can help clarify the job ad.

- If departments **only** send a position description, OHR has to write the department's job ad.

- Remember that your department is a better Subject Matter Expert than OHR is about what the job actually does and about the content of the job ad.

Facilitate Interview Panels

- Select a diverse and trained interview panel as soon as possible.

- Once the eligible list is sent to your department, you should complete this interview panel selection process.

- Consider the diversity of the interview panel across multiple dimensions.
  - Departments sometimes think they only need to consider racial/ethnic diversity, but panels also need gender diversity.

Important Reminders on the Interview Process

- **All interviewers** (County employees – except Directors & Question A appointments) must have completed the Hiring and Selecting Employees training.

- Per the Montgomery County Pay Act, we are **prohibited** from asking questions about a candidate's salary history.

Your Role in OMS Scheduling

- Work with OMS to schedule candidates in a timely manner.

- Keep track of your candidate's progress and follow up if needed.
  - ➢ For example, do not assume candidates already submitted required documentation to OMS in a timely manner.

- Emphasize to candidates the importance of completing these steps as soon as possible to avoid delays.

Vacation Rule Reminder
for Oracle Transaction Approvers

Darryl Gorman

Acting Manager, Recruitment & Selection Division

Office of Human Resources

Attention All Oracle Transaction Approvers

- Important reminder that you set up a Vacation Rule before you go on leave delegating your approval authority to a colleague who can approve actions in your absence.

- This will ensure that the transactional workflow with urgent deadlines will be processed on time and important actions are not delayed pending your return.

- To set-up a Vacation Rule:
  - Email ERP Security erpsecurityrequests@montgomerycountymd.gov.
  - Include the details, including who will be the proxy, the modules (HR, AP, Purchasing), and the dates.

Office of *Human* **Resources**

OMS: No Show Appointments, Impacts, and Return to Work

Johnna L. Bryant

Manager, Occupational Medical Services

OHR

The OMS Model

- The County's Occupational Medical Services (OMS) program provides **occupational** medical services to promote health, risk assessment and prevention while ensuring continued productivity of the County's workforce.

- What is Occupational Medicine - **preventive medicine and care** concerned with the health, safety, and performance of work force.

- This includes tasks that are designed to determine whether applicants are medically able to be cleared to work for the County and whether incumbent employees are medically able to continue to work and perform their essential job functions

- All clinical staff for OMS/FROMS are contractors, not County employees.

Occupational Medical Services Provided by OMS

- Services provided by OMS include:
  - Return to work visits—work related and non work related
  - Fit for Duty exams
  - Medical records management
  - All pre-employment evaluations and exams
  - Annual physicals for public safety workers
  - Vaccinations (as required per occupation as well as County-wide flu vaccination program)
  - ADA disability case management
  - Injury care for FRS
  - Respiratory fit testing and blood borne pathogen evaluations for applicable job classes
  - FMLA leave management, administration and training
  - MCGEO Sick Leave Bank management and administration
  - Drug and Alcohol testing
  - **And more**

- There is a common misunderstanding between the role of OMS versus:
  - An urgent care facility
  - A walk-in clinic
  - An emergency room or hospital
  - (Exception: Fire & Rescue personnel)

Office of *Human* **Resources**

Return to Work Health Status Report (HSR)

- OMS does have similarities to a doctor's office (e.g., you need an appointment and you must complete paperwork to be seen).

- However, OMS is **occupational** medicine, which is different from general healthcare services.

- The OMS doctor reports on the employee's ability to perform all the essential functions of the job that they are currently in or are applying for.

- The OMS doctor's report for an employee is called a Health Status Report (HSR).
  - HSR includes: work restrictions, light duty, full duty, accommodations, etc. (Stay tuned for more details at a future Live Event.)

OCCUPATIONAL MEDICAL SERVICES
27 COURTHOUSE SQUARE, SUITE 180/184
ROCKVILLE, MARYLAND 20850 PHONE
240-777-5118 - FAX - 240-777-5132

HEALTH STATUS REPORT

Type of Exam:
☐ Return to Work
☐ Other _____

***Light Duty Month** _____

Employee's Name: _____ **Date:** _____

Department/Division: _____ **Position:** _____

Workers Comp Claim Filed: ☐ *Yes ☐ No ☐ NA ***Date of Injury** _____

Have 5 or more consecutive days been missed? ☐ *Yes ☐ No   ***Has FMLA paperwork been submitted?** ☐ Yes ☐ No

RECOMMENDATIONS:

1. ☐ Full Duty: The examination indicates no significant medical impairment. Can be assigned full duties of position without restrictions. Effective Date: _____

2. ☐ No Duty: The examination indicates significant medical impairment currently exists that restricts all work assignments until _____ .

3. ☐ *Light Duty: The examination indicates that a medical impairment currently exists that limits work assignments on the following basis: (Check more than one where appropriate.)

   ☐ Walking Or Standing: Sedentary Bench/Desk work only; not permitted to stand or walk for more than _____% of work time. Constant walking or standing is not permitted for period in excess of _____ hours.

   ☐ Repetitive Motions: Must avoid repeated bending, stooping or straining of the _____ or working in an off-balanced or awkward position.

   ☐ Lift & Carrying: Not permitted to lift objects weighing greater than _____ pounds, or to carry objects weighing greater than _____ pounds.

   ☐ Heavy Exertion: Should not engage in any activities requiring excessive strain, fatigue, or strenuous activity.

☐	**Scaffolding/Heights:**	Not permitted to work on scaffolding, ladders, roofs or any unprotected areas above ground or floor level.
☐	**Environmental Factors:**	Should not be exposed to dust, fumes, vapors or respiratory irritants.
☐	**Solvents & Chemicals:**	Not to work with or have contact with solvents, acids, detergents or chemicals.
		(　) Dry Work Only.
☐	**Moving Vehicles:**	Not permitted to operate county vehicles. Should not work on or near dangerous machinery or operate mobile equipment or hazardous machinery.
☐	**Production Pressures:**	Should not be exposed to excessive mental strain, stress, agitation or excitement.

☐

Recommended Accommodations:

☐ Reasonably Accommodate or Follow Priority Consideration Process

4. ☐ Deferred, the examination indicates that additional information is necessary. Report from physician due
_____. Evaluation by independent specialist date scheduled for _____.

5. ☐ **A follow-up visit at OMS is scheduled for _____.

DATE _____ EXAMINER SIGNATURE _____

NOTE: RETURN THIS FORM TO YOUR SUPERVISOR IMMEDIATELY.
**IT IS THE EMPLOYEE'S RESPONSIBILITY TO SCHEDULE FOLLOW-UP APPOINTMENTS WITH OMS PRIOR TO LEAVING THE CLINIC.
FMLA PAREWORK MUST BE COMPLETED IF YOU HAVE MISSED 5 OR MORE CONSECUTIVE DAYS OF WORK

HSR/REV 12/2021

No Show Appointments

- Employee visits that are cancelled, rescheduled, or missed are creating delays and bottlenecks for many OMS services, including:
    - Pre-employment evaluations and exams
    - Requests for accommodations
    - Return to work visits
    - Fitness for duty evaluations
    - Light duty
    - FMLA
    - Annual physicals
    - Drug and alcohol screens

- Employees who don't complete or provide their paperwork prior to their visit or provide incomplete information also cause delays.

Office of *Human* **Resources**

Direct Impacts and Ripple Effects

- Based on a review of 2021 data, over 500 hours of human capital in OMS went unused **due to no shows alone**.

  ➢ Imagine how many additional physicals or return to work requests could have been processed with this staff time.

- The longer the type of appointment scheduled, the bigger the impact of a no show appointment. Not all appointments are created equal based on exam type.

- The ripple effects also significantly impact time to fill for new hires. This is another area where workforce availability comes in.

What Can We Do?

- Please emphasize the importance of your employees showing up for scheduled appointments and help them understand the impacts of not doing so.
    - Remember that any delays caused by employees not showing up and being prepared creates more staffing challenges, both for OMS and for the departments being served.

- Review the Health Status Report (HSR) with your employee to be sure everyone is on the same page about what their current status is and potential next steps.

- Make sure that you and your employees have a clear understanding of the differences between the services provided by OMS and those provided by their personal healthcare provider.

Q & A

Moderated by KD Kasunic

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