

# **HR Liaisons & MLS Meeting with OHR & MTime**

Friday, January 8, 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



Office of *Human Resources*

# Agenda

- **Johnna L. Bryant**
  - FFCRA Ending
  - COVID-19 Workplace Protocols
- **Anita Brady**
  - Face Coverings/Masks Policy Guidance and De-escalation Training Deployment
- **Darryl G. Gorman**
  - Situational Telework During COVID-19
- **Jenna Shovlin**
  - Importance of Maintaining & Updating Employee's Personal Information in Oracle
- **Melissa Voight Davis**
  - Multilingual Certification Program Update
- **Heather Black / Lori Plazinski**
  - Timekeeping Topics
- **Question and Answer Session** (Moderated by Katie Kasunic)



# **FFCRA Ending & COVID-19 Workplace Protocols**

Johnna L. Bryant

Program Manager, Occupational Medical Services

OHR



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# FFCRA Ended on December 31, 2020

- Employees can no longer use EPSL or EFMLA.
- Does not impact standard FMLA leave or administrative leave under negotiated agreements with the unions.



# COVID-19 Workplace Protocols

- COVID-19 Workplace Protocols should be followed by all on-site employees, contractors, vendors, volunteers, interns, and temporary/seasonal employees.
- Cloth masks are required for all persons on-site.
- Physical distancing of 6 ft. is required for all onsite operations unless operationally infeasible as determined by supervisor.



# COVID-19 Workplace Protocols

- Supervisor Guidelines: Detailed process for what to do if an employee becomes sick or exposed to COVID-19.
- Guidance covers the following scenarios:
  - Staff is out sick but has not tested positive for COVID-19
  - Staff tests positive for COVID-19
  - Staff has been exposed to positive case of COVID-19
  - Staff has been quarantined and meets criteria for return to work

<https://www.montgomerycountymd.gov/HR/Resources/Files/EmpFAQ/COVID19SupervisorGuidelines.pdf>



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# Face Coverings/Masks Policy Guidance and De-Escalation Training Deployment

Anita Brady

Manager, Training and Organizational Development

OHR



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# Face Coverings/Mask Policy Guidance and De-escalation Training

- Online Training through Risk Management Learning Management System.
- Developed by Cross-Departmental Team lead by OHR, Police, Risk Management, OEMHS.
- 30-minute MS Teams Recorded Presentation with scenarios presented by Jason Cokinos, Police Training Academy Director and Ousman Auber, Occupational Safety and Health Specialist, Risk Management and Safety.
- Email will be distributed from Workplace Safety Coordinators to their specific department staff in advance of the training.
- Workplace Safety Coordinators will assign training to all County Employees.
- Also includes additional resources: FAQs, PowerPoint, and related policies.



# Course Objectives

- Understand federal, state, and county policies related to face coverings/masks as they apply to your workplace.
- Learn how to correctly wear and care for face coverings/masks.
- Explore the challenges of dealing with face mask non-compliance (internal and public).
- Review de-escalation strategies and scripts for dealing with non-compliance.
- Learn about the available resources you can turn to for support.
- Develop an action plan so you are prepared to put what you learned in this course into practice in your workplace.



# Available Resources to Support Employees

- [EAP Program](#)
- [GuidanceResources COVID-19 Toolkit for Front Line Employees](#)
- [GuidanceResources COVID-19 Toolkit for Dealing with Families at Home, Isolation Survival, and Staying Active](#)
- [LiveWell Program Page](#)
- De-Escalating Techniques for Dealing with Difficult People Training Course
  - Jim Gilmore, Supervisory Therapist, Crisis Center 1/13/2020 10 a.m. - Noon
- MCG Carrier Resources:
  - [United Healthcare Wellness Resources](#)
  - [CareFirst Wellness Resources](#)
  - [Kaiser Wellness Resources](#)



# Situational Telework During COVID-19

Darryl G. Gorman

Senior Advisor

OHR



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# Telework and Situational Telework

The County recognizes that the location and the way in which its employees work has changed since COVID -19 became a serious issue in March 2020.

- Telework Policies and Procedures were written for Regular Telework.
  - Prior to the pandemic only **409 County employees** teleworked, usually once a week.
  - Today, we have over **3,500 County employees** doing situational telework.
- An interdepartmental group has met and developed a Long-Term Telework Policy for the post-COVID-19 timeframe.
  - This re-thinking of telework is a challenging process.



# Telework and Work Situations

- Work situations can change overnight or even during the workday.
- As an example, some employees and managers are wrestling with the differences between:
  - The County Government being open, a delayed opening, closure;
  - Who is an essential employee or a non-essential employee;
  - Liberal leave, delayed opening with liberal leave;
  - The main worksite being open or closed, and what work can be done at the remote worksite;
  - Administrative leave or High-Risk COVID-19 administrative leave; and so on.



# Telework and Weather Events

- If you are situationally teleworking at your remote work location on a daily basis:
  - The closing of the main worksite due to a weather-related emergency is unlikely to impact your ability to continue to work remotely very much or maybe not at all.
  - Therefore, it is a reasonable expectation that teleworkers will continue to work remotely.
  - This will help the County's customers and clients and it is a good expenditure of County funds.



# Importance of Maintaining & Updating Employees' Personal Information in Oracle

Jenna Shovlin

Administrative Services Manager

OHR



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# Importance of Maintaining & Updating Employees' Personal Information in Oracle

## Employee Addresses

- Oracle is the County's system of record where an employee's official record is stored, maintained, and updated.
- The employee's record includes personal information such as their address, phone number, and emergency contacts.
- This information must be maintained and updated regularly as it feeds into many areas of the County that regularly mail out critical information to the employee's home address.



# Impacted Services: OHR, Payroll, Benefits

## OHR

- Personnel Action Letters
- I-9/Work authorization expiration letters
- LWOP notices, time-sensitive continuation of benefits information
- Invoices of insurance premiums for employees on LWOP

## Payroll

- Checks
- W2s
- IRS/Tax Letters
- Overpayment Letters
- Court Orders for Garnishments
- Child Support Documents

## Benefits

- Open enrollment announcements
- Confirmation statements
- Retirement Packets
- Health Insurance Carrier notifications (ID cards, explanation of benefits, changes to RX formulary, etc.)
- 1095C forms for dependents
- Loss of coverage notifications for dependents turning 26 yrs. of age



# Impacted Services: OMS, Retirement

## OMS

- FMLA approvals
- Sick Leave Bank Notices
- Drug & Alcohol Notices
- Requests for updated medical documentation/records

## Retirement

- RSP/GRIP statements from Fidelity (returned mail results in Fidelity freezing the account)
- ERS annual statements



# Emergency Contacts

- County employees are required to update their emergency contacts through e-portal under Employee Self-Service (ESS).
- This information is critical in the event of an emergency where the County needs to reach your emergency contact.
- OHR sends reminder emails to employees to update their emergency contacts; however, we rely on each department's HR Liaison(s) to ensure that contacts are updated.
- HR Liaisons have BI access to run an emergency contact report for their own department.



# Employment Verifications

- Employees must complete the online employment verification request via the e-portal under Employee Self-Service.
- Once the employee has entered the required information, the automated system will send a verification letter directly to the email address provided by the employee, such as a mortgage lender or other potential employer.
- The County uses a standard employment verification letter, which provides the employee's hire date, termination date (if any), annual salary, position title, and organization/department.
- The County **does not** provide verbal verifications of employment to avoid any miscommunication and ensure the lender has the information in writing.



# Multilingual Certification Program Update

Melissa Voight Davis

Chief, Recruitment and Selection Division



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# eMultilingual

- Online process and system roll out has been moved from December to end of January
- Communications will include:
  - Memo to Department Directors re: new system and process
  - Multilingual Certification User Guide for Supervisor/Managers
  - Guidance to Departments
  - Rater Instructions
  - Website Enhancements



# Determining the Need for Multilingual Certification

- MCG departments and offices should carefully assess their positions and identify those employees who have frequent contact with limited English proficiency (LEP) customers.
- LEP individuals are customers who are prevented from meaningful access to services because of their inability to read, write or understand the English language.
- Identifying these positions in advance helps departments provide timely service to LEP customers.





# Factors to Consider

## Language Demographics

- *Do you know your customer base?*
  - Consider the LEP demographics of your service area and track customers by their primary languages.

## Frequency of Contact with LEP Customers

- *How often are employees in direct contact with LEP customers in your department?*
  - Consider initial LEP customer contact, including requests for information and walk-ins.
  - Infrequent or intermittent contact with LEP customers can be referred to other language access resources at:  
[montgomerycountymd.gov/lep/resource.html](http://montgomerycountymd.gov/lep/resource.html).



# Factors to Consider (Continued)

## Utilization of Multilingual Employees

- *What will be the role of the multilingual employee?*
  - Consider if the position requires providing services directly to customers or if the employee would function as a third-party interpreter and/or translator for other staff members who are assisting a customer.

## Required Skills

- *How will the multilingual employee use their language skills?*
  - Consider if the multilingual employee will use written language skills, oral language skills, or both.



# Factors to Consider (Continued)

## Availability of Existing Language-Certified Employees

- *Does your department currently have enough language-certified employees to meet the existing need?*
  - Consider whether you are currently leveraging their language skills efficiently and effectively in order to serve your customers.

## Associated Costs for Language-Certified Employees

- *Can your department fund language-certified employees?*
  - Consider the impact to your department's budget for the multilingual pay differential.
  - Departments and offices are responsible for funding their employees' multilingual pay differential for all hours worked, including any overtime hours worked.



# Review/Approval

**A department director should review the approval of a multilingual pay differential if:**

- A certified multilingual employee is promoted, demoted, or transferred to a different position; or
- The performance evaluation of a certified multilingual employee indicates that the employee did not use, or seldom used, the multilingual skills during the rating period.

**A department director should periodically review the multilingual pay differentials approved for employees within a department, division, or work unit after:**

- A program change or reorganization occurred that affected the County's need for multilingual skills;
- A change in client characteristics that indicates that the identified language skill may no longer be needed; or
- The performance evaluations of employees who are certified in a particular language indicate that the employees did not use, or seldom used, the multilingual skills during the rating period.



# Performance Evaluation of Employees Receiving Multilingual Pay

**The supervisor of an employee who receives multilingual pay must:**

- Include the use of multilingual skills as a performance expectation of the employee's performance plan; and
- Rate the employee's performance in using the multilingual skills.

**Please remind managers that the multilingual skills and performance expectations should be included in employee performance plans.**



# Stopping the Multilingual Differential

**A department director must ensure that the County stops paying the multilingual differential to a certified employee who:**

- transfers to, or assumes, a position for which the multilingual skills are not approved;
- was certified to provide multilingual services that are no longer needed;
- is no longer needed by a department to provide a specific language skill;
- is no longer able to provide the multilingual services;
- no longer wishes to provide the multilingual services;
- refuses or fails to provide requested multilingual services in a satisfactory manner; or
- fails to renew the multilingual certification as required.



# Stopping the Multilingual Differential (Continued)

The department director must notify the certified employee and the OHR and OMB Directors of a decision to stop paying a multilingual differential to a certified employee and the reasons for stopping the differential.

- If multilingual skills are a requirement for a designated position and the incumbent employee no longer wishes to provide the multilingual skills, the department director must determine if the employee's request can be accommodated by means such as transferring the employee or relying on the multilingual skills of other employees.
- If the director determines that the request cannot be accommodated, the department director may deny the employee's request.
- If an employee refuses or fails to provide requested multilingual services in a satisfactory manner, this should be reflected in the employee's performance evaluation and may be grounds for disciplinary action including removing the employee from the designated position.



# Language Certified Employees Database

**A department director must advise the OHR Director promptly when:**

- (i) A certified employee leaves County employment or the designated position;
- (ii) A certified employee will be unavailable for interpreter assignments for an extended period of time for any reason.

**An employee whose name is on the Language Certified Employees Database must:**

- (i) Make a reasonable effort to provide interpreter services at the request of other departments; and
- (ii) Must obtain the approval of the employee's supervisor before accepting assignments from other departments.

**A department manager who requests the services of an employee on the list from another department must:**

- (i) Give reasonable notice to the certified employee of the need for interpreter services;
- (ii) Not subject the employee to hazardous conditions or place the employee in potentially dangerous situations; and
- (iii) If required, provide the employee with transportation to the location where the interpreter services are needed or reimburse the employee for travel and other appropriate expenses.





# Language Certified Employees Database

If a department uses an employee on the Language Certified Employees Database from another department to provide interpreter services for 4 or more hours in a pay period, the department director of the using department must reimburse the employing department at the employee's hourly salary rate for the hours the employee spent providing interpreter services for the using department.



# Timekeeping Topics

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 the MCTime Informational Website – [www.montgomerycountymd.gov/MCTime](http://www.montgomerycountymd.gov/MCTime)

## Events:

### COVID-19:

- Timekeeping Guidance December 20, 2020 - January 2, 2021 Pay Period
- Timekeeping Memo Companion Flowchart
- COVID\_19\_Special\_Event\_Crosswalk\_December\_29\_2020
- COVID Employee Testing Job Aid
- COVID Site Coordinator Job Aid

- Posted on the OHR Employee Coronavirus News Website –
  - <https://www.montgomerycountymd.gov/HR/Benefits/EmpCoronavirus.html>
- Accuracy is a MUST! Managers are required to Review, Edit and Approve timecards based on the bi-weekly guidance (by deadlines).
- Incorporates the 12/23/20: Revised OHR Travel and Leave Guidance



# COVID-19 Onsite Differentials

Each Biweekly Timekeeping memo contains a link: [County Services That Must Be Maintained 12-30-20](#)

- Departments must keep link updated with CEX office (Adrienne Craver)
- The COVID differential pay is authorized for positions involving work performed in “Front-Facing – Onsite” situations: where work being performed involves regular interaction with the public.
  - The Front-Facing differential pay is authorized only for those hours where the work being performed by the employee involves physical public interaction.
  - The Front-Facing differential pay is not authorized for “Back-Office – Onsite” work or for work performed remotely using Telework.
  - **The employee responsibility** is to record in MTime work hours performed using the appropriate pay code(s) based upon the time spent and the work actually being performed.
    - **Employees may work different combinations (Front Facing Onsite, Back Office Onsite, Telework), depending on the circumstances of each day.**
  - **The supervisor’s responsibility** is to ensure entries entered into MTime are accurate. If errors exist, supervisors must edit the timecard for accuracy prior to approving the timecard. Timecards must reflect the appropriate pay code(s) based upon the time spent and the work actually being performed.



# Families First Coronavirus Response Act (FFCRA)

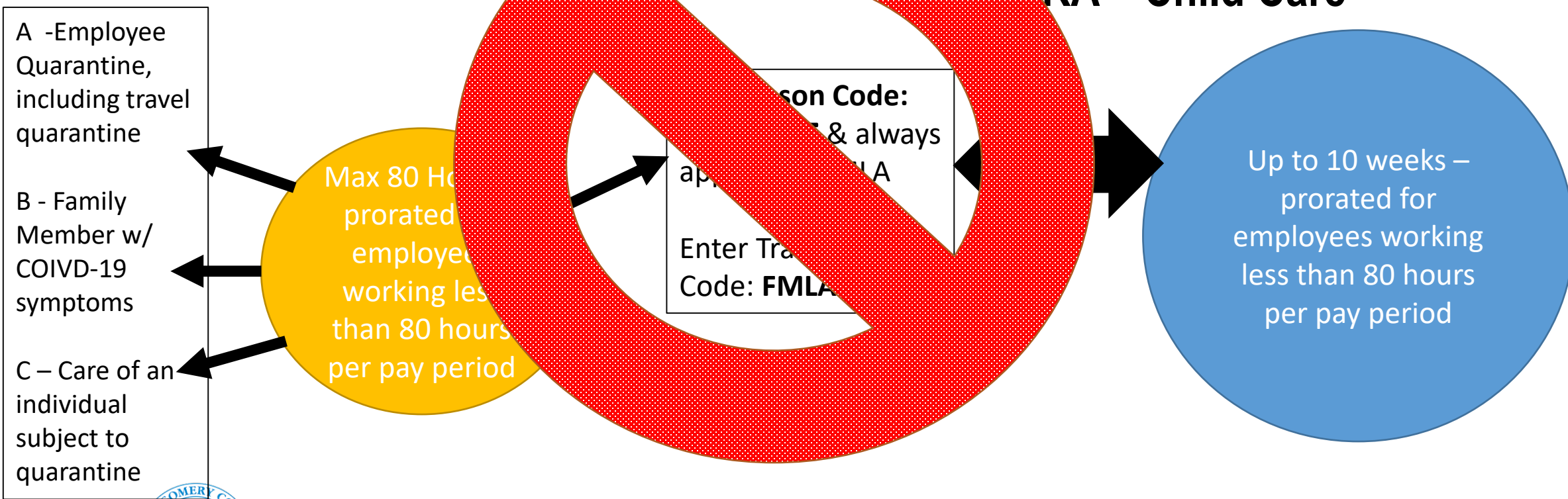
**FFCRA Leave** expired on Friday, December 31, 2020.

Example 8 - EPSL Pay Code:

**FFCRA - 80 Hours Paid Sick**

Example 9 - eFMLA Pay Code:

**FFCRA - Child Care**



# Example 10: Healthcare Provider Directed Quarantine

## Admin Leave – OTHER with Reason Code ADMCOVID

- Employees who have been **directed by a healthcare provider** to quarantine or self-isolate, **due to symptoms or exposure** will be provided Administrative Leave for the mandated self-isolation / self-quarantine period.
- Per the 12/23/2020: **Revised OHR Travel and Leave Guidance**, if an employee is engaging in self-quarantine due to **travel**, and until COVID-19 test results are received, the employee may telework with the approval of the supervisor. Employees are encouraged to utilize telework, if possible. If the employee is unable to telework, employee should use a **personal leave type** after return from travel, while engaging in self quarantine, until the COVID-19 test result is received (**not** Administrative Leave).



# Example 11: At Risk Employees or Family Members

## Admin Leave – OTHER with Reason Code ADMCOVID

- Any employee who is considered high-risk, or who resides with a family member who is considered high-risk, shall be provided the ability to Telework. If work is not available for the employee to Telework, the employee will be provided Administrative Leave until a healthcare provider documents that it is safe for the employee to return to the workplace.
- High-risk employees and family members/employees with disabilities must receive OHR/OMS verification that they or a person they are caring for is at risk.



# Example 12: Use of a Personal Leave Type

(i.e., Annual, Sick, Comp Leave, PTO, Personal Day)

12a) Absences not related to COVID-19

12b) Self Directed Quarantine (no supporting documentation) or **Due to Travel**

12c) Employees who decline available work (Onsite or Telework)

**12d) Employees unable to work due to school closures or;**

**Employees impacted by child / family or school daycare closures**





# Revised OHR Travel and Leave Policy

## Travel Related Quarantine:

- Per the 12/23/20: [Revised OHR Travel and Leave Guidance](#), when an employee is engaging in self-quarantine due to travel, and until COVID-19 test results are received, the employee may telework with the approval of the supervisor. Employees are encouraged to utilize telework, if possible. **If the employee is unable to telework, the employee should use a personal leave type after return from travel**, while engaging in self quarantine, until the COVID-19 test result is received.
- If employee receives a positive test result from the COVID-19 test, the personal leave type that was used to self-quarantine will be converted to administrative leave. **Upon notification of the positive test, the manager is responsible to convert the leave via the timecard correction process.**



# Timecard Reminders

- Meet (Review, Edit and) Approval Deadlines
- Perform Pay Period Close Checklist
  - Manager & Department level reviews
  - Respond quickly to any Payroll/MCtime requests
- Technical Issues?
  - Compatibility Checks Job Aid or
  - Call the Help Desk at 240-777-2828
- Need Help? Email us: [MCtime@montgomerycountymd.gov](mailto:MCtime@montgomerycountymd.gov)



# 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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