

HR Liaisons & MLS Meeting with OHR

Friday, January 7, 2022

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



Office of *Human Resources*

2022

happy new year

Introduction

Berke Attila

Director, Office of Human Resources



Office of *Human Resources*

Agenda

- Darryl G. Gorman
 - Telework Updates
 - Non-Competitive Temporary Promotion Process
 - Recruitment Tracker Pilot Announcement
- Samuel Frushour
 - Employee Surveys Announcement: Onboarding, Recruitment, and Departure
- Johnna L. Bryant and Samuel Frushour
 - COVID-19 Guidance Updates
- Question and Answer Session – Moderated by KD Kasunic





Telework Updates

Darryl Gorman

County Telework Manager

Office of Human Resources



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Telework Appeals Update

- The Telework Policies and Procedures have been revised to follow the process outlined in MCPR, Section 15-11 related to Telework Appeals for unrepresented employees. These revisions will be posted on the [Telework webpage](#) in the near future.
 - Step 1 Appeals discussions are underway for appeals from MCGEO employees. Some of these Step 1 Appeals have resulted in Step 2 Appeals.
 - Some Step 1 Appeals have been settled by the Department affected where the requested schedule has been approved.
 - Some Step 1 Telework Appeals have been withdrawn by the Union.



eTelework System Changes

- The eTelework system has been updated as needed to be as useful as possible for employees and managers.
- The employee's Telework Application becomes the Telework Agreement for the employee when it is approved by the Department Director. It continues until June 30, 2022.
- Employees must apply for Telework each fiscal year (ex., July 1, 2022 – June 30, 2023).



Changing an Employee's Telework Schedule

- Management and the Union have agreed that there are situations where less than 24 hours advance notice may be necessary when there is a need to change an employee's telework schedule in order for the department to effectively meet departmental operational needs.
- Several employees had commented that they were willing to come to the Main Work Location if requested by the department but prior to this change in the Telework Policy, they would not be required to be present at the Main Worksite if given less than 24 hours advance notice.
- The parties agreed that these immediate schedule change situations are not expected to occur on a regular basis.



Non-Competitive Temporary Promotion Process

Darryl Gorman

Senior Advisor

OHR



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Non-Competitive Temporary Promotion Process

- The non-competitive temporary promotion process is part of a larger process that requires timely and complete requests for personnel actions.
- **Temporary promotions** are defined by MCPR, Section 1-79. The employee is **formally assigned** to a higher grade or higher salary position for a short-term.
- When making requests for **non-competitive temporary promotions**, departments need to follow MCPR Section 27-2(c).
- Departments should have an internal process for requesting non-competitive temporary promotions that includes the HR Liaison.



Non-Competitive Temporary Promotions

- It is important to provide complete information when requesting non-competitive temporary promotions.
- Remember that there have to be details in the request that include:
 - The reason for the request,
 - The start and end dates of the temp promotion period,
 - Position #,
 - The compensation, and
 - The employee's resume, if required for the position.



Non-Competitive Temporary Promotions

- **Process:** Complete the correct Seamless Docs form for each request and submit to OHR approval.
- **Non-Represented:** [Complete this form](#) and attach a memo from the Department Director and updated resume for employee.
- **MCGEO (More than 10 Days):** [Complete this form](#) and attach an updated resume for employee.
- **MCGEO (Less than 10 Days):** [Complete this form](#) and attach an updated resume for employee. This does not need OHR approval and will be subject to audit.



- HR Liaisons have access to BI – HR Assignment report to monitor who is in a temporary promotion status and the expected end date to ensure action is taken to end on time or request extension.

HR Assignment-Dept. Name Home Cat

Active Assignment Active Assignment - As of Date Supervisor List Retirement Plans Essential Personnel **Temporary Promotions** Promotion Probation

Payroll Year 2018 Payroll Period Name 1 2018 Bi-Week
 Employee Number Payroll Period Start Date 10-DEC-2017
 Department All Pay Period End Date 23-DEC-2017 **Apply**

Temp Promotions

1 of 3 Page view | Read aloud | Add text | Draw | Highlight | Erase

Employee Temporary Promotions Report

This report includes employees with a temporary promotion in their assignment.

Employee Name	Employee #	Dept	HR Organization	Bargainin g Unit	Grade	Supervisor Name	Base Position	Base Position Working Title
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Non-Competitive Temporary Promotions

- A non-competitive temporary promotion can only be approved for a time period of up to **12 consecutive months**.
- A number of departments have not been timely when they request a non-competitive temporary promotion:
 - The request is for immediate approval with no time for review.
 - The employee is already working in the temporary position.
 - The employee has completed their work in the temporary position.
 - The employee is not compensated in a timely manner.
 - Once the employee receives retroactive pay, there may be tax implications depending on the timing.



Key Players in the Non-Competitive Temporary Promotion Process

- Department Manager (employee's supervisor)
- Department HR Liaison (should be aware/involved)
- Department Director (must approve)
- OHR Recruitment (employee must meet minimum qualifications and employee must assume all duties)
- OHR Compensation (reviews/approves pay adjustment)
- OHR Core (reviews/approves personnel assignment action)
- Payroll (ensures that documented pay is provided)



Extension of Non-Competitive Temporary Promotions

- When the department director wants to extend a non-competitive temporary promotion beyond 12 months, the HR Liaison must follow MCPR Section 27-2(c)(3).
- The Department must submit its request to OHR and show “**exigent or compelling circumstances.**” OHR evaluates the department’s request.
- OHR sends the request to the Merit System Protection Board (MSPB) with a recommendation. The HR Liaison should ensure that there is adequate time prior to the end of the 12 months for OHR review as well as for MSPB review and consideration.



Extension of Non-Competitive Temporary Promotions

- A number of departments are not following MCPR to extend a non-competitive temporary promotion beyond 12 months.
- Departments may not realize that there is a limit to the timeframe, but that is not a justification.
- When submitting a request to extend, do not send the request to the CAO.
- The request must include complete information for the justification to avoid delays in reviewing.



End of Temporary Promotion

- Employee no longer assumes work associated with the temporary promotion and resumes the work of their position.
- If an end date was included with the original request, this does not automatically end the temporary promotion on that date.
- HR Liaisons must initiate an Oracle transaction to Core HR to “End Temporary Promotion” within the pay period the temporary promotion will end. No attachments are required.
- The end date must be on a Saturday at the end of a pay period even if the temporary promotion ends on a date within the pay period.



Addressing the Issue of Retroactive Actions

- In general, retroactive actions beyond those associated with Temporary Promotions are an issue that OHR is working to address.
- OHR processed 455 retroactive actions in FY21 and the total number of retroactive personnel actions for FY22 is expected to exceed **600**.
- While approximately 60% of all retroactive actions are promotions and temporary promotions, many other actions are submitted for retroactive approval and include:
 - LWOP actions
 - Terminations
 - Other salary changes



Addressing the Issue of Retroactive Actions

- Retroactive transactions result in additional manual adjustments for OHR Payroll and Retirement.
- Retroactive terminations cause an increased security risk to the County's systems and locations.
- Retroactive LWOP actions delay moving the employee into the proper status and invoicing the employee for their required insurance premiums.



Potential Solutions to Reduce Retro Actions

- Departments consider making the timely submission of actions part of a supervisor's performance plan.
- OHR is monitoring data by department and transactions to share with Senior leadership.
- OHR can determine macro costs to the County to notify department leadership.



Recruitment Tracker Pilot

Darryl Gorman

Acting Chief, Recruitment and Selection

OHR



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Update on Recruitment Tracker

- Over many months, OHR has worked with its partners to create and test a Recruitment Tracker dashboard that will show for each County department what the statistics are related to the Time to Hire in that Department.
- OHR and each County Department will be able to track the status of their current recruitments in real time in order to monitor their progress on filling vacant positions through each phase of the hiring cycle.
- Once the Recruitment Tracker goes live, it will be piloted with a range of County departments based on the size and the number of recruitment transactions that they engage in.



Employee Surveys Announcement: Onboarding, Recruitment, and Departure

Samuel Frushour

Special Assistant to the Director

OHR



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About the Surveys

- In partnership with and on behalf of the Office of Human Resources, Gartner, Inc. will begin sending out **three different surveys** to County employees:
 1. Onboarding Effectiveness Survey
 2. Recruiting Effectiveness Survey
 3. Departure View Exit Survey
- These secure surveys will provide valuable information to OHR on the lifecycle of an employee from hiring through departure.
- This information will help OHR to make important business decisions around the recruitment process, employee onboarding and improving employee retention.



Survey 1: Onboarding Effectiveness Survey

- Will go to newly hired County employees approximately 90 days after their start date.
- The survey will gather feedback on their experience with onboarding and assimilation into their new position.
- Hiring Managers and Supervisors will be asked to encourage their new employees to make completion of this survey a priority.



Survey 2: Recruiting Effectiveness Survey

- Will go to **new hires and HR Liaisons within 14 days of a new hire's start.**
- The survey will evaluate the recruitment process and hiring experience from the perspective of both the new employee and the department's hiring managers and HR Liaisons.
- HR Liaisons will receive the survey and will be asked to either provide feedback or forward to Hiring Managers to complete.
- This survey will replace the Hiring Manager Survey currently being sent by the Recruitment and Selection Team.



Survey 3: Departure View Exit Survey

- Will go to **employees voluntarily departing employment** with MCG to gather feedback on their experience working with the County and reasons for leaving.
- These will be sent to employees **during their last two weeks of work** with the County.



These Surveys Are Safe; Data Remains Confidential

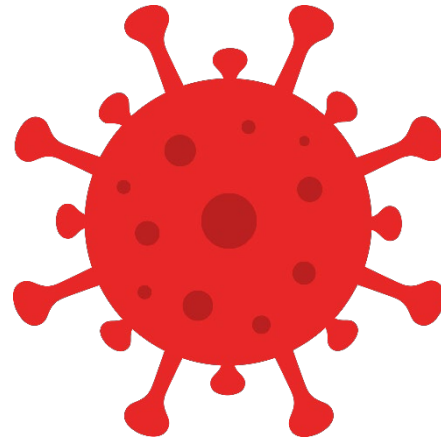
- Gartner, Inc. is an independent consulting firm and trusted partner who will be distributing these surveys and providing **confidential data analysis** on our employee experiences based on the feedback that they receive.
- These are legitimate surveys, **vetted by OHR IT and TEBS**, and do not pose security risks to complete.
- Employees will receive an email to their County email addresses directly from Gartner with a **secure link** to complete the survey.
- Individual survey results will NOT be shared with supervisors – **all individual data will remain confidential.**



Stay Tuned for More Information

- More information on surveys will be provided by OHR before anticipated rollout in February of 2022.
- Please be prepared to assist us with the following:
 - Encourage recipients to provide this valuable feedback and remind them to complete the surveys in a timely way.
 - Reassure recipients that the surveys are safe and that their individual data will remain completely confidential and anonymous.
 - Make sure recipients understand that the surveys will come directly from Gartner, Inc. via email so they do not mistake these emails for spam.





COVID-19 Updates

Johnna L. Bryant

Manager, Occupational Medical Services

OHR

Samuel Frushour

Special Assistant to the Director

OHR



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Updated Quarantine/Isolation Guidelines

- The CDC has [updated guidelines](#) for COVID-19 quarantine and isolation.
- We are waiting for updated guidance from MDH and DHHS and will share updated procedures and protocols when available.
- Continue to follow existing illness and reporting protocols.



Updated Mask Recommendations

- The requirement to wear a face covering in publicly accessible County spaces remains in effect, with new recommendations.
- All onsite staff are strongly encouraged to:
 - Wear face coverings **at all times** unless alone in an enclosed space such as an office or vehicle, regardless of vaccination status or public presence.
 - Wear **KN95 masks** or a combination of KN95 masks with surgical masks underneath. The use of cloth masks in the workplace is permitted but discouraged in favor of surgical or KN95 masks.
- Employees required to report onsite can obtain KN95s from their departments. Departments can order masks and other PPE from DGS. Safety coordinators were emailed instructions on how to order.



Booster Vaccinations Encouraged

- Employees are encouraged to get booster vaccinations if eligible.
- Employees who have received booster vaccinations are encouraged (but not required) to upload proof of booster vaccination to the [Employee COVID-19 Vaccination Status Disclosure System](#).
- Currently, there is some discussion from CDC and MDH regarding if and when boosters will be considered part of keeping your vaccination status current. We will communicate any changes.



Employee Testing

- There have been questions about whether departments will be getting testing kits.
- This is being discussed with other department stakeholders. We will share information on the rollout as soon as possible.



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:

<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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