

# HR Liaisons & MLS Meeting with OHR & MTime

Friday, March 19, 2021

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



Office of *Human Resources*

# Introduction

Anita Brady

Manager, Training and Organizational Development

OHR



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# Agenda

- Introducing OLR Director Jennifer Harling
- Anita Brady
  - NACo High Performance Leadership Academy
- Darryl G. Gorman
  - Telework Update
  - Need to Review the Essential Employee Designation in the Personnel Regulations
- Kimberly D. Williams
  - Classification and Compensation Activities
- Jenna Shovlin
  - State of Maryland Unemployment Insurance Claims Notification – Reminder
- Johnna L. Bryant
  - COVID-19 Illness and Exposure Guidelines for Vendors/Contractors
- Melissa Voight Davis
  - Recruitment and Selection Updates
- Question and Answer Session – Moderated by Katie Kasunic



# Introducing OLR Director Jennifer Harling

Anita Brady

Manager, Training and Organizational Development

OHR



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# Welcome

Jennifer Harling

Director, Office of Labor Relations



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# NACo High Performance Leadership Academy

Anita Brady

Manager, Training and Organizational Development

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# NACo High Performance Leadership Academy

## NACo High Performance Leadership Academy

- 12-week online Leadership Development Program starts April 26, 2021.
- Additional sessions offered in August and September 2021.
- The National Association of Counties ([www.naco.org/skills](http://www.naco.org/skills)) has been delivering this program and for the last several years had about two-thirds of all counties in the US use it for leadership development.
- Individual County departments and agencies would need to select and pay for any participants they choose to sponsor for the program.



# Summary of a Typical Week in the Program

- Most people spend between 3 and 5 hours per week on the program:
- 1 – 3 hours of self-paced activities.
  - Short activities (4 – 15 minutes on average).
  - Examples: Watching video vignettes, reading articles, reviewing case studies, engaged in online discussions.
- 60-minute Thursday breakout group conference call for group learning.
  - These are interactive discussions reviewing key takeaways of the week – and these sessions are great for networking among peers in other counties.
  - If you miss it, there is a group discussion board where comments are posted.
- 60-minute Friday webinar to review key takeaways with a cohort consisting of 5 – 6 breakout groups.
  - We schedule these the same time every Friday.
  - These are recorded and posted online for those who have conflicts.





# Program Details

- Robust curriculum developed by the [Professional Development Academy](#) in partnership with Fortune 1000 executives, public sector leaders, world-renowned academics and thought leaders, including General Colin Powell and Dr. Marshall Goldsmith.
- Designed specifically for the unique challenges and opportunities of serving in county government.
- The cost is normally \$2,495, but NACo is extending an \$850 scholarship to reduce the cost to **\$1,645** per person.
- OHR is hosting a virtual information briefing on March 24 from 1 – 1:30 p.m. Sign-up in OLM: “Leadership Academy Briefing”.



# Telework Update

Darryl G. Gorman

Senior Advisor

OHR



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# Long-Term Telework

Department Directors were asked to do four things:

1. Designate a Telework Management Officer.
2. Provide comments on their Lessons Learned during situational telework in the past year.
3. Provide comments on what they have learned to be a Best Practice for telework or for telework in their department.
4. Review the draft County Telework Policy Template and review and complete a Department Telework Policy Template.



# Long-Term Telework

- Moving forward, there will be more opportunities to review and comment on the draft County Telework Policy.
- There will be time offered for each department to provide additional comments on the draft Department Telework Policy Template.
- More detailed discussions (such as town halls or focus groups) with departments are planned in the next few months regarding telework policy and practices including the County Executive, the CAO, the Deputy CAO, TMOs, POCs and the County Telework Manager.



# Long-Term Telework

- If they have not already done so, all department directors need to respond on the telework deliverables initially requested by the Deputy CAO on January 21, 2021 – even though the due dates have passed.
- The comments that have been received are under review, but we need to hear from all departments because each department will have employees and managers who are continuing to participate in the Telework Program.
- The union will also have comments and suggestions on what the County and its departments propose to do.



# **Need to Review the Essential Employee Designation in the Personnel Regulations**

Darryl Gorman  
Senior Advisor  
OHR



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# M CPR Section 15-6 – General Emergency

- **(a)(1)** - If severe weather conditions or other emergencies occur, the County Executive or CAO must evaluate the conditions and decide whether to declare a general emergency or liberal leave period.
- **(c)(3)** - Department directors must ensure that department employees in occupations or positions that are designated as essential are informed of their designation and their responsibilities if a general emergency or liberal leave period is declared.



# MCGEO CBA – Essential Employees

- **Article 34.5** - Employees in essential operations may be asked to work on a day when operations are officially closed.
- **Article 39.9** - Employees shall be notified at the time of hire, transfer, or promotion whether he or she is designated as an "essential employee."





# Essential Employee Designation – A Gap Exists

- Essential employees are designated during general emergencies associated with temporary conditions such as inclement weather and facility closings.
- No mission essential or mission critical designation is in the Regs for employees who are essential to a department's operations during ongoing emergencies such as a public health crisis (COVID-19).
- Mission essential employees are not defined in the MCPR or the MCGEO CBA.



# Action Steps

1. Conduct (2) Essential Employee Focus Group Sessions
  - Essential employee designation
  - Mission essential employee and designation
  - Update/revise personnel regulations
  - Ensure an accurate list of essential employees
2. Dates for Essential Employee Focus Group Sessions
  - **Tuesday, April 6, 10 – 11 a.m.**
  - **Wednesday, April 21, 2 – 3 p.m.**
3. Sign up for a focus group session by **March 26, 2021** at:  
<https://www.surveymonkey.com/r/35C5KQ2>



# Classification and Compensation Activities

Kimberly D. Williams  
Acting BOP Division Chief  
OHR



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# Classification Project Updates

- Deactivated ~36 unused/obsolete job classifications:
  - [View Job Classification Deactivation Memo](#)
- FY21 Job Studies:

Study Type	Class	Status				
		Complete	W/Dept	Issue Final Decision	W/OHR	W/CPS
June Box Total (15)	Individual Positions	1	4	2	6	2
Occupational	Program Management	Discussion of preliminary recommendations – OHR and CPS				
	IAPS	Completed interviews and awaiting preliminary recommendations from CPS				
	Library	CPS completed interviews and awaiting review of initial findings with OHR				



# FY 2021 Mid-year Compensation Changes

- March 9, 2021 County Council approved the following FY 2021 compensation changes:

Service Increments	New Longevity	1.5 % General Wage Adjustments	End Hazard Pay Differential
Effective April 11 pay period	Effective April 11 pay period	Effective June 20 pay period	Effective February 14
No retroactive payment	No retroactive payment	No retroactive payment	



# Service Increments

## Eligible Employees

- Represented
- Non-represented (excludes MLS and PLS)
- Term employees
- Full scope temporary employees who accumulated 1040 hours during the July 5, 2020 – April 11, 2021 pay period

## Increments

- No change in service increment dates for permanent employees
- April 11 is the new service increment date for full scope temporary employees
- No change to the service increment percentage
- Employees service increment dates after April 11, 2021 will receive the service increment increase on their originally scheduled service increment date



# Longevity

## Eligible

- Represented
- Non-represented (excludes MLS and PLS)

## Longevity

- No change to longevity percentage
- No change to employees who are currently receiving longevity pay unless between July 5, 2020 and April 10, 2021 the employee became eligible for a higher % because of Years of Service



# General Wage Adjustment (GWA)

## Eligible employees

- Represented
- Non-represented
- MLS and PLS
- Non-merit Council
- Non-merit Executives

## GWA Increase

- 1.5 percent increase
- No change to Minimum Wage/Seasonal Salary Schedule





# Next Steps

Action Steps	Timeline	Responsible Party
<b>FY21 Occupational Studies</b>		
Share Preliminary Results of Program Management Series	Late April - May	OHR
Provide Missing Program Management Position Descriptions	May	Departments/HRLs
<b>FY21 Mid-Year Compensation Changes</b>		
Provide Status of Compensation Changes	April	OHR



# **State of Maryland Unemployment Insurance Claims Notification – Reminder**

Jenna Shovlin

Administrative Services Manager

OHR



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# Reminder about the Notice to Employees

- First, if you receive a County email from [NoReply.MCGMDUnemploymentNotification](mailto: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](mailto:ui.fraud@maryland.gov)
  2. Request your free credit reports via [www.annualcreditreport.com](http://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](http://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 was sent on 2/16/21 and again on 3/16/21 to employees providing information and guidance on potentially fraudulent claims that have been filed with the State of Maryland.
- An email to MCG.ALL was also sent through MCGPostmaster on 3/16/21.
- 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>



# **COVID-19 Illness and Exposure Guidelines for Vendors/Contractors**

Johnna L. Bryant

Manager, Occupational Medical Services

OHR



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# New Guidance Documents

- New COVID-19 illness and exposure guidelines specific to vendors/contractors.
  - Modified version of existing illness and exposure guidelines for County employees.
- [What to Do If a Contractor Becomes Sick or Exposed to COVID-19](#)
  - First two pages provide guidance to County Supervisors/Managers/Departmental COVID-19 POCs.
  - Third page provides guidance to vendors/contractors.
- Please review and share with your department contract administrators.



# What to Do If a Contractor Becomes Sick or Exposed to COVID-19

## Supervisor / Manager / Departmental COVID-19 POC Guidelines

Note: This guidance applies to all on-site contractors, vendors, volunteers, and interns. Refer to the separate guidance document for guidelines regarding County employees.

**LEVEL 1:** A contractor is out sick but has not received a positive COVID-19 test result.

- Generally, keep track of how many staff are out sick and look for any trends.
- Encourage social distancing through telework as much as possible and work to limit use of common areas to the extent practicable.
- Encourage continued hand washing for all staff.
- Contractors should contact their employer regarding appropriate leave status.

If a contractor notifies you that they have tested positive for COVID-19, follow the steps outlined in Level 2.

**LEVEL 2:** A contractor has tested positive for COVID-19.

- If you had previously been notified of a positive exposure and have already addressed facilities and social distancing issues with other staff, contact your departmental COVID-19 POC to update them on the status change and seek guidance on next steps.
- A contractor who has tested positive for COVID-19 should contact their employer regarding leave status for the duration of their quarantine.

If the notice of the positive test result from the contractor is the first you are hearing of this situation, follow the steps outlined in Level 3. The COVID-19 POC will notify OMS of any County employees who may have been exposed.

**LEVEL 3:** A contractor

**If a contractor tells you they have been exposed to and/or in direct contact with a positive case of COVID-19:**

- If the contractor has come into the office, ask the contractor to go straight home and contact their healthcare provider and employer, and then immediately notify your departmental Manager and COVID-19 POC. The COVID-19 POC will notify OMS of any County employees who may have been exposed.



# Recruitment and Selection Updates

Melissa Voight Davis  
Chief, Recruitment and Selection  
OHR



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# eMultilingual

## Multilingual Certification Process/System

- eMultilingual live as of 3/15/21.
- 3/16/21 eMultilingual memo distributed to all departments. Please make sure you have seen it, and share it with your staff.
- We are no longer accepting paper request forms.
- Check out our new Multilingual website content:  
<http://www.montgomerycountymd.gov/multilingual>
  - New Guidance Resources – Managers/Employees
  - New System User Guide



# eTAPS/Temporary Administrative and Professional Services

- Thank you to all departments who worked with us to transition their ATHENA temp contractors to SPS.
- The new Temporary Administrative Services and Paraprofessional Contract (TAPS) with SPS Consulting went into effect 3/1/21.
  - If you have questions, please direct them to either your department's TAPS Liaison or email them to [OHR.TAPS@montgomerycountymd.gov](mailto:OHR.TAPS@montgomerycountymd.gov).
- eTAPS (TAPS Automated System) – elimination of paper request forms, improved reporting/tracking, electronic request process/system. [work in progress]
- Check out our website with resource documents:  
<https://www.montgomerycountymd.gov/HR/Recruitment/OtherResources.html#1>
  - New billing rates, new labor categories, new short-term and long-term status designations, new process/system.



# WORK4MCG Post-Hiring Survey Reminder

- When a recruitment has been completed, and selection made/confirmed, you should receive a request from your Recruitment HR Specialist with a link to the survey.
- We know that you are all extremely busy and the last thing you want to do is complete yet another survey. However, we truly value your input and feedback and use this information to identify service successes, opportunities for improvement and quality of the candidate lists.
- Please help us help you and our candidates by completing these survey requests.
- We will share the feedback with you at a later date.



# Still to Come

- Recruitment Tracker
- HR-CRM – Temporary Promotions
- LEAP4MCG
- NEOP, Hiring Preference, and other Division efficiency enhancements



# Appreciation

- Thank you to everyone who worked tirelessly to make the eMultilingual, eTAPS system/process improvement and WORK4MCG Post Hiring Survey initiatives a reality:
  - OHR contributors: IT Team, Recruitment and Selection Division, Communications Team, Business Operations, CORE HR
  - Mctime staff
- It takes a village!



# 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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