

OHR Live Event: HR Liaisons & MLS Meeting

Friday, September 10, 2021

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



Office of *Human Resources*

Introduction

Darryl Gorman

Senior Advisor

OHR



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Agenda

- Open Enrollment Announcements – Francesca Dennis
- MCG LEADS – Anita Brady
- Telework Update – James Hawkins
- Employee Vaccination and COVID-19 Policies Update – Samuel Frushour
- Question and Answer Session – Moderated by Katie Kasunic



2022 OPEN ENROLLMENT OLYMPICS

 **September 20 - October 8**



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Employee Benefits Open Enrollment

Francesca Dennis
Health Insurance Specialist
OHR



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What Is Open Enrollment?



September 20 to October 8, 2021

- Open Enrollment (OE) is the only time of year when employees can make changes to the following plans for next year's benefits plans without needing a qualifying life event:
 - Medical
 - Prescription
 - Dental
 - Vision
 - Optional Life
 - Health Care & Child Care FSAs



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What Changes Can Be Made?

September 20 to October 8, 2021



- Changes employees can make during OE are:
 - Enroll in the benefit plan(s) for the first time
 - Add/delete dependent(s)
 - Change from one plan to another
 - Drop coverage
 - Enroll in or increase Optional Life insurance
 - (Re)enroll in a Flexible Spending Account



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Open Enrollment Dates



2022 OE runs from September 20 – October 8, 2021.

- All OE changes must be submitted during the OE window:
 - Begins – Monday, September 20 at 8 a.m.
 - Deadline – Friday, October 8 at 5 p.m.
- OE changes are effective January 1, 2022.



2022 Rate Changes

2022 Employee Rates

	Your New 2022 Cost Per Biweekly Paycheck			Difference Between 2021 and 2022 Rates Per Biweekly Paycheck		
	Self	Self + 1	Family	Self	Self + 1	Family
Medical						
CareFirst High Option POS (medical only)	\$79.23	\$137.06	\$230.78	\$6.54	\$11.32	\$19.06
CareFirst Standard Option POS (medical only)	\$73.68	\$127.46	\$214.62	\$6.08	\$10.52	\$18.02
UnitedHealthcare HMO (medical only)	\$51.88	\$99.74	\$158.56	\$2.84	\$5.47	\$8.69
Kaiser HMO (Rx included)	\$60.23	\$113.23	\$178.28	\$3.21	\$6.03	\$9.49
Prescription						
Caremark High Option \$4/\$8*	\$113.39	\$209.79	\$325.11	\$0.00	\$0.00	\$0.00
Caremark High Option \$5/\$10**	\$111.00	\$205.36	\$318.24	\$0.00	\$0.00	\$0.00
Caremark Standard Option \$10/\$20/\$35	\$24.13	\$44.63	\$69.16	\$0.00	\$0.00	\$0.00
Dental						
Dental PPO (Traditional Dental Plan)	\$4.95	\$11.03	\$15.87	\$0.27	\$0.59	\$0.85
Dental HMO (DHMO)	\$1.61	\$3.05	\$4.46	\$0.00	\$0.00	\$0.00
Vision						
Vision Plan	\$0.55	\$0.87	\$1.31	-\$0.01	-\$0.01	-\$0.02

* Only available to MCGEO and IAFF members who are MCG employees.

** Only available to FOP members, unrepresented employees and retirees.



Last 7 Years of Premium Increases

Historical Premium Rate Increases

	2013-2014 % Increase	2014-2015 % Increase	2015-2016 % Increase	2016-2017 % Increase	2017-2018 % Increase	2018-2019 % Increase	2019-2020 % Increase	2020-2021 % Increase	3-Year Avg Geometric	5-Year Avg Geometric
CareFirst Indemnity	1.0%	17.6%	0.0%	0.0%	4.4%	8.4%	0.0%	0.0%	2.7%	2.5%
Carefirst High Option POS	2.4%	11.2%	0.4%	1.3%	5.8%	8.4%	0.0%	0.0%	2.7%	3.0%
CareFirst Standard Option POS	2.4%	11.2%	0.4%	1.3%	5.8%	8.4%	0.0%	0.0%	2.7%	3.0%
Kaiser Permanente	4.2%	1.1%	2.6%	4.4%	3.3%	7.8%	2.0%	-3.5%	2.0%	2.7%
JHC Select HMO	5.9%	0.8%	7.3%	1.4%	3.2%	7.1%	0.0%	0.0%	2.3%	2.3%
Cigna Dental PPO	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	6.6%	9.8%	5.4%	3.2%
Cigna Dental DMO	0.0%	-4.3%	0.0%	0.0%	0.0%	-9.5%	0.0%	0.0%	-3.3%	-2.0%
EyeMed Vision	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	9.7%	18.5%	9.1%	5.4%
Caremark Standard Option	0.0%	3.7%	30.8%	0.0%	10.8%	8.4%	0.0%	0.0%	2.7%	3.7%
Caremark High Option 4/8	2.1%	23.3%	30.5%	0.0%	5.5%	5.9%	0.0%	0.0%	1.9%	2.2%
Caremark High Option 5/10	2.1%	23.3%	30.5%	0.0%	5.5%	5.9%	0.0%	0.0%	1.9%	2.2%
SilverScript Standard Option	NA	NA	29.7%	0.0%	10.2%	8.1%	0.0%	0.0%	2.6%	3.6%
SilverScript High Option 5/10	NA	NA	29.4%	0.0%	4.4%	5.3%	0.0%	0.0%	1.7%	1.9%



2022 OE Checklist



Encourage employees to follow these steps for a successful OE:

1. Review available resources:
 - 2022 OE Guide (mailed to homes ~September 15th)
 - OE Website: www.montgomerycountymd.gov/oe
 - County email for important updates and follow-ups
 2. Attend a virtual OE Q&A
 - Carrier-specific
 - OHR Office Hours
 3. Watch pre-recorded carrier-specific videos
 4. Make changes online & (re)enroll in Flexible Spending Accounts (FSAs)
 5. Print Confirmation Statement
- Stress the urgency of taking action early!**



Making Changes



All OE changes should be completed online via Employee Self-Service (ESS).

- If an employee does not have their ESS single sign-on, they should contact the IT Help Desk at 240-777-2828 (option 1) for login assistance.
- Employees must re-enroll in a Flexible Spending Account. FSA elections do not carry-over.
- Employees adding new dependents will need to upload dependent documentation in ESS. **Ordering marriage/birth certificates can take time – don't wait until the last minute!**
- Employees should print their 2022 confirmation statement before exiting ESS.
- Employees should make every effort to complete their OE changes online via ESS. ESS is accessible via computer, smartphone or tablet.



Open Enrollment Questions?



OE is the Health Insurance Team's busiest time of year. Employees may experience delayed responses to MC311 requests. As an alternative to MC311, please follow these steps (in this order) to address OE questions:

1. Search key words or "open all sections" to review the most commonly-asked OE questions on the "OE FAQ" tab of the OE website.
2. Attend a Q&A session. Registration is required in advance. Click on the "Events" tab on the OE website to register (avail 9/20/21)
 - OHR Virtual Office Hours – Speak directly with the Health Insurance Team to address your OE questions.
 - Insurance Plan Vendor Q&A – Plan representatives are available to address plan-specific questions.
3. Watch pre-recorded plan-specific detailed presentations. No registration required. Access videos on "Events" tab of OE website.





MCG LEADS

Anita Brady

Manager, Training and Organizational Development

OHR



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About MCG LEADS

- Why MCG LEADS?
 - Almost **50%** of Management Leadership Service (MLS) are currently eligible to retire.
 - Approximately **75%** of MLS will be eligible to retire in the next 4 years.
 - Essential to develop a leadership succession pipeline.
- Award-winning leadership development program.
- Curriculum based on:
 - 2017 County-wide leadership development needs assessment process (focus groups, surveys, interviews).
 - Feedback from County-wide Employee Survey in 2020 and Focus Group Trends.



MCG LEADS: Preparing Tomorrow's Leaders Today

- Building the skills and strategies needed to be successful MCG leaders through experiential learning educational opportunities, networking, coaching, and mentorship.
- Encouraging cross-departmental collaboration to break down barriers and build partnerships between departments.
- Being "technically competent and masters of their craft."
- Understanding their "fiduciary responsibilities entrusted with public dollars."
- Being "culturally sensitive" while overseeing a diverse workforce and the differing constituents making up Montgomery County.



MCG LEADS: Then and Now

- Implemented in 2018 as MLS LEADS with the focus on MLS and Public Safety Managers.
- In 2020, program expanded from **MLS** LEADS to **MCG** LEADS and is now **available to all employees**.
- This year, a focus on Aspiring Leaders AND New and Current Supervisors/Managers.
- In FY21, over 65 learning programs and special events serving over 4,000 participants.
- Fifteen-member County-wide Leadership Development Working Group (LDWG) and Senior Fellow Program Manager.



MCG LEADS Programming Highlights for FY22

- **Leadership Development Conferences:**
 - Aspiring Leader Conference: October 14
 - Administrative Professionals Conference: March 16
- **Aspiring Leader Discussion Series:**
 - Upcoming Dates: 9/23; 11/16; 1/13; 3/17; 5/12.
- **Aspiring Leader Small Group Interactive Training and One-on-One Coaching.**
- **Working for Montgomery County in a Time of Change:**
 - This series touches on some of the key areas that give Montgomery County a national reputation for excellence and innovation.
 - It will also address the areas of rapid change in the County and the vision behind how the County is working to meet those challenges and opportunities.



MCG LEADS Programming Highlights for FY22

- **Aspiring Leader Meditation Program:**
 - Held twice a month from noon – 12:30 pm.
- **MCG Delivers Project-Based Learning:**
 - Current project is Pilot County-wide Mentoring Program.
 - Looking for project ideas for November Cohort Groups.
- **Manager and Supervisor Conferences:**
 - December 7 and May 12
- **NACo High Performing Leadership Academy:**
 - Challenging, four-month, on-line NACo sponsored Leadership Development Program (January, April, August, and September 2022 Cohort Groups).
 - County Departments can sponsor and pay for their aspiring or current leaders to attend. \$1649 per person. Requires voluntary training agreement and service commitment from participants.



MCG Delivers Overview

- Hands-on learning program geared towards developing structured problem solving, collaboration and management skills in your future managers.
- Current cohort group of 10 aspiring leaders has launched a pilot Mentoring Program Experience for TEBS, DPS, and OHR.
- MCG Delivers team members (Grade 23 and above/Aspiring Leader Attendee) have worked together since July 2021 to create a countywide mentoring program focused on:
 - Project Management
 - Teamwork
 - Stakeholder Communication
 - Problem Solving
 - Leadership Development
 - Career Development



Aspiring Leader Small Group Interactive Training

Training	Date	Time
Giving and Getting Feedback	9/22/2021 and 6/15/2022	Noon – 1 pm
The Gift of Failure	10/20/2021 and 3/16/2022	Noon – 1 pm
What's Next for You? Intentional Career Growth	11/17/2021	Noon – 1 pm Noon – 1 pm
Saboteurs – How to Build Mental Fitness	12/22/2021	Noon – 1 pm



Summary

- MLS LEADS became MCG LEADS, expanding leadership development to all staff.
- Essential to develop leadership skills for all employees.
- Virtual leadership learning experiences with opportunities for engagement, collaboration, and application to the work site.
- Communicate and promote programs internally to your staff and encourage staff participation.
- [Click here](#) to view the schedule of upcoming events and registration instructions.



Telework Update

James Hawkins

Telework Management Officer

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Status of Telework Policy

- Internal countywide MCG committee developed a new telework vision/policy.
- OHR, OLR, MCGEO began telework policy negotiations several months ago and negotiations are almost finished.



Deciding Who Can Telework

- **Telework Eligibility** of a **position** is determined by departments.
- **Telework Suitability** of an **employee** is assessed by employee and manager.



Who Is Involved in Telework?

- There is a new telework policy and oversight role for TMOs;
- The POCs' administrative role continues;
- Other key roles include the employee, manager, department directors and the County Telework Manager.



New Telework Training Requirements

There will be 3 new telework trainings:

- Introduction to Telework
 - Provides an overview of the County Telework Program and how to apply.
 - Will be posted on OHR's [Telework Program Website](#).
- Telework Fundamentals for Employees and Contractors
 - Mandatory for all teleworkers.
- Telework Fundamentals for Supervisors
 - Mandatory for all managers/supervisors.



eTelework System

- eTelework system is for:
 - Making applications.
 - Providing certifications.
 - Getting signed agreements.
- Everyone who teleworks must be in the eTelework system with approved telework agreement.
- Like performance plans, telework agreements are approved on an annual basis.



Telework Appeals Process

- Appeals process starts with an informal step. Manager and employee discuss their positions.
- Then there can be a review by an appeals panel which results in a recommendation.
- Final step is for union to file for arbitration or a County grievance process for an unrepresented employee.



Communication is Key

- Regular communication between employees and managers is essential before and during telework. Discuss items such as:
 - Employee participation and continuation.
 - Manager expectations and team needs.
 - Performance, attendance and conduct issues, etc.
- Everyone needs to understand that they are part of a team.
- Likewise, everyone should understand that the work standards for all employees remain the same whether employee is working remotely or working onsite.



Employee Vaccination and COVID-19 Policies Update

Samuel Frushour

Special Assistant to the Director

OHR



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COVID-19 Policies Continue

- Current policies in effect:
 - Employee vaccination disclosure.
 - Face covering guidance.
 - Travel guidance.
 - Reporting workplace exposures or positive cases.

- Policies and resources available:

<https://www.montgomerycountymd.gov/HR/Benefits/EmpCoronavirus.html>



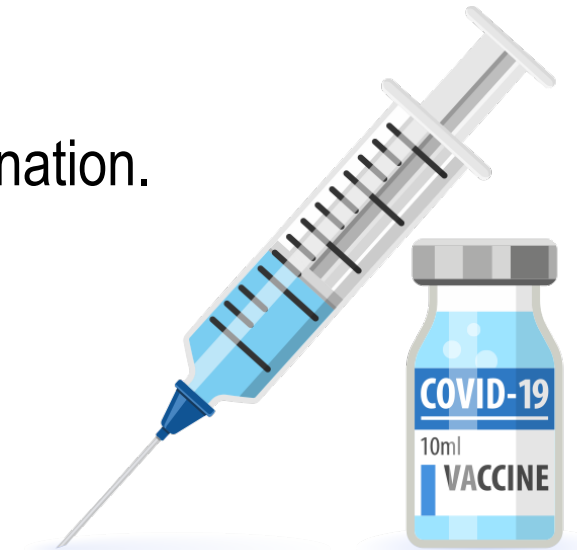
Hybrid Vaccine Requirements of Staff

- Candidates for Job Ads on 8/30 or after:
 - Vaccine requirement with medical/religious exemptions.
 - *Communication to departments: August 24.*
- Current and Future Employees:
 - Mandatory testing program for unvaccinated individuals.
 - *Communication to departments: August 25.*
- Contractors and Interns:
 - Compliance protocol in development by PRO, OCA, FIN Risk Management.
 - *Communication to departments: forthcoming.*
- Volunteers:
 - Vaccine requirement with medical/religious exemptions.
 - *Communication to departments: forthcoming.*



Employee Vaccination Disclosure and Testing Program

- August 26:
 - Launched the Employee Vaccination Disclosure System
- September 18:
 - Deadline for employees to disclose vaccinated status.
 - Employees who do not submit will be considered unvaccinated.
 - System will remain open for employees to upload proof of vaccination.
- Week of September 20:
 - Bargaining with union partners on testing program should occur.



Helping Employees Disclose Vaccination Status

1. Employee should access system to disclose and upload proof.
 - May need assistance from IT Help Desk to reset password or learn credentials.
2. If employee is unable to access system, COVID-19 POC has ability to complete disclosure and upload proof at employee's request.
3. Other alternatives:
 - Submit proof of vaccination to OMS via:
 - I. Fax at 240-777-5132.
 - II. Email at medicalinfo.OMS@montgomerycountymd.gov.
 - III. Drop-off copy in-person.



Employee Vaccination Report as of September 8

- 4444 employees (37.7% of total employees) have reported a status.
- 4282 employees (36.3% of total employees) report being vaccinated.

- Reminder emails being sent from OHR to all MCG employees:
 - September 14
 - September 17



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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