

Civil Service Consultative Committee (CSCC)
September 21, 2017
Minutes of the Meeting

These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate; none of the comments, conclusions, or actions reported in these minutes reflect the views of, nor are they binding on, the senate, the administration, or the Board of Regents.

[**In these minutes:** Employee Engagement Plan; Health Care and Employee Benefits Update; Civil Service Rules and Regulations Update; Committee Chair Report; Compensation and Benefits Subcommittee Update; Communications Subcommittee Update; Job Family Study Strategy]

PRESENT: Raymond Muno (chair), Terry Beseman, Alan Van den Berghe, Colleen Dennie, Missy Juliette, Kevin Kelley, Becky Nelson, Jean Otto, Kim Schultz, Terri Wallace, Gary Willhite

REGRETS: Patti Dion, Duane Orlovski

ABSENT: None

GUESTS: Brandon Sullivan, senior director, Leadership and Talent Development (OHR), Jennifer Engler, employee engagement manager, Leadership and Talent Development (OHR), Ken Horstman, director, Total Compensation (OHR), Ryan Reisdorfer, assistant manager, Health Programs, Total Compensation (OHR), Lauren Daughenbaugh, disability specialist, Total Compensation (OHR)

OTHERS: Laura Dale

1. Chair Raymond Muno convened the meeting, welcomed those present and called for a round of introductions.

2. **Employee Engagement Plan:** Muno introduced Brandon Sullivan, senior director, Leadership and Talent Development (OHR). Sullivan began by explaining that the survey was just the first step in the employee engagement process. It is a tool to solicit information from staff and faculty about the status of their work environment.

Sullivan said that the Pulse Survey, which was a job satisfaction survey, had a 38% response rate when averaged over a decade. The Employee Engagement Survey was initiated in 2013 and by 2015 it had a response rate of 67%. The reason that people take the time to do the survey is that they feel something meaningful will happen with the data, and therefore he encourages leaders to not focus on the data when enlisting participation, but on how the results of that data can help facilitate positive changes in their workplace.

This year the survey will be launched on October 16th and will be open for three weeks, closing on November 3rd. Sullivan encouraged the committee to contact either he or Jennifer Engler, employee engagement manager, Leadership and Talent Development (OHR), if they needed any help promoting involvement in the survey process. He noted that the more communication people receive from people important to them, the higher the participation rate.

Based on the feedback Leadership and Talent received, there have been significant improvements to the process of reporting the results. They learned that people want data as soon as they can get it and people want more data. The changes address both of those issues, he added. In past years, the reports were disseminated in face-to-face meetings, where Leadership and Talent representatives shared the data with all 40 units. This process took a long time, resulting in some units not getting their data until March. This year, all the data will be communicated electronically in January 2018. College campus and senior unit leadership teams will get the data first, followed by a system-wide release of data by the end of January 2018.

Sullivan then informed the committee of the other big change that was implemented, which is reducing the size of the n-group from ten down to five. Five is the industry standard. Previously, because of concerns about confidentiality, ten was the minimum n-group size receiving a report. That increase in the n-group size would double the number of units, departments, and centers that provide data. Confidentiality is still being respected, but handled in a different way.

Becky Nelson asked how a unit would know whether or not they would be receiving a report.

Engler responded that in early November all the HR directors of all the college units and campuses would be notified about which managers qualify to get data. In all cases, there needs to be a difference of five between one level to the next to protect confidentiality. If one level has less than five participants, the data moves up to the next level. The results will be automatically sent to supervisors, so they have access to that data by the end of January.

Muno asked if data from faculty and staff were combined together.

Engler replied that there are two slightly different surveys and so the results of the faculty and staff surveys are reported separately. Also, the results are differentiated by reports to structure in PeopleSoft.

Sullivan added that once the supervisors receive the data, the expectation is for them to share it with the people who provided the input and then talk about what's important. Then, based on that information, to identify one or two things to take action on. Taking action is the key to the success of the Employee Engagement Program. The data from the last three years of the survey show that when actions are taken, it does make a difference. Conversely, if there is no follow-up action and/or engagement, confidence in leaders and the impression of the direction the unit is going remains the same or in some cases even declines.

Next Sullivan asked Engler to review the resources and support provided to help leadership encourage participation. Engler said a key resource for making people aware of the survey and encouraging participation is the Communications Toolkit, which is online at z.umn.edu/engagedU. Templates are an important component of the toolkit. Leaders can customize the templates for their departments to promote involvement and to announce the time frame employees can access the survey. Supervisors can include them in email campaigns and post them locally at a workstation.

Engler added that there are online Webinars, online training guides, and an educational video to help supervisors understand the best practices on fostering employee engagement, accessing the online portal, and identifying and interpreting trends in their survey data. Supervisors can also email Talent Development at ee2@umn.edu to set up a consultation.

More help can be found at supervising.umn.edu where there is a supervising development class focusing specifically on employee engagement.

Muno said the committee needed to decide exactly how they want to communicate the program to their colleagues and how they might customize the template for their specific work groups. Missy Juliette, chair of the Communications Subcommittee, volunteered to help adapt the template so that it fits the civil service units.

Engler also offered to be available to the subcommittee to consult on its communication plan.

Engler recommended that leaders discuss the survey in staff meetings, create time to take the survey on work time, and post and distribute flyers locally. To participate an employee needs to be benefits eligible, work 70% time or more, and be hired before September 7th.

Muno invited Sullivan to return and to do a debriefing of the data and a time was set up in March when the results for the entire University would be available.

Muno thanked the guests. Sullivan thanked the committee and he and Engler departed.

3. Health Care and Employee Benefits Update: Chair Muno welcomed Ken Horstman, Ryan Reisdorfer, and Lauren Daughenbaugh, OHR.

Ryan Reisdorfer, assistant manager, Health Programs, Total Compensation (OHR) walked through the PowerPoint handout provided to the committee. He began by highlighting the following key points.

Medical and Dental:

- No medical or dental change in rates
- No plan design changes for 2018

Short-Term Disability

- Unum is the new vendor for disability claims effective January 2018
- There is a one time open enrollment offering with no evidence of insurability required

- OHR negotiated a small 5.7% decrease in premiums

Reisdorfer said that if employees were having problems with disability benefits they could reach out to him, or Lauren Daughenbaugh who processes disability claims, works with the vendors, and helps employees navigate the process. Reisdorfer noted that a key issue to remember is that the disability must be substantiated by scheduled doctor visits that provide medical evidence of an ongoing condition. Those reports are submitted to Unum, the new disability administrator, on a regular basis.

The only time to increase or enroll in long-term disability is during open enrollment. There is a pre-existing condition limitation. What that means is if an employee is treated for a condition within 12 months before coverage effective date, that person will not be covered for the same condition until 24 months after coverage effective date. There was a significant premium savings for long-term disability of 13.3%.

Reisdorfer noted that over 90% of employees who apply for short-term disability do get coverage. When they don't get coverage, often it is the employee who has not complied with the normal procedures that are in place.

Jean Otto asked if an employee anticipated they would be needing long-term disability, would it be possible to use a combination of vacation and sick leave to cover the time until long-term disability would be available and avoid having to pay the short-term disability.

Reisdorfer replied that was possible. An employee would need 1,040 hours to cover the gap. Civil Service Leave Rules require an employee to use sick leave, vacation and compensatory time off. Short-term disability is paid in addition to these other pays.

Alan VandeBerghe then asked if they could get a list of pre-existing conditions. Reisdorfer answered that while most medical conditions would be covered, there was a list available to consult.

To consider these and other issues, Muno invited Horstman to come back and go over short and long-term disability in depth. Specifically, Muno wondered how Family and Medical Leave (FMLA) and the Minnesota State Retirement System (MRSR) intersected with the disability coverage provided.

Horstman then briefly reviewed the communication plan for the benefits open enrollment period, November 1st through the 30th. There will be specific emails addressing the change itself, but the central piece of the communication plan will be the guide. He added that the plan is underway and that notifications are being emailed and postcards are being sent to advise every employee of the open enrollment opportunity.

Reisdorfer then provided a quick run through of the new Flexible Spending Account to highlight the changes within that program. He said the new FSA administrator, Discovery Benefits, will

have new and broader capabilities than ADP/Wage Works and he expects it to have a much more professional and accurate call center.

A key detail Reisdorfer emphasized was that there would be a claims processing transition period the entire month of November. This also means that employees will need to stop using their debit cards by October 31st.

Reisdorfer said when Discovery Benefits is back online, uploading claims to the website should be a lot cleaner for employees. Because they rely heavily on electronic communications, Reisdorfer strongly advised committee members to encourage their groups to provide their email addresses to Discovery Benefits.

Horstman added that there is a one month transition period so that accounts can be reconciled by ADP/WageWorks and balances transferred to the new vendor. There will be more details communicated about that process in mid-October. He urged members and their groups to keep good records and multiple copies of all their receipts.

Muno thanked the guests for attending, adding that the committee will follow-up to schedule another session to address the disability issues in depth. The guests thanked the committee and then departed.

4. Rules and Regulations: Muno next introduced Jean Otto to present the draft of the proposed changes to the Civil Service Employment Rules and Regulations.

Otto began by saying that the bulk of the changes had already been vetted by the Human Resources working group. She said she would proceed through the changes and then would request a vote of confidence on the changes. The next step would be meeting with the Civil Service Senate to get senator input. Then she will bring a draft back to the committee for its final approval, so she can forward them to President Kaler, Vice President Kathy Brown, and finally, the Board of Regents.

Some of the suggested changes to the rules were:

- Base vacation accrual on date of employment (anniversary date) and not on accrued hours of service. No employees are adversely affected by the change.
- Clarify bumping rights for employees affected by lay off
- Replace the phrase sexual harassment with sexual misconduct in the Civil Service Rules and Regulations
- The Classification Plan is now referred to as Position Classification Process and references to Job Evaluations Questionnaires (JRQ/JEQ) are updated
- Removal of gendered terms
- Clarify use of sick leave for University Wellbeing Program
- Reference Definitions near the beginning of the Rules for clarity
- Voting language to include reference to Minnesota Statute

Terry Beseman made a motion to approve the draft, Juliette provided the second, and it was

unanimously approved.

5. Report from the Chair: Chair Muno gave a brief update from Board of Regents meetings. He emphasized that in the budget and salary negotiations, the administration stood fast on the 2% pool applying to all staff.

Muno said the other big change with the Board of Regents is that they have restructured their committee structure, so that instead of several subcommittees, they have two “super committees.” One is Mission and Fulfillment (faculty and academic affairs) and the other is Finance and Operations (Facilities, faculty, and staff affairs that apply to employment). This change happened because, previously, many board members had to choose which subcommittees’ meetings to attend because they were often scheduled at the same time. In addition, they were not recorded, so regents would have to wait until the new minutes were posted to get information. Now, the “super committee” meetings are held in the Board of Regents main board room, are streamed live, and then available on YouTube.

6. Compensation and Benefits and Communication Subcommittee Reports: Muno called on Terri Wallace, chair, Compensation and Benefits Subcommittee. She said the subcommittee had prioritized the topics from the retreat and the action items for the CSCC agenda include:

- OHR and merit pay
- Vacation donation program
- Bereavement leave policy
- Short and long term disability
- Parental leave
- Benefits comparison between P & A and Civil Service

Wallace also announced that Terry Beseman will serve as the new co-chair of the subcommittee.

Next, Missy Juliette, chair, Communications Subcommittee, reported that there had been a couple of suggestions approved by the subcommittee: one of which was to adjust the charge to include outreach. The proposed redefined charge is: To create and support an informed constituency as dynamic, capable, accomplished, and contributing to the goals of the University through outreach and representation. The other suggestion was to create a newsletter that would include subcommittee reports and other information vital to civil service employees.

Muno said that the approval of these items would be put on the agenda for the October CSCC meeting because they would need to be amended on the operations side.

7. Job Family Study Strategy: Muno indicated he wanted to create a working group that meets a couple of times and to revisit some old issues and take up some new ones around the Job Family Study Strategy. The intent is to have a refined list of concerns to present to OHR for discussion with the expectation of making some beneficial adjustments for Civil Service employees. Prior to that he would like to submit the list to Patti Dion (ex officio) to seek her input as to who should receive the document to ensure they are contacting the right individual(s) to help move these issues forward.

Members agreed with Muno's suggestion to request participation for the working group offline.

8. Adjourn: Hearing no further business, Muno adjourned the meeting.

Diane DeBoer
University Senate Office