



RUTGERS UNIVERSITY
Human Resources

HR Liaisons Meeting

August 20, 2024



University Human Resources

Agenda

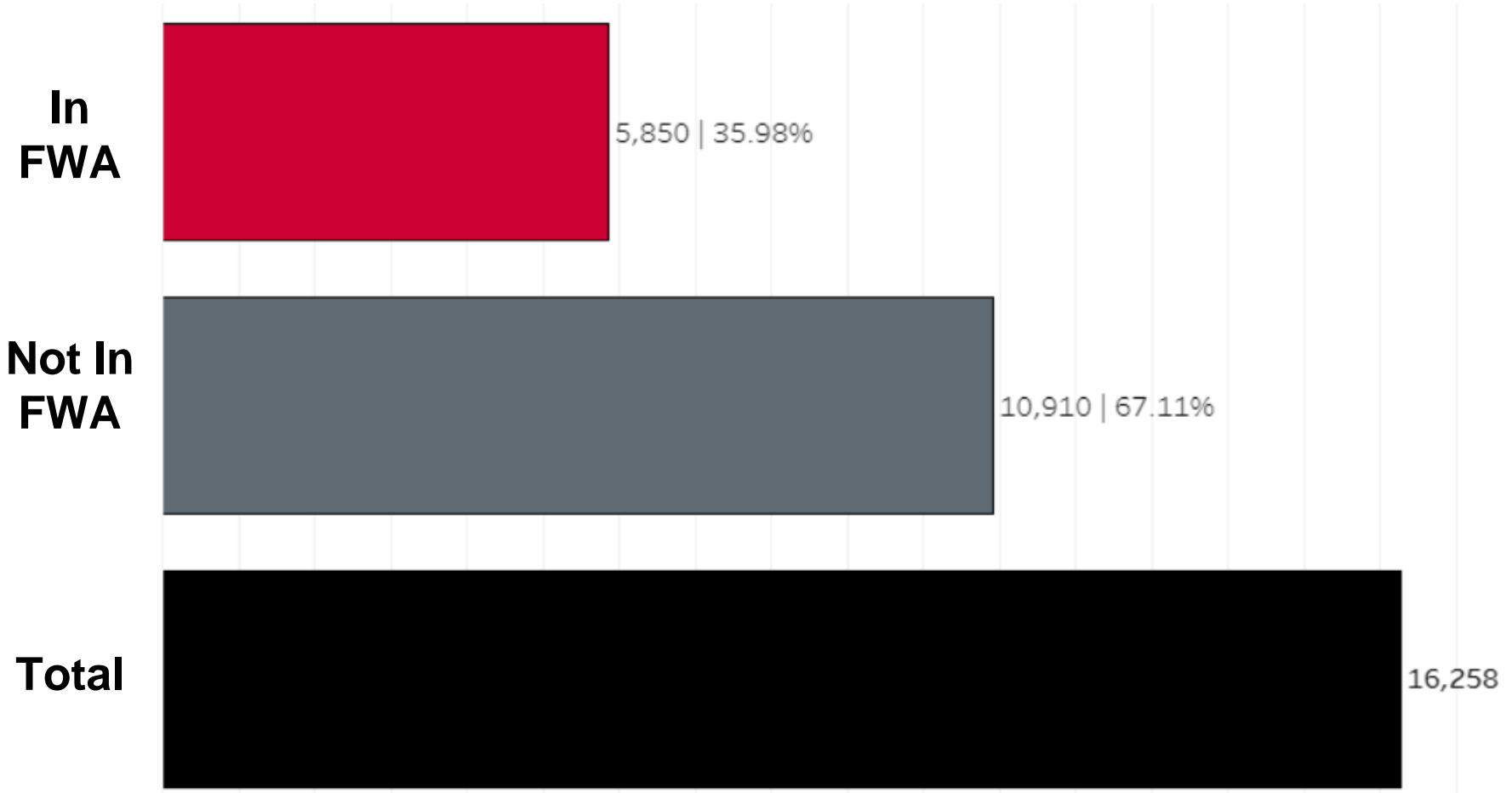
- FlexWork@RU Pilot Program Update
- Accommodation Appeal Process
- TIAA Plan Assessment
- I-9 Updates
- Organizational & Talent Development Updates
- New Services in HR and Payroll Support Portal



FlexWork@RU Pilot Program

Melissa Marrero, Acting Assistant Vice President HR Administration

Staff FY'24 FWA Metrics



FlexWork@RU FY'25 Next Steps

Staff Employees

- Extend FlexWork@RU Pilot Program (announce via email in mid-August)
- All current FWAs will be extended through **October 31, 2024**, and new applications will need to be submitted for current FWAs to remain active through the end of the pilot program year on August 31, 2025
- Home and remote addresses will need to be updated
- Departments will need to review their Department Needs Assessment and Team Agreement and make adjustments as necessary
- Prior to announcement going out, UHR will share an advanced copy with council members – please plan your supplemental instructional emails regarding what process you want your employees to follow
- We will send a communication to employees with no FWA regarding the expectation to be on campus (or at their assigned university work location) 5-days per week (or for all hours of their regularly assigned work schedule)
- Communications to Deans, Directors, and Department Heads will be sent regarding their responsibility to ensure compliance with policy, collective negotiations agreements, and applicable employment laws

FlexWork@RU FY'25 Next Steps

- We will provide reports to Cabinet Officers and HR representatives regarding their employees' FWA type and state
- Negotiate temporary medical flex policy with unions
- Develop FWA Intake Process in Oracle HCM Cloud to go live July 2025
 - New intake process will include reports/dashboards for HR Council Members
 - Updating home and remote work address and phone number will be a required step in new process
 - Feasibility TBD regarding including HR Council Members as approval step for all FWAs
- Modify Flexible Work Arrangement policy to align with CNAs
- During this pilot year, UHR will initiate a review of home and remote work addresses and work with Deans/Directors/Departmental HR Liaisons to address instances of non-compliance

All Employees

- Conduct assessment of out of state and out of country work to understand risks to university and develop policies – will be applicable to all employees (including faculty)
- Consider how flexible work arrangements will apply to student workers (if at all)

Getting Started | Navigating Flexible Work Arrangements at Rutgers



<https://uhr.rutgers.edu/future-of-work/flexwork-pilot-program-guidelines>

Questions





Accommodations Appeal Process

Melissa Ercolano, Director of Office of Employment Equity

Accommodation Process with Appeal

- Employees and applicants are afforded one appeal of an accommodation denial and have 10 days from the date of the decision to submit an appeal in writing.
 - Prior to appealing, employees and applicants are encouraged to discuss the accommodation decision with a Disability Specialist within OEE.
- Appealing does not stop implementation of the decision while the appeal is being decided.
- In their appeal, the employee or applicant must explain, in writing, why the information they provided supports granting their request.
- If an employee or applicant has new information or medical documentation, they should submit a new accommodation request.
- Complaints of discrimination or harassment based on a protected class should be filed under Policy 60.1.12.

Accommodation Process with Appeal (cont'd)

- Appeals are reviewed by the Senior Vice President for Human Resources (or designee).
- The SVP (or designee) will make one of the following determinations:
 - Affirm the accommodation decision; or
 - Remand the accommodation decision to recommence the interactive process.
- The SVP (or designee) shall notify the appealing party, OEE, and the employee's department representative of their decision in writing.
- The SVP (or designee) may decline an appeal when the employee or applicant does not provide a sufficient basis for the appeal.

Questions





TIAA's Plan Outcome Assessment

Carolyn Dellatore, AVP, Office of Workplace Culture

Communication, Education, Advice



TIAA recently conducted a Plan Outcome Assessment and identified 3 populations of participants who would benefit from investment management assistance to improve their retirement readiness.

(The audience includes both active and term-deferred participants).

Single Fund Investors

- Participants with 100% of their balance in either a Money Market or Stable Value Fund (*the default fund*).
- Raise awareness that **investing in one fund**, especially one that is conservative, **should be assessed** and that TIAA can help.



No Exposure to Guaranteed Income

- Participants who are age 50+ but have no exposure to a guaranteed income.
- Provide education on how **guaranteed income** options can help provide a **paycheck for life**.



Improve Risk-Based Allocation



- Participants who may benefit from making a change in their investment portfolio (Individuals who are 3 or more points off for their risk-based allocation)
- Share the knowledge around creating an investment mix that aligns with their financial goals and provides more opportunity for their money to grow.

Communications and Presentations



TIAA will send communications and invitations for each focal group to join their **“Understanding Your Investment Options: Getting on Track for Retirement”** presentation.

- Webinar and in-person workshop dates TBD.
- In-person workshops will be held on all campuses.
- Communication from TIAA will include dates, locations, and registration links.

Questions





I-9 Updates

Ashley Lofton, Acting Associate Director of Business Partner Service

Sonia Sousa, HR Relations & Client Specialist

Yanet Martinez, Senior Relations & Client Specialist

Anup Matthews Raju, Senior Relations & Client Specialist

Updated I-9 Process

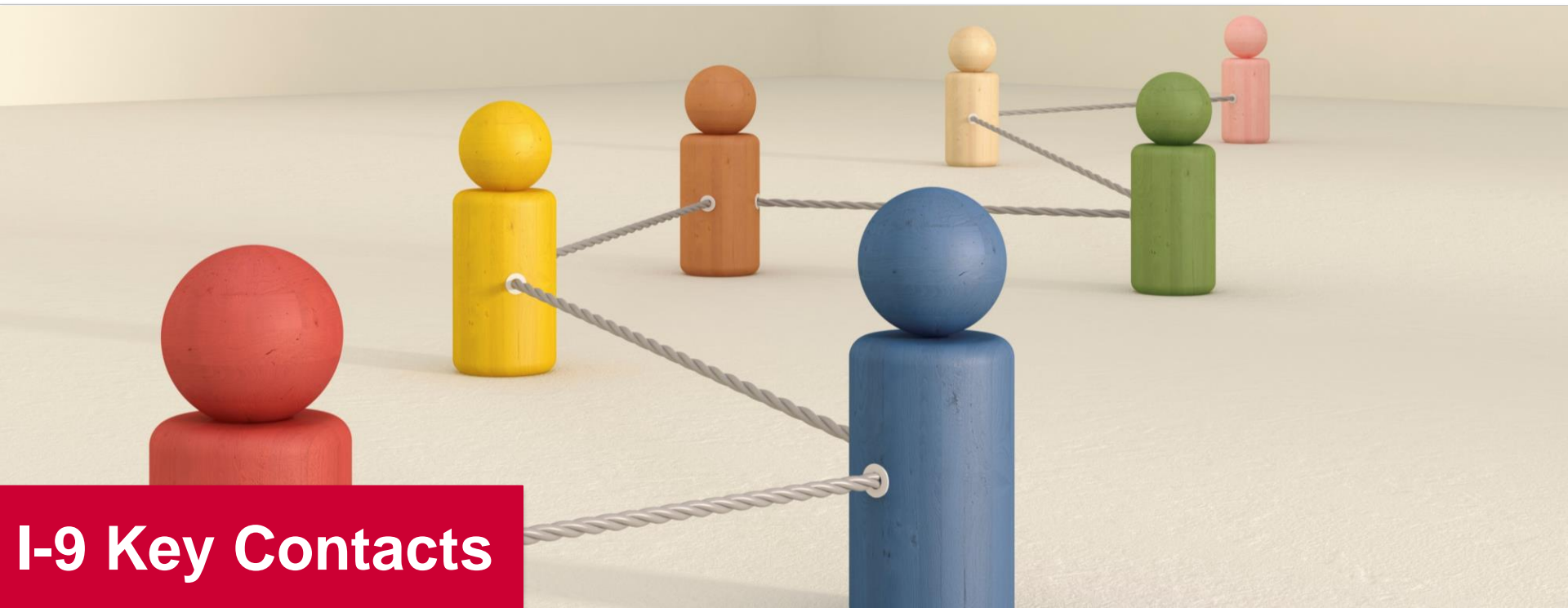
- Restructuring of the I-9 compliance function within UHR
- Talent Acquisition responsible for I-9 compliance for new hires
- Business Partner Services responsible for I-9 compliance for all existing employees



I-9 Compliance

Business Partner Services	Talent Acquisition
Reverification of Employment Authorization	New Hire compliance
Legal Name Changes	SSN Amendments/Terminations*
Date of Birth Amendments	Acceptable Receipts
Separations	Training Requests
	System Technical Support

Department and employee I-9 inquiries may now be submitted via the “I-9 Assistance” service in the [HR and Payroll Support Portal](#)



I-9 Key Contacts

- Key contacts have been identified to serve as our primary liaisons for:
 - Facilitating communication between departments and the I-9 Compliance Team
 - Facilitating separations by advising UHR if employee has or will separate prior to the end of their current work authorization
 - Ensuring the hiring manager is aware of the requirement for the employee to provide updated work authorization
- Key contacts will be copied on reverification cases created in the HR and Payroll Support Portal

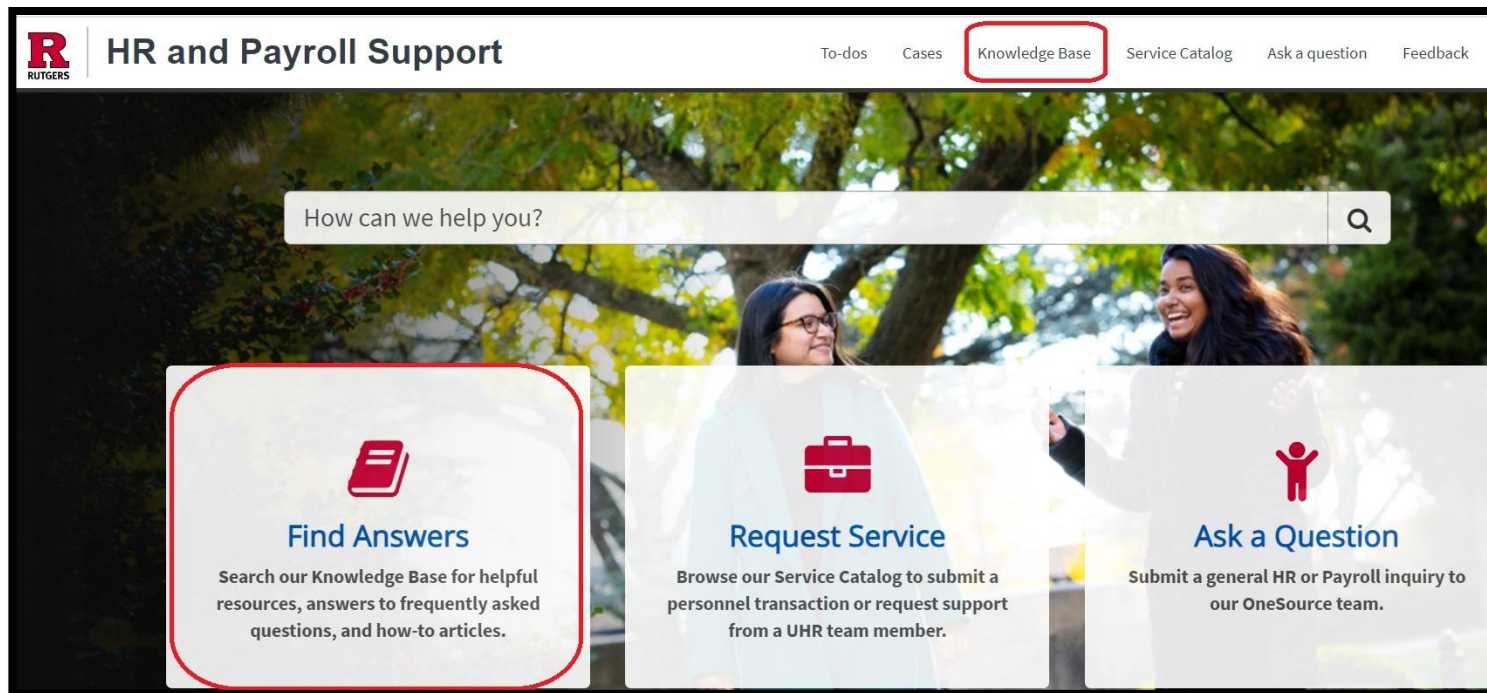
Reverifying Employment Authorization

- Must reverify employment authorization no later than the date current employment authorization expires
- Timely reverification is the **employee's responsibility**
- Notifications sent to employee via HR and Payroll Support Portal at 90/60/30/3 days before expiration
- I-9 Key Contacts will be included on all notifications sent to the employee



Knowledge Article

- I-9 Reverifications
- I-9 FAQs
- Other helpful articles



Guardian Tools

Dashboard Start I-9 Employee ▾ E-Verify ▾

View: HR Group Refresh All

All x ▾ Select from list Select Location

Top I-9s Needing Further Action

View Mine All

Date I-9 Created	Location	Employee Name	Reason	Date Expires	Days Left
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Refresh

Maximize / Minimize

- Top Pending I-9s
- Top Pending Tasks
- Top Pending I-9 Issues
- Top New Hires and Rehires without I-9 or Section 3
- Top Pending Re-Verifications
- Top I-9s Needing Further Action
- Top Pending E-Verify Actions
- Top I-9s Needing Approval
- Employee Counts
- Top Amended I-9s needing Employee Approval
- Top Amended I-9s needing HR Approval

Guardian

Dashboard Start I-9 Employee ▾ E-Verify ▾ Reports

Report Types

- All Types
- Interactive
- Pending I-9s
- Completed I-9s
- I-9 Summary
- Pending Reverifications
- Pending Reprints

Report Details & Settings

Help with Reports

On the left are two lists.

- The top list, **Report Types**, shows all of the various report types that can be created.
- The lower list, **Reports**, shows the reports available for viewing (based on the report type selected).

Report Types

- Click on any desired report type to see all reports of that type.
- Click **All Types** to see all reports, regardless of type.
- To create a new report, first select the desired report type from the list, then click on the **Create Report** button.

■ *For system training please submit a request with TA*

Questions



Career Development Pilot Expansion

Will Constantine, Director Organizational and Talent Development

Office Hours for HR Liaisons

These sessions are designed to answer your questions and listen to your feedback for Non-Aligned performance management.

Save the Date

- Thursday, August 22, 2:00 – 2:45pm
- Thursday, September 12, 11:00 – 11:45am



Career Development Pilot Expansion: Non-Aligned

Comprehensive plans are under development for expanding the career development pilot to all Non-Aligned Employees during Mid-Year Review of the Performance Management Process. These plans include:

- Comprehensive communication and engagement plan that will be shared with all HR Liaisons in advance via information sessions.
- Manager sessions designed to walkthrough the career development framework, employee workbook and manager resource guide to support and boost confidence in facilitating career conversations.
- Employee sessions designed to empower employees to take ownership of their careers using the workbooks.
- Additional resources such as FAQs, office hours, OneRED information sessions for existing development opportunities, and more.

Questions





New Services in the HR and Payroll Support Portal

Melissa Marrero, Acting Assistant Vice President HR Administration

HR & Payroll Support Portal Services

- UHR rolled out new online services into a centralized ticketing system to measure turnaround time, inform process and policy improvements, and enable us to track and manage the hundreds of inquiries received from employees and departments.
- These new services are designed to facilitate requests for assistance and guidance in the following areas:
 - Acting Appointment Inquiry
 - Background Check Assistance
 - I-9 Assistance
 - Job Description/CARF Assistance
 - Layoff Assistance Request
 - New Hire Onboarding Assistance
 - Non-Aligned Employee Discipline Inquiry
 - Reclassification Inquiry
 - Reorganization Planning Assistance
 - ROCS Assistance
 - Salary In-Range/Grade Inquiry or URA Self-Initiated Request
 - UHR Policy Assistance
- Access them today at <https://onesource.rutgers.edu/hrportal>

How can we help you?



Find Answers

Search our Knowledge Base for helpful resources, answers to frequently asked questions, and how-to articles.



Request Service

Browse our Service Catalog to submit a personnel transaction or request support from a UHR team member.



Ask a Question

Submit a general HR or Payroll inquiry to our OneSource team.

Most Useful Articles

- [2023 & 2024 University Holiday and Closings Schedules](#)
- [How to Register for a MyNJ & Benefitsolver Account](#)

Please Log in

Please log in to see all available options. For NetID login issues, please contact the OIT Help Desk at 833-OIT-HELP (648-4357).

Announcements

[Planning for the Future | Upcoming Financial Webinars](#)

Browse Service Catalog

Accommodations	Benefits & Wellness	Compensation Services
Employment Equity Complaints	General	HCM
HR Systems	Leave Administration	Payroll
Personal Data	Talent Acquisition & Onboarding	Talent Development
Talent Management & HR Consulting	UHR Policy	

Questions

