



RUTGERS

UNIVERSITY HUMAN RESOURCES

Bi-Monthly HR Liaison Meeting

October 24, 2022

Agenda

- New Bi-Monthly HR Liaison Meeting Cadence
- OneSource Project Reset
- Benefits & Wellness Updates (Open Enrollment and NEO)
- Immunization Processes
 - Reminder re: COVID-19 Compliance Pre-Hire
 - New Flu Processes, ROCS Field, Consolidated Posting Language
- New Offer Letter Templates
- ROCS Updates
 - How to obtain access
 - Required fields to facilitate advertising
 - New workflow states to notify candidates immediately
- I-9 Updates
- Internal Transfers in HCM
- Q&A



OneSource Reset Phase 1



OneSource Reset Proposal

- Focus Areas for Phase 1
 - Benefits
 - Leave Administration
 - Tier 1 Contact Center
 - Training
- Questions/Comments



Benefits

Areas of focus

- Realign the work that the Benefits Enrollment Team and the Benefits Team do along the lines of Tier 1 (call center), Tier 2 (back-end benefits work), and Tier 3 (financials, reporting, audits) and have this larger team be part of OneSource.
 - Currently the Benefits Enrollment Team is within OneSource and the Benefits Team is not.
- Over 40% of incoming volume into OneSource is benefits-related. We need to right-size the team to appropriately handle this volume.
- Six of the ten members of the Benefits Enrollment Team will retire within the next 2 to 5 years. Some of the work that they do is very complex. We need to start hiring and training their replacements now.
- Improve on the New Employee Orientation.
- Expand the use of automation when dealing with the State of NJ.

Leave Administration

Areas of Focus

- Some of the work that the Leave Administration Team does was never included in the original scope of services for that team when OneSource was launched, and the team was never staffed to handle that additional work.
 - University-specific leaves like sabbaticals and COVID-related leaves are examples.
- Leave requests are increasing as Rutgers employees understand the options available to them.
- We must right-size the team based on current and projected volumes.



Tier 1 Call Center

Areas of Focus

- Introduce metrics-based performance indicators.
- Coach agents to improve customer service skills.
- Develop an ongoing technical training program for all agents.
- Enhance IVR technology.
- Finetune knowledgebase documentation and establish cadence for routine audits of information.
- Right-size the team based on current and projected volumes.

Trainer/Instructional Designer

Areas of Focus

- OneSource has many training needs that are not being met because of staffing shortages or because we do not have qualified trainers who can develop and/or deliver the training.
- We need to develop a structured training curriculum for all positions.
- Individuals who currently develop and deliver training need to be trained on how to do this (i.e., train the trainer).
- Develop methodology to track technical expertise for each member of the OneSource team to better address specific training needs.



OPEN ENROLLMENT

October 1, 2022 – October 31, 2022

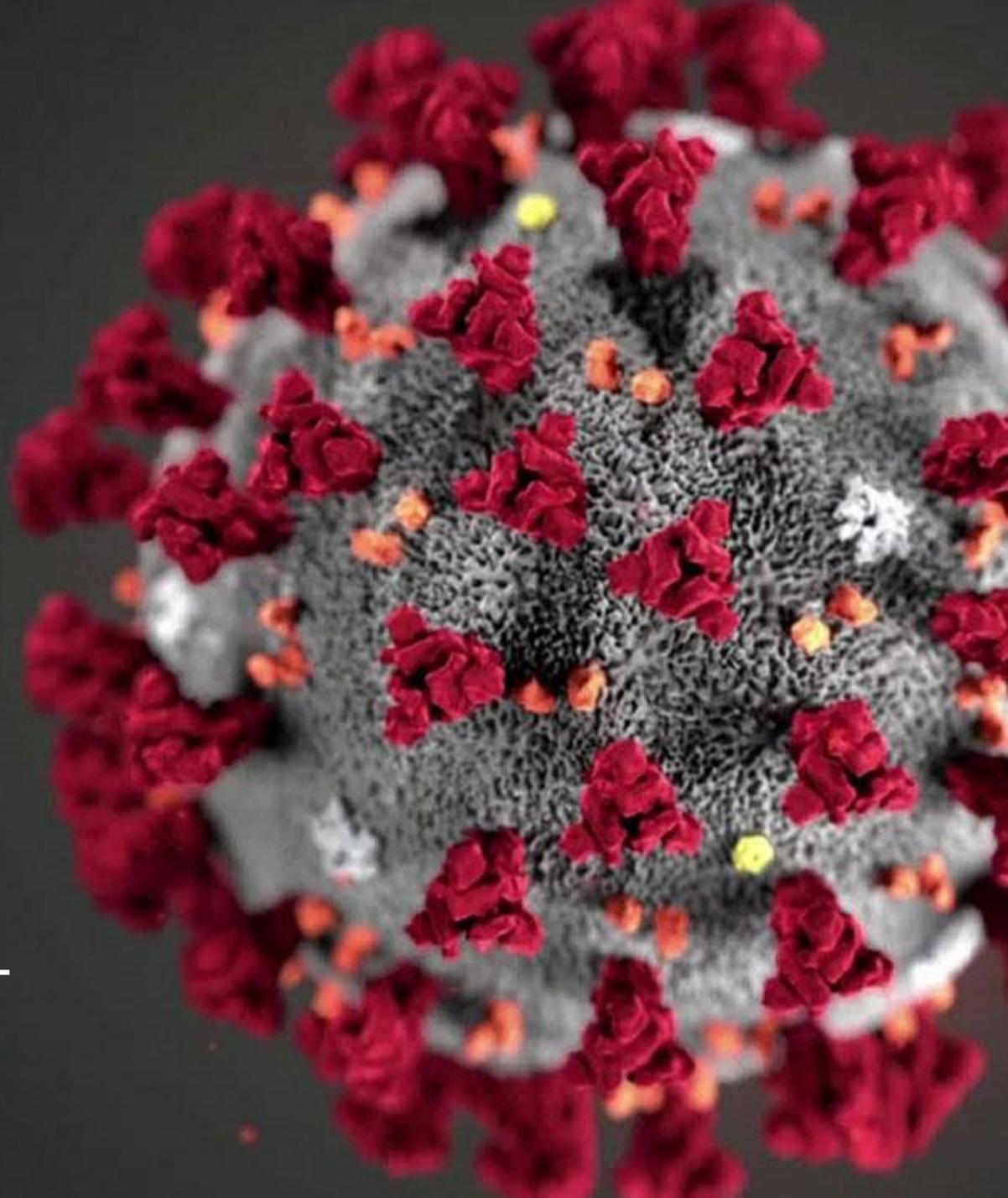


Benefits & Wellness Updates

- Reminder about Open Enrollment ending on October 31
- Clarification about Flexible Spending Account (FSA) Re-enrollment for 2023 Benefits | Action is Required
- Communication to be Sent to Faculty/Staff Later This Week
- New Employee Orientation Changes (in-person)
- Questions?



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COVID-19 Immunization Workflows Reminders

For New and Existing
Rutgers Employees

COVID-19 Reminders

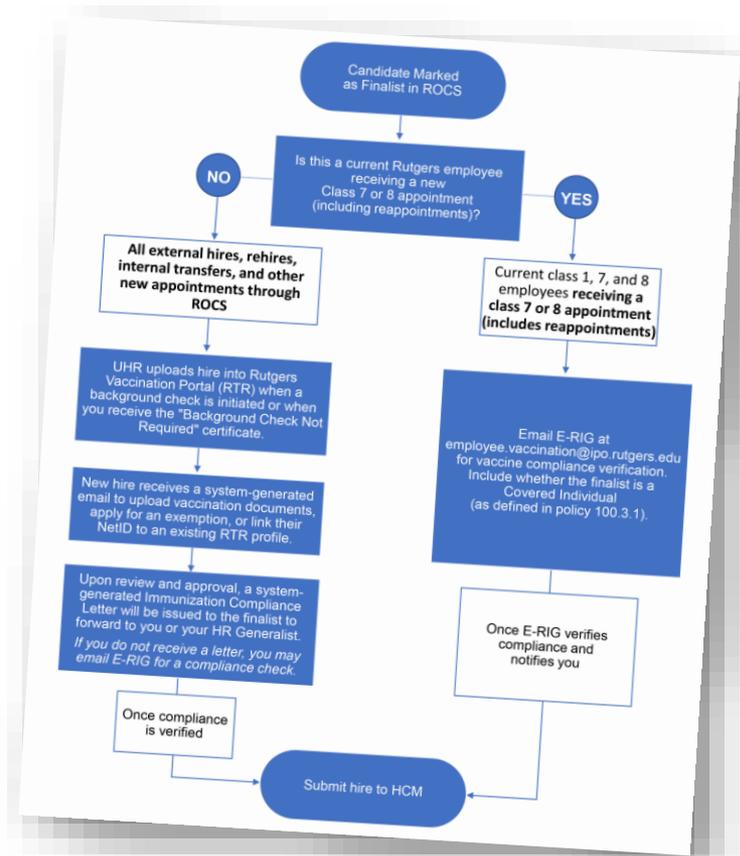
Under Policy 60.1.35

- **ALL** external hires must receive a university-approved exemption or have their vaccine compliance confirmed prior to submitting the HCM transaction.
- **ALL** current employees who are being reappointed or hired into a new role must also have their vaccine compliance status checked.
 - They may have an expired waiver or may have recently become booster eligible.
- Please do **not** move forward with the hiring process and entering new employees into HCM, including both internal and external hires, unless vaccination compliance has been verified in one of the ways outlined on the following slides.

Current Class 1, 7, and 8's receiving a class 7 or 8 appointment

Including reappointments

- **Note:** This is a change to previously communicated instructions.
- Because these employees already have a profile in the Rutgers Vaccination Portal, we can confirm compliance "behind the scenes."
- Please email E-RIG at employee.vaccination@ipo.rutgers.edu to ask for a compliance check.
- You may email a list in bulk if you'd like.
- The email reply will serve as confirmation of compliance as the candidate will not receive a system-generated compliance letter.



External Hires, Rehires, Internal Transfers, & Other New Appts. in ROCS

- **Note:** These steps have been previously communicated.
- Finalists will be uploaded into the Rutgers Vaccination Portal at the same time that their background check is initiated or when you receive the “Background Check Not Required” certificate.
- The system will send the finalist a unique link to allow them to upload their proof of vaccination, apply for an exemption, or link to their existing NetID profile to pull in previously uploaded documents and/or exemption request details.
- Upon review and confirmation that their documentation is valid, the finalist will receive a system-generated compliance letter which they must forward to you as proof of compliance.
- This process may take several weeks if the finalist is applying for a religious or medical exemption.
- If they have not forwarded their immunization compliance letter to you, please email E-RIG for a compliance check.

New Pre-Hire Flu Processes

- During flu season, Covered Individuals (CIs) as defined in Rutgers Policy 100.3.1 are also required to have their influenza (flu) vaccine.
- Generally, CIs include all Health Care Personnel and Rutgers University Public Safety Personnel.
- Vaccination compliance letters will only be issued for CIs when they are also in compliance with the flu vaccine requirement.
- If you email E-RIG to ask about their compliance status, you will be asked to specify whether or not the new hire is a CI so we can check for both Covid and Flu compliance.
- To facilitate pre-employment screening for compliance, a new required field has been added to position requests to determine if the policy is applicable.

New Required ROCS Field

- The new Covered Position field must be answered for all postings beginning on October 21.
- Existing postings must be updated prior to initiating a background check or vaccine check for a finalist.
- Selecting “Yes” will trigger a pre-employment screening for influenza, so it is critical to respond accurately.
- Please contact your hiring manager, department business manager or department’s Responsible Official if there is any doubt.
- Please email employee.vaccination@ipo.rutgers.edu to determine who your department’s Responsible Official is or to update an existing posting by including the posting number and indicating if the position is Covered or Not Covered.
- Proactively updating your postings will reduce delays in the hiring process.

Please select ▼

* Covered Position

Select “Yes” if the incumbent will be a Covered Individual as defined in policy 100.3.1. Generally, this includes all Health Care Personnel and Rutgers University Public Safety Personnel, at all locations, regardless of whether they have routine presence in Patient Care Areas or have routine contact with patients.

This field is required.

Combining Immunization Language on Postings

Immunization Requirements

Under Policy 60.1.35 [Immunization Policy for Rutgers Employees and Prospective Employees](#), Rutgers University requires all prospective employees to provide proof that they are fully vaccinated and have received a booster (where eligible) against COVID-19 prior to commencement of employment, unless the University has granted the individual a medical or religious exemption. Employees who are not eligible for a booster at the time of an offer of employment must provide proof they have received a booster upon eligibility and upload proof of same. Under Policy 100.3.1 [Immunization Policy for Covered Individuals](#), if employment will commence during Flu Season, Rutgers University may require certain prospective employees to provide proof that they are vaccinated against Seasonal Influenza for the current Flu Season, unless the University has granted the individual a medical or religious exemption. Additional infection control and safety policies may apply. Prospective employees should speak with their hiring manager to determine which policies apply to the role or position for which they are applying. Failure to provide proof of vaccination for any required vaccines or obtain a medical or religious exemption from the University will result in rescission of a candidate's offer of employment or disciplinary action up to and including termination.



New Staff Offer Letter Templates

- Transitioned to protected Word documents
- Work arrangement language
 - Reinforce conversations which occurred during the interview
 - Required approvals via the feasibility assessment form or ROCS
- Letterhead is completely editable
- Compensation is always located on the first page
- Evaluating options for relocating out of Sakai (likely to Canvas)
- Delete old versions

ROCS Updates

- Obtaining access
- Updates to field requirements:
 - City, State
 - Approved FWA for posting
 - Position status (Full-Time, Part-Time, Per Diem)
- New application workflow states
- Ongoing clean up and harmonization
- Training sessions

I-9 Updates

- Remote vs. In-person
- Both the documents and employee must be physically present
- New I-9 form
 - Currently scheduled to expire on 10/31
 - USCIS has advised to use into Nov.
 - Several potential updates:
 - Consolidating onto one page
 - Moving section 3 to a supplemental document
 - Eliminating "the N/A requirement"





Internal Transfers in HCM

- UHR and Payroll noticing many internal transfers are being terminated in HCM.
- If you are made aware by an employee that they are staying at Rutgers, please do not terminate them in HCM.
- Adverse impact to employees if terminated include loss of benefits, vacation payouts, etc.



Thank you for joining us!

Our next meeting will
be in December.



