HRIC Town Hall
End of Year Updates

November 16, 2023
Agenda

- Follow up Q&A
- New York Life Speakers: FAMILI Updates for 2024
- Cigna Speaker: Hilary Baca, Cigna Behavioral Health Services & Demo
- DU Food Pantry
- Employee Handbook Update
- Supervisory Core Competencies - eLearning Demo
- Performance Management Survey
- Supervisor Resources & Leadership Circle
- HRIC Events
- Paid Holiday Dates
Question: Recruitment for diverse groups?

Answer: Currently, all postings are posted here:

- Abilities in Jobs
- Adzuna
- African American Job Search
- Asian in Jobs
- Asian Job Search
- Black in Jobs
- Connecting Colorado
- Disabled Job Seekers
- DisABLED Person
- Diversity in Jobs
- FlexJobs
- Glassdoor
- HigherEdJobs
- Hire Black
- HireEd Careers by Academic Impressions
- Hispanic in Jobs
- Hispanic Job Exchange
- Indeed
- Inside Higher Ed
- Job Opportunities for Disabled Veterans
- LGBT Job Search
- LGBTQ in Jobs
- LinkedIn
- MyJobHelper
- Oodle
- Recruit.net
- Seniors in Jobs
- Seniors to Work
- Talent.com
- Trovit
- US Diversity Job Search
- Veteran Job Center
- Women in Jobs
- Zippia
- ZipRecruiter
**Question: Hearing aids coverage?**

Answer: This information is accessible in our Summary of Benefits on the HRIC Benefits Page.

Currently under our Cigna plans, hearing aids are covered through age 17. This is a carryover from the Kaiser plans – Cigna mirrored what was in plan at the time of the transition. We can certainly have any enhancement to this coverage priced next year during the medical renewal to see what the increase would be to the overall plan rate.

**Question: Status of childcare support**

Answer: HRIC is working with various groups across campus to assess need.
The FAMLi program will provide all eligible employees a portion of their weekly salary for up to 12 weeks of leave to care for themselves or a family member, with an additional four weeks of leave for complications during pregnancy or childbirth.

Who is eligible to apply for FAMLi Leave
Employees working and living in Colorado who earn wages through DU's payroll. This includes benefited and non-benefited employees, student employees, and graduate assistants.

Can I opt out of FAMLi
No. Individual employees in Colorado may not opt out of participating in FAMLi.

I live and work outside of Colorado – Can I use FAMLi leave
FAMLi leave only applies to in-state employees. Out-of-state employees do not pay the premium deduction and must use their state’s family medical leave policies, if available.

Who qualifies as a family member for FAMLi leave purposes
Family members include a covered individual’s child, parent, spouse, domestic partner, grandparent, grandchild, sibling or someone with whom they have a significant personal bond.

How often can I use FAMLi
Employees are allowed 12 weeks of partial wage replacement through FAMLi every rolling 12-month period.

How does FAMLi work with other leave programs
FAMLi may either run concurrently or in conjunction with other leave programs:

- **Family and Medical Leave Act (FMLA):** FMLA is a federal program that provides job protection for 12 weeks per rolling 12 months. FMLA will run concurrently with FAMLi when the need for leave meets the FMLA requirements.

- **Parental Leave:** Paid Parental Leave runs concurrently with FAMLi and FMLA.

- **Short-Term Disability:** Provides up to 60% of pre-disability pay for up to 13 weeks – with 2 weeks elimination period. If enrolled in short-term disability, it will run concurrently with FAMLi and FMLA.

- **Vacation and Sick Leave:** Accrued through benefited employment, this leave can be used in conjunction with FAMLi, FMLA, STD and Parental Leave.
# University of Denver (DU) - PFML and STD Leave Process

<table>
<thead>
<tr>
<th><strong>Intake process</strong></th>
<th><strong>Within days of request</strong></th>
<th><strong>Upon decision</strong></th>
<th><strong>Ongoing management</strong></th>
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<tr>
<td><strong>Employee</strong> calls NYL GBS Intake Center to request leave or submits leave request on myNYLGBS and completes authorization.</td>
<td><strong>Employee</strong> receives an acknowledgment packet with CO FAML details.</td>
<td>Upon approval, ongoing treatment and/or an estimated return-to-work (RTW) date is established and information about payments, ongoing claim expectations and RTW support are communicated.</td>
<td>Flexible communication options (text, click-to-chat, email &amp; call) are available to share and receive ongoing updates.</td>
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<td><strong>Employee</strong> receives real-time eligibility determination for leave (CO FAML) and receives Employee Assistance Program (EAP) referral to help manage work-life balance, as appropriate.</td>
<td><strong>Employee</strong> is contacted by their NYL GBS absence manager if additional medical and/or eligibility information is needed and a decision cannot be made within five days from receipt.</td>
<td>If claim is denied, <strong>employee</strong> receives call from their absence manager explaining decision.</td>
<td><strong>Employees</strong> can use myNYLGBS to obtain status, communications, forms and take actions such as report RTW dates or request extensions.</td>
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<td><strong>Employee</strong> can view a complete timeline of benefit coverage and get status of medical requests on myNYLGBS.</td>
<td><strong>Absence manager</strong> confirms eligibility with employer and reviews available information to make a claim decision.</td>
<td>Absence manager consults expert resources, as needed, to make a decision.*</td>
<td>For an extension, supporting documentation may be needed.</td>
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<td><strong>Claim intake is received, set up in the system, and assigned to an absence manager.</strong> Complex claims may be referred to a nurse case manager.*</td>
<td>If more information is needed, absence manager contacts employee, attending provider and/or employer for any missing medical or eligibility information.</td>
<td>If medical records are needed, the absence manager makes attempts to obtain medical before engaging the employee. Absence manager may consult expert resources, as needed, to make a decision.*</td>
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<td>*<em>Absence manager will continue to work with employee, attending provider and/or employer to obtain information to support a continued disability or RTW date. Absence manager will continue to engage expert resources, as needed.</em></td>
<td>Upon approval, communication is sent to employee and a plan is set for the next medical milestone or estimated RTW.</td>
<td>- Upon approval, communication is sent to employee and a plan is set for the next medical milestone or estimated RTW.</td>
<td>For RTW, employee is guided to coordinate with their employer.</td>
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<td>Upon RTW, extension or claim closure, all reports are updated and communications are sent to employee.</td>
<td>If claim is denied, absence manager calls the employee to explain the decision.</td>
<td>- If claim is denied, absence manager calls the employee to explain the decision.</td>
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<tr>
<td><strong>Employer</strong> receives integrated, real-time email notification that employee requested absence event.</td>
<td><strong>Employer</strong> is contacted by the claim manager if additional information is needed.</td>
<td><strong>Employer</strong> receives real-time notification of determination and can access the portal for claim details.</td>
<td>Upon RTW or claim closure, claim status reports are updated. If claim is extended, <strong>employer</strong> is notified of updated estimated RTW date.</td>
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<td><strong>Employer</strong> can also report an absence on behalf of the employee.</td>
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Employees can file for CO FAMLI in the same ways they can for Short Term Disability Benefits:  
**FASTEST METHODS:**  
- Phone: (888) 842-4462 or (866) 562-8421 (español)
- Paper method
  - Email: AbsenceManagement@newyorklife.com
  - Mailing Address: New York Life Group Benefit Solutions
    P.O. Box 81077
    Cleveland, OH 44181

- If employees are going to take leave for their own condition, we will intake the information for both CO FAMLI and Short Term Disability
- When intermittent leave is used – employees will need to call (or use portal) and report each day used
- For initial launch only – **We will open intake for CO FAMLI claims 12/11/23.** After this go-live date, we can accept claims filed up to 30 days in advance of leave. Please note that while claims can be filed in advance of 1/1/2024 – no benefits are payable until 1/1/2024 or later.
For employees out on leave and wanting to start also taking CO FAMLI as of 1/1/2024, we will still need them to confirm their use of CO FAMLI leave by calling intake or their current claim manager.

- Ex. Someone filed for maternity claim and started maternity leave 11/29 and has STD already approved now wants to file for CO FAMLI as well for additional pay and leave after 1/1/2024 - they will need to notify their claim manager

If filing telephonically (i.e. not pre-completing all needed paperwork), an employee will be sent an acknowledgement letter asking them to have the appropriate needed certification form completed. The certification required is based on the type of leave they are requesting.

If an employee is out on a recently approved short term disability claim already and they are claiming CO FAMLI for the same condition, we will try to use the existing medical documentation to approve the CO FAMLI claim.

- If the employee recently had FMLA certification documents completed for other leave (within a month before filing CO FAMLI) they can submit that certification to us and we will use it if possible.
Information needed from employees to file for CO FAMLRI will be very similar to what is needed for other products:

- Employee info (name, address, phone number, email, SSN, date of birth)
- Reason leave is being requested (own condition, bonding, care of family member, military leave, safe leave)
  - If taking leave for someone else, the relationship the employee has to that person
- Work schedule – average number of hours worked per week (this will be later confirmed with DU)
- If someone is requesting continuous leave, intermittent leave or reduced schedule leave
- Date of leave beginning and, if known, when leave would end
- If reporting leave for their own condition – may ask about what doctor(s) you are treating with, health care provider information, information about any hospitalizations, etc.
Welcome Hilary Baca, Engagement Director - DEMO

1.) Emotional Health and Wellbeing:

Cigna offers a variety of behavioral support tools and services to help ensure you get the support that works best for you.

- Call **1-800-244-6224**, 24/7, to ask for the Behavioral Health Team or How to Find a Counselor. Or Visit [MyCigna.com](http://MyCigna.com)
- Cigna EAP – Access 3 Free Sessions with a Licensed Clinician.
- On-Demand Seminars & Virtual Care through Tele-Health Therapy Programs and Apps: Alma, Ginger, iPrevail, Happify, etc.

2.) Physical Wellbeing

- Gym Discounts: Visit cigna.com/discoverhealthyrewards
The DU Food Pantry exists as a free and open resource for anyone with a DU ID number to supplement their weekly food supply in times of need. New visitors are asked to fill out a short demographic survey.

- Feeding American defines food insecurity as "a household’s inability to provide enough food for every person to live an active, healthy life."

- The Food Pantry is supported entirely by food and monetary donations. We are endlessly grateful. If you would like to run a food drive for your department, club, team, class or organization, email foodpantry@du.edu for signage and instructions. If you would like to donate food to the pantry as an individual, simply stop by the Center for Sustainability during business hours.

We are endlessly grateful!

Email: foodpantry@du.edu  Website: https://www.du.edu/sustainability/du-food-pantry
Employee Handbook Update

• New Employee Handbook will be available online no later than December 31, 2023.

• The new Handbook will be fully digital and dynamic.

• Handbook will update automatically as policies are updated.
Performance Management Survey

- Qualtrics survey sent out via Talent@DU
  - 20% Response Rate
  - 60% Individual Contributors
  - 40% Supervisors

- Six focus groups hosted by IR between September & October
  - 42 Staff Members
  - 26 Individual Contributors
  - 16 Supervisors

- Strengths
  - Respondents agreed/strongly agreed that the competencies are applicable measures of their performance
  - Ratings used in performance review are clearly defined
  - Firm understanding of how to write goals

- Areas for Improvement
  - Clarify employee responsibilities
  - Talent@DU is "clunky"
  - Weighting and score calculation (60/40/0)
  - Performance Management cycle and Planning/Review periods
  - Lack of transparency and consistency in the number of goals, how goals are rated, and how ratings are applied to merit
Supervisory Core Competencies eLearning Demo

- Utilizes the Articulate 360 platform.
- Focuses on different dimensions including: Diversity, Equity, Inclusion and Belonging (DEIB), the Employee 4D Experience, Communications and more.
- Modality of both Synchronous and Asynchronous options will be offered to meet the needs of all learners.
- Curated by DU Subject Matter Experts.
- Created with Accessibility in mind.
Supervisor Resources

- Leadership Circle
- Supervisory Core Competencies
- New Hire Orientation
- Unit Onboarding
- Supervisor Channel
These sessions are for staff and faculty supervisors responsible for managing individuals and/or teams. Visit the Talent@DU training calendar to sign up. Breakfast included, space is limited.

Employee Hierarchy of Needs  
January 10th, 2024

Quarterly Coaching Check-In’s that Matter  
February 14th, 2024

Say Again: What is the Performance Management Cycle  
March 14th, 2024

Realistic Positivity: All is not Fine  
April 10th, 2024
Upcoming HRIC Events

DU vs. Minot State Hockey Family Night
- Discounted DU hockey tickets (up to 4) for staff, faculty & students
- Date: Saturday, December 30
- Time: 6:00pm at Magness Arena

Faculty, Staff, and Retiree Appreciation Event
- FREE DU men’s basketball game vs. South Dakota for faculty, staff & retirees
- Date: Thursday, January 25
- 5:30pm-6:30pm Pre-game Reception at Ritchie Center
- 7:00 PM Tip off at Hamilton Gymnasium

Email HRICevents@du.edu to be added to our upcoming HRIC events distribution list!
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<th>Holiday</th>
<th>2023</th>
<th>2024</th>
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<tr>
<td>New Year's Day</td>
<td>Monday, January 2 (observed)</td>
<td>Monday, January 1</td>
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<td>Martin Luther King Jr. Day</td>
<td>Monday, January 16</td>
<td>Monday, January 15</td>
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<td>Memorial Day</td>
<td>Monday, May 29</td>
<td>Monday, May 27</td>
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<td>Juneteenth</td>
<td>Monday, June 19</td>
<td>Wednesday, June 19</td>
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<td>Independence Day</td>
<td>Tuesday, July 4</td>
<td>Thursday, July 4</td>
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<tr>
<td>Labor Day</td>
<td>Monday, September 4</td>
<td>Monday, September 2</td>
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<tr>
<td>Thanksgiving Day</td>
<td>Thursday, November 23</td>
<td>Thursday, November 28</td>
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<td>Day After Thanksgiving</td>
<td>Friday, November 24</td>
<td>Friday, November 29</td>
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<td>Half-Day following DU Holiday Party</td>
<td>Friday, December 15</td>
<td>Friday, December 13</td>
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<td>Winter Break</td>
<td>Monday, December 25 through Friday, December 29</td>
<td>Wednesday, December 25 through Tuesday, December 31</td>
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Start of Year Pay Dates:
- Monthly: January 2, 2024
- Biweekly: January 5, 2024

www.du.edu/human-resources/leaves-of-absence
Q&A

Additional questions please contact:
askhrpartners@du.edu (General questions, policies or concerns)
Learning@du.edu (For training questions)
PerformanceManagement@du.edu (Performance management questions)
HRICevents@du.edu (To be added to our distribution list)
Well@du.edu (Behavioral health and wellness programs)
Foodpantry@du.edu (Food Pantry questions)
THANK YOU