AGENDA

• Welcome and Updates
• HR Staff Changes
• Client Services Updates
  • Catastrophic Leave
  • COVID-19 Resources
  • Mass Salary Update
• Update on Compensation Initiatives
• EOD Updates
  • PEP- Performance Discussion Guidelines
  • Professional Development
• Work Comp 101
WELCOME & FAREWELL

WELCOME!

Karen Rudys - Mgr, Transaction Ctr, Client Services
Start Date: Feb. 1

Teresa Natera – HR Analyst, Client Services
Start Date: Jan. 16

Yvonne Otts - Accountant 3, Business Services
Start Date: Jan. 11
FAREWELL!

Jane Sakiewicz – Labor & Employee Relations Officer
End Date: Feb. 5
CLIENT SERVICES UPDATES

Kathy Agnew, Executive Director
Mike Brown, Manager
Participant contributions deducted from employee accounts:

- May 28, 2021 (nonexempt biweekly employees)
- May 31, 2021 (exempt monthly employees)

More information on eligibility and details can be found at: [https://hr.unm.edu/benefits/catastrophic-leave](https://hr.unm.edu/benefits/catastrophic-leave)
Questions relating to returning to campus
  ▪ No decisions made
  ▪ Err on the side of caution
  ▪ New Mexico counties still in the red
  ▪ Work through chain of command
COVID – BRINGING BACK THE PACK

- Bringing Back the Pack – Return to Campus: Department Guide
  https://hr.unm.edu/docs/hr/return-to-campus-department-guide.pdf

- Page 5 Preparing to Return your Employees to Campus
- No discussion of revisions at this time
MASS SALARY UPDATE (MSU)

Kathy Agnew, HR Client Services

- Mass Salary Updates – Communication March/April
- Hold on Staff Personnel Action Processing
QUESTIONS?

HR Client Services
clientsv@unm.edu
UPDATE ON COMP INITIATIVES

Stacie Jackson, Manager
HR Compensation
**MAJOR COMPENSATION INITIATIVES**

*Overarching goal: To enhance the University’s structures for effectively classifying and compensating staff across the institution*

<table>
<thead>
<tr>
<th>Recently Completed</th>
<th>Underway</th>
<th>Coming Soon</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ 2021 Minimum Wage Compliance</td>
<td>❑ Elimination of the Clinical Staff Salary Structures</td>
<td>❑ 2022 Minimum Wage Compliance</td>
</tr>
<tr>
<td>✓ Physician move to broadband grades</td>
<td>❑ HSC and Main Campus Classification Study</td>
<td>❑ University-wide rollout of new Salary Placement and Equity methodology</td>
</tr>
<tr>
<td></td>
<td>❑ Salary Placement and Equity Tool Pilot Program</td>
<td></td>
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</table>
RESOURCES ON COMP INITIATIVES

For information regarding the new Staff Salary Structure implemented with the 2021 Minimum Wage rate change, go to https://hr.unm.edu/unm-staff-salary-structure.

Additionally, this webpage provides an explanation regarding broadband grades and links to the new Physician Target Groups, also accessible here: https://hr.unm.edu/physician-salary-groups
To learn more about the many major initiatives underway, go to https://hr.unm.edu/hr-initiatives-projects.

This webpage provides a summary of the many projects underway across the Division, including links to pages outlining the specifics for each effort.
QUESTIONS?
HR Compensation
comp@unm.edu
EOD UPDATES

Bonnie Minkus Holmes, Ph.D.
Employee & Organizational Development Consultant

Kate Williams, M.A.
Employee & Organizational Development Consultant
Now that the performance evaluation has been submitted, the next step, the Performance Discussion is scheduled.

The Performance Discussion is a meaningful conversation between the manager and employee that will encourage growth and learning.

It makes mutual expectations clear and sets goals for both parties.

It maintains open lines of communication.
This is a good time to print a copy of the review! Remember employee will not see supervisor comments until supervisor has signed and submitted the review.

From the Overview page click on the “Options” dropdown and then select “Print Review”
You can either print it or save as a PDF
THE PERFORMANCE DISCUSSION

- Shift your mindset from evaluator to coach.
- “Regular” one-on-ones should be occurring with direct reports.
- Listen with curiosity instead of certainty.
- Ask a lot of questions:
  - Clarifying to deepen understanding—“tell me more about______”
  - Open ended to explore options—“What have you done so far about____?”
  - Insightful to generate creative thinking—“Think about a time when____ was working, how can we get back to that?”
WHAT IS EFFECTIVE FEEDBACK?

• Spirit of improvement
• Moves an individual or team forward
• Non judgmental
• Continuous and in the moment
• Honest and conversational
• Inquisitive
• Specific
• Descriptive not critical
• Mainly focused on building strengths
Sample wording for job responsibility and goal evaluation: https://hr.unm.edu/pep-goals-cv19

- Remember that if this was not an ongoing problem before COVID to be mindful that performance might have been affected by factors that were out of your direct report’s control.

Most common issues we have received:
- Logging in with salud.unm.edu – remember use net id; password reset call IT at 505-277-5757.
- Reopening steps – do not click submit until all goals have been entered.
- Duplicate probation- Let us know and we will delete the duplicate – direct reports do not have to complete 2 probation reviews.
## Key Distinctions: ULead Online and Career Pathways

<table>
<thead>
<tr>
<th>ULead Online</th>
<th>Career Pathways</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live, synchronous virtual classes</td>
<td>Live, synchronous virtual classes with some options for asynchronous virtual classes</td>
</tr>
<tr>
<td>6 week program with a cohort</td>
<td>12 months duration, self-paced, no cohort</td>
</tr>
<tr>
<td>3 Learning Paths</td>
<td>4 Learning Paths</td>
</tr>
<tr>
<td>Includes a final group project</td>
<td>Includes final reflection “capstone” project</td>
</tr>
<tr>
<td>Attend 4 core courses and 2 Learning Path sessions, plus Wellness content and online content</td>
<td>Choice of 3 core classes and 2 electives</td>
</tr>
<tr>
<td>Offered in 2 cohorts in spring and fall</td>
<td>Offered year round, rolling start</td>
</tr>
</tbody>
</table>
Formerly a part of Safety and Risk Services

Now operating under the Department of the Controller

Our team:
- Joseph Malouff – Manager
- Ammie Corbett – Claims Specialist
- Mike Tuttle – Consultant
- Kathy Jacques – Financial Analyst
Big Heading

- Boring Point #1
- Boring Point #2
- See above
Workers' compensation is a system of insurance that protects workers and employers from some of the losses caused by on-the-job accidents and job-related illnesses.*

*State of New Mexico Workers Compensation Administration
Think about what we do when our vehicles are damaged.

Employers must follow similar steps when an employee is injured.
Injuries occurring while working or at work

Injuries while traveling for work

Illnesses contracted due to work related exposure
WHO PLAYS A PART IN THE CLAIM?

- Injured Employee
- Supervisor
- RMD Adjusters
- Risk Services
‘BRAIN BREAK’ - QUESTIONS
THE SUPERVISOR

- Provide formwork
- Send for medical treatment ASAP
- Cannot refuse any injuries claimed
- Allow time for appointments
- Accept provider restrictions
RISK SERVICES

- Provide formwork
- Submit all injuries claimed
- Provide support
- Ensure timely and effective management of claims
THE ADJUSTER

- Investigate the claim
- Review medical records and referrals
- Approve or deny providers’ requests
- Ensure payment for evaluation, treatment, and wage reimbursement
THE EMPLOYEE

- Notify supervisor within 15 days
- Complete formwork immediately
- Attend all scheduled appointments
- Provide any Return to Work forms to supervisor following appointments
WHILE THE CLAIM IS OPEN

• Attends provider visits as scheduled.
• Follows through with treatment plan.
• Provides “return to work” forms to supervisor/risk services/HR

• Responsible for all payments
• Reviews all medical records – approval/denial
• Remains in contact with Risk Services and Employee
• “Custodian of Record”

• Provides “return to work” forms to HR and Risk Services
• Reviews work restrictions after each appointment
• Requests assistance from HR and Risk Services whenever necessary

• Remains in contact with all parties
• Reviews “return to work” form and assists supervisor and department with accommodations
• Ensures timely claim management
‘BRAIN BREAK’ - QUESTIONS
RETURNING TO WORK

- Often there will be no work restrictions
- Restrictions will vary based on multiple factors
- We *want* our employees to remain working but are not legally required to accommodate them
- Communication, teamwork, and planning are key!

- The ‘return to work’ form…..
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNM COLLEGE OF ENGINEERING</td>
<td>12/18/2020</td>
<td>10:05:35 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LAST NAME</th>
<th>FIRST NAME</th>
<th>UNM ID / UR MDN</th>
<th>WORK PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>259-1818</td>
<td>277-2722</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUPERVISOR NAME</th>
<th>SUPERVISOR PHONE</th>
<th>Chart Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Released to Work or Not</th>
<th>Follow Up Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>RETURN TO WORK with the following RESTRICTIONS on 12/18/2020:</td>
<td></td>
</tr>
</tbody>
</table>

- LIMIT WORK SHIFTS TO ____ HOURS
- NO LIFT/CARRY MORE THAN 10 POUNDS
- NO REPETITIVE BEND/TWIST AT THE WAIST
- NO LIMIT STANDING/WALKING TO ____ HOURS
- NO PUSHING/PULLING
- NO CLIMBING STAIRS/LADDERS/STEPSTOOLS
- CHANGE POSITION FREQUENTLY

Restrictions Expire NEXT VISIT: 01/15/2021 AT 1:00 PM. Return as needed.

Provider Signature / Date: [Signature] / 12/18/2020

Employee Verbalizes Understanding of Discharge Instructions:

[Employee Signature]
Important Rules

- Employee’s *right* to file – we cannot deny them
- There can be no penalization for filing
- Cannot file without *all* completed formwork
- When litigated, no discussion permitted
- Abq- we direct care – EOHS
- Branch campuses – employees choose care
- Wage reimbursement
  - Eligible after 7 days out of work
  - 2/3 wages
Employer must allow employee to file and cannot penalize employee for doing so

Formwork, formwork, formwork

We support and speak for the employee

Returning to work is in everyone’s best interest

**ALL** questions are welcome and encouraged
HR CONSULTANT ROLE

Your HR Consultant will guide supervisors on:

▪ Employee leave types (Annual, Sick, FMLA) in conjunction with Workers’ Compensation
▪ Employee’s return to work process
▪ Employee ADA matters

HR Consultants do not advise or guide on Workers’ Compensation processes or procedures.
QUESTIONS?

We are here to serve UNM!

risksvcs@unm.edu
risk.unm.edu
MORE QUESTIONS?
Ammie Corbett
505-273-1573 | ammiecorbett@unm.edu
GENERAL QUESTIONS
&
DISCUSSION
NEXT FORUM
Tuesday, April 6, 10:30 A.M. via Zoom

FIND FUTURE FORUM DATES AT hr.unm.edu/hr-forums
THANK YOU!

THE UNIVERSITY OF NEW MEXICO