



Meeting Name	People First Monthly Meeting
Description	Meeting Notes
Location	4040 Esplanade Way, Room 225F
Date	Wednesday, October 25, 2006
Time	2:00 P.M. to 4:05 P.M.
Leader	David DiSalvo
Note Taker	Suzetta Furlong
Attendees	Personnel Officers and/or Their Representatives, DMS Team, Convergys Team
Agenda	<ul style="list-style-type: none">• Welcome/Announcements• Follow-up of Last Month's Takeaway Items• 10/28/06 Release Items• Aspire Update• State Job Application Workgroup• Changes to Online Job Application• Job Requisition• Change Review Board Update• Open Enrollment Update• Client Services Update• Agency Visits• IVR for A, H, and S Roles• Password Reset• Internet Explorer 7 Update• Personnel Files Access• 411 Update• Wrap-up

Welcome and Announcements: David DiSalvo

David opened the meeting and welcomed Toni Estes, the new DMS People First Data Warehouse Team Lead. Toni will begin her new position in a few weeks.

Follow-up of Last Month's Takeaway Items: Suzetta Furlong

All items were completed except for the locked benefits screens for interagency transfers; this issue is still under review. If agencies have examples of benefits screens that continue to be locked, please send them to Tom Lockridge.

The DMS PF communication process is as follows:

- System-related communications, requests, etc. that go out to **all** agencies should go through Suzetta, with Cheri as the backup in case of absence.
- Communications that go out to specified agencies should be sent from the team leads.
- As much as possible, policy and PF should merge documents of similar topics, as they did for the 24-Hour Leave Payout communiqué.
- The DMS PF website "Give Us Your Feedback Form" now has peoplefirst@myflorida.com as the recipient email address. This address is also listed in the Contact People First section of the website. Mindy and Lydia will monitor this mailbox and will route items to the appropriate people as necessary.
- Be is taking several of our personal distribution lists and having them put on the global directory. She is also updating existing lists.

10/28/06 Release Items: Jimmy Cox (via phone)

All items will be released as planned on October 28. Please contact your change management lead or the service center if you have questions. The majority of these items impact agencies with 28-day employees; however, there are some items that pertain to all agencies.

Aspire Update: Jimmy Cox (via phone)

Aspire is changing the way personnel offices and accounting offices do business. Some agencies have specific Flair Code issues related to Aspire. Jimmy is currently working with Aspire to setup initial discovery meetings with the agencies that currently have interfaces either from or to People First that contain accounting attributes. The target is to start these meetings in November and wrap-up all decisions and directions by the middle of December at the latest.

Some payroll issues are being researched due to Aspire; for example, overtime payments. An example is: instead of holding overtime payments for the first supplemental payroll following the regular payroll run, initiate extra payments (such as Overtime, On-Call, etc.) on the first payroll following timesheet approval, which could be the regular payroll that the salary for the period is being paid. Jimmy is working on a pros and cons worksheet and survey to send to agencies. Keep in mind that initiating extra payments will bring us in compliance with FLSA.

State Job Application Workgroup: Jan Russo and Vicky Johnson (Florida Commission on Human Relations)

Last Friday, October 20, the State Job Application Workgroup met to discuss the System view of EEO information. This summarized EEO view will be removed in the 12-23-06 release. The Workgroup recommends that the view not be given to the hiring team because the team is involved in the selection process.

Vicky Johnson stated that the Commission takes the same position as EEOC: it is not good practice for hiring managers to have access to this information for three reasons:

1. Having access to EEO information prior to the interview creates the **risk** of discrimination.
2. Having access to EEO information prior to the interview creates the **appearance** of discrimination.
3. Not having access is the first defense if a complaint is filed with EEOC or the Commission.

EEOC has information and points out that hiring should be based on qualifications, not ethnicity. It is Vicky's understanding that Affirmative Action should be for recruiting, not hiring.

Jan said that the HRM Policy team will get a formal statement from the Attorney General's Office. She asked who should be able to get EEO information in report form from the service center. The group decided that A and H roles and EEO officers should get data on particular requisitions. The report will be in Excel format. The data has to be built, so it will not be available except by request. When hire.com is updated, reports will be available for A and H roles and EEO officers because it will be programmed based on security roles. All data is maintained for historical purposes.

Jan is finalizing the BRD. In December, only the summarized view will be hidden from hiring managers. The next step in the process is to hide the EEO page on the application from the hiring team as well. DMS is working to put that into motion.

Changes to Online Job Application: Jan Russo

On Monday, November 6, agencies will receive a formal communication about changes to the online job application process that will take place Monday, November 13. Following is an overview of the changes:

- The recording of employment history will add the current or most recent employment to the top of the list.
- The "duties and responsibilities field" has been expanded to 2000+ characters.
- Veteran's Preference: fifth category has been added.
- The OPS question, related to Veterans' Preference, has been moved from qualifying question to the application.
- A promotion question, related to Veterans' Preference, has been added to the application to assist the agencies with veterans returning from the current war.

Job Requisition: Jan Russo

Tim Carlisle's name has been added to the team for every requisition, as of August 8, 2006. Tim is the Chief Inspector in DMS' Inspector General's Office and conducts security-related investigations, in addition to acting as the liaison for agency IGs. Because the current hiring model was not programmed using security roles, the only way to provide Tim the statewide access he needs is to add his name to every requisition. It is anticipated that the new hiring model will be programmed on security roles.

Jan closed by stating that DMS is mandated to provide Affirmative Action training. Please share resources with Jan.

Change Review Board Update: David DiSalvo

The meeting was cancelled.

Open Enrollment Update: Carol Broome

Carol gave statistics about open enrollment. Four hundred forty-one participants enrolled by IVR; 27,193 enrolled by Web; 16,400 enrolled through an agent. The number of retirees that changed their life insurance to \$10,000 coverage was 4,855. Total numbers through the close of open enrollment (October 18): calls handled 45,774: 34,440 active employees and 11,334 retirees. Tom reported that the last day of open enrollment saw a record 4000 calls to the service center. Participants who were unable to get through to an agent were allowed an extension to enroll.

Participants have until November 2 to make changes to their elections. Confirmation letters have already been sent out in waves.

Client Services Update: Donna Herrick

The service center continues to receive a great deal of returned mail due to incorrect addresses. Donna asked that agencies remind their employees to update their address information. For open enrollment, the mailing priority is:

1. temporary address
2. mailing address
3. home address

On November 6, DMS People First and Convergys will host a workgroup to evaluate the escalation process. For the last five months, Donna reported 157 escalations, 89 from benefits. These were due to interagency transfers; deductions, primarily Colonial and Aflac; cancelled enrollment, such as the spouse program; and qualified status changes. Tom Lockridge will check to see if carriers send denial letters.

David DiSalvo added that Convergys is working on a breakdown of calls and escalations by agency to assist with agency training and to establish and monitor trends.

Agency Visits: David DiSalvo

David DiSalvo, Jimmy Cox, Toni Estes, Verla Lawson, Mindy Rudd and Lydia Stafford will visit agencies and universities over the next year. A proposed schedule was distributed. If agencies have scheduling conflicts, they should let Lydia or Mindy know as soon as possible. Prior to the visit, the DMS team will send an engagement letter so that the DMS People First Team can be prepared to address concerns and issues. In addition, they will respond to the agency after the visit about any follow-up items.

IVR for A, H, and S Roles: Carlos Clark

Today's calls to the service center are triaged, then transferred if needed. Per feedback from the POSE survey, when an ID goes in, HR professionals will have another set of menu options from which to choose so that they can select the correct area. HR professionals will not be put in the general queue.

Password Reset: Carlos Clark

This process will go through the Change Review Board. Per the POSE survey, employees who have forgotten their passwords will be able to use secret questions to receive a temporary PF logon password. From a security perspective, this must be well-thought out, but it will provide more employee self-service and limit calls to the service center. Locked IDs will continue to go through the service center. It was suggested that employees also be able to unlock their IDs.

Internet Explorer 7 Update: Carlos Clark

Internet Explorer 7 was released last week, which was in advance of the original projection. People First will require a patch to run through IE7, which will be available by mid-December. Agencies should encourage employees not to load this version of IE7 on their home computers if they plan to access People First from home. Convergys and DMS have developed a communication plan targeted to all stakeholders. At this time, it appears that outside individuals can apply for a job.

Personnel File Access: Carlos Clark

Convergys is working on the recommendation to allow A and H roles to see information that has already been scanned. Convergys must determine how this can be accomplished and test the functionality. The group agreed that personnel officers would need to designate who has access.

411 Update: Anna Gray

Anna reviewed the 411 Proposed Enhancements document. Agency personnel offices are urged to consider each item carefully and contact Anna or Tommy Wagner with any questions or concerns.

Wrap-up: Suzetta Furlong

- Tom Lockridge will continue to monitor the status of locked benefits screens due to an interagency transfer.
 - **In progress. (Tom Lockridge, 10-30-06)**
- Donna Herrick will send assignments from Convergys to DMS.
 - **Completed. Added to the Convergys Project Plan 10-31-06. (Donna Herrick)**
- Carol Broome will follow-up with DCA for names of service center specialists with poor customer service.
 - **Feedback was provided to the specialist who was rude. (Carol Broome, 10-26-06)**
- Carol Broome will report the deadline for OE confirmation letters mailing from Convergys.
 - **Completed. All confirmation letters were mailed by October 25. (Carol Broome, 10-26-06)**
- Tom Lockridge will determine if a confirmation/denial letter is sent to employees once underwriting for insurance is approved/disapproved.
 - **Verified. When employee records get unlocked due to an Evidence of Insurability (EOI) approval received from AFLAC, Colonial or Prudential, once Convergys unlocks the record, the system does generate a status change letter. (Carol Broome, 10-26-06)**
- Suzetta Furlong will add an article reporting the above in the November E-newsletter.

- **In progress. Deadline to send out: November 15. (Suzetta Furlong, 10-30-06)**
- Donna Herrick will follow-up on the outstanding dependent documentation report. How often is it sent and when can agencies expect the next one?
 - **In progress. The Dependent Documentation Report is sent to agencies every 3 months, but due to OE, there was a slight delay, and the information will be sent within the next 2-3 weeks. (Carol Broome, 10-26-06) Specific dates are forthcoming. (Cindy Meeker, 10-30-06) Next quarterly update will be sent 11-15-06 to all agencies and universities. The report will be sent every 3 months and will list employees who are past the window in providing their dependent documentation. (Cindy Meeker, 11-03-06)**
- Donna Herrick will provide a breakdown of calls to the service center and definitions of categories by agency.
 - **In progress. The Convergys reports team must develop the reports and then will need to obtain concurrence from agencies. Deadline for completion: next People First monthly meeting. (Donna Herrick, 10-30-06)**
- Suzetta Furlong will send handouts from this meeting.
 - **Sent with this document.**
- Suzetta Furlong will add help desk contacts distribution list for agencies for all IE 7 communications.
 - **Completed. (Suzetta Furlong, 11-08-06)**
- Carlos Clark will provide an update on the personnel file access process to DMS.
 - **Convergys is moving forward with allowing agency access to personnel files that have already been scanned. Once Convergys determines the technical changes that need to occur, Convergys will work with DMS to get the list of designated staff in each agency that will have this access. (David DiSalvo, 10-30-06)**