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| Meeting Notes | Date: 09/15/16 |
| | Time-From: 9:00 – 10:30 |
| | Location: Building 5 Room 602/604 |
| | Topic: HR User Group Operations, Transition & Initiatives |

Organizer: BSC Transition Team

Attendees: BSC HR Customer Agencies, BSC HR Services Lines (Personnel Admin, Benefits, Payroll, Time & Attendance), and BSC Customer Care

Notes

Overview and Introductions

- Welcome to our new HR Director, Gilda Hernandez. Gilda joins us from the Workers' Compensation Board.

Payroll Service Line Update

- October 2016 CSEA and PEF Performance Advances will be processed for paychecks dated October 27, 2016 (Institution) and November 2, 2016 (Administration).
- The CSEA Longevity Lump Sum Payment will be processed in a separate check dated October 19, 2016 (Administration) and October 27, 2016 (Institution).
- PEF & M/C Deficit Reduction Plan (DRP) Repayments will end in the paycheck dated September 29, 2016 (Institution) and October 5, 2016 (Administration).
- Announcements regarding these items have been released by BSC Payroll.

Personnel Administration Service Line Update

- Affordable Care Act now on the template.
- Job aid went out for the Affordable Care Act.
- Date of birth is now a required field and was updated on the template.
- Testing with OSC went well.
- For employee status changes (i.e. seasonal-permanent) need to have a template filled out. You can use the Job Data Incumbent template.

Benefits Administration Service Line Update

- There are two new HCM job aids on the HR Portal:
 - HCM Benefits Eligibility Job Aid. This job aid provides information on how to complete the benefit flag field when submitting templates.
 - Date Eligible for Health Insurance Coverage. This job aid includes a link to a calculator that agencies can use as a tool when determining the eligibility date. If agencies have questions when determining eligibility, they can reach out to the Benefits Unit at BSCBenefitsAdmin@ogs.ny.gov or call us at 457-4272.
- DOB released BPRM-G-250, and instructed agencies to complete a new revised C-256.2 (Workers' Compensation) form and submit to SIF and WCB by 8/31/16. With assistance from our customer agencies, we were able to complete and submit the forms by the deadline.
- DCS sent out flyers regarding the 2017 Option Transfer Period and the Flex Spending Open Enrollment. Announcements were sent out from Customer Care.

- The Benefits Unit is restructuring and staff are moving to different areas in the unit. An e-mail will be sent out next week to HR Offices if there is a change to their Liaison/Benefits Rep.

Time and Attendance Service Line Update

- LATS NY has added a new feature: If you enter time worked on a holiday, there is now a message displayed on the screen “Timesheet indicates you worked on a state holiday xx/xx/xxxx”.
- Lost Time Process recap: Effective Pay Period 10, BSC started processing only lost time that was on submitted and approved timesheets. Lost time documented on either unsubmitted or unapproved timesheet will not be processed.
- SLA requires 100% timesheet timeliness but the average agency timesheet timeliness for 1st quarter of 2016 was only at 75%. Explained what timely means and emphasized the importance of meeting deadlines – employees have timesheet submitted by Friday following the close of time record and supervisor/alternate supervisor have the timesheets approved by 3pm the following Tuesday.
- When an employee separates, the timesheet should be filled out completely up until the last day of the effective date of separation, and the separation effective date has to be after the employee’s last day of work.
- When an employee transfers to another agency, agencies need to indicate the new agency’s agency code and work location when a separation template is submitted.
- Agencies to advise employees there are 13 Leaves Codes in LATS for absence resulted from motor vehicle accidents. Employees are to use these codes because various insurance companies request the BSC to provide dates of absence as a result of the motor vehicle accident. Employees using the correct Leaves Codes will help expedite their insurance claim.
- A new attendance advisory will go out in a few days.
- BSC met with GOER on 9/12/16 to discuss hourly pay cycles.

System Support Update

- No updates to report

Transition Update

- We are finishing up future state meetings.
- We have scheduled follow-up meetings that were necessary.
- We are in the process of scheduling the Transition Assistance Program.
- Currently working on enhancements with ITS/HCM.
- Oracle game to review HCM and we are now waiting to see what enhancements will be approved and funded.
- All queries available to the agencies were reviewed and either updated or removed.
- The goal is that each agency can write their own queries in the future.

Spotlight Discussion –

- The process for an agency transitioning into the BSC is as such:
 - The transition date is selected
 - The roadmap document is followed

- BSC meets with the agency throughout the process
- After the go live date Transition Team will have conference calls twice daily to assist with any issues the agency may be having
- After two pay periods the agency transitions over to Customer Care
- Customer Care encourages that the agency reach out to the service lines directly, however, escalate any issues, concerns or questions to Customer Care.
- Customer Care can assist with setting up meetings between the BSC service lines and the agency.

Q & A -

Q) *There has been data out of sync between Nystep and PayServ.*

A) We are aware of this and looking into it.

Q) *We provided BSC with a faster way of running queries that OMH uses. What queries are BSC running from PayServ?*

A) BSC is reviewing the list you provided to us to see which would be useful.

Q) *For MC raises who is responsible for the Salary adjustment in PayServ?*

A) It is the agencies responsibility to do the adjustment in NYSTEP and initiate a Template for the salary increase.

Q) *Who is responsible for processing employee changes for the 2017 Option Transfer period?*

A) The Benefits Unit will assist employees in all our customer agencies with the upcoming 2017 Option transfer period. This includes the Pre-Tax Program, Flex Spending Account and other Programs employees may be eligible for.

Q) *What is the process the BSC follows when completing verification forms?*

A) The BSC HR service lines work together to complete the appropriate sections of verification forms (insurance forms, motor vehicle accident claim forms, etc.). If the form includes a request for medical information, and is for an agency that we do not handle medical leaves for, we will reach out to the HR office for assistance. For agencies that we handle medical leaves for, the Benefits Unit will complete the medical section. Our T&A Unit is asking that agencies remind supervisors to have employees complete their timesheets using the appropriate code when out of work due to a motor vehicle accident, etc. This will help us when we complete the form.

Next Forum

- **October 13, 2016**
- **Topic request due by October 6th.**