



**Human Resources &  
Inclusive Community**  
UNIVERSITY OF DENVER

# HRIC Town Hall End of Year Updates

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November 16, 2023



# Agenda

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- Follow up Q&A
- New York Life Speakers: FAMLI 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

# Follow up Q&A from September Town Hall

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## 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

# Follow up Q&A from September Town Hall

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## **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.

# FAMLI

*(Family and Medical Leave Insurance)*

## Updates & Resources

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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.

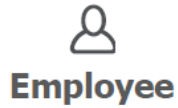
### How does FAMLI work with other leave programs

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



	Intake process	Within days of request	Upon decision	Ongoing management
<b>Employee</b>	<p><b>Employee</b> calls NYL GBS Intake Center to request leave or submits leave request on <a href="#">myNYLGBS</a> and completes authorization.</p> <p><b>Employee</b> receives real-time eligibility determination for leave (CO FAMILI) and receives Employee Assistance Program (EAP) referral to help manage work-life balance, as appropriate.</p>	<p><b>Employee</b> receives an acknowledgment packet with CO FAMILI details.</p> <p><b>Employee</b> 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.</p> <p><b>Employees</b> can view a complete timeline of benefit coverage and get status of medical requests on myNYLGBS.</p>	<p>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.</p> <p>If claim is denied, <b>employee</b> receives call from their absence manager explaining decision.</p>	<p>Flexible communication options (text, click-to-chat, email &amp; call) are available to share and receive ongoing updates.</p> <p><b>Employees</b> can use <a href="#">myNYLGBS</a> to obtain status, communications, forms and take actions such as report RTW dates or request extensions.</p> <ul style="list-style-type: none"> <li>- For an extension, supporting documentation may be needed.</li> <li>- For RTW, employee is guided to coordinate with their employer.</li> </ul>
<b>NYL GBS team</b>	<p>Claim intake is received, set up in the system, and assigned to an <b>absence manager</b>. Complex claims may be referred to a nurse case manager.*</p>	<p><b>Absence manager</b> confirms eligibility with employer and reviews available information to make a claim decision.</p> <p>If more information is needed, absence manager contacts employee, attending provider and/or employer for any missing medical or eligibility information.</p>	<p>If medical records are needed, the <b>absence manager</b> makes attempts to obtain medical before engaging the employee. Absence manager may consult expert resources, as needed, to make a decision.*</p> <ul style="list-style-type: none"> <li>- Upon approval, communication is sent to employee and a plan is set for the next medical milestone or estimated RTW.</li> <li>- If claim is denied, absence manager calls the employee to explain the decision.</li> </ul>	<p><b>Absence manager</b> 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.*</p> <p>Upon RTW, extension or claim closure, all reports are updated and communications are sent to employee.</p>
<b>Employer</b>	<p><b>Employer</b> receives integrated, real-time email notification that employee requested absence event.</p> <p><b>Employer</b> can also report an absence on behalf of the employee.</p>	<p><b>Employer</b> is contacted by the claim manager if additional information is needed.</p>	<p><b>Employer</b> receives real-time notification of determination and can access the portal for claim details.</p>	<p>Upon RTW or claim closure, claim status reports are updated. If claim is extended, <b>employer</b> is notified of updated estimated RTW date.</p>

# CO FAMLI Filing With New York Life

- 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](mailto: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.

# CO FAMLI Claim Filing cont.

- 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.



# CO FAMLI Claim Filing cont.

- Information needed from employees to file for CO FAMLI 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.

# Cigna Behavioral Health Demo

Website: MyCigna.com  
Phone: 1-800-244-6224  
Customer Service 24/7

Phone Number located on the back of Your Cigna Insurance Card

We're here to  
**help**



Online at  
[myCigna.com](https://mycigna.com)



By Phone  
call the number  
on the back of  
your ID card

## 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](https://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](https://cigna.com/discoverhealthyrewards)



Virtual  
Counseling

Wellness Tab, Mental Health Support.



Emotional  
Health &  
Well-being



Mental  
Health



Substance  
Use



Coaching  
& Support



Lifestyle  
Management  
Programs



# DU Food Pantry

**Driscoll Student Center South  
First Floor of the Bridge  
Office 6 - to the left of the ID  
office.**

## Hours of Operation

- Monday & Wednesday 2-6pm
- Closed during winter break  
December 25 to January 1



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](mailto: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](mailto:foodpantry@du.edu) **Website:** <https://www.du.edu/sustainability/du-food-pantry>

# Employee Handbook Update

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- 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

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- **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





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## **Leadership Circle**

*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

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## **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](mailto:HRICevents@du.edu) to be added to our upcoming HRIC events distribution list!

# DU Employee Paid Holidays

## Start of Year Pay Dates:

- Monthly: January 2, 2024
- Biweekly: January 5, 2024

Holiday	2023	2024
<b>New Year's Day</b>	Monday, January 2 (observed)	Monday, January 1
<b>Martin Luther King Jr. Day</b>	Monday, January 16	Monday, January 15
<b>Memorial Day</b>	Monday, May 29	Monday, May 27
<b>Juneteenth</b>	Monday, June 19	Wednesday, June 19
<b>Independence Day</b>	Tuesday, July 4	Thursday, July 4
<b>Labor Day</b>	Monday, September 4	Monday, September 2
<b>Thanksgiving Day</b>	Thursday, November 23	Thursday, November 28
<b>Day After Thanksgiving</b>	Friday, November 24	Friday, November 29
<b>Half-Day following DU Holiday Party</b>	Friday, December 15	Friday, December 13
<b>Winter Break</b>	Monday, December 25 through Friday, December 29	Wednesday, December 25 through Tuesday, December 31



# Q&A

**Additional questions please contact:**

[askhrpartners@du.edu](mailto:askhrpartners@du.edu) (General questions, policies or concerns)

[Learning@du.edu](mailto:Learning@du.edu) (For training questions)

[PerformanceManagement@du.edu](mailto:PerformanceManagement@du.edu) (Performance management questions)

[HRICevents@du.edu](mailto:HRICevents@du.edu) (To be added to our distribution list)

[Well@du.edu](mailto:Well@du.edu) (Behavioral health and wellness programs)

[Foodpantry@du.edu](mailto:Foodpantry@du.edu) (Food Pantry questions)



# THANK YOU

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