PERSONNEL ISSUES & YOU

KHRIS Newsletter 2011-6, December 2011

Message from the Director

With an extremely busy year coming to an end and the holidays quickly upon us, I hope everyone is preparing to relax and spend some quality time with their loved ones. I wish you all a safe and happy holiday season.

Reflecting on this busy year, I believe we have many accomplishments of which we should be proud. Below are a few things that come to mind:

- A successful KHRIS implementation!
- Conducted 32 KHRIS training courses for 362 HRGs year-to-date.
- Conducted 58 KHRIS training courses for 1201 TMAs year-to-date.
- Processed 16 reorganizations, year-to-date, while also revising the process to work with KHRIS.
- Participated in 40 salary surveys with the Southeastern States, year-to-date.
- Maintained 101 voluntary optional insurance companies and employee organizations.
- Created a new packet for agencies to use when preparing for an employee's deployment in order to fulfill military orders. Also began the new process of allowing use of newly credited military leave to employees who are already on leave without pay.
- Created an FAQ document for the 3 Rs (Reversion, Reemployment and Reinstatement).

Above all, I want to thank everyone for their patience and persistence during the implementation and continued efforts with KHRIS – you are a tremendous asset. We wouldn't be where we are now without all of your assistance and dedication.

Speaking of dedication, it is with appreciation for her dedicated and enthusiastic service to the Department for Human Resources Administration, that I inform you of Commissioner Sissy Meredith's resignation effective December 1st. She leaves us to finish two books and to begin work as a consultant. We wish her the best of luck!

Enjoy the holidays!

Mary Elizabeth Harrod

In this Issue:

KHRIS Service Center (Helpdesk) Usage:

The Division of Employee Management occasionally receives calls directly from employees who have been provided staff names and telephone numbers or contact information by their agency's HRA. When the discussion and resolution happens between Personnel Cabinet staff and the individual employee, the agency is left unaware of the communication exchanged and relevant information from the agency, which may affect the resolution, is not included. For this reason, DEM recommends that agency HRAs who need assistance in responding to an employee request contact DEM via the KHRIS Service Center (Helpdesk) to obtain the information to relay to the employee. We encourage agencies to contact the KHRIS Service Center with any matters with which we may assist.

Personnel DEM Director Mailbox Notice:
Please be advised that the Personnel DEM Director mailbox is not monitored regularly for incoming mail. While some communications sent from that mailbox do direct agencies to respond to the same, it is only at those times or more precisely upon those due dates, that monitoring takes place. Any necessary responses to those communications should be directed to the attention of the KHRIS Service Center at PERS.KHRIShelpdesk@ky.gov.

Organizational Management/Classification and Compensation

Job Specification Formatting Changes:
Beginning January 15, 2012, newly formatted Job Specifications will be available on the Personnel Cabinet's website. The new format contains several changes including display of the System ID or KHRIS Job ID (the Job's 20 million KHRIS number). If you discover discrepancies or erroneous information on any of the new Job Specifications, please send an email to the KHRIS Service Center at PERS.KHRIShelpdesk@ky.gov and reference the Job Number in question. We will immediately research and correct if necessary.

New WBS Elements:
A form for requesting new WBS elements has been added to our website.
http://personnel.ky.gov/persadmin/hradministrators/omi.htm This form should be completed and sent through the KHRIS Service Center (PERS.KHRIShelpdesk@ky.gov) when new WBS elements are needed.

Forms and Attachments:
All Organizational Management forms will now accept electronic attachments. When processing forms, which require supporting documentation (such as the Work County Change form), please consider using the attachment feature to place the document directly in the form.

Clarification on October's Reinstate at a Higher Salary Article:
Please see the information below for clarification on the article included in October's "Personnel Issues & You" newsletter.

> *We have received a few inquiries and therefore, wanted to clarify with all agencies. When an agency decides to reinstate an employee to a salary **higher** than the salary at time of resignation, the agency must look at other employees in the same class and the same county with a similar combination of education and experience.*
>
> *Under the provisions of 101 KAR 2:034 Section 2 (2), an agency may set the salary of a former classified employee being reinstated in one of two ways; (1) in accordance with the standards for making new appointments or (2) up to a salary paid at the time of separation if the salary does not exceed the "phantom max".*
>
> *Under the standards for making new appointments in Section 1 of this regulation, an appointment to a salary above the minimum requires a salary adjustment for employees in the same class and same county with similar education and experience to the appointee.*

CLARIFICATION ---
If an employee separated *below* the midpoint, their reinstatement should not exceed the **midpoint**. Adjustment to other employees in the same class and same county with similar education and experience should not exceed the **midpoint** either.

If an employee separated *above* the midpoint, their reinstatement should not exceed the **phantom max**. Adjustment to other employees in the same class and same county with similar education and experience still cannot exceed the **midpoint**.

---No existing/current employee should have an adjustment up to the phantom max. The midpoint of the grade is the highest adjustment possible with either scenario.

Entering a Reclass for an Employee with a Prior Demotion:

When an agency is completing the form for an employee reclassification, and the form is not populating the salary accurately, the agency should contact the KHRIS Service Center (Helpdesk) prior to submitting the action. The problem may be due to the employee having previously demoted with retention of salary. The Helpdesk will assist in resolving the problem prior to submitting the action in KHRIS. This will avoid a rejection of your action due to an incorrect salary.

Personnel Administration

Work Tax Area:

The work tax area on the forms has been modified and no longer defaults tax areas. It is now required that the HRG type in a work tax area. Please ensure that you have entered the correct work tax area (revised chart available on our website). If an HRG simply puts in "KY", when in fact the employee is working in an area that has a local tax, the employee will not be taxed correctly. Our staff will be reviewing submitted forms and paying close attention to any that simply have "KY" in the field. If the area has a local tax, these requests will be rejected and sent back to the HRG for proper submission.

Increment Listings:

Each month, Greg McGaughey sends the annual increment and probationary increase listing. Agency personnel are responsible for reviewing these spreadsheets, indicating whether the action should occur and returning these back to the KHRIS Service Center at PERS.KHRIShelpdesk@ky.gov with "Increment Listing" in the subject line. Some agencies have not returned these in a timely manner and have questioned the necessity since there has not been a monetary value attached to the annual increment. KHRIS is designed to move the increment date to the next year, but only after an action has been entered for the current year. When these spreadsheets are returned, the information is uploaded into KHRIS which creates an action on IT 0000 and also updates the increment date on IT 0041. If an agency fails to return their spreadsheet and if employees' increment dates are not changed to the next year - the employees will not show up on the next year's increment listing. Therefore it is important to return the completed lists promptly.

Also, simply marking an employee on probation off the increment listing does not stop the employee from having a status change on IT 0019. The HRG still needs to complete an action that would stop the change in status from occurring. The status will change automatically when the probationary period has been served, not necessarily when the probation increase occurs. An employee hired on January 16 with a 6 month probationary period will gain status on July 16 but will not receive a probationary increase until August 1. If an agency does not want this employee to complete probation, the HRG will need to submit an action to stop the status from changing (such as a separation, reversion, etc.) **before the status changes,** and will also need to mark the employee off the increment listing. Please submit an action to prevent the status change prior to the status changing, as it becomes much more time consuming to change the status back after the fact.

Payroll/Time

Deduction Instructions for Terminations in Legacy/Rehires in KHRIS:

Some employees who were terminated in Legacy still had their files converted to KHRIS. If one of these employees is being rehired into KHRIS their deductions will *still* be active and must be delimited to the date of their termination. If the employee wishes to restart/continue their deduction a new record must be started.

Deduction Frequencies:

When setting up a deduction on IT0014, please verify the available payment model(s). Payment models define the frequency with which a deduction is withheld and can be found on the Listing of Voluntary Insurance Companies Approved for Payroll Deductions, found online at http://personnel.ky.gov/NR/rdonlyres/D17CE9CE-E1E0-43C0-A990-FB99417B0719/0/PyrllDeductOptInsurListing.pdf. If an invalid payment model is assigned, the deduction will not be withheld and the employee will fall into arrears.

Workflow Rule Substitution:

In preparation of and/or during an absence, an employee involved in their agency's workflow process, may designate a workflow substitute. This designation process can be done remotely, as necessary steps are performed in the KHRIS portal at https://khris.ky.gov.

Step 1: After logging in, go to your Worklist.
Step 2: Select "Manage Substitution Rules" from the dropdown after "Hide Preview".
Step 3: A new window for Manage Substitution Rules will appear. Choose "Create Rule".
Step 4: Provide the following information:

- a.) Nominee [Person who is going to receive work items in your absence.],
- b.) Assign These Tasks [Select All], and
- c.) I Want Nominee To: [Receive My Tasks OR Fill In For Me].

Click the "Next" button.

Step 5: Select an option as to when this rule should begin. If immediate, select option "At Once" or provide a begin date then click the "Save" button.

You should now see a rule created with status *Ongoing* which means your work items will now also be received by your identified Nominee.

Once back from leave you can deactivate the rule by selecting the "Turn Off" option.

Sick Leave Sharing:

The Personnel Cabinet would like to remind agencies that the sick leave sharing feature in KHRIS is available for use. The process automates some steps of sick leave sharing administration and improves tracking.

The employee requesting sick leave completes a paper sick leave sharing application to the HR Administrator (HRA). The HRA then enters the leave sharing request in KHRIS. KHRIS uses workflow to route the request to the Sick Leave Sharing Approver (Approver). The Approver reviews the request and makes a determination to approve or deny the request. Approval of the request creates a record in **Infotype 9003** with the effective date of the request.

An employee wishing to donate leave completes a paper leave sharing form for donation and submits the form to his or her HRA. The HRA enters the leave sharing donation in KHRIS. KHRIS uses workflow to route the donation to an approver. The Approver reviews the donation and either approves or denies it. Approval of the donation creates 2 records: **Infotype 9004**, with recipient, date, and number of hours, and **Infotype 2013** (for both donor and recipient) to reduce *donor* quota and add the donation to the *recipient's* annual or sick buckets.

For questions regarding the sick leave sharing feature, please contact the KHRIS Service Center at PERS.KHRIShelpdesk@ky.gov.

Year-End Information:

The Personnel Cabinet is in the process of updating all 2011 manual pay documents not updated in Legacy into KHRIS. Payroll Branch consultants have been working with agencies to resolve any issues with the manual documents, such as missing information or discrepancies between the manual document and the system information. Following each upload of manual adjustments into KHRIS, a list of uploaded adjustments and a list of failed uploads will be provided to agencies, with guidance for validating the updates in KHRIS. Some records will have to be created for individuals who did not have a record in Legacy or KHRIS for 2011 (this is usually for refunds made to employees for prior year deductions/contributions). Payroll Branch consultants will be contacting agencies regarding these items. Consultants have also been contacting agencies regarding SAS 27s and ROPs that have not been forwarded to the Personnel Cabinet for updating. In comparing agency submissions of copies of SAS 27s and ROPs to the Social Security Coverage and Reporting Branch's report listing the manual documents they have received, we have discovered approximately 345 documents for which copies have not been submitted to the Personnel Cabinet for update. Consultants are contacting agencies regarding these items. Agencies may do their own survey by comparing the 1) quarterly report provided by the Social Security Coverage and Reporting Branch, 2)their own documents, and 3) the QEH in Document Direct for updates made in the first quarter of 2011 and the list of KHRIS adjustments provided by Todd Bailey for the remainder of 2011. All updates affecting FICA and the W-2 should be found in each of the three sources. It is imperative that these missing documents be sent immediately and that all manual documents not updated in Legacy have been captured and updated. If a document is missing and not updated, the W-2 will be incorrect and the agency will have to prepare a W-2C.

Claims are outstanding amounts owed by employees resulting in negative values. An employee may have a claim due to any adjustment to his or her information in KHRIS that results in the employee having underpaid a tax (such as FICA) or contribution/deduction that retros (such as retirement), or if the employee was overpaid as a result of retroactive correction of master or time data (i.e., basic pay or LPNA). Claims for withdrawn employees (or for employees in inactive status who will not return to work) should be resolved and cleared prior to year-end either through recovery from the employee or forgiveness of the claim by the agency. Payroll branch consultants have been contacting agencies that have records in inactive or withdrawn status with claims to determine the handling of the claim. It is important that agencies research the claims and provide the needed information to their consultants.

Payroll Branch consultants have also been contacting agencies regarding employees who are out of balance for Social Security and Medicare to check and correct for withdrawn or inactive employees. Agencies must resolve Social Security and Medicare incongruencies. Please work with your consultant to finish these quickly.

Employees with dual records in KHRIS are being monitored for exceeding the Social Security maximum tax limit. Agency payroll consultants will contact affected agencies regarding correction and refund of overpaid tax on any affected employees.

A preliminary reconciliation of the deferred compensation files is underway for data as of October 31, 2011. Due to a shortened window for reconciling files in early January, the determination was made to perform reconciliation prior to the end of the year in order to identify and reconcile any existing discrepancies. This should result in significantly fewer discrepancies to be resolved at year-end. Consultants have been working with Kentucky Employees Deferred Compensation Authority to contact agencies regarding discrepancies between KHRIS and Kentucky Employees Deferred Compensation Authority; it is important that agencies cooperate with the reconciliation process and respond promptly to requests for information and research into discrepancies. A second discrepancy file will be created at the end of the year, and it will be very important that agencies work to resolve any problems quickly, as the window for updating records prior to the creation of the W-2 file will be very short.

Unlike in our Legacy System, KHRIS will not be closed to users between the time we make the final payment for 2011 in KHRIS and when we return following the New Year Holiday on January 3, 2012. The system will be unavailable to users at times to run payroll and adjustments. Please refer to the KHRIS Calendar online to be up-to-date on the latest schedule.

Thank you for your cooperation and assistance.

Military Leave:

Military leave balances were credited on 10/01/11. Although this leave was credited to all employees, only those coded with an "active" military status will be able to use it. HRGs and Time Administrators will be able to view this leave but employees will not (through ESS nor MSS).

Career Opportunities

Education Verification:

Two changes in the education verification process were implemented November 1, 2011, both with minimal impact on agency operations.

- The verification e-mail was revised. The updated version uses fewer words to get the point across. For now, the agency's education liaison will continue to be copied when verification e-mails are sent.
- Due dates for verifications have been standardized. All verification e-mails sent in November and December of 2011 will be due by February 1, 2012. Thereafter, verifications will be due by the first day of the second month following the date we send the e-mail. (This is *similar* to health insurance eligibility.) The change shortens the verification submission period from 90 days to 30-60 days. It also provides for better tracking and reporting.

Preferred Skills Questions (PSQs):

Please inform hiring managers to avoid using PSQ responses for screening if the questions were not part of their COS postings. All of an applicant's PSQ responses are viewable on the application. However, the applicant does not have the opportunity to update those responses unless presented with the questions during the submission process. For example, a person who indicated unavailability for travel when applying for a job last year may now be able to travel. If your req did not ask the question, the applicant cannot change the response.

Milestone:

Congratulations to Bobbie Underwood for being the Req Creator for 20000BR near the four year anniversary of COS implementation!

Recruitment Assistance:

The Applicant Services Branch provides a variety of recruitment services to assist agencies in attracting qualified applicants. We assist with advertising, utilizing the COS database to identify potential candidates and attending career fairs throughout the state. We encourage agencies to contact Linda Brown at LindaC.brown3@ky.gov or at (502) 564-5272 if you have a particular recruitment need or would like to partner with us at one of these recruiting events.