

March 03, 2015

TO: UIC Departmental Human Resources Units

FR: UIC Human Resources - Temporary Services Unit

RE: EXTRA HELP ADMINISTRATIVE CHANGES

UIC Human Resources provides services in support of your short term temporary staffing needs in the form of extra help and temporary agency staff placements. It is our goal that UIC use of extra help resources is as efficient, effective, and in compliance with SUCSS rules as possible. This memo is intended to provide detailed information regarding processes being put in place to better administer extra help positions.

CHARGES FOR EXTRA HELP SERVICES

In an email distributed on 1/5/2015 through the DDDH listserv, it was communicated that all departments will be charged \$363 per requisition for extra help services starting January 1, 2015.

A requisition must be submitted and the \$363 fee will be assessed when any of the following events occur:

- Department request for new extra help hire. The Recruiter will contact the Department to acknowledge receipt of the request and review pertinent hiring information. The Recruiter will then contact the candidate to begin the onboarding process. Charges will be assessed once the candidate is contacted and onboarding has commenced, regardless if the position request is subsequently cancelled.
- Employee who has been off payroll for any length of time (30 days, 6 months, etc.) returns to UIC extra help employment.
- Employee is reassigned to another org code within same department in same job title
- Employee whose assignment is not consecutive but periodic across a calendar year and expected to be less than 600 hours (e.g. Bookstore staff, Safety Officers, Clinical Actors). For these positions, a new Requisition must be submitted every January 1st.

Charges for requisitions submitted the previous month will be assessed at the end of the following month and will be charged to the department's 142350 Account fund unless otherwise designated.

Due to the delay in issuing this communication, charges for requisitions submitted in January 2015 are being delayed and will be processed the week of 3/2/2015. Charges for requisitions submitted in February 2015 will be processed the week of 3/30/2015.

HIRING OF EXTRA HELP POSITIONS

The hiring process for extra help positions remains unchanged. Campus departments will continue to interview and select their desired candidates and forward candidate information via the web-based position requisition process. If the department does not have a desired candidate, UICHR extra help recruitment staff can work with you to post the extra help position on the job board. Until such time as Hiretouch is configured to handle extra help recruitment, all applications and resumes submitted for posted extra help positions will be directly forwarded to a designated Department contact person for review and interviews.

USE OF EXTRA HELP POSITIONS (EXCERPT FROM CIVIL SERVICE STATUTES AND RULES)

An Extra Help appointment may be made by an employer to any position for work the employer attests to be casual or emergent in nature and that meets the following conditions:

- *the amount of time for which the services are needed is not usually predictable;*
- *payment for work performed is usually made on an hourly basis; and*
- *the work cannot readily be assigned, either on a straight-time or on an overtime basis, to a status employee.*

An Extra Help position may be used for a maximum of 900 hours of actual work in any consecutive 12 month period. The employer (extra help administrator) shall review the status of the position at least every three calendar months.

If at any time it is found that the position has become an appointment that is other than Extra Help, the employer shall terminate the Extra Help appointment. If an Extra Help position has accrued 900 consecutive hours, the position shall not be reestablished until six months have elapsed from the date of the termination of the position.

Upon working 900 hours, an Extra Help employee cannot resume employment in any Extra Help appointment at a place of employment until 30 calendar days have elapsed.

MONITORING OF EXTRA HELP POSITION USE AND HOURS

Exceeding the 900 hour threshold has now resulted in material audit findings in the latest audit from the State Universities Civil Service System (SUCSS) for UIC. This finding requires the establishment of an immediate remedial action plan to eliminate the possibility of staff exceeding the 900 hour threshold.

As such, effective March 1, 2015, the use of extra help positions and corresponding hours worked will be monitored as follows:

1. **400 hours** - extra help administrator reviews all active assignments and sends Department notice of hours worked. Exploration of permanent employment options and corresponding examinations is initiated at this point.

2. **600 hours** – extra help administrator will contact Department to assess ongoing need for the position and continue planning permanent placement or preparation to end assignment.

An initial evaluation of the possible need for an extension should occur at this point. A notice will also be sent to the employee, advising of the impending 900 hour threshold.

3. **700 hours** - if an extension appears to be warranted, the Department should initiate the request by no later than 700 hours into the assignment. No notice will be sent from the extra help administrator in this regard.
4. **800 hours** – a final notice of assignment ending will be sent to the Department. The Department must now work with the extra help administrator to begin separation processes.
5. **900 hours** - the Department must have already ended the assignment and initiated the Banner END JOB transaction accordingly. The employee should be separated after the final pay occurs.

The extra help assignment will be terminated in Banner on all employees that are not seasonal. If the employee returns at a later time, the hiring/requisition process must be initiated. Termination in Banner enables more accurate record-keeping in that all extra help employees reflected in the system will only be those that are actively employed.

The extra help administrator will run reports on a monthly basis to ensure that all extra help assignments scheduled for the full 900 hours are terminated appropriately.

Given the seriousness of violating the 900 hour threshold, all positions that remain on the payroll after 900 hours due to noncompliance will be referred to the AVP of Human Resources and the respective Dean or Department Head to be addressed in a more formal manner.

USE OF MANUAL CHECKS – MISCALCULATION OF HOURS WORKED

The use of manual checks to pay extra help staff creates a situation wherein the hours being paid are not recorded in the Banner system. The Banner system is used to run extra help utilization reports. So that those hours can be captured and accounted for in compliance with SUCSS rules, the extra help administrator must be aware that the check has been generated so that the hours can be manually entered in the Banner system. If a manual check is needed, the extra help administrator should be notified immediately via email after the manual check process is initiated. In that email, please insert “Manual Check – Employee Name” in the subject line and provide the employees’ name, UIN, and pay period in the body of the email.

EXTRA HELP EXTENSION REQUESTS

There are occasions when an extra help assignment may need to extend beyond the 900 hour threshold but does not need to continue indefinitely. Such occasions may arise as a result of an unexpected staffing change, unplanned increase in work duties or needs of the position, or unanticipated special project needs. It is critical that extra help positions are used in accordance with SUCSS statutes and rules and that none of our extra help employees exceed 900 hours unless an extension has been granted.

SUCSS approves extension requests and has established stringent guidelines for approval - allowable justifications are outlined as follows:

- Continuing disability, pregnancy leave, military leave, or other approved leave of absence where the employer expects the return of the employee holding the original appointment. The extension may not exceed the period of the approved leave.
- Intermittent need of highly skilled technical or professional positions/employees that have been trained by the employer. Consideration will be given to recruitment difficulty based on verifiable job market demand components. Examples of positions that may fall within this guideline are medical personnel, information technology staff, and law enforcement personnel.
- A project that requires completion within a short timeframe, such as one year or less, and there is no additional funding available.
- Other situations resulting in a critical need or unusual and rare circumstances.

It is important to note that extensions due to workload peaks are generally not granted unless it has a direct effect on the health and safety of students, patients, faculty/staff or the general public who are invited to sponsored events.

EXTRA HELP HIRING AND ADMINISTRATIVE PROCESS IMPROVEMENTS

In efforts to further streamline administrative processes and reduce time to hire, UIC Human Resources staff are currently engaged in process improvement review of all extra help hiring and administrative processes. Use of Hiretouch and other software / automation is being examined.

EXTRA HELP COMMUNICATIONS – DEDICATED EMAIL ACCOUNT

A dedicated email (uichreextrahelpadmin@uillinois.edu) has been established for all Campus-based extra help communications. General communications to departments regarding extra help administration or charges will originate from this email address going forward and will be sent directly to the Department contact person who is requesting and managing the position. Requests for extensions, placements, manual checks, and assistance should be forwarded to this email - please be sure to insert the department name and position title in the subject line. The extra help administrator (Shannon McGinnis, Deputy Director) holds the primary responsibility for managing email correspondence and will respond to your communication within two business days of receipt. Shannon can be reached via this dedicated email or by phone at (312) 996-8514.

A review of the content of this memo is planned for the upcoming HRAC meeting later this month. In the interim, if you have questions or concerns or ideas for administrative changes, please feel free to contact Shannon or Joanne Tolbert-Wells, Director of Employment Services. You can reach Joanne via email at joannet@uic.edu and via telephone at (312) 996-4852.

As changes are proposed and developed, your input will be solicited to ensure that our processes are customer-friendly and effective. Thank you in advance for your continued partnership as we move forward with efforts to administratively streamline and improve extra help hiring and administrative processes.