



THE H. R. RECORD

A publication of Human Resources, UM-St. Louis - September 2000

WELCOME! NEW EMPLOYEES

Jennifer Annetta, Asst. Prog. Mgr., Teaching & Learning
Catherine Balsley, Library Asst. I, Libraries
Sandra Beins, Dept. Asst., Political Science
Katharine Brown, Director Premier Perf., Chancellor's Office
Barbara Buhmann, Admission Advisor, Admissions
Amanda Chamberlin, Sr. Information Spec., University Rel.
Christopher Cole, Sports Info Spec., Athletics
Erin Cummins, Preschool Aide, Child Development Center
Catherine Dinkelman, Dept. Asst., Educational Leadership
Angela Hagemann, Department Asst., Gerontology
Darrell Hockett, Information Spec., Univ. Communications
Annada Hoskins, Preschool Aide, Child Development Center
LaTonya Hughes, Counselor, Multi-Cultural Relations
Brad Iftner, Stu. Dev. Coord., Evening College
Stacy Lee, Library Assistant I, Libraries
Donna Lemp, Clerk Typist, Teaching & Learning
Lynetta McAllum, Department Asst., Evening College
Mary McManus, Stud. Dev. Coord., Evening College
Derrick Morris, Optometric Tech., Optometry
Barry Morrison, Stu. Dev. Coord., Evening College
Donna Naughton, Senior Clerk, Cashier's Office
Donna Reed, Admin. Secretary, University Relations
Peggy Schwartz, Art Therapist, Children's Advocacy Centre
Victoria Vicente, Department Assistant, Campus Computing

New employees, if you need assistance please contact Human Resources (Peter Heithaus, Director). For help with initial orientation or new hire paperwork, contact John Tighe, ext. 5381. For questions concerning benefits, contact Joann Westbrook, ext. 5639. For help with payroll, contact Errol Benson, ext. 5803. For questions about policy, contact Deborah Burris at ext. 6843. For exit interviews, contact Alicia Winchester at ext. 5258.

PROMOTIONS/TRANSFERS

Teresa Balestreri, Asst. Dir. to Stu. Dev. Coord., Evening Coll.
Deborah Buyck, Acad. Advisor to Stu. Dev. Coord., Even Coll.
Eugene Ford, Term Serv. Cust. to Floor Maint. Worker, Facilities
Nancy Lammert, Recep. to Secretary, Math & Comp. Science
Joyce LaMartina, Library Asst. I to Admin. Asst., Libraries
Jim Murphy, Dept. Asst. to Comp. Oper., Campus Computing
Alberta Pittmann, Admin. Sec. to Dept. Asst., Gerontology
Brenda Shannon-Sims, Sr. Cont. Educ. Coord. to Mgr., Cont. Ed.
Darryl Wea, Conf. Asst., to Conference Asst., Univ. Center
Lynn Willits, Term. Technical to Stu. Dev. Coord., Evening Coll.

PEOPLESOFT HR MODULE UPDATE

An update on Human Resources processes resulting from the Administrative Systems Project will be presented at the Fiscal Officers Meeting on September 8, 2000 from 9:00 a.m. to 11:00 a.m. in room 126 J.C. Penney. Errol Benson, Manager of Payroll and Benefits, will discuss the training requirements and changes which can be expected with the implementation of PeopleSoft. Employees who may be responsible for entering payroll data into the PeopleSoft system for their departments are encouraged to attend. Contact *Errol Benson* at ext. 5803 for more information.

CONGRATULATIONS ! RETIREMENTS

*Rick Blanton, Director, University Center
*Edna Brown, Custodian, Custodial Services
*Karen Budak, Admin. Secretary, Academic Advisors - Bus
Yvonne Burl, Secretary, Career Placement Services
Albert Camigliano, Assoc. Professor, Foreign Lang & Literature
*Barbara Carroll, Dept. Asst., ASD Auxiliary Service
Lesley Catmet, Painter, Facilities Services
*Carol Chickey, Dept. Asst., Academic Advisors - Bus
*Marvin Emas, Locksmith, UM-St. Louis Police
*Paul Finney, Professor, History
*Norman Flax, Assoc. Professor, Social Work
*Nancy Forbes, Dept. Asst., School of Nursing
*William Franzen, Professor, Educ. Psych, Res & Eval
*Laurence Friedman, Assoc. Dean, Evening College
Ellen Grewe, Librarian I, Library
*Costa Haddad, Asst. to Dean, Arts & Sciences
Leitha Haffer, Admin. Secretary, Acad. Adv. - Arts & Sci
*Joan Hashimi, Assoc. Professor, Social Work
*Gloria Henderson, Secretary, English
*Mary Rose Hennessy, Admin. Secretary, Chancellor's Off
*James Hickerson, Interim Director, Envir Health & Safety
*Barbara Holt, Director, Bridge Program
Alice Hrabal, Admin. Secretary, Dean of Arts & Sciences
*Patricia Jakubowski, Prof of Ed, Counseling-Sch of Education
*Jean Jaspering, Secretary, Teaching & Learning
Dennis Judd, Professor, Political Science
Nan Kammann, Director of Spec Prog, Cont. Ed. & Outreach
*Carol Kohfeld, Professor, Political Science
*Mimi LaMarca, Registrar, Registration
*David Larsen, Professor, Chemistry
Larry Leffingwell, Sr. Buyer, Business Services
*Laurence Madeo, Lecturer, School of Bus Administration
*Kathleen Mallon, Dept. Asst., Evening College
*Rosa Mullins, Admin. Assoc. I, Dean-School of Education
*Florence Nolte, Exec. Staff Asst. II, Chancellor's Office
*Mary Pogue, Bus & Fiscal Oper Specialist, Evening College
*Gillian Raw, Sr. Lecturer, Math & Computer Science
Martin Sage, Prof of Biology, Dean of Arts & Sciences
*Norman Seay, Director, Office of Equal Opportunity
Donald Shields, Professor, Communication
*Wendell Smith, Interim Vice Chancellor, University Relations
Sandra Snell, Interim Director, Library
*Mary Sommer, Dept. Asst., Educ Leadership & Policy
J Fred Springer, Professor, Political Science
*James Tierney, Professor, English
*Paul Travers, Director of Undergrad Tchr Ed, Tchng & Learn
Otilia Voegtli, Inst in Marketing, School of Bus Administration
*Allen Wagner, Assoc. Prof, Criminology & Criminal Justice
*Judith Walter, Sr. Secretary, Optometry
Harry Weber, Sr. Lecturer, English
W. Glenn White, Assoc. Professor, Counseling - School of Ed
Marie Williams, Adm. Secretary, Business Services
*Jane Williamson, Assoc. Professor, English
*George Yard, Assoc Prof of Ed, Teaching & Learning
*Barbara Zeiss, Data Entry Operator II, Registration

*VERIP retiree returning in part-time capacity.

ENSURING A POSITIVE GRIEVANCE EXPERIENCE

According to HR Policy 119, “The University of Missouri is committed to providing a positive work and learning environment where all individuals are treated fairly and with respect”. This policy does not mean that employees should expect to always be happy or agree with their work environment or how they are treated by management. However, it does mean that all employees have a right to be treated objectively, consistently and in accordance with policy and law. An important device for protecting that right is the University’s Grievance Procedure, which is described in detail in the Staff Handbook and in the HR Policy Manual (HR 502 and HR 602).

If used properly, the Grievance Procedure can offer clear benefits to staff and management by providing a forum for staff and management to work together, to clarify policies and expectations, to improve communication, and to strengthen relationships. If not used properly, if grievants cannot or refuse to provide enough information to properly address their concerns or if there is no true intent on one side or the other to resolve issues, it can increase tension and cause divisiveness between staff and management. Moreover, the system can become clogged with frivolous, foundationless or generalized complaints which reduce the time and resources available to address the serious concerns of other employees. As a result, the credibility of the grievance process as a reliable means of resolving employee concerns can be severely damaged when management and staff question its usefulness as anything more than a system for registering complaints.

The spirit in which grievances are brought may determine whether they improve or impair relationships between employees and management. The following procedures will facilitate a positive and effective grievance experience:

1. The grievance must result from a specific recent event which caused identifiable damage to the grievant (e.g. tarnished personnel record, loss of pay or employment, denial of a privilege of employment). A disagreement with a supervisor or co-worker is not a sufficient basis unless it caused specific damage.
2. Subsequent to that event, but **before a formal grievance is filed, the grievant and his or her supervisor must meet in a sincere attempt to resolve the concern.**
3. The facts presented in the grievance complaint must be specific, accurate and directly related to the event.
4. The grievant must suggest a reasonable, enforceable remedy. The remedy must be focused on resolving the grievant’s concerns and redressing any damage and not on punishing or reprimanding someone else (such a remedy could not be enforced and would not make the grievant whole anyway). A grievance will not be successful if it is merely an attempt to blame or get even with someone.
5. If the grievant appeals the original grievance decision, he or she must detail the specific reasons for disagreement.
6. The grievant must stick to the established timelines - within 10 days after the event at the first step, within 5 days after the response at subsequent steps. This ensures a fresh recollection of events and minimizes the disruption of work flow.

MENTAL HEALTH AND CHEMICAL DEPENDENCY BENEFITS

The University of Missouri-St. Louis offers a variety of Mental Health and Chemical Dependency treatment benefits to employees and their families. Mental health benefits can be used for medically necessary and appropriate treatment or hospital confinement for psychological, mental, emotional or behavioral disorders, including, but not limited to, neurosis, psychoneurosis, psychosis or personality disorders. They cannot be used for marriage counseling unrelated to a mental illness, treatment for stress unrelated to a mental illness, treatment for a learning disability, smoking cessation products, or drugs used in the treatment of sexual dysfunction or gender identity.

Chemical dependency benefits can be used for the treatment of psychological or physiological dependency resulting from the abuse of drugs or alcohol, including the misuse of prescription drugs or over-the-counter drugs or the use of illegal drugs. They can be used to pay for treatment at a rehabilitative care facility where confinement has been recommended and approved by a physician. They cannot be used for outpatient treatment which is not supervised by a physician.

Mental health and chemical dependency treatments for employees in **UM POS Choice Plus** and **Select Plus** must first be authorized through Value Options at (800) 747-3648. Value Options will then refer the employee to a network provider or, if urgent care is required, to a nearby emergency room. Inpatient treatment at an approved facility is covered at 90% after a \$200 copay per stay. Outpatient treatment is covered at 90% with network providers or 60% of network cost for up to 10 visits per year with non-network providers.

Employees in **Group Health Plan** must be authorized and referred through GHP’s Behavioral Health Line at (877) 227-3520. Inpatient treatment is covered at 100% for up to 30 days per 12 months after a \$200 copay per stay. Outpatient treatment is covered at 100% after a \$20 copay per visit for up to 20 visits per 12 months.

Mental health and chemical dependency benefits for employees in the **Catastrophic Plan** are administered by General American. Inpatient treatment is covered at 80% after the deductible and a \$300 copay per stay for up to 31 days per calendar year. Outpatient treatment is covered at 60% after the deductible for up to 30 visits per calendar year.

The University of Missouri - St. Louis offers two mental health treatment options on campus: the **Counseling Services** department (516-5711), for employees who want to explore, understand and work through issues and concerns ranging from work and career through grief and loss; and **Community Psychological Services** (516-5824), for those who are seeking child or family therapy. Community Psychological Services is a member of the Value Options network.

For additional information, refer to the Medical Plan Handbook or contact *Joann Westbrook* at ext. 5639 or *Michelle Brandon* at ext. 5806.