Welcome to HR Partners!
October 9, 2018
Agenda

• Vehicle Accident Reporting
• Stay Interviews
• Staff Assessment Management System (SAMS) Demo
• Announcements and Deadlines
• Spin the Wheel!
Auto Liability Accident Reporting

George Ninan, Controller
Accounting Office
Background and Scope

- Tennessee Department of Treasury, Division of Claims and Risk Management is rolling out this process to proactively collect information on vehicle accidents which could result in claims against the state.

- The new Reporting Requirements are to be followed in the event of accidents involving a state employee and a citizen and or such person’s property, while driving a state vehicle, a rental or own vehicle. This reporting requirement is not applicable when a citizen or such person’s property is not involved, i.e. a state employee drove into a tree.

- The new reporting requirements are the responsibility of every state employee involved in the accident and if unable, such employee’s supervisor.

- The new reporting requirements were effective July 2018.
Auto Liability Accident Reporting

State of Tennessee Auto Liability Program
A Program of the Tennessee Treasury Department
Division of Claims and Risk Management

Auto Accident Reporting Instructions

IF YOU ARE INVOLVED IN AN AUTO ACCIDENT WHILE DRIVING A STATE VEHICLE, RENTAL, OR YOUR OWN VEHICLE WHILE IN THE COURSE OF YOUR EMPLOYMENT, FOLLOW THE INSTRUCTIONS BELOW:

1. Don’t leave the scene. Be prepared to communicate all details of the incident to the State adjuster.
2. Call emergency services (911) or police non-emergency number as needed.
3. Take at least 4 photos of both vehicles, license plates, parking situation, insurance card for other party, and any notable unrelated damages. Include photo of the other party if applicable.
4. Call the State of TN Auto Accident Call Center immediately to report the incident, then call your supervisor and follow your department’s applicable procedures.
5. Do not admit fault in the accident or promise coverage or reimbursement to anyone.

State of TN Auto Accident Call Center:
(855) 253-0629

Be prepared to provide the following information to the Call Center:
- Incident date, time, and location
- State Office’s name, phone number, and email
- Any/all other driver’s names and phone numbers, plus emails if available
- Any other involved passenger’s names and phone numbers, plus emails if available
- Vehicle information for all vehicles, including license plate number and VIN
- Your State Supervisor’s name, phone number, or other contact information
- Confirm if any fatalities or non-fatal injuries occurred

IF YOU HIT AN UNOCCUPIED VEHICLE:

1. Fill out a Damage Notification Card and leave it on the unoccupied vehicle.
2. Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 with date, time, and location of the incident, as well as any additional information you may have.
3. Take photos of both vehicles, as well as the license plate and VIN tag of the other vehicle on the driver-side dash, near the windshield.

Tennessee Department of Treasury
Division of Claims and Risk Management

Damage Notification
The State of Tennessee hereby gives this notification relative to damage that occurred to your vehicle while it was unoccupied. To obtain information about incident, please call the State of TN Auto Accident Call Center using the phone number:

(855) 253-0629

Provide the following information when calling:

State Agency:

Tennessee Department of Treasury
Division of Claims and Risk Management

July 2018

Damage notification receipt is not an admission of liability or that a damage will be paid.
Poster for Auto Liability Accident Reporting

You had an accident. Now what?

If you are driving a state vehicle, rental, or your own vehicle on official State business, follow these instructions if an auto accident occurs:

1. Don’t leave the scene. Be prepared to communicate all details of the incident to the State’s adjustor.
2. Call emergency services (911 or police non-emergency number) as needed.
3. Take at least 4 photos of both vehicles, license plates, parking situation, insurance card for other party, and any notable unrelated damages. Include photo of the other party if applicable.
4. Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 to report the incident, then call your supervisor and follow your department’s applicable procedures.
5. Do not admit fault in the accident or promise coverage or reimbursement to anyone.

Provide to the Call Center:

- Incident date, time, and location
- State driver’s name, phone number, and email
- Any other driver’s name, phone number, and email
- Vehicle info for all vehicles, including license plate # and/or VIN
- Supervisor’s name and contact information
- Confirm if any injuries/fatalities occurred

If you hit an unoccupied vehicle:

1. Fill out a Damage Notification Card and leave it on the unoccupied vehicle.
2. Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 with date, time, and location of the incident, as well as any additional information you may have.
3. Take photos of both vehicles, as well as the license plate and VIN tag of the other vehicle (on the driver side dash, near the windshield).

State of TN Auto Accident Call Center: (855) 253-0629
When an accident happens...

- Don’t leave the scene.
- Call emergency services (911 or police non-emergency number 545-COPS - Memphis).
- State Employee calls Call Center.
- Call center emails adjuster from VeriClaim.
- VeriClaim adjuster calls State Employee and Citizen.
- VeriClaim makes a decision on negligence and assists citizen with repairs.
Resources - Reporting Auto Accidents

• Department heads must ensure:
  – Both the Accident Reporting Instructions and a Damage Notification Card are placed and maintained in their department’s University vehicles, and
  – Employees or students that may operate a vehicle while on official University business must receive Auto Accident Reporting Training, available online through Learning Curve.

• More information is available at http://www.memphis.edu/vehicles. Any questions should be directed to the Finance Office at FinanceOffice@memphis.edu.
Questions
Stay Interviews: Retaining Top Talent

Margie Williamson
Senior Director, Human Resources
Stay Interviews

Focus Groups

• **Separation System**
  – Identify supervisors who have lost top talent

• **Service Award Report**
  – Identify long-term employees
Stay Interviews

Frequency

• New Hires
  – 3 months
  – 6 months
  – 1 year

• Current Employees
  – Annually
  • Make it part of SAMS
Stay Interviews

Reduce Turnover

- Survey Results
  - Analyze Data
  - Report Findings
  - Execute
  - Annual Report
Stay Interview Questions

• What makes this University a great place to work?

• On a scale of 1 to 5, rate the morale in your department.

• What do you like most about your job? What do you like least about your job?

• What are your career aspirations?

• Do you have a professional development plan?

• If you could change one thing about your job, what would it be?
Stay Interview Questions

- Are you interested in alternative work schedules?
- Have you ever considered leaving the University? If so, explain why you stayed.
- How would you describe morale in your department?
- How would you rate your salary?
- How would you rate communication in your department?
- On a scale of 1 to 5, how would you rate your job satisfaction?
Implementation

Training

• Partner with OED to present series on Employee Retention and/or Retaining Top-Talent.

• Target areas with high turnover

• Identify supervisors and employees to participate in the project.

• Share results with Executives

• Take Action
Questions?
Staff Assessment Management System (SAMS) Demonstration

Danny Linton
Assistant Director, Human Resources
Staff Assessment Management System

- New streamlined performance appraisal system for staff went into production on October 1, 2018
- Numeric scores replaced by text scores
- 13 factors condensed to 5
- Supervisor must indicate goals for upcoming cycle as part of appraisal
Staff Assessment Management System

• To submit, supervisor must agree that all of the following have occurred:
  – Goals shared with employee
  – Professional development plan provided
  – Face-to-face meeting has occurred

• Keep in mind that appraisals are required for all staff employees and are key to the merit pay process

• In-person and online training for the new system being offered
Questions?
Announcements & Deadlines
Announcements & Deadlines

• New HR Employees
• New HR Partners
Announcements & Deadlines

• Don’t forget to review the University’s current job openings at workforum.memphis.edu.
• Subscribe to our Twitter feed at @umemphisjobs!
Announcements & Deadlines

• Banner 9 is live!
Announcements & Deadlines

• The WorkforUM changes announced last month have all been implemented in WorkforUM.
• Many of the changes have also been applied to faculty positions for your convenience.
Announcements & Deadlines

Benefits Annual Enrollment Period

October 1-12, 2018

*All changes must be submitted by 4:30 p.m. on October 12th.*
Announcements & Deadlines

All I-9 forms for all types of employees are now to be completed in HR via the I-9 compliance coordinator.

• 143 Administration Building
• Angela Wheeler-Lester
• 901.678.3338
• Please send employees WITH PROPER DOCUMENTATION!
Announcements & Deadlines

HR Service Center Hours:
• Monday – Thursday: 7:30 a.m. – 5 p.m.
• Friday: 8 a.m. – 4:30 p.m.
• 165 Administration Building
Career Milestone Awards
Thursday, November 8, 2018
UC Ballroom, 10 a.m.
Announcements & Deadlines

• Read Your HR Newsletter!
  – http://memphis.edu/hr/newsletter.php
Announcements & Deadlines

• Brown Bag Sessions
  – Oct. 10: Effective Mentoring in the Workplace
  – Oct. 24: Coaching Techniques
  – Nov. 14: The Science of Goal Setting
  – Nov. 28: SAMS — Staff Appraisal Management System

• Sign up in Learning Curve
Announcements & Deadlines

• Nominations are being accepted through October 12th at 4:30 p.m. for this month’s Harriet R. Montgomery Customer Service Excellence Award.

• This month’s division is Business & Finance.
Announcements & Deadlines

• Charitable Giving Campaign runs Oct. 16 - Nov. 15
• Kickoff on Tuesday, Oct. 16 at 10 a.m. in the UC Bluff Room
Announcements & Deadlines

• Customer Service Training
  October 9, 2 – 3:30pm
  AD177B

October 23, 10:30am – 12pm
AD177B
Announcements & Deadlines

• E-Contract Training
  – Graduate Assistants: October 24
  – Part-Time Faculty: October 25
  – Extra Compensation: October 26

• All sessions in AD 177B, 2:30pm

• Please sign up in Learning Curve
Announcements & Deadlines

• Banner Navigation
  October 30, 2018
  10 a.m.  AD178 – SOLD OUT

• WorkforUM Training
  October 31, 2018
  1:30 p.m.  AD178
Thank you for attending!
memphis.edu/hrpartners