Small Wins: Creating Customer Value by Developing an FMLA Module
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Agenda

• Introduction
• Problem
• Solution
• Customer Value
• System Overview
• Questions & Answers
Presenter Introductions

- Susana Lee
  - IT Manager
  - Project Oversight

- Alida Bailey
  - Business Analyst
  - QA Tester

- Drew Pokorney
  - Project Manager
System Introduction

• The UCPath project will replace the HR and Payroll system

• In order to support UCPath, a new time and attendance system was required

• HBS ecotime was chosen for Time and Attendance

• The team worked with the vendor to build an FMLA module
Problem

• The Health System manually tracked FMLA events

• FMLA eligibility calculations and usage were not standardized across departments

• Departments could not easily track FML usage or manage required documents

• Communication was inconsistent and untimely

• FMLA reporting processes were manual and time consuming
It’s Complicated . . .

Family and Medical Leave Act
State Laws & UC Policies
Military Leave
Parental Bonding Leave
Workers’ Compensation
Rehabilitation Leave
Pregnancy Disability Leave
Opportunity:

Time & Attendance System Replacement

- With a new system, the organization was able to work with the vendor to build a customized FMLA solution.
- Centralized system with standardized business rules for determining FMLA eligibility and entitlements.
- Uses reporting relationships in PeopleSoft to ensure the appropriate manager approves the FMLA event.
Scope that Guided this Project

• Standardize Attendance and Leave Management Practices across the Health System

• Mitigate risk to the organization and minimize disruption to business operations

• Deliver tools and technology to improve processes for supervisors/managers, departments and employees
Scope that Guided this Project

• Redesign workflow for leaves
• Automate manual, paper-driven processes
• Increase accountability and visibility of FML events and leave administration
Business Requirements

• Determine Eligibility:
  ➢ 12 months of cumulative University service (*need not be continuous*);
  ➢ A minimum of 1,250 actual work hours within the 12 month period immediately preceding the start of the leave. Non-worked hours (vacation, sick, holiday hours) do not count.

• Calculate Entitlements Used

• Send forms and notices required for FML events
Business Requirements

• Notify managers and employees of required actions

• Automate reporting

• Be easy for all users!!
## Current (As-Is) vs. Future (To-Be)

<table>
<thead>
<tr>
<th>CURRENT STATE</th>
<th>FUTURE STATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee submits hard-copy Leave of Absence Request.</td>
<td>Employee requests FMLA Leave online via ecotime.</td>
</tr>
<tr>
<td>Employee downloads forms from Intranet.</td>
<td>Employee is e-mailed forms via FMLA Module.</td>
</tr>
<tr>
<td>Supervisor informs employee of provisional approval for FML.</td>
<td>Employee is provided with notification of approval via FMLA Module.</td>
</tr>
<tr>
<td>Supervisor manually determines FML eligibility.</td>
<td>Supervisors are provided eligibility and entitlements confirmation via ecotime FMLA Module.</td>
</tr>
<tr>
<td>Supervisor manually confirms FML entitlements.</td>
<td>Automated notifications are sent to employee and supervisor.</td>
</tr>
<tr>
<td>All interaction between Supervisor and the employee are manual.</td>
<td>FMLA Module automatically tracks FML usage.</td>
</tr>
<tr>
<td>Supervisor manually tracks FML usage.</td>
<td></td>
</tr>
</tbody>
</table>
Development Strategy

- Partnered with Employee & Labor Relations and Payroll Departments
  - Identified Department Subject Matter Experts
  - Gathered Requirements
  - Documented Business Process Flows
  - Collaborated on User Acceptance Testing
Development Strategy

• Partnered with HBS (Vendor)
  ➢ Customized FMLA Module
  ➢ Accessed vendor QA site for testing
  ➢ Documented defects
  ➢ Held weekly progress checks
  ➢ Developed forms and reports
Development Strategy

• Established Super User groups
  ➢ Identified FMLA Coordinators
  ➢ Conducted Beta testing
  ➢ Facilitated “Train the Trainer” Sessions

• Post-implementation
  ➢ Support production issues
  ➢ Track enhancements
  ➢ Communicate with Vendor
Training Strategy

• Primary training completed with videos:
  ➢ System overview and routine skills training through UC Learning Center
  ➢ Job aids, FAQs, and training videos available on HR website (short URL)
  ➢ Advantages:
    ✓ Self-directed
    ✓ Flexible
    ✓ Scalable, smaller modules
    ✓ Lower cost
Key Preparations for Go-Live

• View FMLA training videos via UC Learning
• Visit ecotime LOA/FMLA web page for job aids & FAQs
• Attend FMLA Start-up Training
• Continue tracking employee FMLA events until Go-Live
• Retain records (may be needed to calculate entitlement for future FMLA events)
## Deployment Plan

<table>
<thead>
<tr>
<th>Go Live Date</th>
<th>Groups</th>
<th>Estimated Count</th>
<th>Training Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 1, 2015</td>
<td>Monthly Exempt Employees</td>
<td>500</td>
<td>Feb 23</td>
</tr>
<tr>
<td>Mar 15, 2015</td>
<td>Bi-Weekly Exempt Employees</td>
<td>2,200</td>
<td>Mar 9</td>
</tr>
<tr>
<td>Apr 12, 2015</td>
<td>All Hourly Employees</td>
<td>7,600</td>
<td>Mar 23</td>
</tr>
<tr>
<td><strong>Apr 12, 2015</strong></td>
<td><strong>FMLA Module – All Health System Employees</strong></td>
<td><strong>10,000+</strong></td>
<td><strong>Mar 30</strong></td>
</tr>
</tbody>
</table>

Family and Medical Leave and ecotime® FMLA Module
Customer Value (The Small Wins)

• Supported consistency across the Health System
• Standardized practices and processes
• Expanded access to information and resources for individual employees and departments
• Interfaced Human Resource and Payroll Systems
• Delivered a system that minimizes human intervention
Customer Value (Even More Small Wins)

- Proactive management of FMLA events
- Consistent tracking of leave events, including intermittent leave
- Ability to track multiple FML leaves
- Enhanced data accessibility and reporting
- Visibility of leave patterns resulting in non-productive time
- Enables employees to “Stay At Work” or “Return to Work” sooner
FMLA Entitlement Transition

FMLA Time Tracking Tool for Qualifying Employees

Employee Name: Pratika Hinde
Employee Number: 3335662323
Standard Work Hours Per Week: 40.00
Standard FMLA Hours Available: 384.00
Start Date: 03/04/2015

Enter total of previously used FMLA hours this year: 96.00

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th># FMLA Hours Taken</th>
<th>Reason Code</th>
<th>FMLA Hours Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/4/2015</td>
<td>Wed</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>376.00</td>
</tr>
<tr>
<td>3/5/2015</td>
<td>Thu</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>368.00</td>
</tr>
<tr>
<td>3/6/2015</td>
<td>Fri</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>360.00</td>
</tr>
<tr>
<td>3/7/2015</td>
<td>Sat</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>360.00</td>
</tr>
<tr>
<td>3/8/2015</td>
<td>Sun</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>360.00</td>
</tr>
<tr>
<td>3/9/2015</td>
<td>Mon</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>350.00</td>
</tr>
<tr>
<td>3/10/2015</td>
<td>Tues</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>344.00</td>
</tr>
<tr>
<td>3/11/2015</td>
<td>Wed</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>336.00</td>
</tr>
<tr>
<td>3/12/2015</td>
<td>Thu</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>328.00</td>
</tr>
<tr>
<td>3/13/2015</td>
<td>Fri</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>320.00</td>
</tr>
<tr>
<td>3/14/2015</td>
<td>Sat</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>320.00</td>
</tr>
<tr>
<td>3/15/2015</td>
<td>Sun</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>320.00</td>
</tr>
<tr>
<td>3/16/2015</td>
<td>Mon</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>312.00</td>
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<tr>
<td>3/17/2015</td>
<td>Tues</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>304.00</td>
</tr>
<tr>
<td>3/18/2015</td>
<td>Wed</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>296.00</td>
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<tr>
<td>3/19/2015</td>
<td>Thu</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>288.00</td>
</tr>
<tr>
<td>3/20/2015</td>
<td>Fri</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>280.00</td>
</tr>
<tr>
<td>3/21/2015</td>
<td>Sat</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>280.00</td>
</tr>
<tr>
<td>3/22/2015</td>
<td>Sun</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>280.00</td>
</tr>
<tr>
<td>3/23/2015</td>
<td>Mon</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>272.00</td>
</tr>
<tr>
<td>3/24/2015</td>
<td>Tues</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>264.00</td>
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<tr>
<td>3/25/2015</td>
<td>Wed</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>256.00</td>
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<tr>
<td>3/26/2015</td>
<td>Thu</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>248.00</td>
</tr>
<tr>
<td>3/27/2015</td>
<td>Fri</td>
<td>0.00</td>
<td>FML - FAM</td>
<td>240.00</td>
</tr>
</tbody>
</table>

FMLA Year Balance

<table>
<thead>
<tr>
<th>Balance Year Start Date</th>
<th>Balance Year End Date</th>
<th>Default Cap No of Hours</th>
<th>Cap No of Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2015</td>
<td>12/31/2015</td>
<td>480</td>
<td>240</td>
</tr>
</tbody>
</table>

Employee Requests
FMLA Module System Demo
Questions?
FMLA Initiation

Employee self-service to submit FMLA Event.
System Notifications

The system will send out email notifications and will display web messages for both the employee and supervisor.

<table>
<thead>
<tr>
<th>Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>FMLA Alert</td>
</tr>
</tbody>
</table>

Your FMLA request for FML - FAM 1 was received on 07/08/2016 11:31:14
Your FMLA Representative: DISI, PROBA, probe.disi@ucdmc.ucdavis.edu

Please complete and return the required forms.

<table>
<thead>
<tr>
<th>Form Title</th>
<th>Form Description</th>
<th>Download</th>
<th>Date Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Declaration of Relationship Form</td>
<td>Declaration of Relationship Form</td>
<td>Download</td>
<td>07/23/2016</td>
</tr>
<tr>
<td>Medical Certification for Family Member’s Serious Health Condition</td>
<td>Medical Certification for Family Member’s Serious Health Condition</td>
<td>Download</td>
<td>07/23/2016</td>
</tr>
</tbody>
</table>

The link to the Employee Rights and Responsibility Fact Sheet is provided to inform you of your rights and responsibilities related to FMLA.

Employee Rights and Responsibilities Under FMLA

CAI, UIjian has submitted a request in ecotime for FML - FAM 1 on 07/08/2016 11:31:14.
Manager Review of FMLA Request

Employee: CALVIN/HAN (113221111)
Employee Name: CALVIN/HAN
Department: If 1086802
Timesheet Group: 110000111
Supervisor Name: DESPORA

Reason Code: FML - PAM 1
Intermittent: 
Planned Hours: 

Start Date: 7/11/2016
End Date: 7/15/2016
Requested On: 7/11/2016
Requested By: 

Status: Pending
Follow Up Required: 
Status Provided By: BAIY/LIGHT (265310)

FMLA Forms

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Download</th>
<th>Due Date</th>
<th>Received</th>
<th>Received Date</th>
<th>Received By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Declaration of Relationship Form</td>
<td>Declaration of Relationship Form</td>
<td></td>
<td>7/23/2016</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Certification for Family Member's</td>
<td>Medical Certification for Family Member's Serious</td>
<td></td>
<td>7/23/2016</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Employee Eligibility

FMLA Year Balance
Supervisors can quickly and easily determine whether employee is FML eligible by reviewing this information in the system.
Approve/Modify FML Request

The supervisor can approve or modify a LOA/FML request.
Entitlements

The system will automatically track the FML Year, event usage and reduce the FML year balance appropriately.

<table>
<thead>
<tr>
<th>Category</th>
<th>Balance Year</th>
<th>Starting Balance</th>
<th>Taken Balance</th>
<th>Current Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>FMLA YEAR</td>
<td>01/01/2016 - 12/31/2016</td>
<td>480.000</td>
<td>16.000</td>
<td>464.000</td>
</tr>
<tr>
<td>FML – Self 1</td>
<td>01/01/2016 - 12/31/2016</td>
<td>100.000</td>
<td>16.000</td>
<td>84.000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Hours</th>
<th>Totals</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/01/2016</td>
<td>FML – Self 1</td>
<td>100.000</td>
<td>100.000</td>
<td>FMLA</td>
</tr>
<tr>
<td>04/11/2016</td>
<td>FML – Self 1 (Leave w/o pay)</td>
<td>-8.000</td>
<td>92.000</td>
<td>FMLA</td>
</tr>
<tr>
<td>04/13/2016</td>
<td>FML – Self 1 (Leave w/o pay)</td>
<td>-0.000</td>
<td>84.000</td>
<td>FMLA</td>
</tr>
</tbody>
</table>
Family and Medical Leave and
ecotime® FMLA Module

FMLA Reports

FMLA Reports

department: No Filter
Employee: No Filter
Reason Code: CFRA BEL, CNA CFRA CCL, CNA
Status: Pending
FMLA Date Began: 7/11/2016 1:56:22 PM
And
FMLA Date Ended: 7/22/2016 1:56:22 PM
Display Criteria: False
Format Report: False

Employee Name: CAI,UIJIAN
Employee ID: 11132111
Start Date: 7/11/2016
End Date: 7/15/2016
Planned Hours: 0
Intermittent: No
Status: Pending
Status Provided By: BAILEY,ALIDA J (255360274)
Reason: FML – FAM 1