UPWARD MOBILITY PROGRAM AND GOALS

(Section 46a-68-91) January 2017

In the review of the 2015 Plan, this section was found to be in compliance.

Subsection (a)

The University remains committed to the professional development of its employees. The University is a highly unionized environment. Current collective bargaining unit agreements limit the University's ability to selectively identify specific individuals for upward mobility.

Various collective bargaining agreements require posting of jobs and also, for specific bargaining units, recognition of seniority as the key factor in upward mobility.

Article 14 (Section One) of the Maintenance & Service Unit (NP-2) Contract between the State of Connecticut and Connecticut Employees Union Independent states: "Reclassification of position shall not be utilized to defeat the contractual procedures of this Article". Article 14 (Section Four) also states: "(a) provided that no employee has recall rights, each vacancy shall be filled by transfer within the agency. If the vacancy cannot be filled by transfer within the agency, then it shall be filled by promotion from within the agency". Section Five (a) of Article 14 states that, "...vacancies shall be filled on the basis of greater seniority, as defined in Article 12, unless in the reasonable judgment of the employer, there is a significant difference in the work records of those seeking the position, or if the more senior employee is not qualified to perform the job."

Article 23 (Notice of Openings and Promotional Opportunities) of the Contract between the State of Connecticut and American Federation of State, County and Municipal Employees, AFL-CIO (AFSCME) states: "Prior to or concurrent with any outside recruiting efforts, the agency will post a notice of the vacancy at the facility where the vacancy exists."

For the reasons previously stated pursuant to collective bargaining provisions, the professional development opportunities for reclassification of employees in collective bargaining units must result from growth within a specific position and the need for the employee to perform the duties at a higher level.

The Department of Human Resources (DHR) supports works with managers on strategies to provide classified staff, in accordance with collective bargaining agreements, opportunities to gain experience that will prepare them for higher level positions or different career options.

Upward Mobility Initiatives

DHR continued to offer various trainings and workshops including 'On-the-Level Communication', 'Managing Others', 'Providing Feedback to Others', Coaching Through Conflict', 'Developing Others', and 'Supervisory Development and Communication Skills', which provided information and guidance to develop the skills and capabilities required to assist employees in meeting their short term and long term professional goals.

Training and Development

Training activities included: State In-Service Training offerings, Supervisory Essentials Program, Interaction and Leadership Program, Platinum Husky Service (customer service training) and Caring About UConn.

University employees were once again encouraged to participate in State In-Service programs. Two Hundred Eighty Five (285) employees were accepted to programs this fiscal year. Supporting documentation is provided in the *Internal Communication* section of this *Plan*.

The CEUI bargaining union offered to pay for state-sponsored training for their members again this year. One hundred two (102) employees participated.

The DHR's Program Development Team (PD) continues to develop programs designed to support employees' career growth, and assist with identifying and creating learning opportunities. Several workshops are presented as part of the University's Interaction & Leadership Program. The programs are designed to connect professional development and performance improvement to a one-stop career development and employee effectiveness center.

Programs that were offered this year provided new supervisors as well as potential supervisors with critical skills in managing people, providing feedback, communication, providing quality customer service, developing staff, goal setting and gaining commitment, and having difficult conversations and coaching.

The PD Team facilitated the presentation of these workshops at the Storrs and regional campuses, reaching a broad population of employees. Two hundred thirty one (231) employees participated in these workshops. Supporting documentation is provided in the Training Analysis section of the Employment Process Analyses.

The PD Team also presented a Supervisor Essentials Program for front-line to mid-level supervisors. The program was designed to advance the interaction skills, supervisory capabilities, and leadership behaviors of current supervisors so they can have an immediate and positive impact on the people they lead.

Programs offered included: On-the Level-Communication, Managing Others, Providing Feedback to Others, Coaching Through Conflict, Developing Others, and Goal Setting and Gaining Commitment. One hundred three (103) employees participated in these workshops.

DHR continues to facilitate professional development for employees through tuition waiver and reimbursement programs. Supporting documentation is provided in the Training Analysis section of the Employment Process Analyses.

Upon request, The Human Resources Workforce Solutions Team introduced new administrators and staff to search and reclassification procedures. Also, training has been provided to non-contractual grievance panel members and to the newly appointed members of the Job Classification Committee (JCC) concerning the University's classification system.

Examinations and Promotions

The University requested the announcement of the following exams, open to current University employees, in order to meet mandatory recruitment needs: Building & Grounds Lead Patrol Officer, Lead Power Plant Operator, Maintenance Supervisor 1-Grounds, Maintenance Supervisor 1-HVAC, Maintenance Supervisor 2-HVAC, Maintenance Supervisor 1-Utilities, Maintenance Supervisor 2-Utilities, and Power Plant Supervisor.

Career Counseling

Individual Career Counseling is available to employees. Both initial and follow-up appointments can be scheduled at the employee's request. During counseling sessions, the employee's experience, training, and areas of interest are reviewed. Based on the review, employees are given advice on re-employment and recall placements, alternative job placements, potential promotional opportunities at the University, and job search strategies. Human Resources Associates counseled thirty one (31) individual employees this reporting period. **ATTACHMENT A**.

Topics discussed in the counseling sessions included:

- Promotional opportunities employees can pursue immediately with their current experience and training. If these possibilities require exams, employees are provided with exam announcements, applications, and tips on filling out the applications.
- Required experience and training for titles to which employees aspire, as well as needs in those areas. When available, employees are given exam announcements and job specifications outlining the requirements of the higher-level position(s).
- Preparing cover letters and resumes; obtaining reference letters; tuition reimbursement and other state and university benefits; and where they might look for any additional required training.
- The impact of collective bargaining contract provisions affecting career development. For maintenance employees, the effect of the vacancy and promotion articles on the seniority and transfer lists is the most frequently discussed issue.

• How to navigate the state Human Resources website including exams, job openings, and other employment related information.

Employee Programs

The University continued to offer programs through Caring About "U"Conn, which was created with the recognition that employees may be in need of information to support them with events of daily life. Sessions dealing with conflict with colleagues, concerns about health and safety and concerns about job effectiveness were offered to employees. The goal of the program is to connect employees with others in the University community who can help them be productive at work, stay healthy and stay safe. Many of the programs offered have been 'brown bag' lunches and have included the following seminar topics:

- Eldercare
- CHET
- CHET in Spanish
- SSA and Retirement
- Emergencies At Work
- Violence At Work
- Active Threat
- Ice Skating
- Campus Fall Walk

The University also continued to develop its work/life flexibility program and the DHR continues to be an active partner in promoting the University's programs. The Work/Life Flexibility Committee has significantly enhanced its <u>website</u> which features childcare providers, seniors/eldercare information, wellness and parenting information as well as information about professional development opportunities, flextime and leaves, cultural and community events, and other helpful information and services available to the University community

The DHR also sponsored the annual Work/Life Exposition. The Expo included exhibitors in the areas of benefits, health, wellness and service, and provided resources and information to employees demonstrating the University's commitment to work/life balance.

Subsection (b)

The University has an established an effective program of accommodation for employees. The Department of Human Resources (DHR) is currently responsible for processing and facilitating requests for employee ADA accommodations. Associate Vice President of OIE Elizabeth Conklin is the University's ADA Coordinator.

University employees in need of an accommodation are encouraged to contact DHR and complete the <u>Request for Reasonable Accommodation Form</u> **ATTACHMENT B**. Employees in need of an accommodation need to provide appropriate medical information to support the

request. The <u>Authorization for Disclosure and Release of Medical Information Form</u>, authorizing DHR to contact the employee's health care provider or qualified practitioner, is available for this purpose, **ATTACHMENT C**. All employee requests for an accommodation and accompanying medical information are promptly evaluated and kept confidential consistent with state and federal law. To respond to an employee's request for accommodation, the ADA Accommodations Case Manager meets with the employee and reviews medical documents, the essential job functions of his/her position, and the specific facts of each request. DHR utilizes this information to determine whether the employee is eligible for an accommodation.

DHR next facilitates a discussion with the employee's manager to determine what accommodations may be reasonable. To explore the request, the department is informed of the employee's functional limitations and the accommodation he or she requested, but medical information is only be shared on a need-to-know basis. Following this interactive dialogue between the employee and manager, DHR assists the parties in determining whether an agreement regarding specific accommodations can be reached. At the conclusion of the interactive process, DHR communicates to both the employee and the manager the steps that were taken and the process for providing any mutually agreed-upon accommodation(s). The employee is responsible for contacting the DHR ADA Accommodations Case Manager if the reasonable accommodations are not implemented in an effective and timely manner, or if the accommodations require additional modifications. DHR works with the employee and the manager to resolve disagreements regarding the agreed-upon accommodations. To consider requests, DHR utilizes the <u>Reasonable Accommodations Chart</u> which details the process. **ATTACHMENT D**

The Office of Institutional Equity (OIE) monitors the University's compliance with the ADA's requirements for workplace accommodations. The University forbids all forms of disability discrimination, including the failure to provide reasonable accommodations and discrimination or harassment based on physical or mental disabilities. To that end, incidents of discrimination or discriminatory harassment (including disability discrimination, and failure to provide a reasonable accommodation) by University employees are investigated by OIE. Complaints regarding such incidents are processed in accordance with OIE's <u>complaint procedures</u>, **ATTACHMENT A**, *Discrimination Complaint Process*.

	А	В	D	E	F	G
1	University of Connecticut					
2	Department of Human Resouces					
3	HR Services					
5		Employee Counseling				
6 7		October 4, 2015 to Southernber 20, 2010				
8						
9			_			
	Month Year	HR Counselor	Race	D/V/DV	Areas of Interest	Commonte
11						
12	10/1/15	JC	WF		Admin / Fiscal	Was laid off from Naden Clinic. Counseled and placed in A/P.
13	10/1/15	JC	WF		Administrative	Was laid off from Naden Clinic. Counseled and placed in Kinesiology
14	11/1/15	JC	BF		Administrative	Was non-renewed. Counseled for SEBAC
15	1/1/16	JC	BF		Administrative	Was laid off from Law School. Counseled and placed in School of Business
16	3/1/16	JC	AF		Financial	Interested in a financial career. Went from NP-3 to UCPEA
17	2/1/16	JC	WF		Writer / Editor	Was laid off from Enrichment & Honors. Counseled for SEBAC
18	8/1/16	JC	WF		Clerical / Admin	Was laid off from A/P. Counseled and placed in Student Health Services
19	6/1/16	JC	WF		Clerical / Admin	Was laid off from ACES. Counseled and placed in the Women's Center
20	10/26/15	RM	WF		Administrative	Laid off from Library
21	10/27/16	RM	WM		IT	Laid off from UITS
22	10/30/16	RM	WM		IT/Librarian	Laid off from Library
23	3/1	SKP	W/M			
24	10/1	JC	W/F			
25	10/1	JC	W/F			
26	10/1	SP	W/F			
27	10/1	JC	W/F			
28	10/1	SP	W/M			

	A	В	D	E	F	G
1	University of Connecticut					
2	Department of Human Resouces					
3	HR Services					
4						
5	Employee Counseling					
6						
7	October 1, 2015 to September 30, 2016					
8						
9						
10	Month	HR	Race			
11	Year	Counselor	Sex	D/V/DV	Areas of Interest	Comments
29	10/1	JC	W/F			



9 WALTERS AVENUE, UNIT 5075 STORRS, CT 06269-5075 Telephone 860-486-3034 Facsimile 860-486-0397

Reasonable Accommodation Request Form for Employees

All information regarding an individual's medical condition and the reasonable accommodation request is confidential and only disclosed to persons on a need to know basis. Any and all documents related to this request are kept confidential and will be maintained and used in accordance with applicable state and federal law.

Instructions: Individuals who are employed at the University of Connecticut and are requesting a reasonable accommodation(s) under the Americans with Disabilities Act of1990 (ADA), Section 504 of the Rehabilitation Act, relevant state law, and accompanying state and federal regulations, are encouraged to complete this form in its entirety.

In order to explore possible coverage and reasonable accommodations, information is required regarding your medical condition, essential job functions, applicable functional limitations and your requested accommodation(s). It is often necessary for staff of the Department of Human Resources to discuss your medical condition and the documentation you submit to our office with providers such as licensed physicians, psychologists, or other qualified professionals. If you need help in completing this form, someone else may complete it on your behalf, or you may contact the ADA Case Manager for assistance. For Storrs and Regional campuses call (860)486-2036.

Upon completion, please forward this form, along with the **Medical Release Form**, to the ADA Accommodations Case Manager. Make sure you sign both forms.

FOR STORRS AND REGIONAL CAMPUSES:

ADA Accommodations Case Manager University of Connecticut 9 Walters Avenue, U-5075 Storrs, CT 06269 Telephone - (860) 486-2036 Facsimile – (860) 486-0397 Email – ryan.bangham@uconn.edu

□ Faculty	Employee/Staff	f 🛛 Othe	r (specify)			
Name:						
	First	Mid	ldle	Last		
Job Title:						
Department:						
Work Address:						
		City	State	ZIP Code		
Work Telephone N	lumber:					
Work Email:						
Home Address:						
		City	State	ZIP Code		
Home Telephone N	Number:					
Home Email:						
Preferred method	of contact:	Home PhoneWork Phone				
How long have you worked/studied in current position?						
How long have you worked/studied at UConn?						
Supervisor's Name	:					
	First	Middl		Last		
Work Telephone Number:						
Work Email:						

Medical Information

Please identify the medical condition(s) for which you are requesting an accommodation.

Please provide the name and contact information for the health care professional who diagnosed the medical condition(s) listed above. Please include the date of diagnosis.

JOD AND ACCOMMODATION INFORMATION	Job	and	Accommodation	1 Information
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Please explain how your medical condition(s) listed in Section B affect(s) your ability to perform the essential functions of your position. If you are a new employee, state the anticipated difficulties you foresee in completing your job duties. Be as specific regarding the job duties you are having difficulty performing or believe you will have difficulty performing.

Please provide your recommendations for a reasonable accommodation(s) and any information you may have about any associated costs (attach supporting documentation).

Please describe any accommodations or assistive technologies you currently use.

Please identify any University employee with whom you have discussed this request for a reasonable accommodation (i.e., co-worker, supervisor, HR, etc.) Please include dates

Please add any comments you feel may be helpful in consideration of your request.

Acknowledgement

I understand that it will be my responsibility to complete a Medical Release Form and provide it to the ADA Accommodations Case Manager for my request to be evaluated. I further understand that the ADA Accommodations Case Manager will evaluate and respond to me based upon the information that I provide.

Signature

Date

Please check here if additional information is attached to this request.



9 WALTERS AVENUE, UNIT 5075 STORRS, CT 06269-5075 Telephone 860-486-3034 Facsimile 860-486-0378

Authorization for Disclosure and Release of Medical Information Form

As required by Connecticut law, the	I, [employee's name] whose home address is
Department of Human Resources	·//[en.p.///////////////////////////////////
may not use or disclose your	
individually identifiable information without your authorization.	and whose date of birth isHEREBY AUTHORIZE
without your authorization.	
Your completion of this form means	[new idee's name and contact information]
that you are giving permission for the	[provider's name and contact information]
use(s) and disclosure described	to release medical information pertinent to the reasonable accommodation I requested to:
below.	
	FOR STORRS AND REGIONAL CAMPUSES:
Please review and complete this	ADA Accommodations Case Manager
form carefully. It may be invalid if	University of Connecticut
not fully completed.	9 Walters Avenue, U-5075
Please forward this form, along with	Storrs, CT 06269-5075
the Request for Reasonable	Telephone - (860) 486-2036
Accommodation Form to the	Facsimile - (860) 486-0379
Department of Human Resources	To any licenced physician, other licenced practitioner, becaited, clinic, or other medically related
upon completion.	To any licensed physician, other licensed practitioner, hospital, clinic, or other medically related facility, or United States Veteran Administration:
	adinty, or onited states veterali Administration.
HR USE ONLY	I authorize you to release to the Department of Human Resources information to be used solely for the
	purpose of evaluating my request for reasonable accommodation.
	Initial
	This Authorization shall be valid for a period of 180 days after the date of my signature or earlier if
	revoked by me in writing to the Department of Human Resources.
	Initial
	ACKNOWLEDGEMENT
	I understand that the Department of Human Resources may not use or disclose my medical information
	except for the expressed purposes identified above, unless another authorization is obtained from me or
	unless such use or disclosure is specifically required or permitted by law.
	I understand that once this information is disclosed pursuant to this Authorization, it is no longer protected
	by the Department of Human Resources privacy policies, and may possibly be re-disclosed by the recipient.
	I hereby acknowledge that I have been informed of my right to receive a copy of this authorization request.
	I acknowledge that I have the right to refuse to sign this Authorization.
	י מנהוטשובעבר נומר ו ומצב נוב ווצוור נט ובועשב נט שצוו נווש אענווטווצמנוטוו.
	I acknowledge that I may revoke this Authorization in writing at any time. I understand that if I revoke this
	Authorization, the information described above may no longer be used or disclosed for the purpose
	described in this written Authorization. To revoke this Authorization, please send a written statement to:
	FOR STORRS AND REGIONAL CAMPUSES:

ADA Accommodations Case Manager University of Connecticut 9 Walters Avenue, U-5075 Storrs, CT 06269-5075

My signature below indicates that I have read and understand this Authorization and its terms.

Revised 04/25

INTERACTIVE ADA ACCOMMODATIONS PROCESS: WHAT TO EXPECT

NOTE: The interactive workplace accommodations process requires an individualized assessment of each request. This chart provides a framework of the steps taken in most cases, but individual cases may vary. If you have any questions, need an accommodation, or work with or supervise someone that you believe might require an accommodation, please contact HR directly: 860-486-2036 or ryan.bangham@uconn.edu. More information is available online: www.hr.uconn.edu/ada-compliance/.

The Request

The employee (i.e., "requestor") communicates the need for workplace accommodations to a supervisor or the ADA Case Manager (CM) at HR. An "accommodations request" happens anytime an employee communicates his or her need for assistance at work because of a disability. The request does not need to contain specific words or to be made in a specific format.

Discussion with Requestor

CM meets with the requestor to explain the interactive process generally and discuss the employee's essential job functions, medical conditions and limitations, and the accommodations sought to allow the employee to perform his or her job. CM also obtains a medical release from the requestor allowing CM to consult directly with the requestor's medical provider(s).

6

CM facilitates a discussion between the requestor and the manager to explore the requested accommodations and other alternative accommodations. CM does not make the final decision – rather, CM assists the parties, as needed, to evaluate what accommodations would allow the requestor to perform his or her essential job functions without presenting an undue hardship to the department's business needs.

Interactive Dialogue

5

Interim Accommodations

CM will explore with the parties whether any interim accommodations are needed while the interactive accommodations process is underway. CM will work with the requestor and his or her manager to assist in implementing interim accommodations, which may expire at the conclusion of the full interactive process.

HR Communicates with Medical Provider

3

When necessary, CM communicates directly with the requestor's medical providers to obtain information regarding the medical conditions (to determine if the requestor is "disabled" under state/federal law) and accommodations sought. CM will serve as a repository for any confidential medical information, which will not be shared outside of HR.

If Request is Medically Supported: HR Discussion with Manager

CM meets with the requestor's manager to discuss the requestor's essential job functions, limitations (but not medical diagnoses), and requested accommodations. The manager explores the request in light of the requestor's job functions and the business needs of the department, including an examination of the hardship, if any, entailed by granting the request.

HR Provides Written Summary of Process

At the conclusion of the interactive process, CM memorializes the steps taken to consider the accommodation request and the manager's basis for providing or refusing the requested accommodations.

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DEPARTMENT OF HUMAN RESOURCES

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Sec. 11 - Upward Mobility Program and Goals - Attachment D

If Request is Not Medically Supported

If the employee does not have a "disability" or the request is not medically supported, there is no obligation to continue with the process. CM will provide a written summary of steps taken to the requestor. Managers may still consider whether other steps may be taken voluntarily to help the employee perform his/her job functions.