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# HR Shared Services Model Overview

Andy Kripp, Vice President of Human Resources



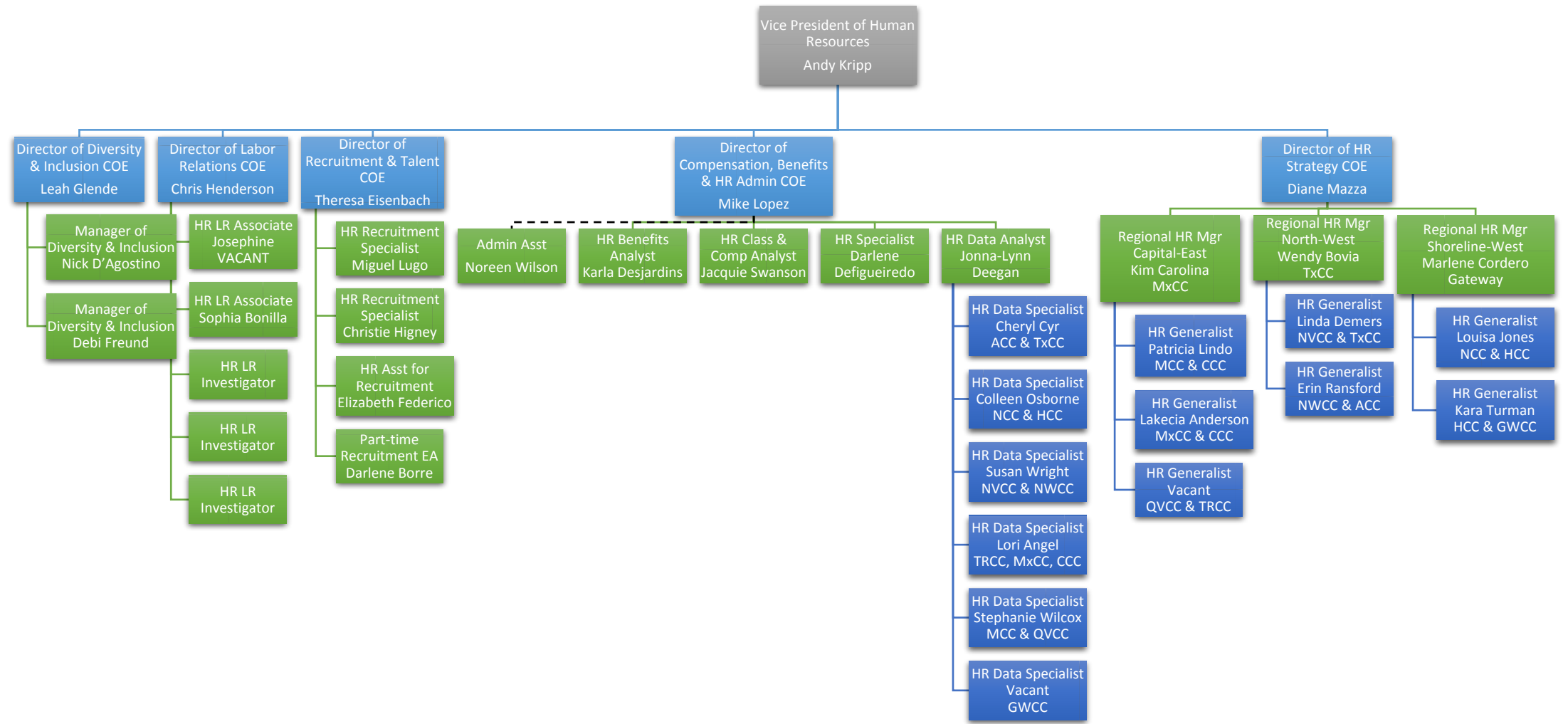
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## HR Shared Services Model

- Human Resources will drive a shared services model in the delivery of high quality services across the 12 community colleges, Charter Oak, and the System Office
- Create new strategies to drive operational improvements
- Promote a culture of continuous growth and development
- Enable employees to access and leverage the HR Shared services through a Center of Excellence (COE) model



# HR Shared Services Organizational Chart





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# HR Strategy Center of Excellence

Diane Mazza  
Director of HR Strategy



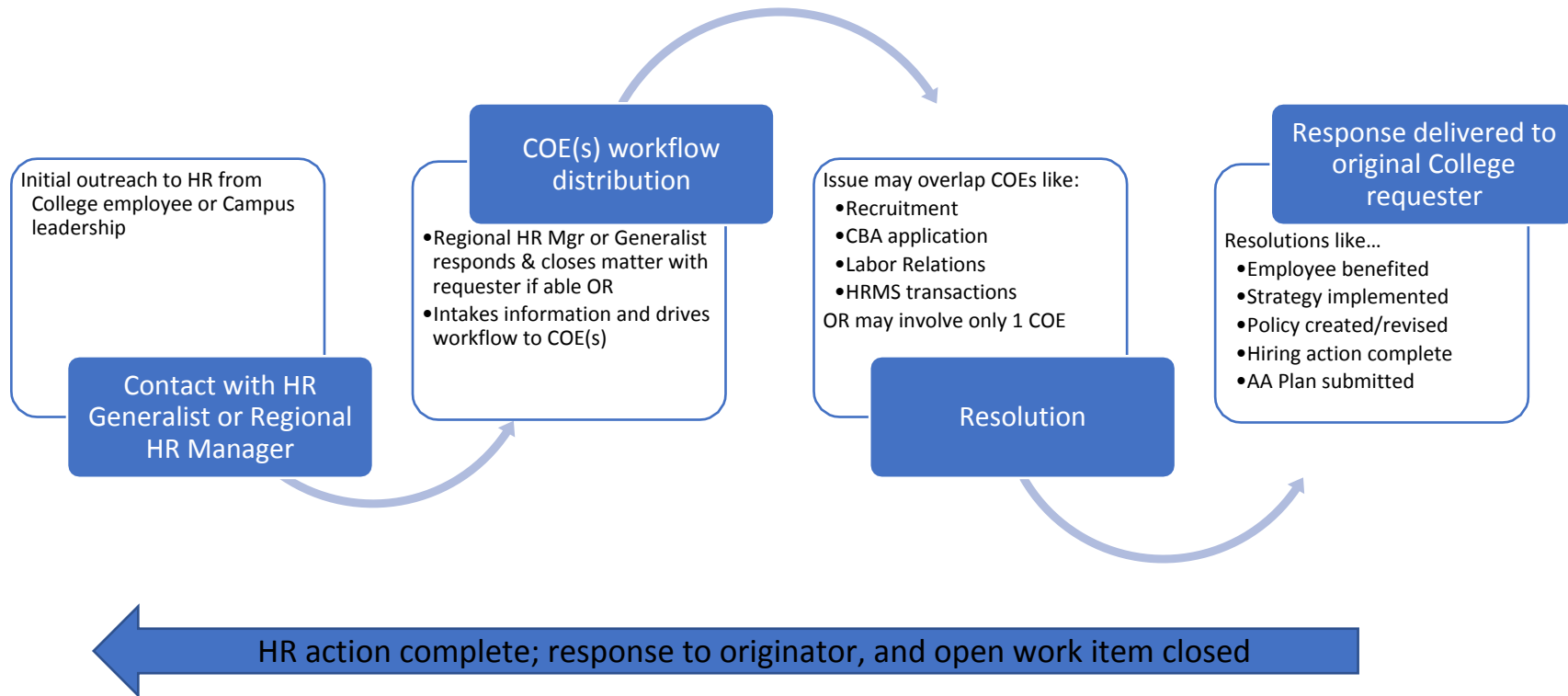
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## What do we do?

- Provide onsite services to employees on human resources matters including benefits, salary questions, career development, etc.
- Deliver seamless and efficient service to all faculty, staff and students.
- Allow employees to access services and channel issues of a higher level to the respective COE
- Primary resource for feedback and process improvement identification and communication at the employee level.
- Collaborate with other parts of the HR Shared Services model to ensure processes and programs are aligned with the new HR Shared Services Model



## HR Shared Services Workflow





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CONTACT INFORMATION			
Name	Title	Center of Excellence	Contact Information
Diane Mazza	Director of HR Strategy	HR Strategy	<a href="mailto:dmazza@commnet.edu">dmazza@commnet.edu</a>
Wendy Bovia	Regional HR Manager - North - West Region (Tunxis)	HR Strategy	<a href="mailto:wbovia@commnet.edu">wbovia@commnet.edu</a>
Linda Pestretto-Demers	HR Generalist (Naugatuck/Tunxis)	HR Strategy	<a href="mailto:lpestretto-demers@nvcc.commnet.edu">lpestretto-demers@nvcc.commnet.edu</a>
Erin Ransford	HR Generalist (Northwestern/Asnuntuck)	HR Strategy	<a href="mailto:ERansford@nwcc.commnet.edu">ERansford@nwcc.commnet.edu</a>
Kimberly Carolina	Regional HR Manager - Capital - East Region (Middlesex)	HR Strategy	<a href="mailto:kcarolina@commnet.edu">kcarolina@commnet.edu</a>
Lakecia Anderson	HR Generalist (Middlesex/Capital)	HR Strategy	TBD
Patricia Lindo	HR Generalist (Capital, Manchester)	HR Strategy	<a href="mailto:PLindo@mcc.commnet.edu">PLindo@mcc.commnet.edu</a>
Vacant	HR Generalist (Quinebaug/Three Rivers)		
Marlene Cordero	Regional HR Manager – Shoreline – West Region (Gateway)	HR Strategy	<a href="mailto:mcordero@commnet.edu">mcordero@commnet.edu</a>
		HR Strategy	<a href="mailto:LJones@ncc.commnet.edu">LJones@ncc.commnet.edu</a>
Kara Turman	HR Generalist (Housatonic/Gateway)	HR Strategy	Start date 7/10/2020 <a href="mailto:kturman@commnet.edu">kturman@commnet.edu</a>



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# Labor Relations Center of Excellence

Christopher R. Henderson, J.D., SHRM-CP





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## Topics We Will Cover

- What does the LR COE do?
- What are the access points for the COE?
- LR COE organization and contacts
- A Primer on Grievance Handling
- LR COE Investigations



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## What do we do?

- Guidance and direction on relationships with bargaining units
- Ensure Compliance with the CSCU-specific and statewide collective bargaining agreements.
- Workplace investigations
- Developing and enforcing workplace policies and procedures
- Conflict solutions
- Union grievance administration
- Advocacy at arbitration or State Board of Labor Relations
- Negotiations for successor collective bargaining agreements



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## LR COE Access Points

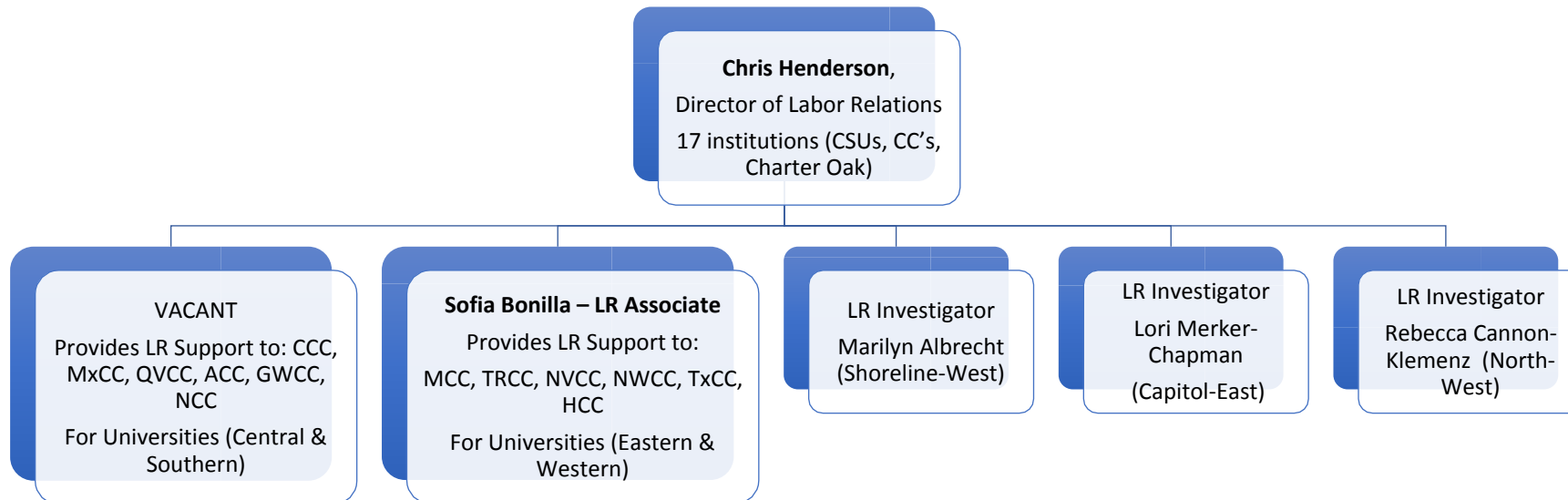
- When the College desires to implement a campus initiative and inquires about the impact on LR
- Colleges needing guidance on interpreting the contract and applying it to a given employee situation
- When the unions files a grievance, LR supports the campus in processing the grievance which could include strategic and tactical guidance with an eye towards resolution or arbitration
- When the unions allege a violation of the State Employee Relations Act, LR would advocate for the College/University at the State Labor Board
- When an employee files a complaint with campus HR alleging discrimination, harassment, Title IX, or other work rule violations; LR would conduct a full and objective investigation, make substantive findings, and recommend solutions to the campus leader

*EARLY ENGAGEMENT WITH LR IS THE BEST COURSE OF ACTION TO MITIGATE ISSUES AND DRIVE EFFECTIVE OUTCOMES*



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# Labor Relations COE Organizational Chart

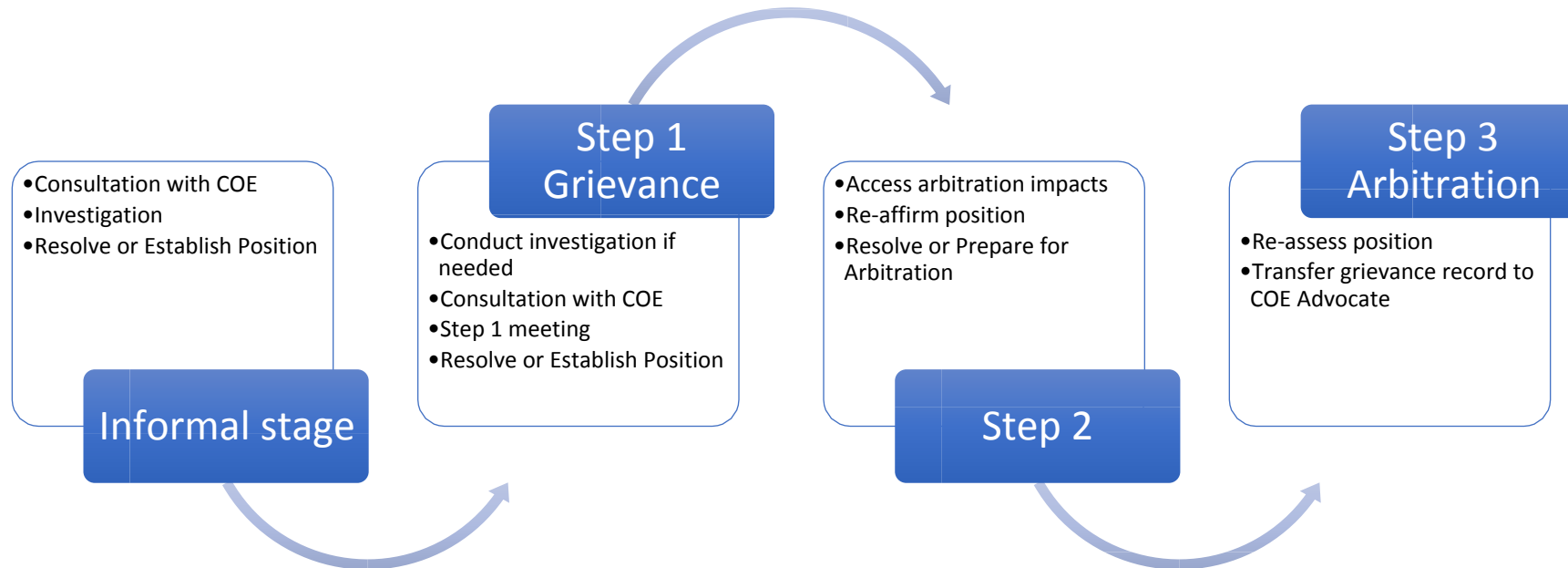




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# Grievance Handling and Employee Relations

# Grievance Handling





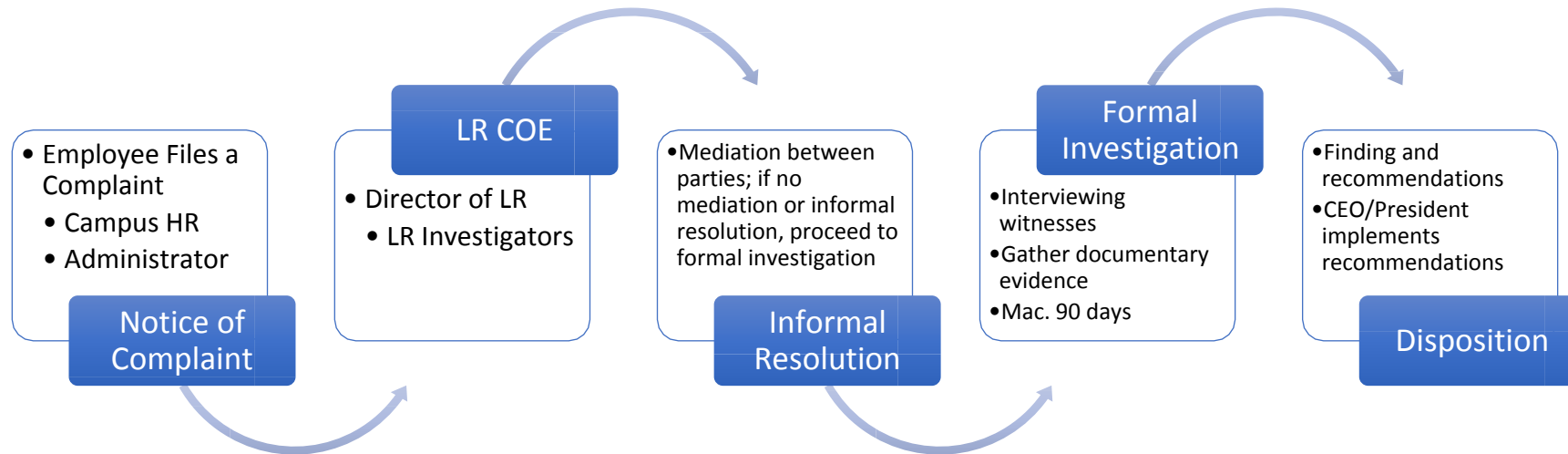
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# Investigation Process



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# Investigation Process







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# Diversity and Inclusion Center of Excellence

Leah Glende  
Director of Diversity & Inclusion



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## What Do We Do?

The Diversity & Inclusion COE works to promote a respectful, accessible and inclusive environment to all staff, students and community within the new CT State Community College, Charter Oak State College and CSCU System.

- Ensure Equal Opportunity and Access for Staff, Students, and the Community
- Investigate Discriminatory Conduct
- Diversity, Inclusion and Equity Policy & Strategy Development



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## **Ensure Equal Opportunity and Access for Staff, Students, and the Community**

- Monitor College/Campus compliance with relevant CSCU policies and EEO/AA/Civil Rights laws including but not limited to Title VII, Title IX, ADA, OCR, CGS
- Provide direction and guidance on search compliance and diversity recruitment efforts
- Provide career counseling for employees seeking career mobility
- Develop Affirmative Action plans and programs in accordance with CHRO AA Regulations
- Provide reasonable accommodations for employees or job applicants in accordance with the ADA
- Conduct and coordinate state mandated training (Diversity, Sexual Harassment, Title IX and ADA)



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## **Investigate Discriminatory Conduct**

- Investigate allegations of discrimination and sexual harassment and make recommendations for resolution in collaboration with the Labor Relations COE
- Facilitate informal resolution/mediation of complaints



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## **Diversity, Inclusion and Equity Policy & Strategy Development**

- Participate in developing and enforcing workplace policies and procedures to ensure compliance with laws and regulations regarding all protected classes
- Work with Campus Diversity Committees; Goal –To establish a Diversity & Inclusion Committee that represents staff from all 12 CC, Charter Oak State College and CSCU System
- Work with all of the Centers of Excellence in efforts to promote diversity, inclusion and equity



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# Diversity & Inclusion Organizational Chart

**Leah Glende**  
**Director of Diversity & Inclusion**  
lglende@commnet.edu  
860 723 0727

**Debi Freund**  
**Manager of Diversity and Inclusion**  
[dfreund@mcc.commnet.edu](mailto:dfreund@mcc.commnet.edu)  
860 512 3107

**Nicholas D'Agostino**  
**Manager of Diversity and Inclusion**  
[ndagostino@gwcc.commnet.edu](mailto:ndagostino@gwcc.commnet.edu)  
203 285 2446



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# Compensation, Benefits and HR Administration Center of Excellence

Mike Lopez  
Director of Compensation, Benefits and HR Administration



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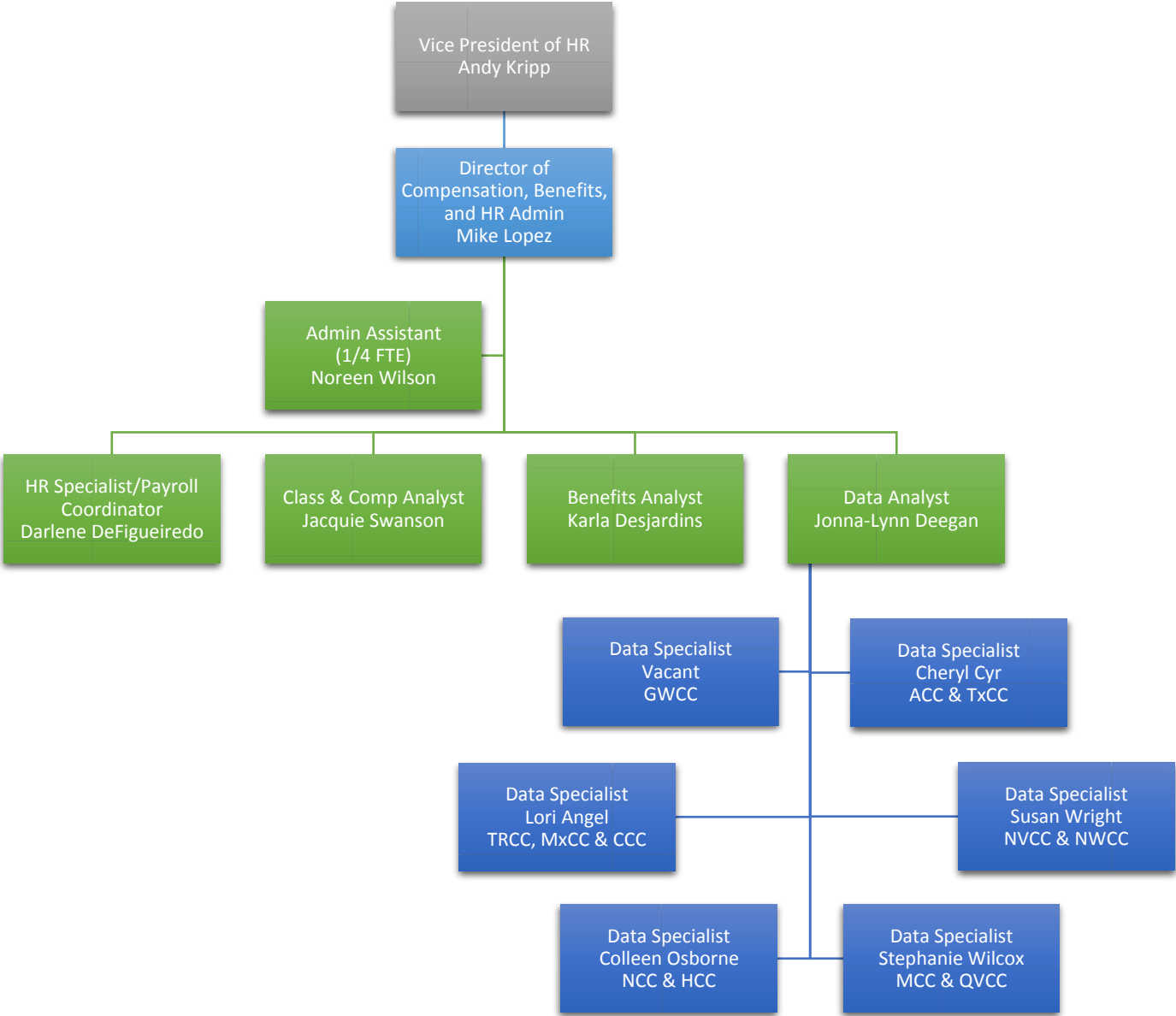
## Compensation, Benefits, and HR Administration COE

Classification & compensation of unclas BU & non-represented M/C positions	Benefits management in on-boarding & open enrollments, leave admin, retirement service review & processing, benefits billing, compliance & audit	HR administration of CBA provisions & M/C Policy, FMLA & W/C compliance, CT/CSCU mandated training, personnel eval & PD, data queries & reporting
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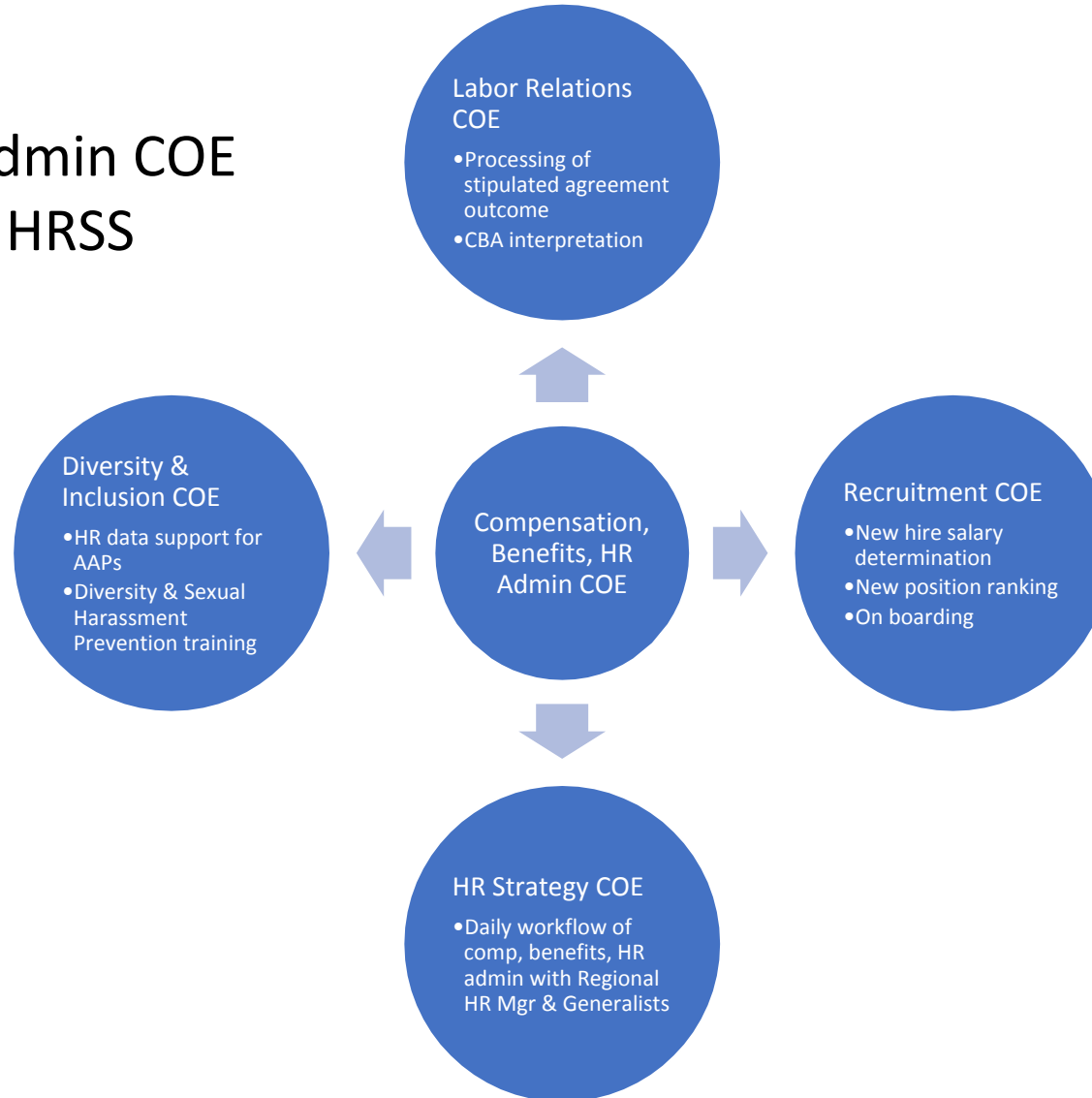


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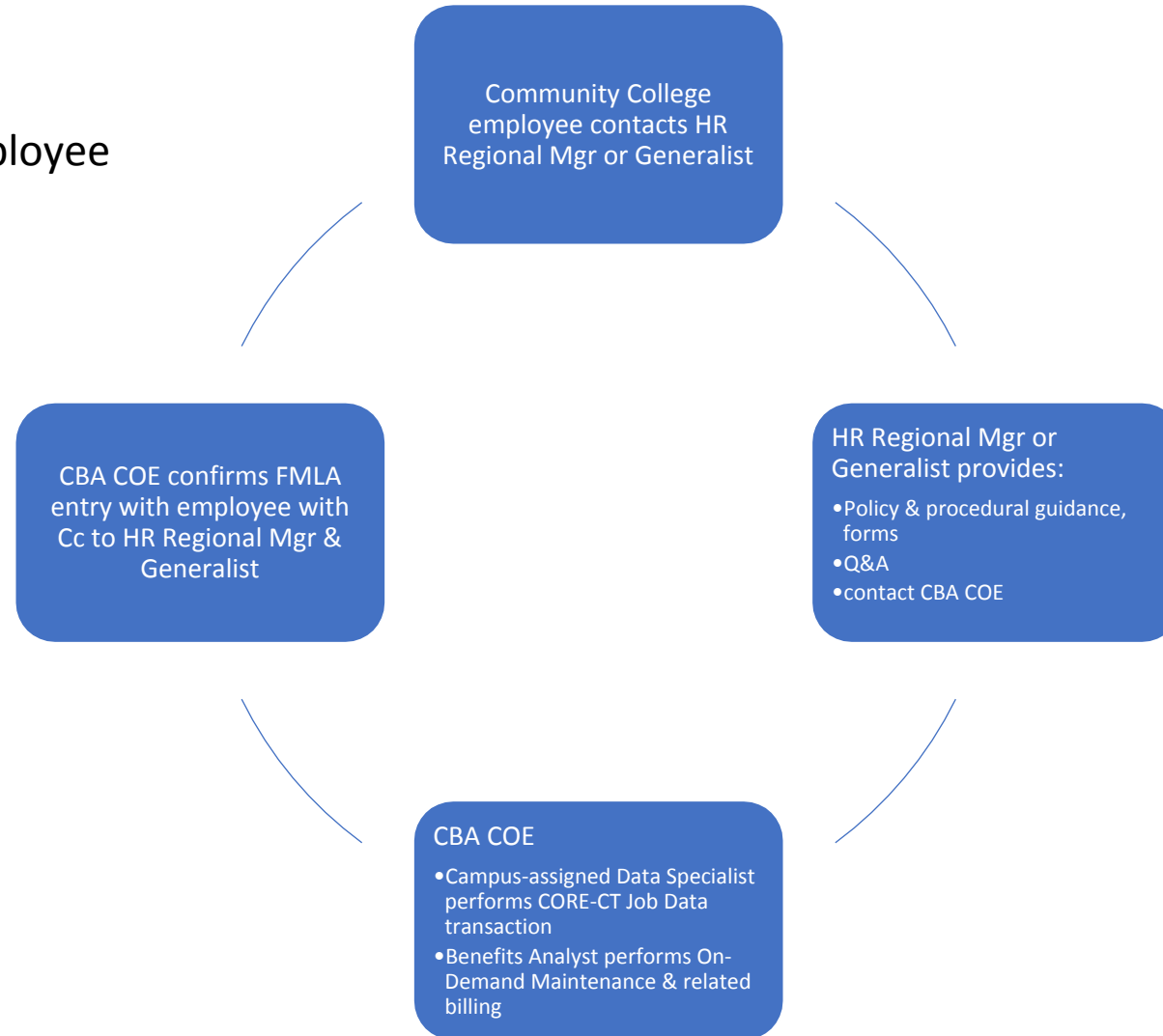
# Comp, Benefits & HR Admin COE interactions within HRSS structure





## College employee accessing HR services through HRSS

Example: College employee with FMLA request





HR Shared Services

Compensation, Benefits, and HR Administration Center of Excellence

Name	Position	Email contact	Campus Assignment
Mike Lopez	Director of Comp, Benefits, and HR Admin	<a href="mailto:MLopez@comment.edu">MLopez@comment.edu</a>	
Darlene DeFigueiredo	HR Specialist / SO Payroll Coordinator	<a href="mailto:Ddefigueiredo@commnet.edu">Ddefigueiredo@commnet.edu</a>	
Jonna-Lynn Deegan	HR Data Analyst	<a href="mailto:Jdeegan@commnet.edu">Jdeegan@commnet.edu</a>	
Cheryl Cyr	HR Data Specialist	<a href="mailto:Ccyr@acc.commnet.edu">Ccyr@acc.commnet.edu</a>	TxCC, ACC
Lori Angel	HR Data Specialist	<a href="mailto:Langel@trcc.commnet.edu">Langel@trcc.commnet.edu</a>	CCC, TRCC, MxCC
Susan Wright	HR Data Specialist	<a href="mailto:SWright1@commnet.edu">SWright1@commnet.edu</a>	NVCC, NWCC
Colleen Osborne	HR Data Specialist	<a href="mailto:Cosborne@commnet.edu">Cosborne@commnet.edu</a>	NCC, HCC
Stephanie Wilcox	HR Data Specialist	<a href="mailto:Swilcox@qvcc.commnet.edu">Swilcox@qvcc.commnet.edu</a>	MCC, QVCC
Karla Desjardins	HR Benefits Analyst	<a href="mailto:KDesjardins1@qvcc.commnet.edu">KDesjardins1@qvcc.commnet.edu</a>	
Jacquie Swanson	Classification & Compensation Analyst	<a href="mailto:Jswanson@commnet.edu">Jswanson@commnet.edu</a>	



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# Recruitment and Talent Center of Excellence

Theresa Eisenbach  
Director of Recruitment and Talent



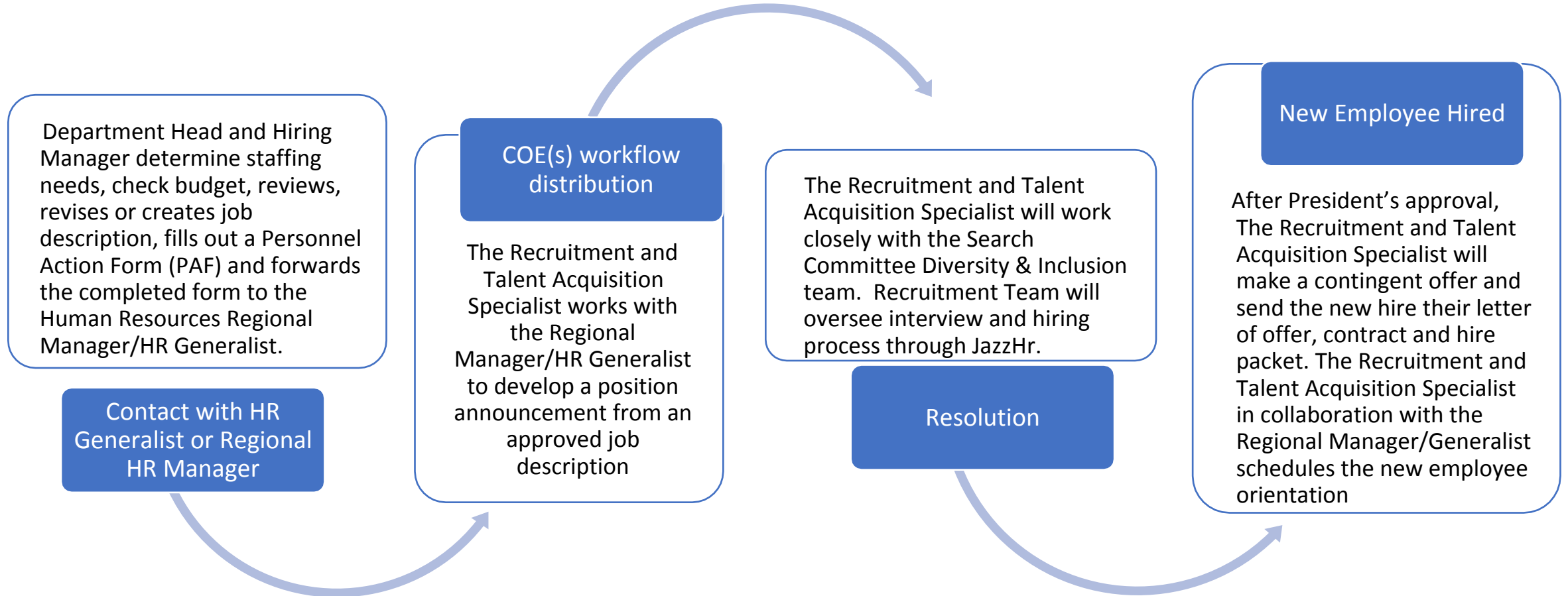
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## What do we do?

- Talent Acquisition is an ongoing strategy to find Faculty, Staff and future Leaders;
- Talent Acquisition tends to focus on long-term human resources planning;
- In collaboration with the HR Strategy Center of Excellence, aligning of Talent Management with strategic goals of the One College System;
- In collaboration with Diversity and Inclusion Center of Excellence, aligning Talent initiatives to identify the current state of the workforce and the desired future One College System



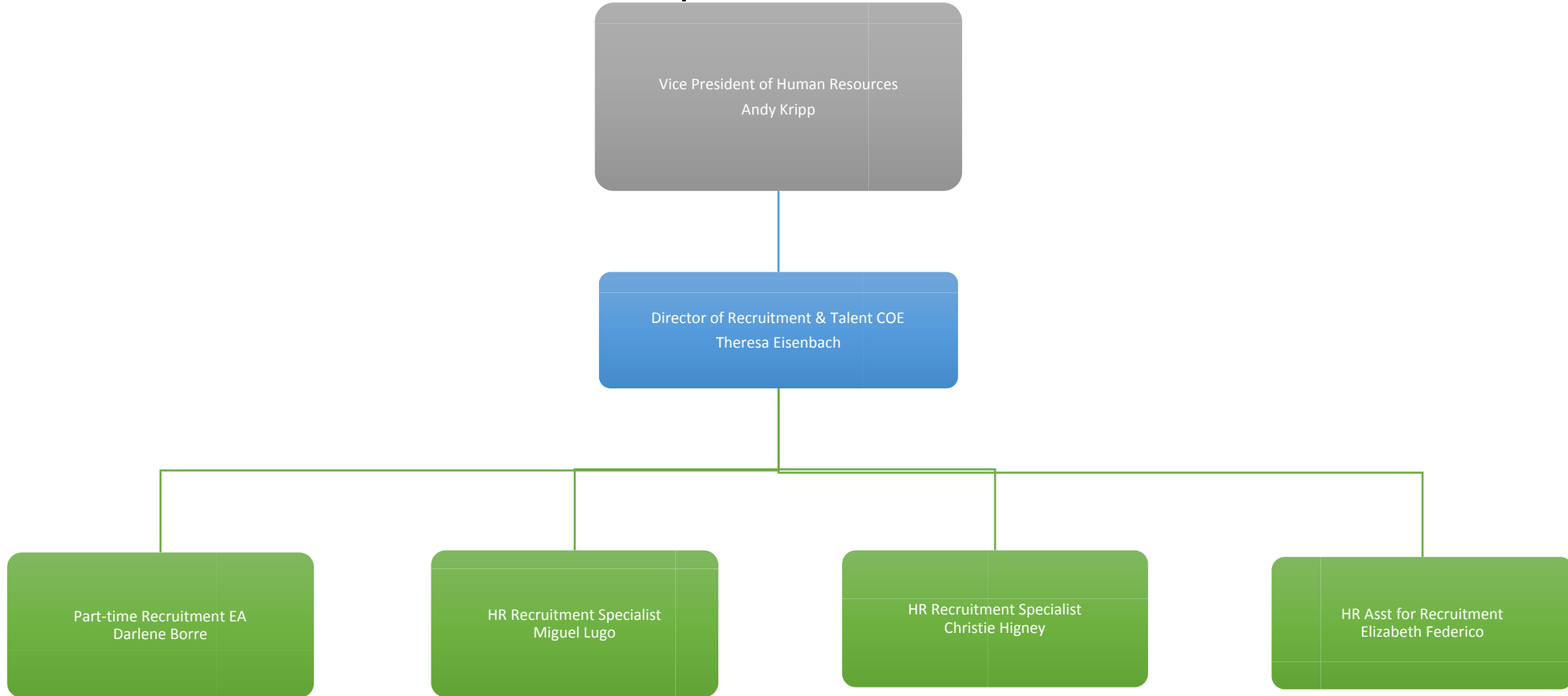
## HR Shared Services Workflow





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## HR Shared Services/ Recruitment & Talent







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## Recruitment and Talent COE Contact Information

<b><u>Name</u></b>	<b><u>Title</u></b>	<b><u>Contact Information</u></b>
Theresa Eisenbach	Director of Recruitment and Talent	<a href="mailto:teisenbach@hcc.commnet.edu">teisenbach@hcc.commnet.edu</a>
Christie Higney	HR Recruitment Specialist-South Region, Asnuntuck, Tunxis	<a href="mailto:chigney@gwcc.commnet.edu">chigney@gwcc.commnet.edu</a>
Miguel Lugo	HR Recruitment Specialist-East Region, Naugatuck Valley, Northwestern	<a href="mailto:mlugo@hcc.commnet.edu">mlugo@hcc.commnet.edu</a>
Elizabeth Federico	HR Assistant for Recruitment	<a href="mailto:efederico@gwcc.commnet.edu">efederico@gwcc.commnet.edu</a>
Darlene Borre	HR Recruitment PT EA-BOR	<a href="mailto:dborre@commnet.edu">dborre@commnet.edu</a>



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Questions, Comments?