HR Solutions Center Overview
HR Solutions Center (HRSC) Overview

Location:
- NCAC – North Campus Administrative Complex
- 2901 Hubbard St, Ann Arbor MI 48109
- Suite of Excellence

Contact Information:
- By telephone at 734-647-5538 M-F 8am-5pm
- Through an easy-to-use Web Form located [here] (24/7)
- HRSC Web Site located [here].
- [http://www.med.umich.edu/umhshr/supervisor/hrsc.html]

HR Solutions Center Purpose Statement:
- To provide impactful Human Resources expertise and solutions through friendly, reliable and timely services.
HR Solutions Center (HRSC) Meet the HRSC

HRSC Specialists
Bullard, Linda
Gibson, Carol
Gibson, Lorna
Hepler, Michelle
Luttrell, Rebecca
Morton-Dziekan, Audrey
Quine, Cindy
Raymond, Steve
Stewart, Luann
Sturtevant, Carol
Thompson, Anne
Wagar, Kathy
Wozniak, Veneca

HRSC Manager
Cole, Brian

HRSC Leads
LeRoy, Anna (Comp)
Martin, Tanesha (Gen. Inq.)
Oliver, Delmere (Emp)
Weber, Dara (FMLA/LOA)

SC Support
Reinhardt, Kristina
Wilson, David
Wisniewski, Carolyn

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HR Solutions Center (HRSC) Web Site

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HRSC Guiding Principles:
At the HRSC we:
- Deliver friendly, reliable, and timely service.
- Provide HR services which are efficient and create value for customers.
- Ensure work is done right the first time.
- Communicate honestly, openly, and clearly with customers and each other.
- Ensure continuous improvement of our processes, services, and our staff.
- Equip our staff with the resources necessary for successful customer outcomes.

HRSC Contact Information:
- Phone: 734-647-5638, Monday-Friday 8am-5pm. (Voicemail is available for contact outside of normal business hours)
- Fax: 734-763-4716
- Contact us by utilizing our easy-to-use Web Form by clicking here

Visit the FAQ section to learn more about the HRSC.

Information and Reference Materials:
- Message from Joe Fournier
- Message regarding HR Update – HR Solution Center
- High Impact HR Model FAQs

http://www.med.umich.edu/umhshr/supervisor/hrsc.html
HR Solutions Center (HRSC) How does the process work?

1. Transactional Support Needed
2. Initiator Contacts HRSC (Phone or Web)
3. Ticket Entered into Remedy Case Mgt System
4. Ticket Assigned to an HR Specialist
5. HR Specialist and Initiator Collaborate until Case Resolution
6. Case Resolved

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HR Solutions Center (HRSC) Statistics

- 600 New Inquiries per Week (500 Cases, 250 Undocumented)
- 15 Staff (4 Leads)
- 40 New Inquiries/Week/Person
- 4 Areas

![Pie Chart]

19% Compensation
18% Employment
18% FMLA/LOA
45% Gen. Inquiries

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HR Solutions Center (HRSC) Commonly Asked Questions

What is the HR Solutions Center?
• The HRSC is a team of HR professionals that provides support for transaction questions relating to Compensation, Employment, FMLA/LOA, and other General Inquiries.

Who does the HRSC support?
• In collaboration with HR Business Partners and the HR Network of Expertise, the HRSC support all employees at the UMHS.

When should I contact the HRSC?
• If you have transactional related questions, we can help! Some Examples are:
  • Reclassifications
  • Promotions
  • Equity Reviews
  • Salary Setting
  • Leaves of Absence
  • FMLA / Work Connections
  • Return to Work
  • ADA
  • Job Postings
  • Background Checks
  • I-9s
  • PAR Approvals

How should I contact the HRSC?
• By telephone at 734-647-5538 M-F 8am-5pm
• Through an easy-to-use Web Form located [here](#). 24/7

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What is the HR Solutions Center Compensation Area?
• We are a team of specialists that are here to provide support for all compensation needs.

What does the Compensation Area do?
• Salary Setting
• Reclassifications
• Equity Reviews

When should I contact the HRSC Compensation Area with questions?
• When you’ve selected your candidate and are ready to make an offer
• An employee contacts you with concerns about their pay compared to others
• You’d like to reward an employee for work outside of their normal job duties

How should I contact the HRSC?
• By telephone at 734-647-5538 M-F 8am-5pm
• Through an easy-to-use Web Form located here. 24/7
HR Solutions Center (HRSC) – FMLA/LOA

Overview

What is the HR Solutions Center FMLA/LOA Area?
We are a team of subject matter experts who provide support with FMLA, Leaves, ADA and Work Connections (partner/liaison)

What does the FMLA/LOA Area do?
• FMLA requests, certification review and notification.
• Leave requests, review, notification and PAR processing.
• Support Departments as a partner/liaison with Work Connections for employee return to work plans, work accommodations, complex disability cases, ADA, LTD and the reassignment program.

When should I contact the HRSC FMLA/LOA Area with questions?
• When employee has been out of the office for more than three days, has surgery, pregnancy, a permanent disability, needs a leave of absence, has a chronic medical condition, or has initiated a referral with Work Connections.

How should I contact the HRSC?
• By telephone at 734-647-5538 M-F 8am-5pm
• Through an easy-to-use Web Form located here. 24/7

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HR Solutions Center (HRSC) – Employment Overview

What is the HR Solutions Center Employment Area?
To provide assistance and guidance on areas of employment

What does the Employment Area do?
• Create Job Postings
• Create and Process Job Offers for New hires and Transfer appointments
• Create and Approve all PAR Transactions (Staff appointment changes)
• Provide expertise and guidance on employment questions or concerns

When should I contact the HRSC Employment Area with questions?
• If you have a job posting you need to post to the UM job board
• If you have a new hire regular or temporary who needs to start work
• Background check/pre-employment screening questions
• I need to increase the hours for my employee

How should I contact the HRSC?
• By telephone at 734-647-5538 M-F 8am-5pm
• Through an easy-to-use Web Form located here. 24/7

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What is the HR Solutions Center General Inquiries Area?
Not sure who to call for your HR questions/needs? Contact general inquiries!

What does the General Inquiries Area do?
- The general inquiries team will provide assistance with all HR Policy and other employment related questions.

When should I contact the HRSC General Inquiries Area with questions?
- HR Policy related questions
- PAR Review and Approvals
- Self-service help

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Thank you for your attention!