

NOHRA 2005

[North Central Ohio Human Resource Assn.](#)

[Society for Human Resources Management](#)

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AFFILIATE OF



Meeting Announcement

Date: Thursday, May 5, 2005

Time: 11:30 am – 12:00 pm - Lunch
12:00 pm – 1:00 pm – Presentation

1:05 pm – 3:00 pm - Workshop

Location: Westbrook Country Club
Mansfield, Ohio

Luncheon Presentation:

“Current Legal & Practical Issues in the Hiring Process”

Luncheon Cost (Per Person):

- \$10 for NOHRA Members who register by 4/29
- \$12 for NOHRA Members who register after 4/30
- \$12 for NOHRA Guests

Workshop Presentation:

"Fair Credit Reporting Act and Background Check Update"

Workshop Cost (Per Person):

- \$10 for NOHRA Members who register by 4/29
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- \$12 for NOHRA Guests

Presenters: Steven Gall, President, Gall & Gall Company, Inc.

Jeff Mullins, Attorney, Coolidge Wall Womsley & Lombard

The Workshop will focus on:

- Recent changes to the Fair Credit Reporting Act;
- Best practices for employment applications and interviewing;
- When should you utilize an offer letter and what it should contain;
- Federal Driver's Privacy Protection Act (DPPA)
- Due Diligence in Background Screening
- Update on pre-employment drug testing.

Luncheon and Workshop Speaker Bios



Steven E. Gall



Jeff Mullins

Steven Gall President of Gall & Gall & Gall Company, Inc., A Professional Employment Background Screening Company. Prior to entering the private sector, Steven worked in law enforcement and personnel administration for over twenty-five years. He has dealt with employers and assisted them in resolving a wide variety of personnel problems and issues. Steven provides instruction and consulting to many Associations and Companies Annually. His programs focus on all areas of HR Management.

Steven is a member of the Society of Human Resource Association. Steven has conducted training sessions for Miami Valley Human Resource Association, Kentucky State Human Resource Association, The National Apartment Association, The National Pawn Brokers' Association and many other Associations and Companies Nationally. One of his areas of expertise is Employment Law, The Fair Credit Reporting Act, and Due Diligence in Employment Background Screening, Workplace Violence and other areas of Human Resources.

Jeff Mullins, Shareholder of Coolidge, Wall, Womsley & Lombard, A Legal Professional Association. He practices exclusively in the area of health care and labor and employment law for construction, manufacturing and public sector clients. Jeff devotes the majority of his time to counseling clients on labor and employment law issues including collective bargaining issues, union avoidance campaigns and advising and defending clients in matters involving the Americans with Disabilities Act, the Fair Labor Standards Act, the Family and Medical Leave Act and sexual harassment

Jeff is a member of the American Bar Association Health Law Section. Jeff has conducted training sessions for Miami Valley Human Resource Association, Associated Builders and Contractors, The Ohio Valley Construction Education Foundation, The Reynolds and Reynolds Company, Hartzell Industries and The Relizon Company.

NOHRA and SHRM NEWS

Wanted – Advertisers and Newsletter Sponsors!

Although we have gone to an electronic format in order to reduce our costs, we are still seeking advertisers for our newsletter. But we have **reduced** our rates for 2005! The new rates will be: \$75 for a half-page ad; \$50 for a quarter-page ad (like the EBMC ad); and \$25 for a business card size ad (like the Jay Workforce Solutions ad). All of our advertisers will also receive: Electronic Web and E-mail Links in the newsletter, free table space at any vendor fairs, recognition at our monthly meetings, sponsorship “slots” on our direct mail cards, Free Banner Ads on our website, and access to our mailing list. If you are interested in advertising, please contact Scott Freehafer at 419-589-0266 for more information.

2005 NOHR Membership Applications Update

So far, we have received 85 NOHRA membership applications and renewals for our 2005 program year. But that means that there are still some of you who have not joined yet. Please consider joining since we rely on membership support to help fund our programming and cover our chapter’s monthly expenses. At \$20 for an SHRM member and \$30 for a non-SHRM member, you won’t find a better value anywhere else! Please contact Scott Freehafer at sfreehafer@neo.rr.com if you have any questions about NOHRA membership. You can download an application from our website at: <http://www.ohioshrm.org/nopa/2005nopaapplication.pdf>

Do you want to join SHRM?

If you would like take your career up a notch, perhaps you would like to consider joining the Society for Human Resource Management (SHRM). For more information or go to the SHRM Membership Center at <http://www.shrm.org/application/>. Regular SHRM membership is only \$160 per year and SHRM has not raised rates for over 10 years!

What do you want NOHRA to do for you?

We are still planning some of the 2005 programs so if you would like to have some input on our upcoming programs, please contact Scott Freehafer at 419-589-0266.

Moved or Changed Jobs?

If you have moved or changed jobs, please let Scott Freehafer know so that we can keep the records up-to-date.

Job Openings Anyone?

If any of your companies have HR-related job openings, please let Scott Freehafer know. Occasionally we have a NOHRA member or SHRM national member looking for a new position and any leads are appreciated!

Upcoming SHRM Webcasts

Negotiating the Optimal HR Outsourcing Contract: Business and Legal Issues

Presenter: Daniel R. Mummery, Esq., Latham & Watkins LLP

April 19, 2 p.m. ET

Six Sigma for HR: A Black Belt's View

Presenter: David Hermes, Breakthrough Management Group

April 22, 2 p.m. ET

Alternative Dispute Resolution

Presenter: F. Peter Phillips Senior Vice President, CPR Institute for Dispute Resolution

April 28, 2 p.m. ET

Executive Diversity: Room at the Top

Presenter: Jane Paradiso, Manager, National Workforce Planning Practice, Watson Wyatt

April 28, 3 p.m. ET

Now Available

The Talent Show: Ten Steps to an Effective Succession Plan

Presenter: Mary-Jane Sinclair, SPHR

For more information on archived or upcoming SHRM webcasts go to:

<http://www.shrm.org/webcast/> or <http://www.shrm.org/webcast/archive.asp>



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Excuses, Excuses . . .

So, you thought you'd heard the most creative excuse for missing work? Try these:

- The guy with the artificial eye who called to explain that he wouldn't be in because he misplaced his eye after his cat knocked it off the bedside table and started playing with it.
- The postcard with a correctional institution's return address and the message, "I will not be at work next week because I'm in prison."
- The moose that stood in a woman's driveway munching leaves from trees and bushes and blocking her exit for about an hour.

"Sometimes there is a case where crazy things do happen," said Jennifer Sullivan, spokesperson for CareerBuilder.com, which commissioned a nationwide survey of 1,600 people and found that more than one-third of U.S. workers called in sick at least once last year when they felt well. The *Out of the Office* survey conducted in August 2004, which included responses from 700 managers, found that 20 percent of workers surveyed called in sick because they didn't feel like going into the office that day. Attending to personal errands and appointments, catching up on sleep and relaxing are the top three justifications given for providing a bogus reason, according to CareerBuilder.com. Among the most unusual:

- My bus broke down and was held up by robbers.
- I was arrested as a result of mistaken identity.
- I hurt myself bowling.
- My curlers burned my hair and I had to go to the hairdresser.
- I eloped.
- My cat unplugged my alarm clock.
- I forgot to come back to work after lunch.
- I totaled my wife's Jeep in a collision with a cow.
- I had to be there for my husband's grand jury trial.
- A hit man was looking for me.

Then there was the receptionist for a Virginia chiropractor who called her boss to say that her boyfriend's ostriches had escaped from their pen and she was helping him chase them. She called back the next day needing another day off because she was sick. A few ostriches had been hit and killed by motorists and, after eating the ostrich meat, she became ill.

While some managers were amused by the wacky excuses cited in the study, Sullivan said, others were frustrated at what they saw as a lack of employee job commitment. Using sick days for time off that has nothing to do with illness also is a reflection of the changing perception of the purpose of "sick days," she said. "Twenty-five percent of those we surveyed said sick days were just extra vacation days and they treated them as such," she said, adding that some people see sick days as "mental health days."

But then maybe you'd need a mental health day, too, if a hit man was after you.

By Kathy Gurchiek - an associate editor at HR News.

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Create an Environment Where Employees Choose To Be Accountable

A lot of leadership development is focused on the qualities or characteristics required to be a great leader. All this does is focus leaders on themselves, often resulting in an egocentric approach. The emphasis should not be on leaders but on the environment they create.

In his best-selling book *Good to Great*, author Jim Collins says: “First, get the right people on the bus, the wrong people off the bus and the right people in the right seats.” If you have the right people, then trust them, believe in them and partner with them to create a great company. If you have people who aren’t performing, make sure that you have created an environment where they can perform or that they are not just in the wrong seats—before you get them off the bus. You really won’t know whether you have the right people until you have given them the opportunity to show what they are capable of in a responsibility-based culture.

Many managers fear entrusting employees with the responsibility of defining their own success and determining how to reach it through their performance. As a result, managers attempt to hold people accountable by insisting on compliance with policies and procedures, establishing goals and performance standards for employees, or offering incentives in an attempt to motivate people to comply. The research does not support this fear. Employees who are trusted and given more say over how they do their jobs are more engaged, more committed and more productive. And, people who know that their managers trust them to be responsible do not want to disappoint their managers.

The primary fear employees have about being held accountable is that there will be negative consequences if they don’t succeed, perhaps even the loss of their job. It is safer for them to avoid risk by doing just what they are told. Employees who will not accept responsibility do not trust management enough to take the risk. They need to know that they will get the support they need to do their best and that mistakes will be treated as learning experiences, rather than as opportunities for blame and punishment.

The foundation of a responsibility-based culture is a high level of trust. When trust between management and employees is high, the following occur:

- Information is exchanged freely, feelings and opinions are openly discussed, and people do not harbor hidden agendas.
- Expectations are clear, disagreements are discussed and resolved, and individual performance is discussed and agreed on without the need for a formal process.
- Differences are valued, employees feel respected for their contribution and have input into how the organization can be more successful.
- People keep their commitments, strive for excellence in everything they do and can count on each other for support.

The most important factor in building trust with employees is to understand that being trustworthy does not mean your employees will trust you. You have to earn it. There are four behaviors, called the “elements of trust,” that must be present for trust to develop:

1. Congruence. People see you as congruent when they know that what you say is on track with what you believe and what you know to be true and is aligned with what you do. Sometimes managers attempt to sugarcoat bad news, or they are so “gentle” that the real message is not fully communicated. But in the long run that approach doesn’t work. Even if you are temporarily

able to smooth over a rough situation or take the pain out of an unpleasant encounter, sooner or later it will catch up and trust will be diminished or destroyed.

2. Openness. People tend to cooperate with people who will level with them and give them the whole story, even though some of the details may be a bit unpleasant. If you discover a change of plans that affects other people or you are displeased with their work results, tell them first. If there has been a delivery delay, tell your clients first. They will respect and trust you more for your openness. You'll also be perceived as a straight-shooter, and people will want to perform for you.

3. Acceptance. All people want to be accepted for who they are, not judged, criticized or made to feel inferior. It isn't always easy for managers to do that. You're in your position because you're competent, know the company and know what can and can't be done. It's easy to give the impression to others that they are slightly stupid or inadequate for not understanding as much about the company, department or project as you do. Acceptance doesn't mean that you have to accept poor performance or unacceptable behavior, but there is a difference between judging a person for who he is and judging what he does.

4. Reliability. People want to know if you do what you say you will do. Don't make promises you can't keep, even if you think it will get the job done for you now or appease an angry situation. In the long run it will hurt you. Do what you say you will do, and if you can't or won't do it, don't say you will.

Keith Ayers is a consultant and speaker on organizational culture. As CEO of Integro Leadership Institute, he has worked with executive teams across the globe. For more information, go to www.integroleadership.com.

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2005 PSA5 Regional White House Conference on Aging

The White House Conference on Aging occurs once every ten years to make aging policy recommendations to the President and Congress.

1. The 2005 White House Conference on Aging occurs as the first wave of baby boomer generation prepares for retirement, creating an important opportunity to assess aging in America and improve the lives of older Americans.
2. We would encourage you and your staff to complete the survey.
 - a. How to complete the survey:
 - i. Read the entire survey
 - ii. Think about what the top **FOUR** issues would be from their perspective for the County they represent.
 - iii. Once you have selection the top FOUR issues please mark those issues. (You can place a check mark by those top four issues. They do NOT have to rate them in any order.)

PSA 5 REGIONAL WHITE HOUSE CONFERENCE ON AGING SURVEY

Male Female **Age:** _____ **Are you employed?** Yes No

Race: Caucasian/White African American Hispanic
 American Indian Asian Other



County of Residence: _____

VOTE

1.	<p><u>“One-stop shops” including care navigators, e.g., case manager, to help inform people about the various support system elements available to them.</u> One-stop shops are a central location for individuals to gain access to a wide variety of services and information. One-stop shops have trained staff to guide a person to or through access to those needed services. Customers also benefit from the added flexibility and convenience of being able to visit a range of services under one roof.</p>	
2.	<p>Configuration of Senior Centers to appeal to the next generation of senior citizens Senior Centers are in the successful aging business, helping older people to maintain maximum health, independence, and fulfillment. Senior Centers need to focus attention on expanding services, programs and possibly funding, which will allow them to remain successful with the inevitable baby boomer generation coming.</p>	
3.	<p>Home and community-based care following hospital stays Home and community based care (HCBC) is a way to promote access to and utilization of quality health care services, especially in rural areas. This option allows an older consumer to remain independent in their own home with supportive services, such as: meals, transportation, case management, caregiver services, respite care, personal care, homemaker and special equipment.</p>	
4.	<p><u>Financial security through the 21st century (Medicare, Social Security, & Retirement)</u> Will the Medicare and Social Security systems be available to the next generations to come? How do we ensure these programs will be available for future generations? Are the future generations planning for retirement or will they be a drain on an already stressed government systems?</p>	
5.	<p>Coordination between health & aging network Developing and implementing a coordination effort between services that are provided by the health care and the aging network systems. Coordination could foster improvement with the quality of care.</p>	
6.	<p><u>Access to affordable, high quality services.</u> Developing, coordinating, and implementing systems that allow health care services to be accessible, affordable and of high quality to the older population.</p>	
7.	<p><u>Available resources for aging consumers & their families to make informed decisions.</u> Informed choice is a voluntary, well-considered decision that an individual makes on the basis of options, information, and understanding. The decision making process should result in a free and informed decision by the individual about whether or not he or she desires to obtain health services and, if so, what method or procedure he or she will choose consent to receive.</p>	
8.	<p>Use of technology The use of technology has endless possibilities to assist and monitor consumers with disabilities, chronic illnesses, health/safety and other needs.</p>	
9.	<p><u>Planning for long-term living (retirement, housing, long-term care insurance & end-of-life)</u> – see the next page.</p>	

	The above are some of the options available to a person when planning for long-term care living but it is important to promote and educate about these options. It is just as important to support, educate and encourage individuals to start planning for long-term care living early.	
10.	<u>Accessible and reasonable medication costs.</u> The cost of prescription drugs is rising more quickly than the cost of any other aspect of our country's health care system. There are limited resources to accessing free and or low cost medication. There are also barriers to accessing these limited resources for those in need.	
11.	<u>Strategies for individual healthy behaviors. Prevention as a primary focus.</u> Research has shown that it is never too late to improve your health by changing your behaviors as it relates to your health. Prevention is the key to living a healthier life as you age.	
12.	<u>Promoting expanded opportunities for companionship to reduce isolation & loneliness.</u> Social isolation is common among the older adults and said to contribute to a higher rate of suicide. Providing opportunities that limit isolation and loneliness is key to current and future generations.	
13.	Increase physical activity among the elderly Research indicates older adults are much more aware of the benefits of exercise and a healthy lifestyle, and they desire a varied program of activities. Their tremendous interest in physical fitness stems from hearing about studies that demonstrate the enormous health benefits to be obtained from a higher level of fitness.	
14.	Housing affordability & availability Many studies reflect that older adults want to remain in their own home as they age. The housing options will need to be affordable and accessible for those that may have disabilities.	
15.	Caregiver support: training, respite, I&R and etc... As many as 12.8 million Americans of all ages need assistance from others (caregivers) to carry out everyday activities. An unpaid informal caregiver is anyone who provides assistance to another.	
16.	<u>Incentives to encourage family members to care for their aging relatives & support of caregivers.</u> An estimated 44.4 million individuals provide health care for adult family members and friends. Research reflects that family caregiver often exacts a heavy emotional, physical and financial toll, causing health risks, emotional strain, mental health problems, workplace issues and financial problems. As our society ages, the demands placed on family and other informal caregivers are likely to escalate, affecting nearly every American family.	
17.	Incentives to ensure a reliable workforce exist to care for an aging society. (Shortage of paid workers for elderly service) 28% of community-based care is received from paid workers. Direct-service home-care workers face poor working conditions, earn low wages, receive few benefits and generally lack knowledge about public benefits, which contribute to the industry's high turnover rate. This turnover results in increased recruitment and training costs for providers, which eventually feeds into the rising cost of health care.	

*Please return to the AAA, Attn: Diane Ramey, PO Box 1978, Mansfield, OH 44901
Sponsored by a Title III Grant under the Older Americans Act and a State Block Grant administered through the Ohio Department of Aging.*

NOHRA Registration Fax Back

Please register with
Amy Harkins by Friday,
April 29th!

May 5 **Background Checks and
Investigations****
June 2 **Retirement Planning and HR
Responsibilities**

** Workshops will be offered in addition to our
regular luncheon!

Do you want:
Increased value?
Decreased headaches?
Improved productivity?



Call Cheryl Bischoff at
419-522-4125 or email her at
cbischoff@jayworkforce.com
for more information

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RSVP Information:

Your Name: _____

Your Title: _____

Organization: _____

Guest(s) Name: _____

Fax back to Amy Harkins: (419) 522-3303

Or email Amy at: harkinsamy@yahoo.com
If you have any questions or special dietary needs,
please call Amy at (419) 522-4333