



**NATIONAL ASSOCIATION OF STATE PERSONNEL EXECUTIVES
(NASPE)**

COMMUNICATION AWARDS NOMINATION – 2010

SUBMITTED BY: MICHIGAN CIVIL SERVICE COMMISSION

The Michigan Civil Service Commission (MCSC) is pleased to submit to you our Communication Awards nomination for the electronic category.

Submission: Layoff Rapid Response - Information for State Classified Employees Placed on Indefinite Layoff

Category: Electronic (online pdf PowerPoint presentation)

State: Michigan

Questions regarding MCSC submission may be directed to:

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MICHIGAN CIVIL SERVICE COMMISSION

CATEGORY: ELECTRONIC

SUBMISSION: LAYOFF RAPID RESPONSE INFORMATION FOR STATE CLASSIFIED EMPLOYEES PLACED ON INDEFINITE LAYOFF

1. Submission Overview

The Layoff Rapid Response (LRR) presentation is an online resource created by the Michigan Civil Service Commission (MCSC) and its partners to address the questions and concerns of state employees who are being or have been placed on an indefinite layoff. It is designed to compliment live interactive sessions or serve as a stand alone presentation. This is a single point of reference that includes hyperlinks to resources that assist employees in understanding the requirements for unemployment compensation, continuation of insurance and benefits, retirement provisions, and layoff and recall information. The presentation also provides access to resources which can assist them in finding a new job either in or outside of state government, and tools to help cope with stress, if necessary. The reality of an indefinite layoff can be overwhelming, and employees understandably have many questions that fall into two basic categories: what does this mean to me, and what do I do now? The LRR presentation provides employees with critical information that will help them take the steps necessary to find new work, and if necessary, resources to cope with the impact of this change.

2. How long has the submission been in existence?

The Layoff Rapid Response presentation went live on July 2, 2009 and is prominently positioned under the "Announcements" heading on the home page of the MCSC's website. Purposely placing the PowerPoint presentation on the Michigan Civil Service Commission website in front of restrictive firewalls allows employees to access the information 24/7 from

either work or home. You may view the site at the following link:

http://www.michigan.gov/documents/mdcs/Layoff_Info_State_Emps_315679_7.pdf

(Adobe Acrobat required to view)

3. Why was the submission created?

The State of Michigan Layoff Rapid Response program was created so employees, department managers, and human resources personnel can easily locate a single standardized point of reference on indefinite layoff information. The focus was to provide clear and pertinent information to employees so they can make informed decisions that help them take the appropriate actions related to indefinite layoff. To accomplish this task, the Civil Service Commission assembled a team of subject matter experts from various state departments and other entities to discuss their respective roles in the provision of assistance to laid off workers. This team of experts held educational (informational) transition sessions with groups of employees about to be impacted by layoffs and discussed nine key areas of importance: specific bargaining agreements, how to file for unemployment compensation, resources and assistance for finding a new job, insurance information and COBRA, deferred and defined contribution retirement plans, leave issues, paid educational programs, and employee support services. The Civil Service Commission team, following these sessions, recognized that this need would be ongoing and that the reference materials would be valuable outside of the transition meetings. The outcome is a living online PowerPoint presentation that addresses the nine key areas listed, and related detail and reference materials.

4. How does this submission support the goals and objectives of our agenda?

Three key elements of the MCSC mission are to improve employee satisfaction, establish ourselves as value added/collaborative partners, and to align enterprise-wide processes and

systems to meet current and future demands. This presentation supports all three elements. An integral aspect of our mission is to assist the departments we serve and our employees with the challenges associated with budget shortfalls and reductions resulting in a fluctuating workforce and layoffs. Understanding that changes in the structure of our workforce will include reductions, it is incumbent upon us to manage these transitions in a standard, coherent, and supportive manner. When the subject matter experts throughout our organization were brought together, we recognized that while the live interactive sessions are important and essential, we also understood that layoff is an extremely difficult life event that takes time to process and we wanted to provide our employees with information that they can access at any time. We also wanted to ensure that the information was organized in a logical flow that would help them step through not only the transition to layoff status, but to cope with the stress of this change, the personal economic complexities and, as they are ready, into new and different employment opportunities.

While layoffs are not the element any employer wants to focus on, our objective of becoming the employer of choice includes the value and goal of being an employer that supports our employees throughout the employment lifecycle. This program was implemented to support that goal.

5. Have you been able to measure the effectiveness of this submission?

We have been able to measure the success of this program based on feedback provided by HR Directors at monthly meetings. In addition, through our information technology resources, we are able to see the frequency that this link is utilized, which has exceeded 15,000 hits since its go live date.



Michigan Civil Service Commission

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Invest Your Talent With the State of Michigan!

The mission of the Civil Service Commission is to market ourselves as a value added/collaborative partner, improve employee satisfaction, promote the value of state employment, and to align enterprise-wide processes/systems to meet current and future demands. We will hold ourselves accountable and will drive for results as a cohesive department as established by the consolidation of the human resources team.



State Personnel Director
Jeremy S. Stephens

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