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eWay Self Service

Leave of Absence  
Request

# Agenda + Outcomes

- ▶ Understanding of the “why”
- ▶ Review and discuss LOA Request workflow + notifications
- ▶ Understanding of key changes in process and policy
- ▶ Transition planning
- ▶ Central HR Review/Response Time Expectations
  - ▶ Daily Review
  - ▶ “Approve”/Move to Dept HR within 2 business days
- ▶ Let’s take a look!

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# Understanding the Why...

- ▶ Improved Employee Experience
  - Less overwhelming/simplified request form
- ▶ Compliance/Reduced Liability
  - Reduced waiting time to get the required notices sent to requesting employees
- ▶ Efficiency/Accuracy
  - eWay has employee info available while they complete
  - Not required to review and complete areas that we already have access to
  - Departments/Central HR have ability to correct info on application in system prior to approval
- ▶ Staff Time/Use of Skills
  - Automated process will allow for consistent and efficient leave review and responses while minimizing e-mails.
  - Case notes in a central location

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# eWay LOA Request Form Workflow

## EE submits LOA Form

- Option to upload required documents
- Option to print PDF Confirmation/Copy of Submission

Note: Dept LOA Role can start and/or submit on behalf of employees

## E-mail Notifications:

- Employee receives confirmation of submission with a reminder to complete Leave Schedule
- HR is notified of submission and it is in worklist
- Supervisor(as listed in eWay) is e-mailed with link to application as FYI(reviewer only)

## Application arrives in HR worklist in eWay

- HR reviews application and any documents uploaded
- Reviews details and dates to determine eligibility.
- Enters applicable data into "LOA HR Eligibility" tab
  - i.e. Protected/unprotected, unpaid date, LTD, PPL eligibility, any work restriction or other case note specifics)
- HR indicates Med Cert requested/not received and employee is reminded every 14 days

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### Changes/Extensions:

Employee/Dept LOA Role will make a copy of the previously approved LOA, make changes, and submits to re-start workflow.

# eWay LOA Request Form Workflow (cont.)

Department  
"LOA Role"  
notified

- HR "approves" then Department LOA Role reviews HR notes
- If unprotected or based on department preference, "Dept LOA Role" adds additional reviewers and/or approvers (i.e. timekeeper/Director)
- Department informs timekeeper of leave specifics/use of accruals

Department  
Approves

- If additional approvers/reviewers were added, they receive e-mail notification

Final  
Approval/Denial

- E-mail to employee letting them know it has been fully approved.

Return from  
Leave

- Reminder e-mails are sent to employee, supervisor, and Dept LOA Role 7 days prior to end of leave
- May be entered by Employee, Supervisor, HR, or Dept LOA Role
- Upon return date being entered, e-mail notice sent to employee, Supervisor, Alt. Supervisor, LOA role, and HR

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# Automated Notifications

## ► Confirmation of Submission to employee (*Sent to preferred e-mail and City e-mail if different*)

This is to confirm that your Leave of Absence request has been submitted for approval:

- **Employee ID:** 108264
- **Request No:** 2
- **Name:** Minnie Mouse

Your leave application has been routed to Human Resources for review and approval. Please ensure you have completed and submitted your Leave Schedule via document upload in eWay or to your department timekeeping directly. A delay in submission may delay the approval of your leave.

Once processed, you will receive a letter indicating your eligibility and designation of your time off. For more information about the process, please visit the City's Leave of Absence Website.

Click Here to view your application and/or obtain a PDF Leave of Absence Summary. If you do not have City network access, please Click Here.

- Review Notice to Supervisor (and any other added “reviewer”)
- Approval Needed to HR and Dept LOA Role (and any other added “approver”)
- Confirmation of Approval/Denial to employee
- Medical Certification Reminders- HR will indicate Y/N and reminders will be sent to employee
- Return from Leave Reminders- 7 days prior, sent to employee, HR LOA Role, Supervisor, and Alt. Supervisor.

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# Process Changes

***While much of this new process is similar to that of the paper/PDF application, there are a few changes that are important to highlight:***

- ▶ LOA Policy Updated- *Director approval only required for unprotected time*
- ▶ Employee may submit LOA Request *prior to* department approvals
- ▶ Leave Schedule no longer required to submit initial request
- ▶ HR will communicate eligibility and other case notes via eWay “HR Eligibility Tab” vs. e-mail
- ▶ Formal process for departments to create a LOA Request on behalf of employees
  - ▶ Can prepare and ask employee to submit OR submit on their behalf.
  - ▶ Employees get notified via e-mail if submitted and should review the LOA Summary

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# LOA Website Updated

The screenshot displays the City of San Jose website's navigation and content for the Leaves of Absence (LOA) page. The header features the City of San Jose logo and navigation links for Residents, Businesses, Jobs, Your Government, and News & Stories. A secondary navigation bar includes Media Contacts, Social Media Center, Our Story, News, Blog, Notification Sign-up, Logo Guidelines, City Calendar, and COVID-19 Resources. The main content area shows a breadcrumb trail: Your Government » Departments & Offices » Human Resources. The page title is 'LEAVES OF ABSENCE'. The introductory text states: 'We understand that "life happens" and employees may need to take time off work. Human Resources is here to assist you! Use the arrows to the right of each topic below to view more detailed information to help you plan your leave of absence.' Below this, three links are listed with right-pointing arrows: 'NEW: eWay Leave of Absence Request', 'Parental or Pregnancy Leave: Where do I start?', and 'Employee Illness/Injury Leave: Where do I start?'. A left-hand sidebar menu is visible, with 'Leaves of Absence' highlighted in yellow.

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# Lets Take a Look!

## ▶ Employee Demo

## ▶ HR LOA Role Demo

### ▶ Dept LOA Role will receive the following upon HR approving:

The following Leave of Absence request requires your approval:

**Employee ID:** 108264

**Request No:** 2

**Name:** Minnie Mouse

[Click Here](#) to review or update the application, add additional reviewers or approvers, and approve.

- Review the 'LOA HR Eligibility Details' page for information about the employee's eligibility for protected leave. If time off is for unprotected time, please be sure add the appropriate 'Approver' in the workflow prior to approving.
- If the employee did not submit proper documentation, they will be reminded every 14 days until resolved. Human Resources will follow up accordingly.
- Employees, supervisors, and HR/Dept 'LOA Role' staff will receive a reminder 7 days prior to the leave end date. Please make sure the application is updated with an accurate return date and/or an extension is submitted.

**Important:** Any additional reviewers/approvers must be added 'ad hoc' prior to the Department 'LOA Role' approval.

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# Administrative Leave Process Update

- Paper or PDF Leave of Absence form is no longer required
- Going forward, the process to place an employee on paid administrative leave will be done in eWay/PeopleSoft
- Select employees in each department will have access to a workflow to initiate a request to put an employee on administrative leave, which will then be automatically routed for approval. In most departments the person initiating these requests has been restricted to the Employee Relations liaison(s).
- The Administrative Leave policy will be updated to reflect these changes.

If you have specific questions about the new process, please feel free to reach out to Bill Gold in OER at [bill.gold@sanjoseca.gov](mailto:bill.gold@sanjoseca.gov) or (408) 535-8161.

*Guide to be published soon!*

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# Next steps and Q+A

## ▶ Transition planning

- ▶ Department [Discussion Guide](#)

## ▶ “Soft” Launch

- ▶ Do we have to use eWay? *Eventually, HR will ask for full adoption of eWay form, but understand some departments may require more lead time to begin using.*
- ▶ Iterate to improve! *Please try it out so we can know what works and what tweaks need to be considered.*

## ▶ Central HR to hold weekly **Office Hours** for questions and issues

- ▶ Discuss department specific process questions and we can work to come up with mutual solution.
- ▶ Work with IT to enhance or correct anything
- ▶ Updated/add to guides and job aids for employees and departments

## ▶ Q+A

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Office Hours	
Tuesday, April 18th 11am-12pm	Zoom Link: <a href="https://zoom.us/j/96913780226">https://zoom.us/j/96913780226</a> <a href="#">Add to calendar link</a>
Thursday, April 20th 2pm-3pm	Zoom Link: <a href="https://zoom.us/j/92121480799">https://zoom.us/j/92121480799</a> <a href="#">Add to calendar link</a>
Monday, April 24th 9am-10am	Zoom Link: <a href="https://zoom.us/j/92832183854">https://zoom.us/j/92832183854</a> <a href="#">Add to calendar link</a>
Friday, April 28th 11am-12pm	Zoom Link: <a href="https://zoom.us/j/94986590129">https://zoom.us/j/94986590129</a> <a href="#">Add to calendar link</a>
Wednesday, May 3rd 2pm-3pm	Zoom Link: <a href="https://zoom.us/j/92655805950">https://zoom.us/j/92655805950</a> <a href="#">Add to calendar link</a>
Thursday, May 11th 2pm-3pm	Zoom Link: <a href="https://zoom.us/j/96429942464">https://zoom.us/j/96429942464</a> <a href="#">Add to calendar link</a>
Wednesday, May 17th 3pm-4pm	Zoom Link: <a href="https://zoom.us/j/95177759395">https://zoom.us/j/95177759395</a> <a href="#">Add to calendar link</a>

Recording to Zoom Meeting  
Passcode: yp3%7K.r

# Thank you!!