

Treasury Documentation**Subject:** Personnel Actions and Questions, Channel Through Human Resources**For:** EMPLOYEE and
SUPERVISOR HANDBOOKS**Also See:** BT-03037, 48

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The Office of Human Resources (HR) is the Department of Treasury's primary channel of communication with the Department of Civil Service, other state and private agencies or businesses, and with individuals outside the Department, on all matters related to employees. Questions or actions related to the following areas must be handled by Human Resource Liaisons through HR:

1. Compensation
2. Employee performance issues and misconduct
3. Employment interviews
4. Establishing new positions
5. Filling vacant positions
6. Disability management issues
7. Grievances
8. Hiring practices
9. Reclassifications
10. Reasonable accommodations
11. Service ratings
12. Technical Appeals
13. Training programs and tuition reimbursement
14. Equal Employment Opportunity (EEO)
15. Discriminatory harassment issues
16. All other personnel transactions.

Employees have the right to contact Civil Service (or other public or private agencies, etc.) for information on matters affecting their own positions, such as grievances or technical appeals.

All outside individuals or agencies, including Department of Civil Service, will be requested to channel all personnel matters through HR.

Questions or actions related to the following areas must be handled by the employee through the MI HR Service Center.

- Benefits/insurance information or changes
- Personal information or changes
- Open enrollment
- Payroll deduction information or changes
- MI HR Self Service support.

The MI HR Service Center is available from 7:00 a.m. to 6:00 p.m., Monday - Friday at (877) 766-6447.

Questions regarding Deferred Compensation and/or Defined Contributions should be referred to either the ING toll free number 1-800-748-6128 or by visiting their Web site at <http://stateofmi.ingplans.com>.

If ING is unable to assist, call the Office of Retirement Services (ORS) at (517) 322-5103 in Lansing, toll-free at 1-800-381-5111, or e-mail ORS at ORSCustomerService@michigan.gov. Always include name, address and Social Security number/employee identification number with e-mail requests.

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