

**University of Arkansas for Medical Sciences
Office of Human Resources (OHR)**

HR Review

A Summary of Human Resources Metrics



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From the Desk of the Assistant Vice Chancellor for Human Resources

The Office of Human Resources has been, and continues to give serious consideration to the idea of more accurately aligning its activities with the strategic business interests of UAMS. In an attempt to both demonstrate that interest and present data which has some value to the general institutional community, we are publicizing this compilation of metrical data for the benefit of our customers. We plan to update certain portions of this information on a quarterly basis, especially in cases where certain data is known to be regularly used by some of our customers. We also encourage those who would like to see other data on this site to let us know so that we can consider improving the usefulness of this material for more of our customers.



We have highlighted our primary areas of focus. Other pieces of information are presented to give a picture of the demographic diversity which exists within our thriving and dynamic institution.

I hope you find this information valuable, and I welcome any and all feedback. Speaking on behalf of all my associates employed in the Office of Human Resources, we want to know your thoughts so we can serve you better. Let us hear from you at: askHR@uams.edu

Hosea Long
Associate Vice Chancellor for Human Resources and
Chief Human Resource Officer

Our Mission & Philosophy

Our Mission

The Office of Human Resources' mission is to support the mission of the University of Arkansas for Medical Sciences by managing programs to attract and foster the personal and professional growth of all its employees.

Our Philosophy

We support this mission by providing administrative, advisory and consultative support to services the institution.



Institutional Overview

As of October 31, 2011

Institutional Summary

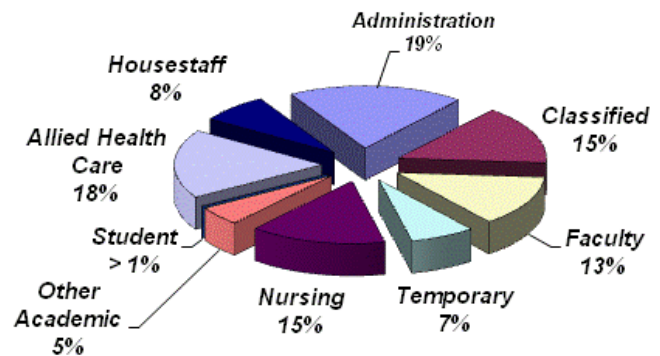
Academic Affairs	134
Administration	116
Arkansas Center for Health	30
Bioscience	1
Campus Operations	347
Chancellor	31
Clinical Programs	3611
Center for Diversity Affairs	18
College of Health Related Professions	119
College of Medicine	4039
College of Nursing	115
College of Pharmacy	150
College of Public Health	125
Communications	50
Development & Alumni Affairs	33
Finance	123
Graduate School	5
Information Technology	256
Institutional Compliance	30
Myeloma Institute	125
Psychiatric Research Institute	197
Regional Programs	664
Research	46
Reynolds Institute on Aging	57
Stephens Spine Institute	8
Translational Research Institute	28
Winthrop P. Rockefeller Cancer Institute	55
Total	10513



Ever Wonder?

- ◆ 2,292 individuals started work at UAMS from November 1, 2010 to October 31, 2011
- ◆ 145 employees live in states other than Arkansas
- ◆ There is 1 HR employee for every 250 employees

Employee Distribution by Classification



Benefits & Employee Services

Ever Wonder?	
MEDICAL Enrollees	
October 2011	
Point of Service	29% of those enrolled in Medical are in POS
Classic	71% of those enrolled in Medical are in Classic.
Alternative POS	< 1%—only available to out-of-state residents

Ever Wonder?	
DENTAL Enrollees	
Total	86% participation

Ever Wonder?	
INSURANCE & FLEXIBLE BENEFIT PLAN Enrollees	
Flexible Spending Account	15% participation—tax savings on over \$3.2 mil in 2010
Optional Life	41% participation
Dependent Life	25% participation
Pretax Medical Premium	91% participation
Pretax Dental Premium	90% participation
Vision	47% participation
AD&D	36% participation
Optional LTD	33% participation
Home/Auto	2% participation
Critical Illness	5% participation
Long Term Care	3% Participation

Ever Wonder?	
RETIREMENT	
UA 403b/457b Plan	99% participation
APERS (State Plan)	1% participation

Other HR Measurements - FY 2010—2011

HR Call Center Calls Answered	42,362
HR Front Desk Visits	9,980
Written Employment Verifications	4,378
Tuition Discount Requests	3,183
New-Employee Orientees	1,497
Employee Service Awardees	1,286
Retiree Social Event Attendees	260
TOTAL	63,007

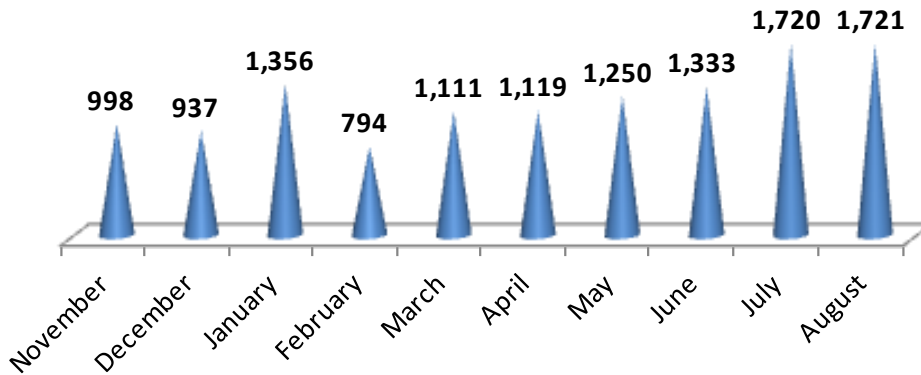
Ever Wonder?

- ◆ UAMS paid over \$53 million towards employees' insurance coverage in FY 11.
- ◆ 82% have regular benefits, 9% have College of Medicine Faculty Group Practice benefits, 9% have Resident benefits
- ◆ 47% employees who contribute 10% or more get the full UAMS match.
- ◆ UAMS contributed over \$43 million to employees' retirement plans in FY 11.

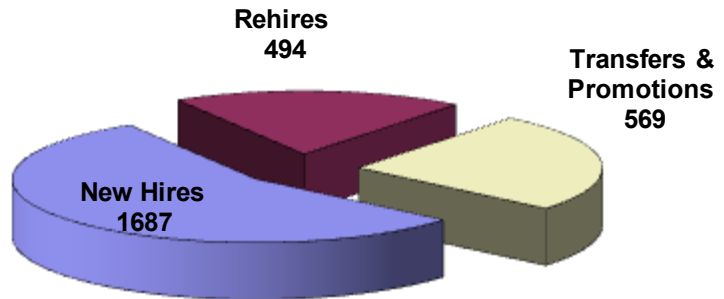


Recruitment

First Time/New Applicants 2010 - 2011



Hires for 11/1/2010 - 10/31/11



Ever Wonder?

- ◆ Over 2,780 positions were posted from November 1, 2010 to October 31, 2011
- ◆ 105,191 applicants from November 1, 2010 to October 31, 2011
- ◆ 14930 new applicants applied for a UAMS position from November 1, 2011 to October

Classification & Compensation Administration

Our Challenge

UAMS continues to experience significant organizational changes. Our challenge is to assist the institution in adjusting to this changing environment.

UAMS Compensation Study

For some time, UAMS has experienced considerable challenge in effectively managing the salaries of its non-classified, non-faculty employees. Some of the problems the UAMS Office of Human Resources is reviewing include:

- ◆ Lack of formalized, enterprise-wide non-classified salary management infrastructure
- ◆ Lack of clear links to our various markets (medical, higher education and other relevant business organizations)
- ◆ Job Classification inconsistencies
- ◆ Internal recruiting competition

In order to address these issues, the UAMS Office of Human Resources, with authorization from Chancellor Wilson, completed a compensation study of our non-classified, non-faculty positions.

We contracted with Buck Consulting, Boston, MA and a leader in the field of higher education compensation management, to assist us in carrying out this study. The UAMS Office of Human Resources has been working with a group of senior level UAMS business officers (appointed as the institutional compensation committee) over the last year and a half to evaluate our salary management practices. Much of what we found, as issues, was included in the request for proposals to which Buck responded.

As a result, the UAMS implemented in 2009 a revised compensation system that ensures UAMS is aligned with market pay, provides for decentralized salary administration, and supports career and employee development.

Changes included:

- ◆ **New** externally competitive (using market data) compensation strategy to strengthen our ability to recruit new talent and retain our key employees
- ◆ **New** compensation structure (with one schedule for consistency across colleges and with fewer and wider salary bands to allow more flexibility in career progression)
- ◆ **New** individualized job approach to ensure the unique aspects of jobs are recognized when comparing salaries to market data. (replaces generic classifications)
- ◆ **New** policies/processes
- ◆ **New** Salary Equity Tool (web-based program)

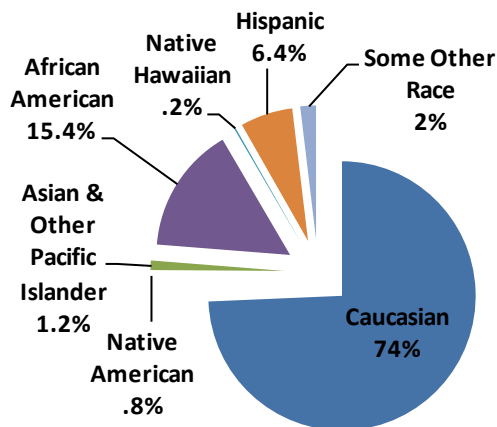


Diversity Information

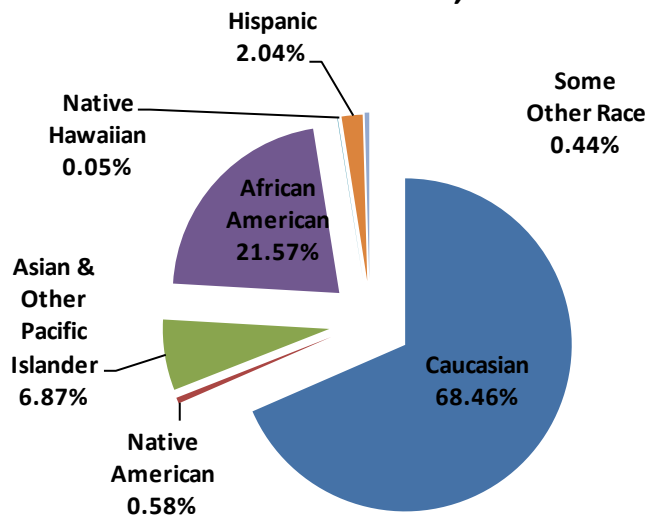
Mission Statement

The University of Arkansas for Medical Sciences is committed to nurturing a community that incorporates the values and contributions of multiculturalism into all aspects of its organizational life.

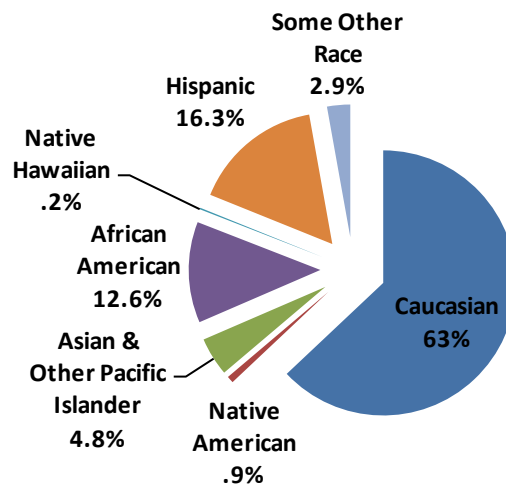
Arkansas Population as of 2010



UAMS as of October 31, 2011



US Population as of 2010



Diversity Information

Ever Wonder?

- ◆ Our oldest employee is 86 years young
- ◆ Our youngest employee is 18 years old
- ◆ Average age is 42.58

Gender As of 10/31/2011

Female
71.12%

Male
28.88%



As of 10/31/2011

- ◆ UAMS has 145 employees who reside in 22 other states
- ◆ The top 3 states:
Texas - 94
Oklahoma - 18
Tennessee - 4



Retention & Turnover

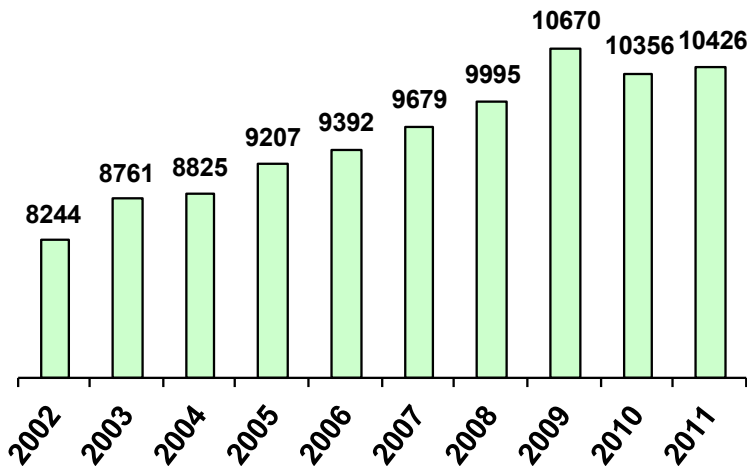


UAMS Turnover for 12 months

Category	Number of terminations	Number of employees as of 12-31-2010	Turnover percent
Administrative	154	1,857	8.29%
Faculty	86	1,117	7.70%
Other Academic	71	473	15.01%
Nurses	222	1,465	15.15%
Other Health Care	335	1,728	19.39%
Classified	299	1,587	18.84%
UAMS Total	1,167	8,227	14.19%

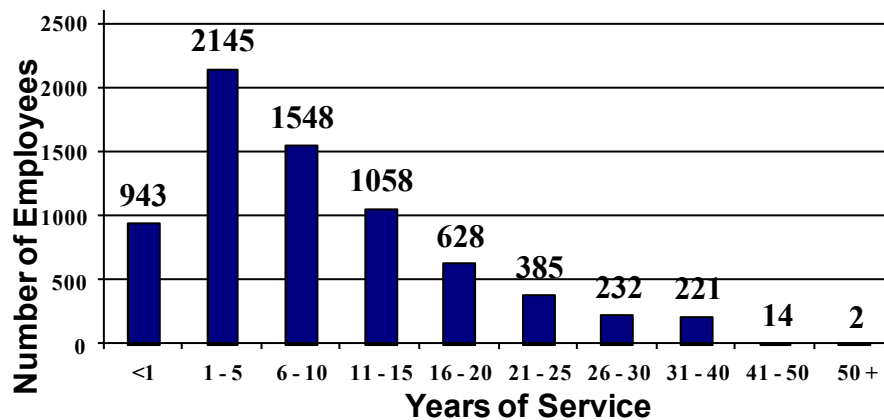
**Does not include temporary, part time, student & Housestaff employees*

UAMS Growth in the Last 10 Years by Beginning of the Fiscal Year



Retention & Turnover

UAMS Length of Service in Years



Ever Wonder?

- ◆ Over 780 employees transferred from one department to another from November 1, 2010 to October 31, 2011
- ◆ Longest UAMS employee has 55 years of services



Ms. Teresa Wellman

Immigration

Immigration Services

The University of Arkansas for Medical Sciences, Immigration Section of the Office of Human Resources provides assistance, resources and advice on a variety of immigration related employment issues and topics

Our foreign national employees are from these countries

- ◆ Afghanistan
- ◆ Albania
- ◆ Argentina
- ◆ Austria
- ◆ Bangladesh
- ◆ Belarus
- ◆ Belgium
- ◆ Brazil
- ◆ Bulgaria
- ◆ Cameroon
- ◆ Canada
- ◆ China
- ◆ Colombia
- ◆ Croatia
- ◆ Czech Republic
- ◆ Czechoslovakia
- ◆ Ecuador
- ◆ Egypt
- ◆ Finland
- ◆ France
- ◆ Germany
- ◆ Ghana
- ◆ Haiti
- ◆ Honduras
- ◆ Hungary
- ◆ India
- ◆ Indonesia
- ◆ Iran
- ◆ Ireland
- ◆ Israel
- ◆ Italy
- ◆ Japan
- ◆ Jordan
- ◆ Kazakhstan
- ◆ Kenya
- ◆ Laos
- ◆ Lebanon
- ◆ Libya
- ◆ Lithuania
- ◆ Malaysia
- ◆ Mexico
- ◆ Nepal
- ◆ Netherlands
- ◆ New Zealand
- ◆ Nicaragua
- ◆ Pakistan
- ◆ Philippines
- ◆ Poland
- ◆ Portugal
- ◆ Republic
- ◆ Romania
- ◆ Russia
- ◆ Scotland
- ◆ Slovak Republic
- ◆ Somalia
- ◆ South Africa
- ◆ South Korea
- ◆ Spain
- ◆ Sri Lanka
- ◆ Switzerland
- ◆ Syria
- ◆ Taiwan
- ◆ Thailand
- ◆ Trinidad & Tobago
- ◆ Turkey
- ◆ Ukraine
- ◆ United Kingdom
- ◆ United States
- ◆ Venezuela
- ◆ Vietnam
- ◆ Zambia

Ever Wonder?

- ◆ Foreign nationals represents 7.8% of the total UAMS employee population
- ◆ 77.46% increase in the number of foreign nationals since July 2001



Visa Type	Visa Name	7/31/11
F-1	Student	43
F-1P	Student Practical Training	15
H-1B	Temporary Work Permit	223
J-1	Exchange Visitor	87
J-2	Exchange Visitor, Spouse/Child	37
O-1	Extraordinary Work in Special Field	3
TN	Professional from Canada or Mexico	2
I-551	Temporary Permanent Resident	1
PAA	Pending Adjustment Applicant	18
PR	Permanent Resident (Non Citizen)	424
TOTALS		853

HR Directory

For specific managerial issues, contact the appropriate HR practice area listed below.	For general employee inquiries, call
<p>If you're unsure of which practice area to call, please call our main number, 686-5650.</p>	<p>686-5650. Or send an email to "Ask HR" from the Exchange global address list.</p>
<p>Administration</p> <p>686-7085, University Towers & Barton Research Building, # 564, Fax 686-5386 Hosea Long, Assistant Vice Chancellor for Human Resources Audrey Bradley, Director of Employee Relations Trish Richards, Business Manager & Special Projects Pam White, Sr. Director of Talent Management</p>	<ul style="list-style-type: none"> ◆ administrative issues ◆ service complaints ◆ strategic planning ◆ employee relations ◆ unemployment insurance claims ◆ random drug testing ◆ workers compensation
<p>Benefits & Immigration Services</p> <p>686-6552, University Towers, # 564, Fax 686-5386 Becky Goins, Director of Benefits Tiffany Edwards, Immigration Manager (686-7073)</p>	<ul style="list-style-type: none"> ◆ benefits administration ◆ immigration
<p>Employee Services</p> <p>686-5650, HR at Central Hospital G800, # 566, Fax 686-5386 Teletha Leonard, Director of Employee Services</p>	<ul style="list-style-type: none"> ◆ call center operations ◆ address employees inquiries ◆ employment & salary verifications ◆ new employee orientation
<p>Human Resources Information Services</p> <p>603-1303 or 603-1304, University Towers, # 564-1, Fax 603-1317 Norman Sward, Sr. Director of Employee Services & HRIS</p>	<ul style="list-style-type: none"> ◆ SAP/ personnel actions ◆ technology planning & implementation ◆ HR information requests & assistance ◆ Freedom of Information (FOI) responses ◆ criminal background checks and OIG verification
<p>Recruitment, Classification & Compensation</p> <p>296-1767 or 296-1773, 4324 W. Markham, # 779, Fax 296-1825 Job Line Recording: 686-5009 Kim Finne, Director Stephanie Farris—Blanchett, Manager</p>	<ul style="list-style-type: none"> ◆ job advertising & recruitment ◆ wage/salary administration, special hiring rates ◆ salary surveys ◆ concurrent employment & provisional positions ◆ job analysis & evaluation, job descriptions ◆ applicant drug testing
<p>Management Services</p> <p>University Towers, # 564-1, Fax 603-1317 Kathleen McComber, Sr. Director, Compensation & Management Services (526-5896) Carmelita Smith, Diversity Manager (603-1316) Melissa Johnston, Training/OD Manager (603-1315)</p>	<ul style="list-style-type: none"> ◆ UAMS Training ◆ diversity initiative and training ◆ supervisory training/management development ◆ employee and leadership development ◆ organizational development ◆ performance management
<p>U-Temps - Temporary Staffing Services</p> <p>686-6562, Central Hospital G800, # 566, Fax 526-7626 Pam Anderson, Director</p>	<ul style="list-style-type: none"> ◆ U-Temps services
<p>Affirmation Action Program Services</p> <p>296-1076, University Towers, # 564-1, Fax 603-1317 Odette Woods, Director</p>	<ul style="list-style-type: none"> ◆ Affirmation Action Program



UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES

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