

Chapter News



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SOCIETY FOR HUMAN
RESOURCE MANAGEMENT

JULY/AUGUST 2011 EDITION

This newsletter is for CIC-SHRM members only for informational purposes and not intended to render advice or judgment.

Message from the President



Vicky Fowler, SPHR
President

Greetings on behalf of your CIC-SHRM volunteer board! I hope everyone has managed to stay dry during the very rainy spring season. Let's hope the summer temperatures are milder. As summer heats up, so does our planning for the upcoming election process for Board volunteers. Being a board member is a rewarding experience. It's about coming together as a group to make decisions, plan events, promote the HR profession, and serve our local area HR professionals. We have several positions that will be included on the slate for 2012-2013.

Service as a CIC-SHRM board member is a lot of fun. Not only does it help you professionally in your HR career, you make some great friends with fellow HR professionals. We will be sending out the list of available positions in a few weeks and ask that you please consider serving as a Board member.

Our next chapter meeting is coming up soon, July 20th, where our educational session will pertain to the Top 10 Background Check Mistakes.

Also, we will host our Member Recognition & Networking Dinner on August 4th at the Illini Country Club. This event is free for all CIC-SHRM members and gives us an opportunity to recognize fellow chapter members for their contributions to the chapter and the HR Profession. And, it's really just a lot of fun to come out and network with other members.

The board is truly committed to providing chapter members with events and programs that provide a value-added benefit to being a member of this outstanding organization. So, I hope to see you all at both of these upcoming events!!

Thank you for your continued support!

Vicky I. Fowler, SPHR
CIC-SHRM President

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"Being a board member is a rewarding experience."



Member Spotlight

Member Spotlight

Ralph Hill
Manager Human Resources
ICG Illinois, LLC – Viper Mine

Background:

A graduate from Northern Illinois University, George “Ralph” Hill currently resides in Springfield, IL. He is married to Regina and they have three beautiful daughters. He has enjoyed working with many different human resource jobs and quotes, “I’ve held and learned a lot from the talented people with whom I’ve been privileged to work.” Moving locations is not new for Ralph and his family; in fact they always try to take advantage of the unique aspects of the different places they have lived. His wife, Regina, has always asked, “What can we do here that we can’t do anywhere else?”

Nature of work in HR:

Ralph has been the manager of human resources for the International Coal Group, the Viper Coal Mine, in Williamsville, IL for the past two and a half years. Prior to that he worked for Honeywell International for twenty-five years holding a number of human resources positions while moving several locations including Freeport, IL; Asheville, NC; and El Paso TX.

While in El Paso, Texas, Ralph had the opportunity to work in Juarez, Mexico which entailed him crossing the border everyday and leading a human resources department while encountering some unique challenges.

Biggest Challenge’s and Trends in HR:

According to Ralph, “I believe the biggest challenge for HR is determining what our organizations need, and then developing creative and effective ways to address those needs.” He views human resources as a service function. “We do not produce products or services that are marketed to customers. Unless we are an outside consulting organization, we do not generate revenue. Rather, we support the functions that do.” He emphasizes, “Therefore, we must understand our organizations’ issues and problems and figure out how human resources can help solve those issues and problems.” Questions he recommends asking are “Is turnover too high? Do we have specialized staffing needs? Are there issues with training, safety, benefit costs, etc.?”

As far as trends that may be coming in HR, Ralph believes staffing concerns and benefit cost issues will begin to require creative solutions. He states, “Just as government is wrestling with the increasing costs of entitlement programs, employers will have to address this issue as well. The problems are not insurmountable, but solving them will take time and effort”

Future plans:

Ralph and his wife Regina plan to finish their working careers here in Springfield. Their retirement location is still undecided but they have a good time asking those “what if” questions for the future.

“I believe the biggest challenge for HR is determining what our organizations need, and then developing creative and effective ways to address those needs.”



Ralph Hill
Manager, Human Resources

**International Coal Group,
 the Viper Coal Mine**

“...we must understand our organizations’ issues and problems and figure out how human resources can help solve those issues and problems.”

Membership Meeting Notice

Wednesday, July 20 at the UIS PAC Restaurant

Registration & Networking: 11:15 a.m.

Lunch: 11:30 a.m.

Business Meeting: 11:45 a.m.

Presentation: 12:00 – 1:00 p.m.

Presentation: “Top 10 Background Check Mistakes”, presented by Alan Kinsey, Vice President, Inquirehire.

In this presentation we will review the 10 most common background check mistakes that employers make in their employment screening program. Common mistakes involve search adequacy and appropriateness, regulatory and compliance issues, and administrative errors. In this session we will specifically address criminal record and other consumer reporting options and limitations, social media usage, and credit report usage. We will have a special emphasis on the new Illinois restrictions on credit check for employment purposes. We will also discuss the potential impact of these common errors, which can be poor hiring decisions, fines for compliance violations, and litigation for negligence or discriminatory practices.

Attendees of this presentation will learn how to identify and correct background check mistakes in their own organization.

About the Speaker:



Alan Kinsey is Vice President of Inquirehire, a national provider of employee sourcing, screening, and selection solutions. Alan is a graduate of Southeast Missouri State University with Bachelor of Science in Marketing, and he has more than 20 years of Fortune 500 level executive management experience in computer software, outsourced services and consulting.

At Inquirehire, Alan is responsible for the company's overall growth strategy with a particular focus on technology driven hiring process solutions. Alan has spoken on the topic of employment screening and hiring process improvement to a number of local and state SHRM chapters, several state banking associations, and many other organization's training and education events.

As a reminder:

Registrations must be made through C-Vent before July 15!

Registrations after this date cannot be accepted.

No-shows will be invoiced for their meal

Guests may attend a CIC-SHRM Chapter meeting one time for free.

Repeat guests are required to pay for the meeting and meal.

This program is approved for 1 general credit hour!

P.O. Box 2938; Springfield, IL 62708-2938

E-mail: info@cic-shrm.org Website: www.cic-shrm.org

Legislative/Legal Update

Submitted by

Cheryl Davis, PHR, CIC-SHRM Legislative Chair

New FCRA Requirement Will Take Effect in July

6/10/2011

By Allen Smith

A Dodd-Frank Act amendment to the Fair Credit Reporting Act (FCRA) will take effect July 21, 2011, according to Bruce Richards, an attorney with Taylor English Duma LLP in Atlanta.

Richards, formerly general counsel with the credit reporting agency Equifax, said that one of the amendments to the FCRA deals with the use of credit scores by anyone who takes adverse action based on the scores. If an employer uses a consumer report that includes a credit score in order to determine eligibility for employment, the employer will be required to disclose that a credit score was used and to disclose information on the credit score, including the credit score itself, and the identity of the agency that provided the score so that an applicant may contact the agency to correct any error.

Most employers don't use third-party scores. They instead order background checks and sometimes credit reports, Richards noted. But he said that in highly sensitive situations a number of companies seek credit scores from credit reporting agencies when financial assets are at risk. For example, an employer that is seeking to hire someone for a position that involves access to cash or other liquid assets might want to be particularly careful in hiring to make sure that they do not select someone who is in need of cash and might be at a greater risk of stealing. The employer in this circumstance might decide to use credit scores as part of the hiring process.

Under the FCRA, prior to an employer taking adverse action against an applicant or employee based wholly or partly on the information contained in a consumer report, the employer must first provide the applicant or employee with a copy of the report, along with a written description of his or her rights under the statute (including the right to request disclosure of the nature, sources and recipients of any credit report). According to the FCRA, "adverse action" includes the "denial of employment or any other decision for employment purposes that adversely affects any current or prospective employee."

Whenever any adverse action is taken against an applicant or employee, either partly or wholly because of information contained in a consumer report, the employer must provide him or her with oral, written or electronic notice of the adverse action as well as the name, address and phone number of the consumer reporting agency that furnished the report and a statement that the consumer reporting agency did not make the decision to take the adverse action and is unable to explain the specific reasons behind the decision. In addition, the applicant or employee must be notified of his or her right to dispute the accuracy of the report.

Often, small employers aren't aware of their obligations under the FCRA, such as getting an applicant's or employee's consent to order a credit report, Richards said. Some employers fail to provide the appropriate "pre-adverse-action" notices to applicants, which are required in order to enable the applicant or employee to address or clear up any potentially erroneous information.

Richards remarked that it is "clear that employers that consider using credit scores need to be aware of their obligations."

Allen Smith, J.D., is SHRM's manager of workplace law content.

Financial Inducements for Health Risk Assessments Are Slippery Slope

6/17/2011

By Allen Smith

As health insurance costs continue to rise, employers are anxious to control costs, and health risk assessments can help do just that by identifying potential medical concerns for which employees can receive preventive treatment. Financial inducements to participate in health risk assessments are permitted by the federal Genetic Information Nondiscrimination Act (GINA), but employers should be aware of the proper bounds for such incentives.

GINA allows financial inducements for assessments that include genetic information as long as the employer identifies which questions pertain to genetic information and participants are not required to fill out that portion of the assessment in order to receive the financial incentive, Margaret Hart Edwards, an attorney with Littler Mendelson in San Francisco, said in a June 6, 2011, interview.

In general, GINA prohibits employers from acquiring genetic information, but an exception exists when genetic information is disclosed voluntarily through a health risk assessment. The key word here is voluntary, and that holds true not just for fitting within this exception but also with respect to a financial inducement. The financial inducement can't transform the disclosure into an involuntary one.

Family medical history that is part of a questionnaire will be genetic information that must be identified as such, Edwards noted. Questions like "How tall are you?" and "How heavy are you?" and "Do you have feelings of faintness an hour before lunch?" are not generally genetic information.

The financial incentive should be nominal in order for it not to transform health risk assessment responses to involuntary ones, David Fram, director of ADA and EEO services with the Denver-based National Employment Law Institute, told *SHRM Online*. In its GINA regulations, the U.S. Equal Employment Opportunity Commission (EEOC) has provided guidance on what constitutes a nominal amount as no more than \$150, he added.

ADA Gray Area

While what's allowed and not allowed under GINA is clear, things get murkier under the Americans with Disabilities Act (ADA), Fram noted.

Fram has asked officials at the EEOC, where he used to work as an attorney, if it is lawful under the ADA to have a financial inducement for health risk assessments. The reply has been that the agency has not decided, Fram said. He said that whether it is allowed under the ADA "has always concerned me." But he became less concerned when the GINA regulations were issued in November 2010.

If the EEOC says a financial inducement is lawful under GINA, there's a good argument to be made that it does not violate the ADA either because the EEOC's old ADA Division is now the ADA/GINA Division, he remarked. Fram said he feels much more comfortable now saying that he can't imagine that it would violate the ADA in light of the GINA regulations. But he noted that agency officials have emphasized that there is no rule yet on this under the ADA.

Allen Smith is SHRM's manager of workplace law content.

Workers' Comp Reform Passes in Illinois

6/23/2011

By Business and Legal Reports, Inc.

On May 31, 2011, the Illinois General Assembly passed House Bill 1698 reforming the state's workers' compensation system. Gov. Pat Quinn applauded the bill's passage, saying that it would achieve significant savings and attack fraud and abuse. "We have fundamentally changed our system, allowing Illinois to become more competitive and a better place to do business," said Quinn, who was expected to sign the bill shortly following passage.

The legislation establishes a new workers' compensation advisory board within the Illinois Department of Central Management Services. It calls for the termination of all present advisory board members effective July 1, 2011, to be

replaced by advisory board members appointed by the governor.

The new advisory board is charged with submitting a report to the governor and the Legislature by Sept. 30, 2011, recommending best practices for the workers' compensation program. The board will submit annual reports in July of each subsequent year, including detailed financial performance analysis and recommendations for improvements to the system. Advisory board members will serve three-year terms.

The legislation also stipulates that members of the board must abide by the state's judicial code of conduct; undertake training every two years; refuse gifts from workers' compensation attorneys; and have their own claims heard by independent arbiters.

Other provisions of the law include the following:

- *Reduces the workers' compensation medical fee schedule by 30 percent.
- *Allows employers to create networks of doctors for workers' compensation claims similar to preferred provider healthcare networks to prevent "doctor shopping" by claimants.
- *Requires doctors to follow American Medical Association guidelines for determining levels of disability, and creates a list of criteria to be used when deciding final disability determinations.
- *Limits carpal tunnel awards to 15 percent loss of use, or 30 percent for exceptional cases.
- *Makes it easier for employers to deny claims for injuries resulting from intoxication.
- *Establishes new criminal penalties for fraud, including Class 1 felony charges for fraud seeking \$100,000 or more.
- *Requires the state to purchase workers' compensation insurance from a third party rather than self-insure, which is the current practice.

According to Michael McRaith, director of the Illinois Department of Insurance, savings resulting from this reform could result in more than \$650 million per year and bring down insurance premiums by 12 percent to 18 percent. The law will take effect upon signing.

Reaction. State Sen. Dave Koehler said, "We all understand that the system needs to be fixed. It costs businesses too much money, and I'm not convinced that it even serves injured workers as well as it could."

Steve Schneider, Midwest region vice president for the American Insurance Association, said that ambiguities in the bill made it "unlikely to produce the much-needed outcomes to ultimately reduce the costs of Illinois' overly expensive system."

Contributed by [BLR, Inc.](#) Read plain-English analysis on [Workers' Compensation in Illinois](#).

Let's Get Certified

Enhance your professional credentials -- now is the time -- **PHR, SPHR, GPHR!**

Fall Study Group – Watch for details coming soon

WINTER 2011 TESTING WINDOW

PHR/SPHR: December 1, 2011- January 31, 2012

Refer to www.HRCI.org for further details on testing registration.

Mark Your Calendars

You are cordially invited to the 6th Annual CIC-SHRM Recognition Event!

This year, we are hosting a traditional-style buffet dinner with a cash bar. Dinner will be followed by recognition of outgoing board members and the presentation of the HR Professional, HR Champion, and Lifetime Achievement awards!

When: Thursday, August 4, 2011
Where: Illini Country Club
1601 Illini Road
Springfield, IL 62704

From: 5:00 p.m.-8:00 p.m.
(Networking & cash bar
5 p.m.-6 p.m.)

Pricing: Free for members;
\$30.00 per guest

* **You will be contacted via e-mail to register
for this event or visit
www.cic-shrm.org for more info.**

CIC-SHRM Calendar

Luncheon Meetings

Third Wednesday of every other month. Registration begins at 11:15 a.m., luncheon begins at 11:30 a.m. at the University of IL at Springfield. Meetings will be held on the following dates:

- July 20, 2011
- September 21, 2011
- November 16, 2011

Special Events:

- August 4, 2011, CIC-SHRM Recognition Dinner
- October 2011, Diversity Program (Date/Time TBD)

New Member Orientation

- October 12, 2011, ILCC Trutter Center

ILLINOIS SHRM CONFERENCE

- ILSHRM 12th Annual HR Conference & Exposition (August 22-23, 2011 at Drury Lane, Oakbrook Terrace)

Guest Essay

WHY COLLABORATIVE MANAGEMENT IS SUCCESSFUL by John Macek

When we were a manufacturing economy with mostly semiskilled and unskilled personnel, command and control made a good degree of sense. Running assembly lines calls for mobilization of large numbers of people. Command and control best suits that need. However, as we move to an information economy, command and control is not only ineffective, but self-defeating.

Managers are no longer overseeing masses of semiskilled and unskilled laborers they are overseeing personnel who have skills they do not have. That means they must turn to personnel for technical advice, digest it, integrate it, and make well-informed decisions. It's a whole new ball game that's a difficult change in paradigm for those used to traditional management methods. Most of us still work in command-and-control settings where a small group at the top calls the shots. Communications are one-way, from top down. Personnel on the front lines are viewed as subordinates who should be seen and not heard. Part of this is habit. Part of it is fear. The greatest fear is loss of control if personnel to express their thinking. That's an understandable fear, but it's not what collaborative management is about. Collaborative management is about up flow of information that allows top managers to make sound decisions.

Though collaborative management does not compromise management control, it does require a new set of attitudes and skills. Simply put, organizational intelligence no longer resides solely at the top. It resides in workforces that increasingly have the specialized knowledge and skills required to create today's complex products and services. Today's managers must be able to 1) relate very differently and 2) absorb and integrate complexity. They must become comfortable with the idea of being a member of an organizational team versus being controllers and the source of all knowledge.

Accomplishing today's management tasks requires both a change in how management is conceptualized but a new set of skills. Managers can no longer bark orders and expect blind obedience. To be effective, they must win the hearts, minds, and trust of personnel who possess specialized knowledge and skills they do not have.

Collaborative managers view "success" very differently. While traditional managers gauge success as something they initiated, collaborative managers view success as something created by all personnel within the organization, leaders and personnel alike.

Shifting to collaborative thinking is quite a challenge. Why? We all like to think our idea is the most valid and can feel put down if someone questions it or comes up with a better idea. Collaborative managers want to be told when they are missing the mark. They want to hear great ideas. Their mode of thinking is: "Let the best idea win. Who cares about the source?" They still exercise power and control, but their control comes from staff loyalty instead of fear. They feel results are what makes everyone look good, so they focus on getting results. They credit anyone who comes up with a great idea for improving quality and value. They turn the traditional "me" game into a "we" game. Friends don't let friends down. Staff who admire and respect their manager do not want to let their manager down.

HR professionals are very familiar with the trepidations personnel feel toward autocratic managers. It's unthinkable to even suggest that an autocratic manager is wrong. Autocratic managers demand compliance, right or wrong. Personnel are required to carry out commands they know are ineffective or even detrimental to the organization. Under the old system obedience was held most important. Now it's results that count.

Collaborative managers must work against the tide of fear and create safety for personnel to suggest a better way. They welcome fresh thinking because, in their view, the organization's success is everyone's success.

Collaborative management, again, is not about giving up control. It's about revising traditional attitudes that the manager must always be "right." It's about letting go of ego and applauding all contributions to organizational success, creating a strong sense of pride that is shared by all.

You can see this dynamic reflected in a TV commercial that Intel has been running in recent months. The commercial gives a short spiel about quality and reliability. In the background one sees personnel in tight formation expressing with conviction: "Proud. Proud, proud, proud, proud." Teamwork that brings out the best in people is the secret to Intel's success. Only collaborative management practices can achieve this kind of culture.

John Macek is the publisher of Bosshandbooks (www.bosshandbooks.com). His career in management includes 17 years as a CEO.

Clothing Drive a Huge Success

Diane Murphy – Workforce Readiness Chair

CIC-SHRM held a clothing drive to benefit the Clothes for Careers program at the May, 18th membership meeting. The drive was a huge success with close to 70 articles of clothing being donated to the cause. Clothes for Careers' Workforce Coordinator Shakeeta Stevens said "it felt like a million bucks" to receive so many pieces of clothing.

The clothing will be given to job seekers, giving them the opportunity to dress professionally for interviews as well as for new jobs. Shakeeta said the items will never be sold. She hopes that CIC-SHRM will consider holding another drive next year.

Thanks to everyone who contributed to the clothing drive.

Volunteers are Needed

Workforce Development Week in Illinois will be celebrated the week of August 29th. Special programs will be offered at Illinois WorkNet Centers throughout the state, for both employers and job seekers.

CIC-SHRM is partnering with the regional Workforce Investment Board by providing volunteers for several job seeker programs that week. CIC-SHRM members will serve on an employer panel to discuss what they look for in new employees, while other members will critique job seeker resumes.

Anyone interested in volunteering for one of these events, should contact Diane Murphy at dmurphy@worknet20.org

Educational Discount for CIC-SHRM Members!

The Central Illinois Chapter of SHRM is partnered with Lorman Education Services!

In order to stay up to date in today's ever changing regulatory environment, you are eligible to receive a **15% discount** on all continuing education programs.

Register online or call 866-352-9539. Please use **priority code 16129** and **discount code Y6101017** when registering

[Http://www.lorman.com/training/SHRMCIC/](http://www.lorman.com/training/SHRMCIC/)

UPCOMING LORMAN COURSES

- 7/6/2011 Effective Employee Orientation: Establishing The Culture and Protecting the Organization
- 7/7/2011 Establishing and Analyzing Payroll Benchmarks and Metrics
- 7/8/2011 Understanding the Impact of Health Care Reform on Employers
- 7/12/2011 Smoking Discrimination in the Workplace: On and Off the Clock
- 7/13/2011 Do's and Don'ts for Internal Investigations of Employment Issues
- 7/14/2011 Interrelationship Between Social Security Disability, Medicare and Workers' Compensation Settlements
- 7/18/2011 Using Suspensions to Handle Personnel Issues
- 7/19/2011 Meeting Your Fiduciary Responsibilities Under ERISA
- 7/19/2011 California Wage and Hour Law: Essential Payroll Practices for Companies Doing Business in California
- 7/20/2011 Dress Code Liabilities
- 7/21/2011 Managing Employees' Pre-Existing Conditions: Strategies for Reducing Injury Losses
- 7/26/2011 2011 Affirmative Action Compliance Update
- 7/27/2011 How to Set Pay Ranges that are Fair and Effective
- 7/28/2011 Do's and Don'ts for Internal Investigations of Employment Issues
- 8/1/2011 Satisfying OFCCP's Internet Applicant Rules
- 8/2/2011 Telecommuting: The Next Wave of Wage and Hour Litigation
- 8/3/2011 Updates in the World of Automatic Enrollment for 401(k) Plans
- 8/4/2011 Fundamentals of an Employee Recognition Program
- 8/8/2011 Creating and Using a Salary Increase Matrix
- 8/9/2011 Reducing Employee Turnover and Expenses
- 8/10/2011 Implementing a Health Risk Assessment for Your Health Plan: What Works, What Doesn't, What's Legal
- 8/15/2011 Satisfying OFCCP's Internet Applicant Rules
- 8/16/2011 Employment Law Compliance: Disciplining or Terminating a Workers' Comp Claimant
- 8/18/2011 Understanding the HIRE Act and Form 941
- 8/29/2011 Creating and Using a Salary Increase Matrix
- 8/30/2011 Employment Law Compliance: Disciplining or Terminating a Workers' Comp Claimant

Nominations now being accepted

PEER RECOGNITION

Being recognized by our peers is the ultimate compliment that each of us can receive. Who knows better the efforts that you have put forth to ensure a job well done?

Therefore, CIC-SHRM will present the Awards of Professional Excellence for the following categories:

HR Professional of the Year

HR Champion

NOMINATION PROCEDURE

Designate a nominee for either one or both of the awards listed above. Any CIC-SHRM member may submit nominations.

Complete the nomination form and e-mail the attachment to phil.talley@asi-tpa.com no later than July 8, 2011.

AWARDS CEREMONY

The celebrated winning professionals will be recognized during the 6th Annual Recognition Event, which is being held August 4th, 2011 at the Illini Country Club.

To access the nomination form, click the following link:

<http://www.cic-shrm.org/pdf/2011-HR-Awards-Nomination-Template.pdf>

SHRM FOUNDATION NEWS

Short-Term Volunteer Opportunities Available

The SHRM Foundation seeks volunteer assistance at various times throughout the year to develop its new products and evaluate scholarship and research grant applications. Encourage your members to volunteer! Volunteers should be knowledgeable in HR and/or HR research and must be willing to meet project deadlines. All work may be completed virtually and volunteer assignments last just two to three weeks per project. Here are examples of typical Foundation projects: • Review research grant applications; Read and provide feedback on proposals for research funding • Review an outline and draft of a new Effective Practice Guidelines report; Recent topics include HR Technology, Onboarding, and Health and Wellness • Evaluate student scholarship applications; Review award applications and rate strength of applicants. To indicate interest in volunteering, please complete a 'Get Involved' form online at www.shrm.org/foundation. After submitting your form, you will be contacted when a volunteer opportunity matching your skills becomes available. *The SHRM Foundation appreciates your support!*

SHRM Foundation Releases New Report

This spring, the SHRM Foundation published a new report in its popular Effective Practice Guidelines series: *Transforming HR Through Technology: The Use of e-HR and HRIS in Organizations*. HR management is evolving into a more technology-based profession, and in many organizations, employees now see the face of HR as a portal rather than a person. This transformation of HR service delivery, known as "e-HR", requires a fundamental change in the way HR professionals view their roles. Organizations that successfully adopt sophisticated HR technology, or e-HR, often outperform those that do not. This new report, sponsored by ADP, will help you to better leverage e-HR to transform your HR practices and market your HR brand. To download your free report, visit www.shrm.org/foundation.

Thank you to our July meeting sponsor Total Administrative Services Corporation (TASC)

Total Administrative Services Corporation (TASC) is a third party administrator providing business owners of all sizes with outsourcing solutions for the administration of pretax employee benefits such as Section 125 Cafeteria Plans and Health Reimbursement Arrangements, as well as complete compliance services for federal and state mandated programs COBRA, Family Medical Leave Act and ERISA. TASC provides third party administration you can count on for all your employee benefit needs.

For more information, contact:

John Gill, Regional Sales Director

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CIC-SHRM Leadership Team

Please contact us with your questions or suggestions. We want to hear from you!

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|--|---|
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Chapter Chatter

Please share your news with the Chapter. Email your news to publicrelations@cic-shrm.org for inclusion in the next newsletter.

****CONGRATULATIONS to MITCH LOSEE on attaining the SPHR designation****

