



Office of Human Resources Service Modifications

Read below to understand how OHR's services are affected during this time period.

Montgomery County Government and the Office of Human Resources (OHR) are focused on protecting the health and safety of every employee while continuing to deliver services to the greatest extent possible for the people and organizations served. Here is the latest update on the availability of OHR services, which have been modified to minimize interaction between OHR staff and their customers. OHR staff will continue to work normal business hours via telework. Any service modifications are noted below.

- **Retiree planning and signing seminars:** All future seminars are being conducted virtually. Please sign up via OHR's training calendar. Shortly after you sign up, you will receive the following:
 - An email from Retirement@Montgomerycountymd.gov with materials related to your Employees' Retirement System retirement benefits.
 - A Health Insurance packet from OHR sent via U.S. mail with instructions to mail the forms to OHR.
- **EEO questions and complaints:** The EEO Division will not conduct any face-to-face intakes or interviews for any parties or witnesses. You may reach the EEO Compliance Division Monday through Friday during core business hours of 8:30 a.m. to 5 p.m. at Alicia.Valentin2@montgomerycountymd.gov (or 240-777-5087), Patricia.Miller@montgomerycountymd.gov (240-777-5052) or Angela.Washington@montgomerycountymd.gov (240-777-5015). If you need to file an EEO complaint, you can do so online (visit [OHR's EEO webpage](#)).
- **Training and events:** All in-person training programs and training conferences/events have been moved to virtual platforms. Current class offerings are listed in the monthly [Course Calendar](#).
- **Mandatory trainings:** These trainings are in the process of being converting to virtual platforms. Current virtual offerings include Preventing Workplace Harassment, EEO and Diversity Management for Supervisors and Managers, and Performance Management Basics.
- **Orientation:** The New Hire Employee Orientation Program (NEOP) will be held virtually until further notice. OHR staff will contact new hires and notify departments with information on the virtual NEOP as soon as all specifics have been confirmed.
- **Interviews:** There should be no walk-in or face-to-face interviews during this time. Virtual interviews should be utilized to deal with social distancing and the stay at home order. It is recommended that interviews be conducted through the Teams Meetings feature. In mid-May, OHR will begin offering virtual Interviewing and Selecting Employees training.
- **Testing:** Job-related testing and exams have been suspended (unless other arrangements can be made). Basic level multilingual testing is being held virtually; advanced multilingual testing has been suspended and will resume once the COVID-19 crisis has ended.
- **Vendor payments and tuition assistance student reimbursements:** These may be delayed as a result of all staff teleworking.
- **Core HR:** The onsite office is closed for walk-ins until further notice. Employees may also send emails to Records.OHR@montgomerycountymd.gov for assistance.
- **Health Insurance Customer Care Center:** OHR's onsite Health Insurance Customer Care Center is closed until further notice. All health insurance questions should be directed to the MC311 OHR Customer Service Center by calling 240-773-6471. A team member will respond as soon as possible. Forms can be sent to the Health Insurance Team via these methods: 1) faxed to 240-777-5131, 2) mailed to Montgomery County Government, Office of Human Resources, 101 Monroe Street, 7th Floor, Rockville, MD 20850, or 3) sent via encrypted email to HITS@montgomerycountymd.gov. (For assistance encrypting documents, contact the IT Help Desk.) No questions will be handled through this email mailbox.