



Human Resources
EMPLOYEE SERVICES

Coleman A. Young Municipal Center
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TO: All Employees

FROM: Michele Shelton, General Manager
HR Employee Services

CC: Ursula Holland, Deputy HR Director
Denise Starr, HR Director

DATE: March 18, 2020

RE: **Modified Daily Operations for Employee Services**

The Human Resources Department, Employee Services Division is committed to providing continued service to all City of Detroit staff and visitors. However due to the current COVID-19 pandemic, access to Employee Services will be modified by limiting (as much as possible) all face-to-face contact with our customers.

Contact with Employee Services via our HR Call Center line 313-224-8584 (Option #7) or via email to your department's assigned Employee Services Consultant or Manager is requested.

We also want to remind you of the **UltiPro self-service options** that are accessible via your desktop computer as well as via the mobile app. Please feel free to call the HR Call Center line at 313-224-8584 (Option #7) for assistance with accessing UltiPro self-service features.

Attached is a copy of the **Employee Services Directory**, which includes all of our Consultant/Manager staff, the departments they service, emails and contact numbers. In the event your department's hours are 24/7, your designated Employee Services Consultant or Manager will be available to assist you. Currently, the following locations will continue to have Employee Services staff on site Monday – Friday (8am – 5pm).

- CAYMC (2 Woodward Ave.)
- GSD (115 Erskine)
- DDOT (1301 E. Warren)
- Fire / Public Safety Headquarters (1301 3rd Ave.)

Additional Resources:

- **FMLA inquiries:** Betty Ochoa, Leave Administration Specialist ochoab@detroitmi.gov, 313-348-2458
- **Benefits Express:** (855) 224-6200
- **Employee Assistance Program:** Health Management Systems of America (800) 847-7240

Thank you for your patience and partnership as we strive to ensure the safety and well-being of all City of Detroit employees, as well as continue to provide you with exceptional customer service.