Adjusting to CHRS

CHRS

Common Human Resources System

For Timekeepers, HR Liaisons, Personnel/Budget Analysts





Nice to Meet You!

Sac State Change Management and Communications contacts for CHRS:

- Change Manager: **Beverly Gentry**
- Communications Manager: Deborah Ceryes
- Project Manager: Dan Biondi
- Sponsors:
 - Machelle Martin, Human Resources
 - **Rebecca Cameron**, Faculty Affairs Ο
 - Mark Hendricks, Information Resources and Technology Ο
 - Hema Manickavinayaham, Information Resources and Ο Technology



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BG, MM, RC

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We are CMCT, the Change Management and Communications Team for CHRS.

We are a cross-functional team of certified Prosci Change experts who work with campuses to lead change management efforts for CHRS adoption.

We work closely with your campus CHRS Change Manager, **Beverly Gentry**.



Breauna Lewis, Assistant Director of CHRS Change Initiatives



Samantha Silfies, Wave 3 Change Manager - Manager of CHRS Communications and Change Management



Tammy Hines, Wave 1 & 2 Change Manager - Director, HRIS and CHRS Program Lead

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"Our very survival depends on our ability...to adjust to new ideas, to remain vigilant and to face the challenge of change."

Martin Luther King, Jr.







Our goals today are:



To understand the **change process** and the underlying concepts of change management.



To learn some background about the Common Human Resources System (CHRS)



To apply change management concepts to help you with CHRS adoption



Adjusting to CHRS

Ready to engage with us?





We will NOT be covering:



Training to use CHRS



Technical questions about the system



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Setting expectations for today





A Few Housekeeping Items



Ask questions throughout the presentation



We want to hear your feedback – be ready with Zoom poll



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Adjusting to CHRS

Ready to engage with us?

The Process of Change

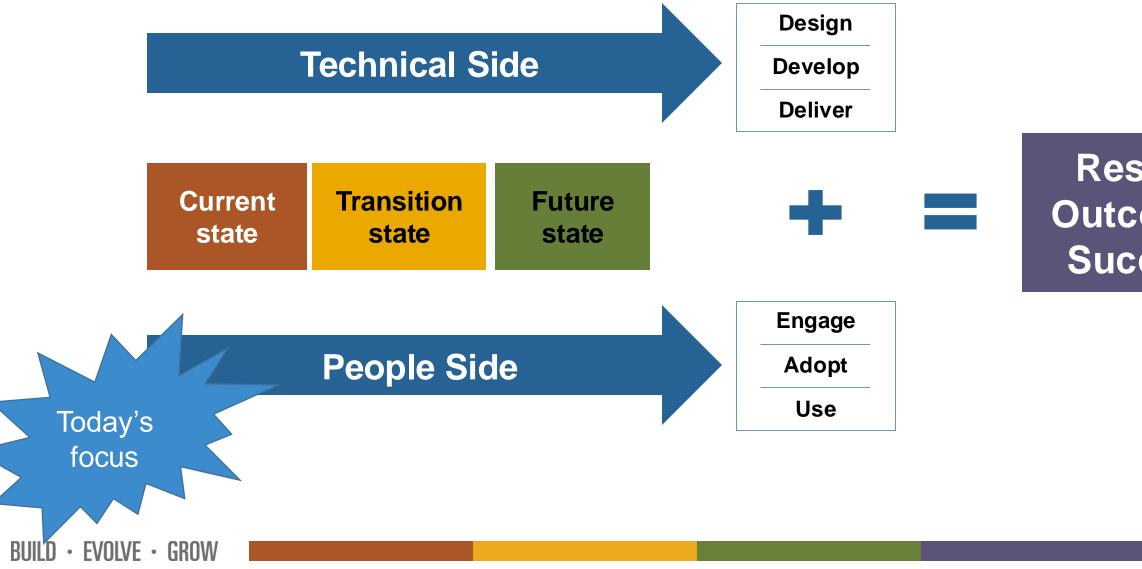
CHRS

Common Human Resources System





A successful implementation requires both the Technical and People side to be aligned



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Adjusting to CHRS Change Process

Results Outcomes Success





Journey to Adoption

- Whether the change is welcomed or not...
- Whether it is related to work, home or personal...
- Whether it's large or small...



People generally go through the SAME PROCESS to accept and adapt to a change.

The goal of Change Management is to help them go through this process faster.

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Questions?



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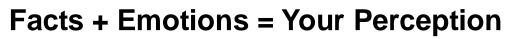
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The Change Curve

- Focuses on people's natural reactions to change they can be mild or • intense
- Acknowledges that reactions are not necessarily positive or negative, • just part of the process
- People will go through the phases at different speeds •
- Stages are not necessarily sequential you may go back and forth \bullet
- Facts about the system's functionality are NOT equal to your • perception! Emotions always play a part



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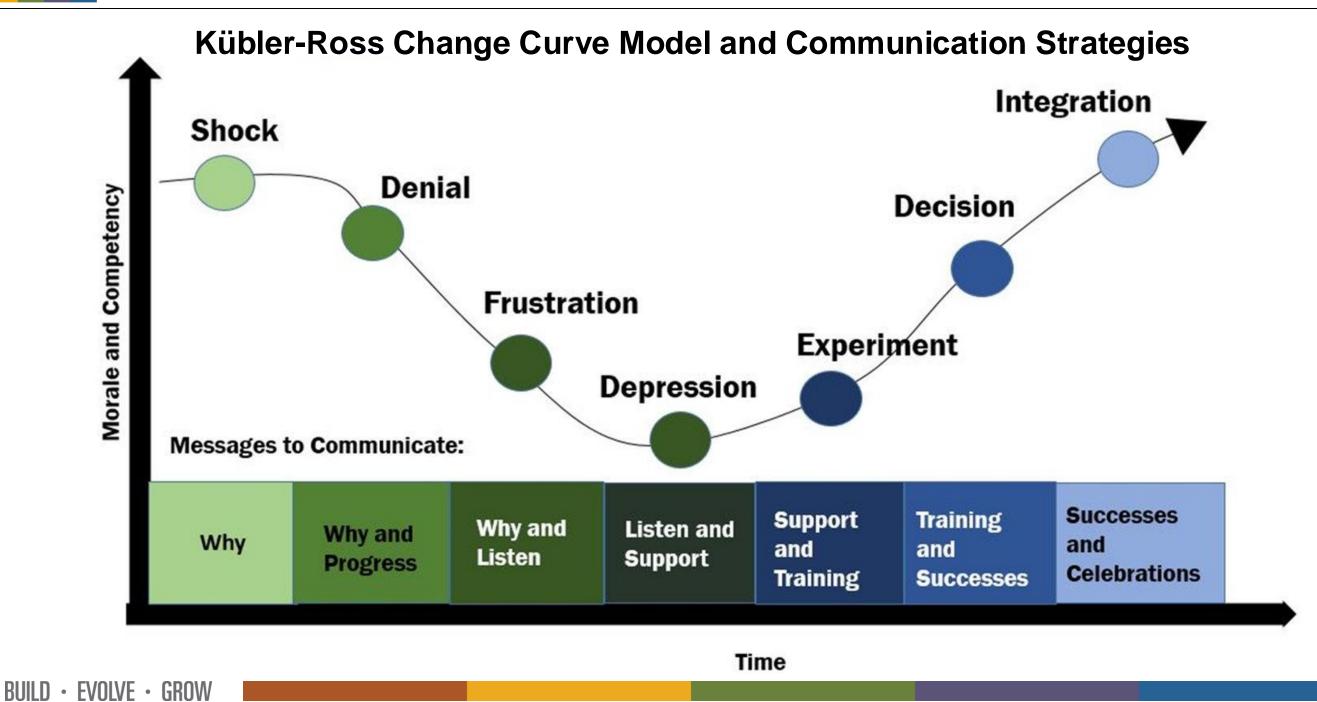
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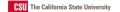






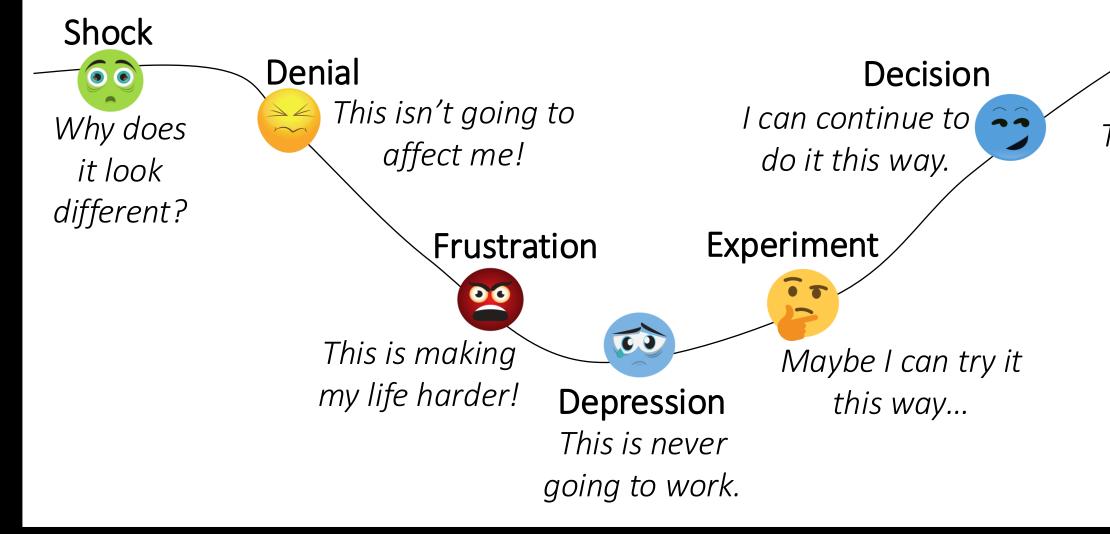


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CHRS

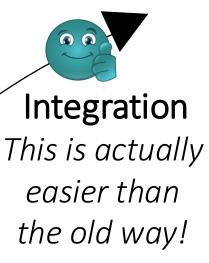
With CHRS, when the system goes live...



Time

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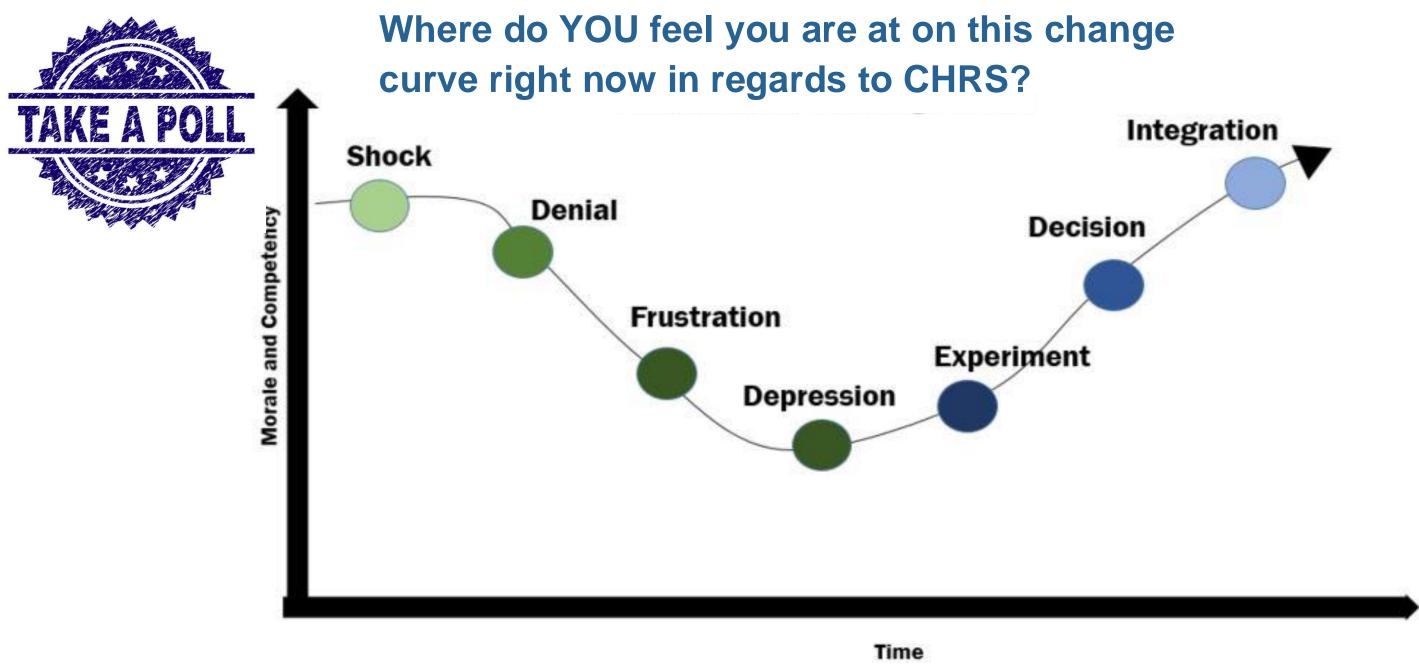












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About CHRS

CHRS

Common Human Resources System

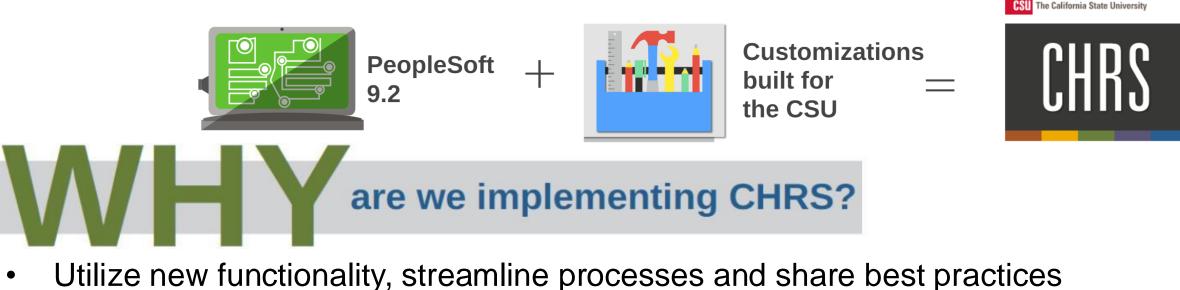






is CHRS?

- The Common Human Resources System (CHRS) is a project to move all campuses to a standard HR platform
- The core HR system is based on PeopleSoft 9.2 with customizations for CSU



- Enhance reporting with standardized data to assist in decision making •
- Facilitate campus cross collaboration and systemwide training materials
- Improve user experience with future mobile access to HR services

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WH is behind CHRS?

- The system was designed by HR experts from all 23 CSU campuses who came together to collaborate on best practices over a two-year period
- The software modifications were written by the Chancellor's Office CMS team
- The CHRS Project Team at the Chancellor's Office is working with an Implementation Team on each campus
- CHRS is sponsored by executive leaders at the Chancellor's Office and at your campus •

Adjusting to CHRS About CHRS









What is included in CHRS?



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CHRS Prepare for Go-Live

CHRS Recruiting is built in PageUp.

Benefits Administration



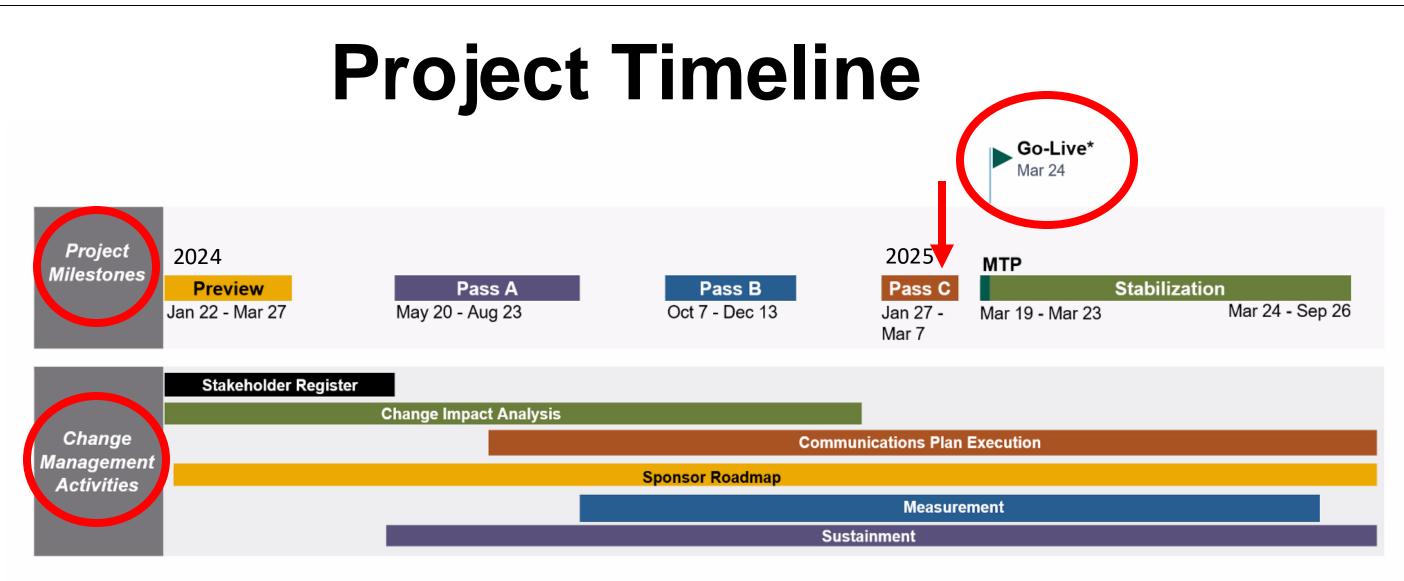
Time and Labor













CHRS Prepare for Go-Live



CHRS

Common Human Resources System





How will you and your employees be impacted by CHRS?

- The system will look and feel different
- CHRS will bring changes in the way you do some facets of your job
- Processes and procedures are changing
- Shared training materials
- Communication will take place throughout the process so you know what to expect



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Adjusting to CHRS CHRS Impacts





Common Human Resources System

General Impacts Overview by Module/Role

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Open an email to yourself or start some notes to capture thoughts and ideas from today's session.

For the impacts section coming up next:

Which process changes may need to be reviewed in your department? \bullet

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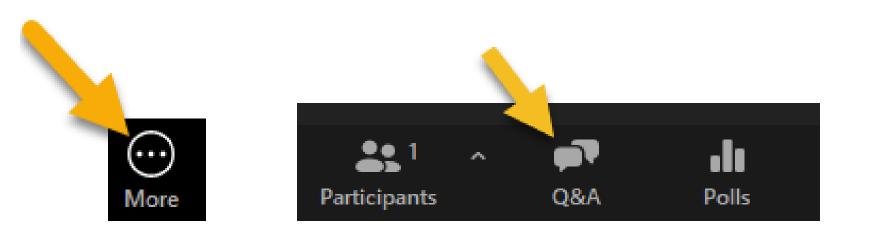




Question and A

Using Zoom Q&A

We will be using the "Q&A" option (not Chat) to track questions and answers during this section.



Please open the Q&A feature so that you can submit questions and view answers from the project team.

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Adjusting to CHRS **About CHRS**

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MySAC STATE

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Faculty/Staff Related Links ∨ Internal Documents & Resources V

WHAT'S NEW?

Single link on the My Sac State Portal to CHRS

Custom links to Self Service menus no longer available



Emergency Notification System Update your CMS information to receive urgent campus safety notifications.

Need Technical Assistance?

Get IT Support & Consultation

Employee Quick Links Common Human Resources System (CHRS) Employee Self Service, Manager Self Service, Functional Access CMS Campus Solutions (SA) Access **CMS Student Services Center CFS Finance Access** Page Up (CHRS Recruiting) Cognos **CSU Learn** LinkedIn Learning Employee Assistance Program (Password: SacState) Personal/Campus Directory/ENS Latest News

Sac State students document complex history of Sutter's Fort through photography project

Assistant Professor of Photography and Social Practice Eliza Gregory leads student photographers in exploring the iconic Sacramento...



Dec 11 4:00 PM

Dec 14 8:00 AM

2024 Winter Commencement ... Sac State Featured...

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Adjusting to CHRS Summary of CHRS Changes

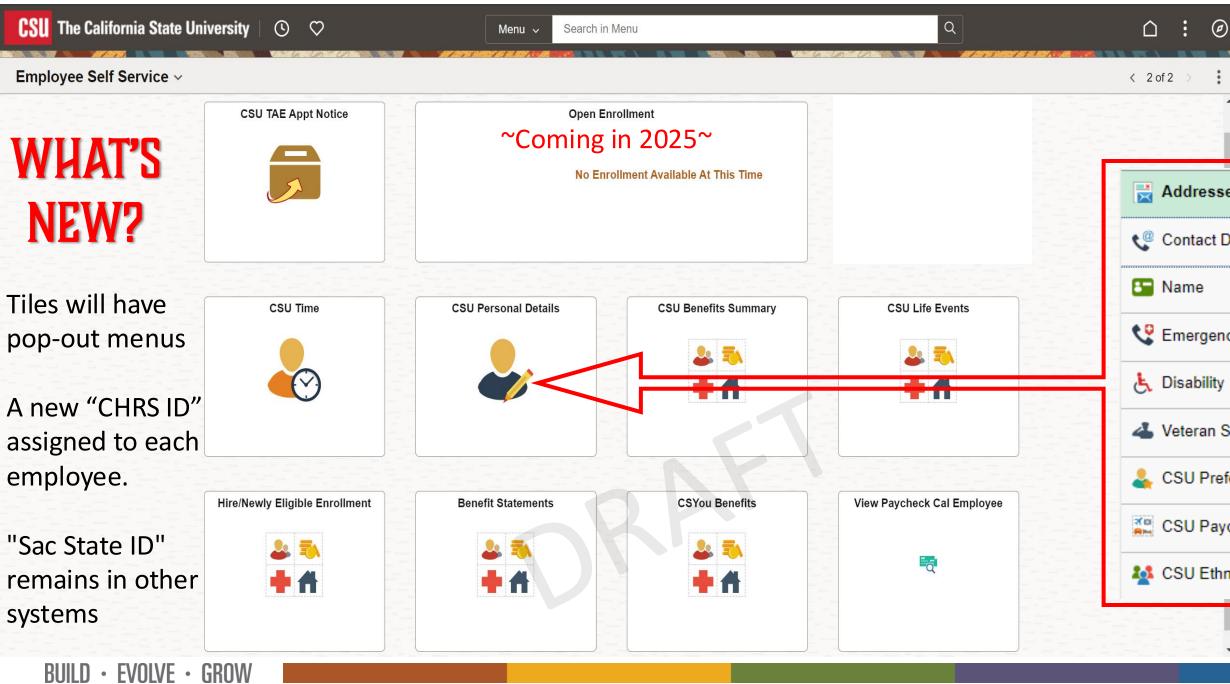


60th Anniversary: Virtual Continuin... Sac State Featured...

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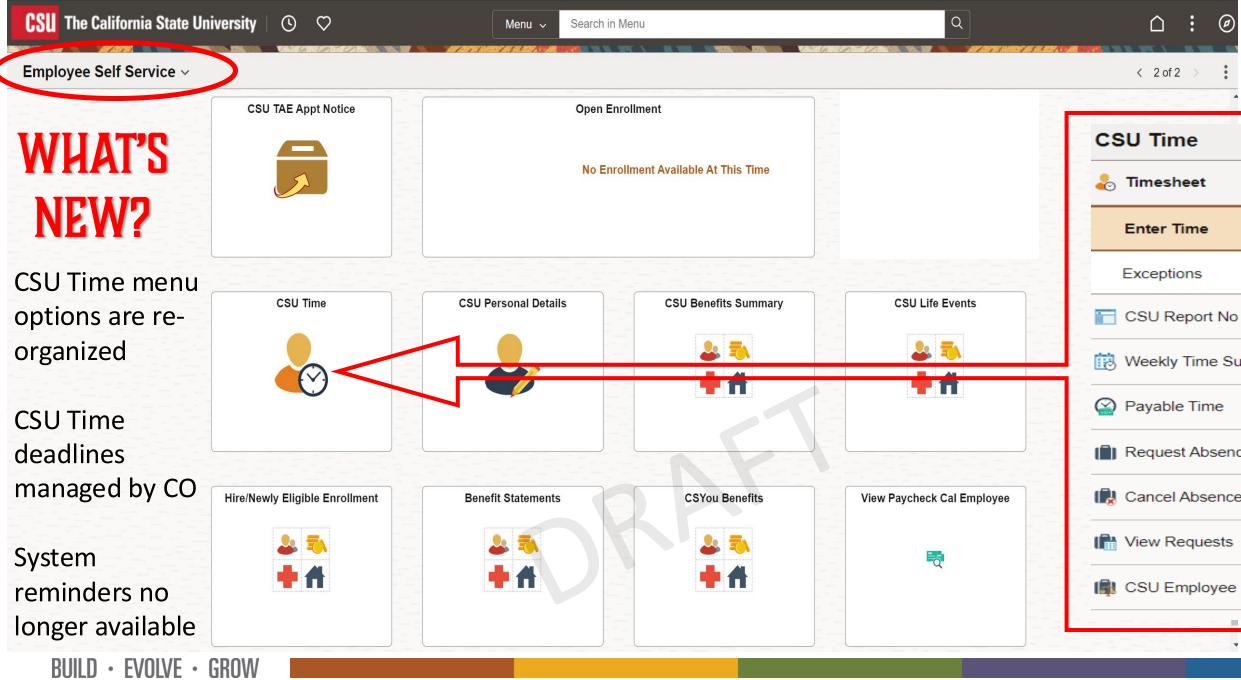
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Adjusting to CHRS Summary of CHRS Changes



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Subscribe to Payroll Events: https://events.csus.edu/sac-state-payroll

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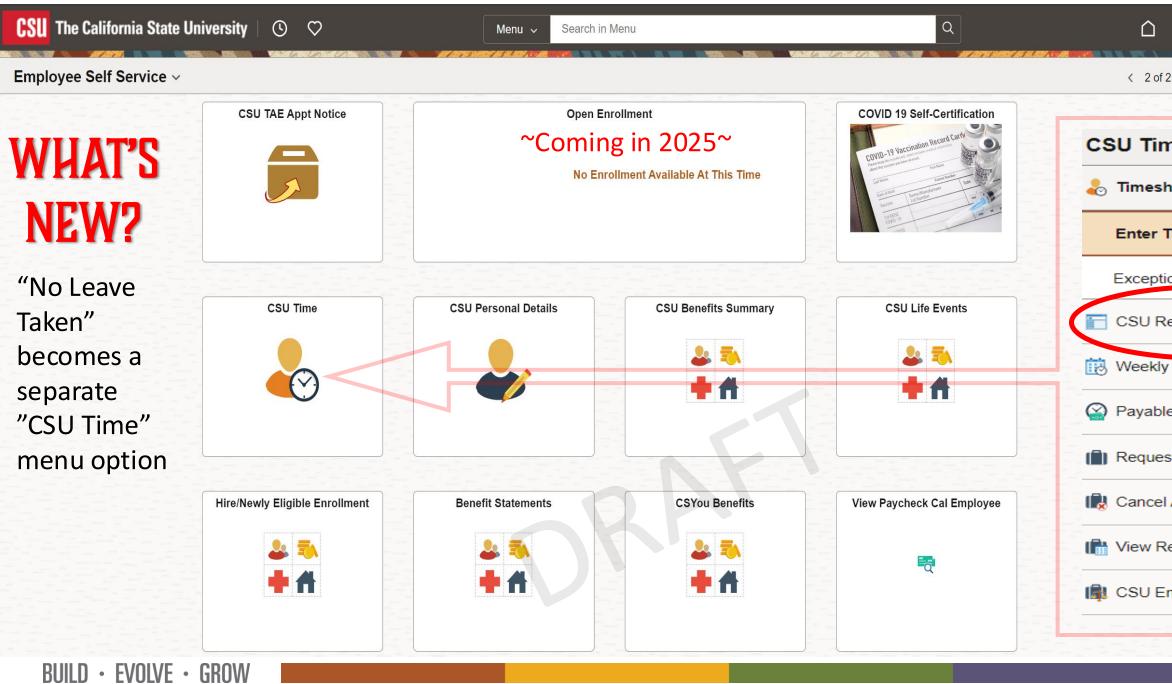
Adjusting to CHRS **About CHRS**

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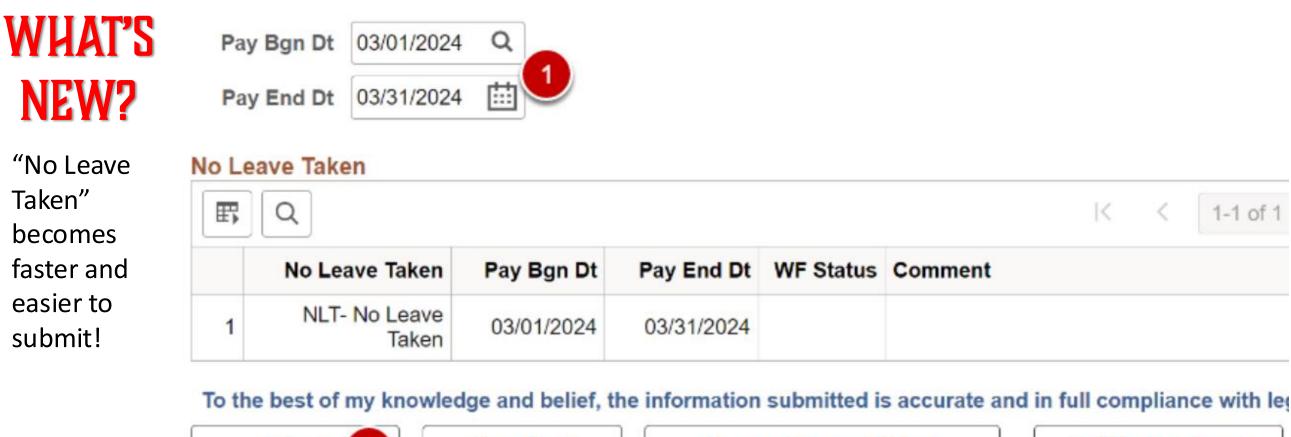
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CSU Time > No Leave Taken > Submit







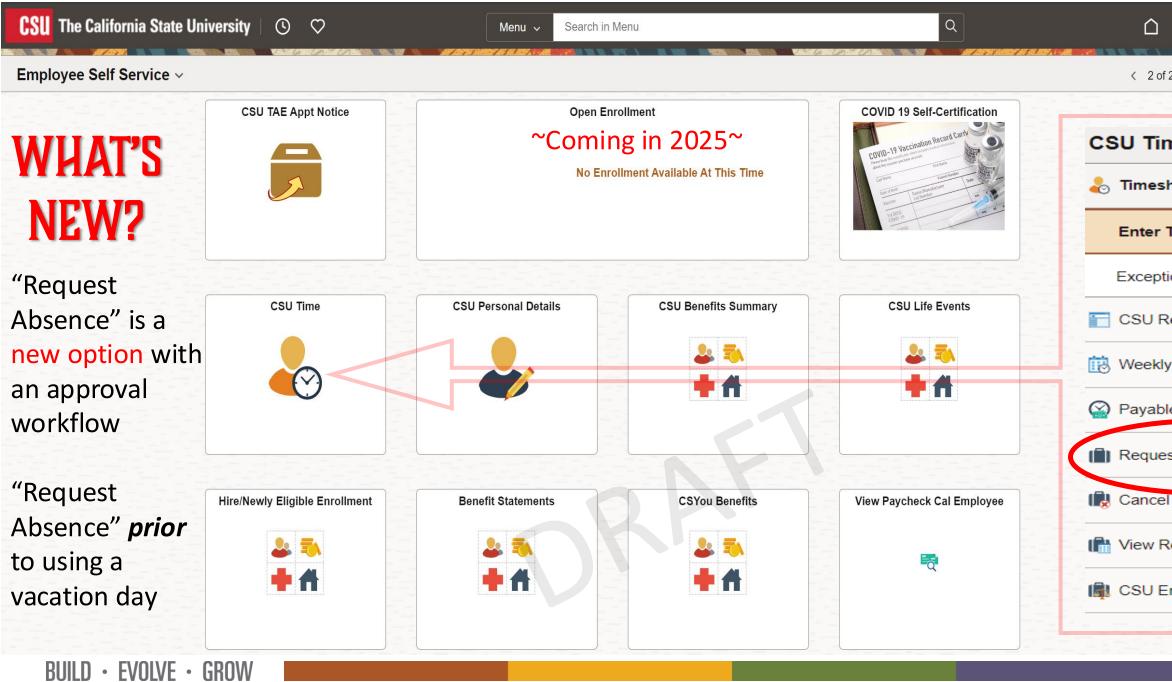
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CSU Time > Request Absence

WHAT'S	Request Absence		Contraction in			
NEW?	*Absence Name	Vacation ~	Submit			
New "Forecast"	*Begin Date: End Date	10/25/2022 A 🗰 10/26/2022 B 🗰				Forecast View Eligibility Details
feature predicts the future leave	Duration	16.00 C Hours			Comments	
balance	Partial Days		>	Attachments		
Both employees and approvers can forecast	Comments	Forecast		You have not added any Attachments.		
balances prior to submitting or				Balance Information	As Of 01/31/2022	232.00 Hours**
approving				View Balances		
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Employee Self Service

Absence Management (AM)

- NEW! "Request Absence" and "Forecast" leave balances with approval workflow
- NEW! Forecasting supports leave planning by calculating projected leave balances •
- NEW! No Leave Taken will be entered on its own page including academic-year faculty •
- All employees will enter their own absences, including faculty in academic-year classifications during • academic work periods
- Employees can Request Absences or No Leave Taken up to 12 months in advance

Time & Labor (Timesheet)

- Enter time worked. Can enter time via mobile device
- Enter earn and take of Compensatory Time Off (CTO), Additional Day Off (ADO), and Holiday • Credit/Holiday Credit CTO in Timesheet





Workforce Administration – Budget and Employment Services

Workforce Administration

- A new "CHRS ID" will be assigned to each employee. We will keep our Sac State IDs outside of CHRS.
- New user interface

Position Management

- New position numbers will replace current Sac State position numbers
- Active Position report will transition to Cognos (SAC HR025 replacement) • Will display prior CMS-HR position number and new CHRS position number

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Temporary Academic Employment (TAE) Module

WHAT'S NEW?

Temporary Academic Employment 🚽

Temporary Faculty (Unit 3)

- Replaces the current **Temporary Faculty** Contract module
- Unit 3 employees will accept appointments via TAE



Academic Student Employees (Unit 11)

- Recruitment will move to CHRS Recruiting (PageUp)
- ulletappointments via TAE

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Hiring will move to CHRS TAE Unit 11 employees will accept





Temporary Academic Employment (TAE) for Unit 3

- This new module is one of the most exciting changes in CHRS!
- Mass Processing allows hiring departments and approvers the ability to process multiple \bullet appointments on a single page
- Departments receive notification when entering appointment data if an employee might lacksquareexceed 125% limit in all positions in CHRS, including other campuses using CHRS
- Appointment notifications are automatically generated and sent to appointee's self-• service page.
- Department Chair and MPP/Dean approvals for Faculty will be in one place •
- Built-in workflow and approvals will help the flow of data from one unit to another ullet





Temporary Academic Employment (TAE)

- Departments no longer need to provide individual appointment notifications to faculty or collect signatures
- Custom reports are available to assist in the management of TAE data
- For faculty additional employment appointments, start and end dates of assignment and average amount of effort will need to be determined before appointment begins.
- Departments will enter additional employment appointment data for PT lecturers
- Paperless No more payroll reports and wet signatures





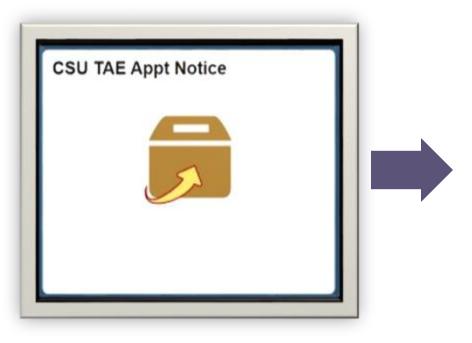


Appointme	nent Notice Reprint Old	Notice Course	e Assignments							
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- Employee accepts formal offer letter • via CHRS
- "Acknowledge" required to complete • hiring process

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UT	AE Appointr	ment Notice Reprint Of	d Notice	Course Assignments			
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Unit 3 and Unit 11 employees can access appointment history

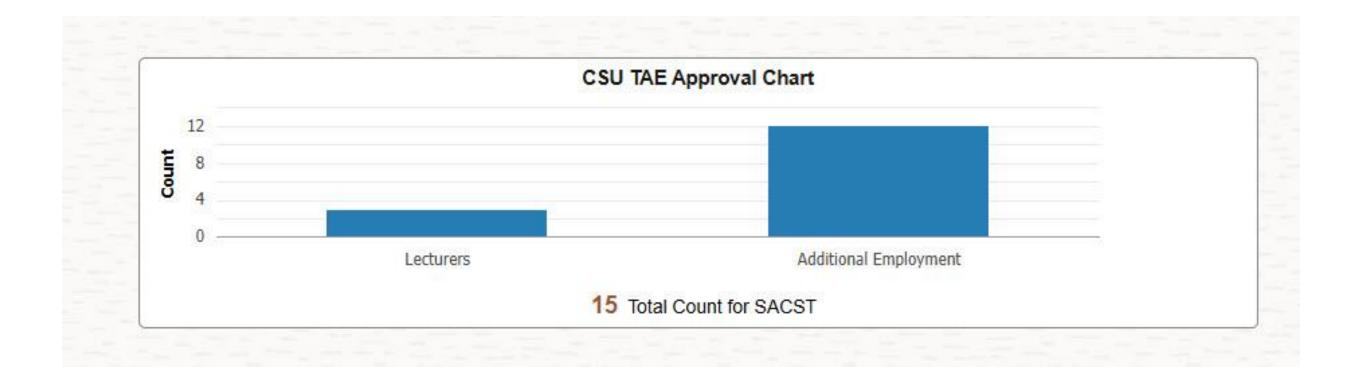
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CHRS

Approvers will see Appointments in their Approval Queue







Temporary Academic Employment (TAE) for Unit 11 - Office of Graduate Studies, Employment Services

- Replacing the academic student (asePTF)
- TAE will be used to appoint Unit 11 employees—Teaching Associates (TA), Graduate Assistants (GA), and Instructional Student Assistants (ISA) – as well as temporary faculty.
- Unit 11 employees will also be recruited through PageUp.
- Mass Processing allows hiring departments and approvers the ability to process multiple ulletappointments on a single page
- Appointment notifications are automatically generated and sent to appointee's selfservice page.





Manager Self Service

Similar to current Manager Self Service

Best Practices

- Weekly Approvals Important because deadlines are earlier in CHRS
- Department Reminders Advocate/discuss how to manage internal department approval reminders (e.g., Outlook, etc.)

Absence Management by "Reports To"

- Manage and Approve Absence Requests NEW! Email notices for this workflow only
- Manage and Approver No Leave Taken (NLT) setup month end reminders
- **Timesheets / Payable Time by "Approver Group" (by Dept ID)**
- Manage and Approve Payable Time (Timesheets) setup weekly reminders

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Preparation for CHRS Implementation

Transaction and System Pauses Feb 21 – Mar 24, 2024



Mar 24, 2025

CHRS Go Live

Systems Online All HR Services and **Transactions Resume**

Mar 23, 2025

Campus Solutions Online

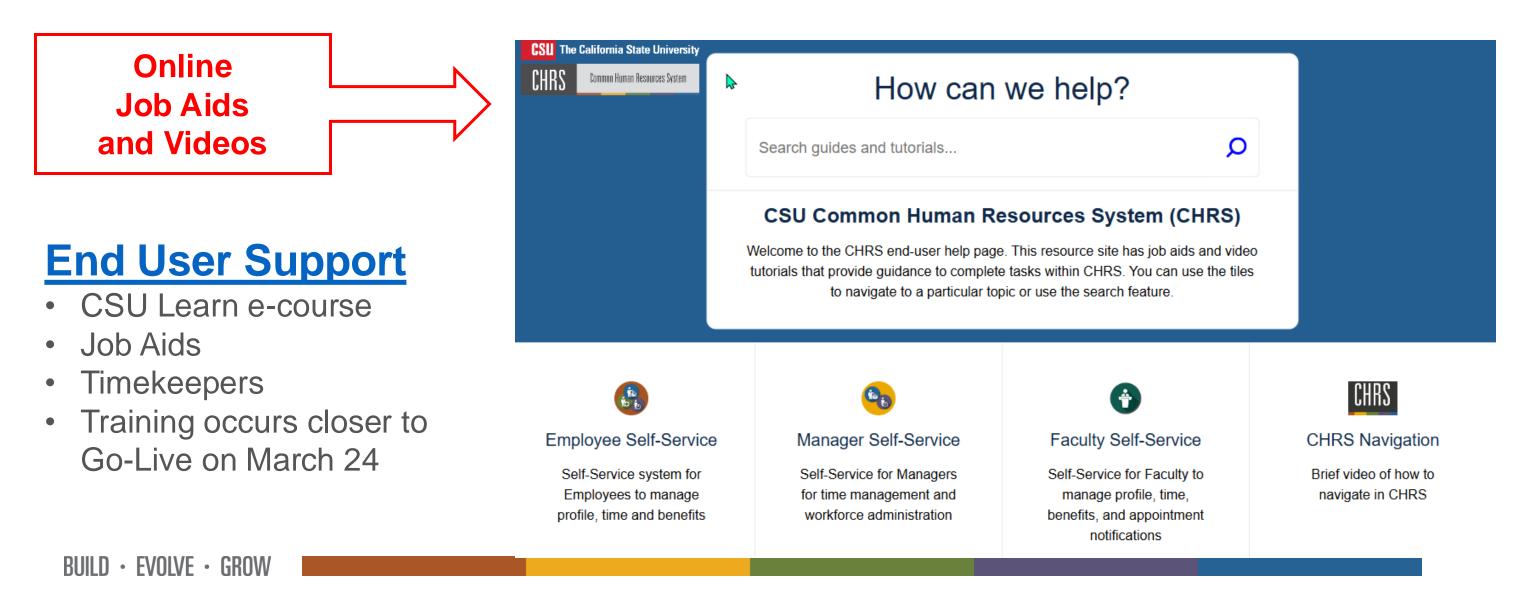
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Just-in-Time Training



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CHRS Prepare for Go-Live





Reflection Activity:

Take a few moments to type in your notes or email to yourself:

• Which process changes may need to be reviewed in your department?

Share an idea in chat

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Question/Comment Form

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Sac State CHRS





Reflection Activity: Rose, Bud, Thorn

Please use Zoom whiteboard to indicate:

- ✓ Something positive about CHRS
- ✓ Something you are looking forward to with CHRS
- Something you are worried or anxious about with CHRS

You will have 2 minutes to post your responses.



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Adopting CHRS

CHRS

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Using Change Management Methodology to Move Through CHRS Adoption



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Adjusting to CHRS CHRS Adoption



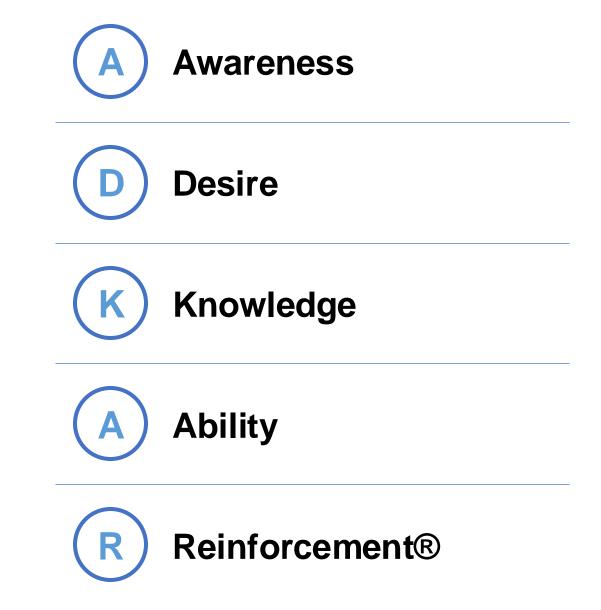
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The Five Building Blocks for **Successful Change**





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Change Begins with Understanding



Awareness

"I know what the CHRS acronym stands for" "I know what CHRS is and why it is necessary for our campus to implement it" "I understand that when we go live with CHRS, aspects of how I do my work may change"

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If you scored a 3 or below, your Barrier Point is: Awareness

How to get past the Awareness **Barrier Point to adoption?**

- Learn all you can about the project through • the website, presentations, newsletters, etc.
- Listen to the CSU Executive Sponsors ulletdiscussing CHRS, as well as your Campus Sponsors
- Find out how CHRS will affect your job ٠ tasks



Discuss with your supervisor ullet

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Change Requires Desire / Acceptance



Desire

"I want to see how CHRS will benefit my campus and the CSU"

"I understand the efficiencies that CHRS will bring in the future"

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Adjusting to CHRS **CHRS** Adoption

"I look forward to learning more about CHRS and seeing how our work will adapt to the new system"





If you scored a 3 or below, your Barrier Point is: Desire

How to get past the Desire/Acceptance Barrier Point to adoption?

- Understand why CHRS is a crucial project to the CSU
- Focus on the long-term efficiencies it will bring to your campus cost efficiencies, resources and time
- Remind yourself that we are positioning the entire CSU system for the future
- Align with your leaders and their support for CHRS



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Change Requires Knowing How



Knowledge

"I have received the training I need to do my job"

"I know how to refer to the training resources (Campus Training Page/CHRS Knowledge Base) if I need them"

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Adjusting to CHRS CHRS Adoption

"I understand how the system works"

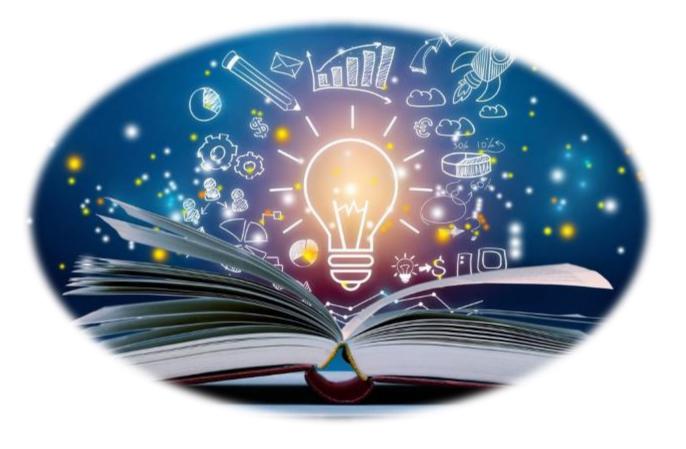




If you scored a 3 or below, your Barrier Point is: Knowledge

How to get past the Knowledge **Barrier Point to adoption?**

- Take advantage of all the training materials on the Campus Training Page/CHRS Knowledge Base
- Attend campus-based training sessions and ask questions
- Take the time to practice and get to know the system



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Change Requires Having the Ability to Make the Change



Ability

"I feel comfortable with the software"

"I have sufficient time and resources to do my job in CHRS"

"My manager understands and in CHRS"

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Adjusting to CHRS CHRS Adoption

supports my work





If you scored a 3 or below, your Barrier Point is: Ability

How to get past the Ability Barrier Point to adoption?

- The system will become easier with more familiarity give it time
- Share information with your colleagues
- Partner with a peer with similar roles in the system
- Let your supervisor know if something is preventing your ability to use the system
- Know that you are supported by university leadership
 - Training: Adjusting to CHRS for MPPs and Dept Chairs
 - Sharing Communications: MPP & Chair meeting updates
 - Testing: Some MPPs are serving as testers

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Change Must Be Reinforced to Be Sustained



Reinforcement®

"I am ready to move over to the CHRS System permanently"

"I feel comfortable letting go of the old way of doing things" "People I work with are comfortable using the new system"

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If you scored a 3 or below, your Barrier Point is: Reinforcement

How to get past the Reinforcement **Barrier Point to adoption?**

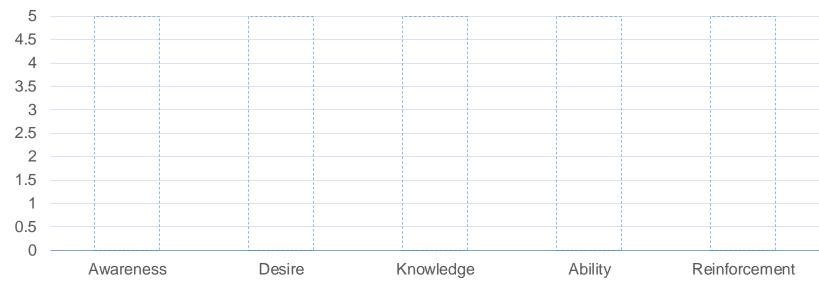
- Focus on the future of CHRS instead of looking • back at the past – be an early adopter
- Think of ways to help bring your teammates ٠ along
- Consider change as a constant ullet

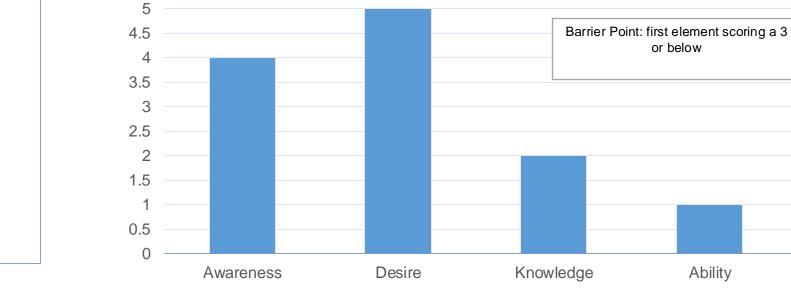


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To create an ADKAR® profile bar graph, mark your score for each element and shade the area below the mark to create each "bar."



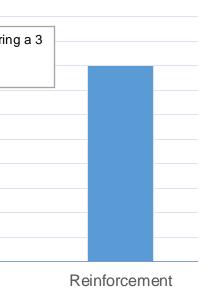


The example on the right is of a profile with:

A=4, D=5, K=2, A=1, R=4.

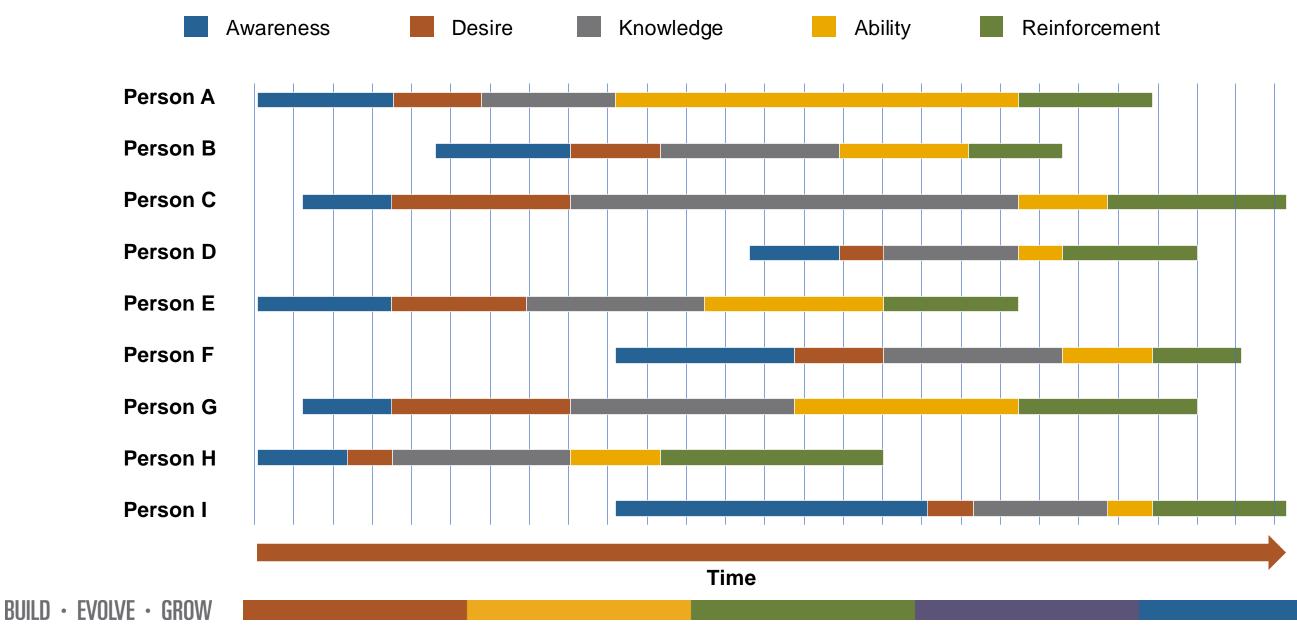
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People move through ADKAR at different paces



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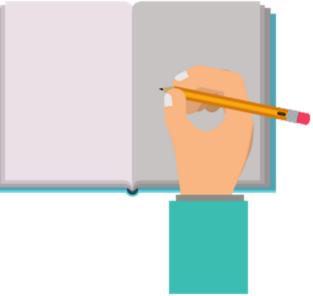


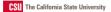
Your Change Manager is here to help:



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How will you work on your barrier points? What is your action plan?



- 1. Learn about CHRS: Become familiar with the CHRS project by visiting the <u>Sac State CHRS website</u> and the Chancellor's Office website.
- **Stay Informed:** Actively seek info related to the project by reading SacSends 2. and checking the campus CHRS website for updates.
- 3. Communicate: If you have suggestions or concerns, complete the <u>CHRS</u> Question/Comment form.
- 4. Invest time in your training: Plan to invest time in reviewing the CHRS training page, with job aids and video tutorials, attend live demonstrations and/or attend open lab sessions.
- **Our Hive, Our Home!** Give each other grace in adjusting to this change—and 5. remember the campus CHRS team is here to help you. Stingers Up!

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Go-Live To Do's and Important Websites:

- Use Job Aids to understand how to navigate and use features
- Check Personal Details to confirm data loaded correctly
- March 2025 Pay Period Entries (as applicable):
 - No Leave Taken
 - Request Absence
 - Timesheet Submit Hours
 - Setup Reminders

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CHRS Move to Production Schedule:







CHRS Prepare for Go-Live





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UESTIONS



CHRS Website



THANK YOU

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CHRS Prepare for Go-Live

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- Email or Note to self: List meetings over the next month where you may add ${\color{black}\bullet}$ CHRS to the agenda, to either check in with the team yourself, or ask the manager to check in with the team
- Share an idea in chat \bullet



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Adjusting to CHRS **About CHRS**





What's Next? CHRS Training – Learning Begins Today

Great ways to get connected and learn about the upcoming changes and system:

Visit the <u>CHRS Training & Instructions</u> page
Start viewing job aids and videos
Attend CHRS Sessions and encourage attendance
Discuss the <u>Move to Production (MTP) Sched</u> and HR Workflow Pauses with your team

•Submit comments or questions about CHRS

	CHRS Training	Quic Dead			
g	Schedule Via HR	Acce			
	Events				
	CHRS Knowledge	Stud Repo			
r:	Base-Offers Online	Time			
age	J <u>ob Aids</u>	Time Aids			
ugo	CHRS Payroll	Upda			
	Deadlines-Subscribe	Tem			
Sabadula	for Weekly Emails	Recr			
<u>Schedule</u>		Bene			
HRS		Repo			
		Freq			

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Adjusting to CHRS

- iick Links to Training, Job Aids, Payroll adline Notifications
- cess CHRS
- U Time for Employees
- udent Employee & Hourly Time porting
- mekeeper and Approver Primary Roles
- nekeeper and Approver/Manager Job ds
- date Personal Details
- mporary Academic Employment
- cruiting and Hiring
- nefits Self Service
- ports
- equently Asked Questions
- Need Help?





Adjusting to CHRS **About CHRS**

Attend a Timekeeper Part 1 & Part 2 Session...

https://events.csus.edu/sac-state-hr

CHRS: Approvers/Managers & Timekeepers, **Part 1** (CSU Time for employees) - attend one

○ 3/17/2025, 9 AM; 3/24/2025, 1 PM,

- CHRS: Approvers/Managers & Timekeepers, **Part 2** (Approving Time) attend one
 - 3/7/2025, 2 PM (Preview); 3/17/2025, 10 AM; 3/24/2025, 2 PM
- CHRS: Open **Support Hours** for Timekeepers and Approvers
 - Fridays, beginning 3/28/2025, 10AM
- Plus CHRS Open Support Hours for campus

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Questions?



Sac State CHRS Question/Comment Form



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CHRS



Help us improve Take the feedback poll

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Helping Employees Adjust to CHRS







#CHRSIsHappening

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Adjusting to CHRS