Yoh Harvard Managed Services Program

Contingent Worker Orientation
September 2018

hr.harvard.edu/contingent-workforce/workers
Your Key Contacts When on Assignment at Harvard:
Yoh Program Management Office

MSP (Managed Service Program)

An MSP is responsible for managing all aspects of an organization’s contingent workforce program. Responsibilities include:

- Program Management
- Supplier Selection & Management
- Requisition Distribution
- Payrolling Services
- Consolidated billing across all program suppliers utilizing a VMS (Vendor Management System)
- To reach the YOH PMO team please call 617-495-1508 or email yohharvard.pmo@yoh.com

YOH PMO (PROGRAM MANAGEMENT OFFICE)

Robert Dunakin
Program Director
978-405-4330
Robert.dunakin@yoh.com
- Manage Program Team
- Strategic Projects
- Escalation Point

Alicia Cox
Program Manager
Alicia.cox@yoh.com
- Job requirement management
- Supplier Management
- On-going training

Vanessa Kichler
Sr. Director, Client Services
610-312-6257
Vanessa.kichler@yoh.com
- Stakeholder Relations
- Escalation Point
Your Agency vs. Your Harvard Manager – Who to Contact about What

Agency
• Rate
• Benefits
• Direct Deposit/Payment
• Employment issues
• Workers compensation
• Length of assignment
• Resignation of assignment or notification of job search
• Notification of time off
• Notification if unable to report to work
• Notification if applying for Harvard direct position
• References for future employment opportunities

Harvard Manager
• Day to day job responsibilities
• Working schedule/breaks
• Physical (building) and digital (systems) access
• Assigned Harvard work space, phone and email (if applicable)
• How reported time should be charged to Harvard account coding (if more than 1 choice)
• Request for time off
• Notification if unable to report to work

If you are not sure who to contact -- start with Yoh
Harvard’s Mission and Organization

- As America’s oldest and most venerable institution of higher learning, Harvard’s mission is to advance new ideas and promote enduring knowledge. Since its founding in 1636, Harvard has grown to include 11 degree-awarding schools along with our allied institutions, including the Radcliffe Institute for Advanced Study, and the Central Administration.

- The schools are unified by a common purpose of **education** and **research**, but each develops leaders and positively impacts the world in its own way.

- Learn more [here](#).

Faculty of Arts & Sciences
Harvard Business School
Harvard School of Dental Medicine
Graduate School of Design
Harvard Divinity School
Harvard Graduate School of Education
Harvard John A. Paulson School of Engineering and Applied Sciences
Harvard Kennedy School
Harvard Law School
Harvard Medical School
Harvard T.H. Chan School of Public Health

“If Harvard is first of all defined not by buildings or endowments or traditions but by people, we have an overriding interest in attracting to our community the most talented people we can find – as students, as faculty, as staff.”

*Drew Gilpin Faust, President Emerita of Harvard University*
Harvard has a special web page for contingent workers in the Program. It covers topics such as:

- Harvard overview
- Parking and campus safety tips
- Contingent worker policies (important to review)
- Harvard workplace policies that affect contingent workers
- How to get your HUID card (i.e., a “badge”) if needed
- How to get your HarvardKey (log in credentials) if needed

https://hr.harvard.edu/contingent-workforce/workers
Depending on your job role, location, and the length of your assignment, you may need a Harvard University ID Card (badge).
- In order to have an ID card, you will first need an 8-digit HUID.
- If needed, an HUID will be assigned to you and visible in Fieldglass.

Do not share your badge with any other person or give anyone else access to buildings with your badge.

Badge expiration dates may be extended if your assignment is extended. This is important to do well before your original expiration date if possible so your building and system access are not inadvertently cut off. Ask your Harvard manager, the Yoh PMO, or local staff who helped onboard you about how to get this change made.

Badges **MUST be returned via Campus Mail to the Yoh PMO** the end of your assignment. Send to:

Yoh Program Management Office at Harvard University
124 Mount Auburn Street, Room 3385, Cambridge
Attn: Bob Dunakin
Creating a Timecard

- The work week is Sunday-Saturday.
- Time must be entered by Monday at 12PM EST and approved by your Harvard approver by Tuesday at 12PM EST. This must be done online in Fieldglass.
- Important: Log in to Fieldglass at https://www.fieldglass.net/login.jsp using the user name and password you obtained through your agency.
- **DO NOT** log into the Fieldglass from the Harvard HR website as Single Sign-On has been enabled there **for Harvard users only**. This is true even if you have a Harvard email or a HarvardKey.
- Connect with your manager to confirm your work schedule and obtain approval to work additional hours outside of standard hours, which are generally 35 hours per week. Overtime hours are any hours worked over 40 in a work week if your position is overtime eligible.
- Please read the Harvard policies for contingent workers [here](#).
- Massachusetts workers are eligible for sick time. *(You must be working for 120 days before using this benefit.)*
  - After working 40 hours, employees accrue 1 hour of paid sick time for every 30 hours worked
- Please see attachment for instructions on how to enter time in Fieldglass.
Expense Reporting

- **Approval is required** from your Harvard manager before incurring expenses. They should be agreed to in advance by Harvard, and if significant, documented on the Work Order for your assignment.

- Be sure to save your receipts for all transactions. You may be asked to substantiate these expenses.

- Any expenses submitted must be incurred in the conduct of Harvard business and the lowest cost alternative must be used.

- All expenses and receipts will be entered into a Fieldglass Expense Sheet for Harvard manager approval – no more than 1 per week.
For any questions while on assignment at Harvard, please contact the Yoh PMO team at:
617-495-1508 or
yohharvard.pmo@yoh.com