

## UNOPA Executive Board Meeting Minutes

October 4, 2016

3:30 p.m.-4:30 p.m.

Forestry Hall Building, 1<sup>st</sup> Floor Conference Room

### CALL TO ORDER

President Tricia Liedle called the meeting to order at 3:37 p.m.

Roll Call was taken by Judy Anderson, recording secretary.

### MEMBERS PRESENT

Tricia Liedle, Judy Anderson, Renae Oestmann, Cheryl Wemhoff, Carol Wusk, LeAnn Frobom, Donna Bode, Alycia Harden, Marla Nissen

### MEMBERS ABSENT

Barbara Homer, Jill Schurr, Roddy Spangler, Sara Luther, Lorraine Moon, Debbie Hendricks, Mary Klucas, Lindsay Augustyn

### OTHER MEMBERS PRESENT

None

### AD-HOC COMMITTEE MEMBERS PRESENT

Jane Schneider, Kelsey Sims

### AD-HOC COMMITTEE MEMBERS ABSENT

None

### APPROVAL OF MINUTES

Minutes of the August 9, 2016, Executive Board Meeting were approved as corrected. There was no September board meeting.

### TREASURER'S REPORT

Report attached. The budget will be included next month for the upcoming year.

### OFFICER/COMMITTEE REPORTS

**President.** No report.

**President-elect/Program.** No report.

**Recording Secretary.** No report.

**Corresponding Secretary.** No report.

**Past President/Bradley Munn.** No report.

**Membership.** Report attached. Alycia Harden reported on updated membership numbers since submitting her report: 6 New, 59 Active, 3 Associate, 1 Honorary, and 9 Retirees. She noted that Cindy Hornung had left the university, thus moving her membership from active to associate.

It was decided that if members lose their UNOPA umbrellas and request a replacement, they can make a **suggested** donation to receive another one. ~~We can't actually sell the umbrellas due to a sales tax issue.~~

Since we had run out of membership pins and brochures, Alycia brought the following motion to the board. **Alycia Harden moved to order 500 brochures from Printing Services and 100 pins for new members from Awards Unlimited. It was seconded by Cheryl Wemhoff and passed.**

Alycia asked for volunteers to help man the UNOPA booth for the upcoming All About You events hosted by Campus Recreation. Jane Schneider signed up for November 2 and Cheryl Wemhoff signed up for November 3. The October 20 and 27 dates were still open.

**Outreach (Hospitality).** Report attached. Donna Bode reported on 30 registrations for the General Meeting and 36 registrations for the Active Listening workshop. Macie's Place has been confirmed as the program in January.

Secret Friends will be promoted more at the General Membership meeting and it was deemed the Mentoring Committee isn't needed right now.

The high cost of catering was discussed and it was somewhat decided to only offer meals at the special award presentation meetings.

**Awards.** No report.

**Career Development & PSP.** Report attached.

**Communication Technology.** No report.

**Employee Concerns.** Report attached.

**Bylaws/Nominating.** New director, Cheryl Wemhoff, reported she would copy the flash drive containing the bylaws for Digital Commons.

**UNOPA Notes.** No report. Tricia noted that the current NOTES would be updated to include an edit in the president's letter that was missed.

**Ways and Means.** Marla Nissen reported the parking lot numbers were going up each game and we had earned approximately \$2,568 so far.

#### AD-HOC COMMITTEE REPORTS

**Digital Commons.** Report attached.

**Marketing.** Kelsey Sims shared the results of the survey sent to the UNOPA general membership.

#### UNFINISHED BUSINESS

None.

#### NEW BUSINESS

Entertainment at the December general meeting will be the Bathtub Dogs, an a cappella group from the university. They agreed on the \$150 fee even though they usually ask for much more.

It was noted that we would again have a drawing for a gift card from those who worked the parking lot, since it was now a budgeted item. We also thought it would be a good idea to have a board member open and close the parking lot.

New general meeting locations were discussed—Tricia will check with St. Mark's Episcopal and the Quilt Center, and Judy will check with the Lutheran Student Center.

It was suggested we have articles submitted to Keeping Affiliates Active. Tricia will check with Lindsay about doing that.

The meeting was adjourned at 4:55 p.m.

Submitted by Judy Anderson, recording secretary

TO: Tricia Liedle  
FROM: Renae Oestmann  
**COMMITTEE: Treasurer**  
DATE: October 3, 2016

**Current committee report**

Attached.

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TO: Tricia Liedle  
FROM: Alycia Harden  
**COMMITTEE: Membership**  
DATE: 9/27/16

**Current committee report**

I currently only have 6 membership pins of which 4 need to be given to our new members. Thoughts on reordering? Quantity?

I currently only have 6 membership brochures. HR is requesting 300 and we will also need several for the All about You event next month. I am proposing we order 500. Attached is the updated brochure for your approval before we print.

Current membership is:

- 4 - New
- 51 - Active
- 2 - Associate
- 1 - Honorary
- 8 - Retiree

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TO: Tricia Liedle  
FROM: Donna Bode  
**COMMITTEE: Outreach (Hospitality) Committee**  
DATE: September 29, 2016

**Current committee report:**

The Outreach Committee met after the Sept 13<sup>th</sup> General Meeting with Tricia Liedle. This meeting helped to clarify the new responsibilities and changes for the Outreach/Hospitality Committee. The committee will continue with the luncheon preparations as always. Added responsibilities are the Secret Friends and Mentoring programs.

I will have an update on the registrations for the General Meeting and the Art of Listening workshop all scheduled for October 11<sup>th</sup>.

I would like to discuss the cost of catering and linens with having a new caterer for the Unions.

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TO: PATRICIA LIEDLE  
FROM: Lorraine Moon and Debra Hendricks  
**COMMITTEE: Career Development/PSP**  
DATE: September 26, 2016

### **Current committee report**

New committee members are Beth Zager and Sue Wesely.

The Fall Career Development workshop will take place from 1:00 – 3:00 p.m. on Tuesday, October 11, in the Unity Room of the Multicultural Center. The workshop will follow the UNOPA meeting that is being held in the Nebraska Union.

Topic: Active Listening

Speaker: Liz Banset from the Office of Research and Economic Development

See attachment for details of presentation

Since the workshop follows our UNOPA luncheon, Debbie and I are only planning on having beverages available.

UAAD members have been invited to the workshop. UNL Today has been notified. Kelsey Sims has posted the information on Facebook.

We have had two suggestions for a spring workshop. We would like the input of the Board members.

1. Our October luncheon speaker is willing to present a two-hour workshop on the same subject. She would keep it light and it would be more detailed.
2. A NEOPA speaker (Jill Averyhart: “Who Put a Lizard in My Lasagna?” – suggested by Lola. We do not know her availability.

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TO: Tricia Liedle  
FROM: Carol Wusk & Leann Frobom  
**COMMITTEE: Employee Concerns/Employee Benefits**  
DATE: September 26, 1016

### **Current committee report**

I attended the Employee Benefits Committee meeting last week for Diane Wasser. The NUFlex Enrollment period will be October 31-November 18. Cost will be up approximately 10% (first raise since 2009). The CAN Long Term Care Insurance rate also increases (Genworth).

Blue Cross/Blue Shield is offering a new free Fit4D program, a diabetic program, and a new Spine Pain Management Program (pdf files attached).

### **Chancellor’s Campus Safety Committee.**

Since lack of communication is a factor in negative results on campuses, UNL Alert and Alertus are being integrated. UNL hosts a large number of visitors at any time, especially in the summer. This would mean that when there is a UNL alert, it would appear on every computer on campus. The advantage to this is that it helps keep our visitors safe.

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TO: Tricia Liedle  
FROM: Jane Schneider  
**COMMITTEE: Digital Commons**  
DATE: October 4, 2016

**Current committee report**

UNOPA's digital commons has been updated with the latest [annual report](#) and [2015-2016 newsletters](#).

UNOPA Board and General meeting minutes will be added to the site soon.

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**UNOPA Treasurer's Report -- September 2016**

<b>Beginning Checking Account Balance - 9/1/2016</b>		<b>Balances:</b>
		\$ 4,012.09
<b>Income:</b>		
Deposit 9/2/16 Membership Dues	\$109.00	
Deposit 9/9/16 Donation from Luise Berner	\$10.00	
Deposit 9/9/16 Membership Dues	\$36.00	
Deposit 9/13/16 Donation Anonymous Donor	\$21.00	
Deposit 9/15/16 Sept. General Meeting 50/50 Drawing Incon	\$21.00	
Deposit 9/15/16 Sept. General Meeting Meal Income	\$152.75	
Deposit 9/16/16 Membership Dues	\$105.00	
Deposit 9/28/16 Membership Dues	\$15.00	
	<b>Total Income:</b>	\$469.75
<b>Expenses:</b>		
9/1/16 Centerpieces for Sept. General Meeting	\$2.56	
9/1/16 Centerpieces for Sept. General Meeting	\$15.33	
9/8/16 Centerpieces for Sept. General Meeting	\$7.08	
1035-9/8/16-Homer NEOPA Membership Renewal	\$20.00	
9/12/16 Door prizes for Sept. General Meeting	\$18.02	
9/27/16 Centerpieces for Oct. General Meeting	\$23.55	
	<b>Total Expenses:</b>	\$86.54
<b>Outstanding Expenses:</b>		
1037-8/26/16-Liedle NEOPA Membership	\$ 20.00	
1038-9/26/16-July Workshop Refreshments	\$ 155.26	
1039-9/26/16-Sept. General Meeting Catering	\$ 221.24	
	<b>Total Outstanding Expenses:</b>	\$ 396.50

**Ending Checking Account Balance - 9/30/2016** **\$ 3,998.80**

<b>Beginning Cost Center Balance - 9/1/2016</b>		\$ (1,193.50)
<b>Income:</b>		
Membership Dues-9/6/2016	\$ 150.00	
Membership Dues-9/9/2016	\$ 15.00	
Membership Dues-9/16/2016	\$ 15.00	
	<b>Total Income:</b>	\$ 180.00
<b>Expenses:</b>		
	<b>Total Expenses:</b>	\$0.00

**Ending Cost Center Balance - 9/30/2016** **\$ (1,013.50)**

<b>Ending Checking Account Balance - 9/30/2016</b>	\$ 3,998.80
<b>Ending Cost Center Balance - 9/30/2016</b>	\$ (1,013.50)
<b>Total Funds Available:</b>	<b><u>\$ 2,985.30</u></b>

**Savings Account Balance - 9/30/2016** **\$ 11,503.92**

**55th Anniversary Balance: \$93.00 - \$6.36 (sales tax) = \$86.64**

# Fall 2016 UNOPA Survey Notes

*\*Based on responses received within 24 hours*

## How long have you been a member?

>1 year 3

**1-5 years 10**

5-10 years 6

10-15 years 3

**15+ years 20**

## Favorite part of UNOPA

Meetings

Putting names to faces

Learn about other parts of the University

Speakers/Presentations

**Networking 7**

Serving on the board

**Meeting new people 12**

Learning opportunities

Workshops

None

Professional development activities

Raffles

## Favorite event/speakers

Skipped Question 3

Bunko

Can't say/Don't know/None

**Many/More than one 4**

Workshop on EC w/ Innov. Campus Speaker

Special celebration events

National Monument in Beatrice speaker

**Backyard Farmer 5**

Barbershop singers/Holiday singers

John Cook

Tom Osb

Business Writing Workshop

Graduate Studies info session

All

Ronnie Green

Athletics/Academics structure

Wellness speaker

Paul Wesselman

History of Lincoln

Rhonda Revelle

Camp Kasem

## **Why join UNOPA?**

### **Networking 16**

Have a voice/Represent

Meet new people

### **Professional Development 9**

Get to know University

Expand knowledge base

Personal growth

Giving back

Keep informed

Learn skills

Creates community

Don't seem to be much benefit right now

## **What improvements could we make?**

Skipped Question 8

### **More time to visit informally 4**

More complex workshops/conferences (not just brown bags)

More new members

Encourage more participation

Generate enthusiasm about UNOPA

### **More entertaining speakers 2**

Convince younger people to join

More brown bag & less expensive meals

### **Focus on professional development/ relevant topics 2**

Let people introduce themselves

Lower cost of meals

Sit with new people at meetings and events

Get rid of the "we've always done it this way" mentality

Reach out to new employees

Make events/meetings more interesting to people

Assign new people a mentor

Increase understanding of benefits of this group

More growth activities

More networking activities

More advertisement

More community outreach projects

## **What kind of content do you want to learn about as an office professional?**

Skipped Question 8

Computer skills

**Handling difficult situations, people, students, faculty, etc. 6**

Work related topics

Personal growth

**Technology/new software/programs 3**

Health/nutrition/wellness

Team building

Communication skills/Attitude

Time Management

Career Advancement

New policies/procedures (travel, accounting, etc.)

How to negotiate better salary

How to juggle everything

Professionalism

Self-care and burn-out

Culture and diversity topics

Social media

Leadership/Mentorship

How to work smarter, not harder!

How other people do things in their office (for example: calendaring)

How to be a confident speaker/presenter

## **Suggestions for speakers/events/workshops/Other?**

Skipped Question 14

How to handle sexual harassment

None

Lighten up meetings—have some fun

TIAA reps

Canvas training

Ronnie Green—how he views office staff/professionals

Pot lucks

Stadium tour

Capital tour

More interactive activities

Tim Miles

Quit trying to “fill spots”

Comedy—something funny, Marni Vos?

Utilize talent of NAEOP members in the area

Refresher/Q&A → travel, payroll, etc.

Use own talent within university for speakers/events/etc.

Team building

Community Projects → Habitat for Hum., Food Bank

Nutrition/Fitness

### Other comments or suggestions

- UNOPA can only be as good as its members allow it to be.
- Tour other campus facilities
- It's really important to generate some interest and enthusiasm about UNOPA. Membership is down.
- Split into East Campus and City Campus groups. It's hard for some of us to get time off to attend, even on our own campuses, but adding in travel time and parking hassles makes it almost impossible for some members to attend events on another campus
- Get younger people interested
- Convince people to get involved in committees
- Show younger employees how this group can help them in their growth as employees
- Too many people lack imagination, and don't want to stick their necks out. What are we afraid of? Quit being such a CLIQUE! I first joined UNOPA to get out of the office, find an oasis in the desert so to speak, but constantly found people sitting by their bff's. I plowed through it, but many people will give up. Get out of the box, not duct tape yourselves in it! Combine bosses' awards with Rose Frolik and Past Presidents. People who aren't up for these awards don't care. Have one, and I mean ONE awards banquet. This is not a sorority, but a work organization. Make it worth coming. Challenge everyone to not only invite, but BRING a new person. Follow up with new people.
- I'm not going to lie. I've tried to recruit a few people to come, and they absolutely will not. One said they tried, and after they would never join again. It made me wonder- why? Is it that they don't feel welcome? Is it awkward? Does UNOPA have a bad rap? Is there something that UNOPA needs to do to make it more appealing?
- So far, I have seen improvement in the organization
- I feel like you pound it into us that the younger people need to step up. However when we do speak up and share our ideas, they are immediately shot down by members who have been on UNOPA longer. It used to be a supportive environment, but I feel like it is super clicky now.
- Thank-you comments

## UNOPA Membership Application (membership year- July 1 to June 30)

Name \_\_\_\_\_  
 Campus Address \_\_\_\_\_  
 Campus Zip \_\_\_\_\_  
 Campus Phone \_\_\_\_\_  
 Department \_\_\_\_\_  
 Title \_\_\_\_\_  
 Email Address \_\_\_\_\_

### Make checks payable to UNOPA

Please visit [unopa.unl.edu](http://unopa.unl.edu) for the membership director contact information.

Type of Membership Desired (please check one)		
<input type="checkbox"/>	Active	\$15
<input type="checkbox"/>	Associate	\$15
<input type="checkbox"/>	Retired	\$2
<input type="checkbox"/>	Life	\$200
UNOPA member referred by:		

### Additionally

- UNOPA NOTES is the monthly newsletter that keeps members informed on all aspects of the Association.
- Visit our website at [unopa.unl.edu](http://unopa.unl.edu) for the latest news, meeting schedules, information updates and more.
- LIKE us on Facebook at [www.facebook.com/unopa.edu](http://www.facebook.com/unopa.edu)
- UNOPA is affiliated with the Nebraska Educational Office Professionals Association (NEOPA) and the National Association of Educational Office Professionals (NAEOP).
- We present numerous awards for outstanding service.
- UNOPA members represent employees on many University committees.



## UNOPA

### University of Nebraska Office Professionals Association

Providing opportunities for professional growth and promoting high professional standards for our membership

[unopa.unl.edu](http://unopa.unl.edu)



## Welcome to UNOPA

Thank you for taking a few minutes to look at our Association and to consider joining us in our various activities. The University of Nebraska Office Professionals Association (UNOPA) is an association affiliated with the University that represents the office professionals of UNL. It is a great way to get acquainted with other University employees and to learn more about the University community as a whole.

### Information

- General membership meetings are held over lunch on the second Tuesday of the month, September through May.
- Career development workshops/seminars are held at various times during the year and members attend these without charge or at a reduced rate.
- There are many other opportunities including serving on committees, working toward professional growth certification, and involvement in the state and national associations.



Speak up. Reach out. Join in!

### Support

"The continuing professional development of our support staff is a critical component of our success as Nebraska's Land-Grant and state university. The University of Nebraska Office Professionals Association has a long and productive history of providing such development opportunities to our staff. This will be increasingly important as we work to enhance the quality of the University."

- Harvey Perlman  
 Chancellor, 2001-2016  
 University of Nebraska-Lincoln

**The University supports administrative leave being granted for attending UNOPA activities with approval from your immediate supervisor.**

### Objectives

- To encourage educational office personnel to continue in their professional growth through the National Professional Standards Program (PSP), sponsoring workshops for both members and nonmembers, and promoting participation in the Nebraska Educational Office Professionals Association (NEOPA) and the National Association of Educational Office Professionals (NAEOP).
- To identify employee concerns, especially those affecting the office, and to work within the University system to address those concerns.
- To encourage all members to interact with and learn from one another through mentoring programs, classes, and workshops; to serve on various committees; and to develop leadership skills by directing or serving on these committees.
- To encourage all members to broaden their understanding of the University of Nebraska, its goals and functions, and the relationship between the University and the community.

### Membership

Membership is open to individuals interested in promoting the objectives of the Association.

### Classifications:

- **Active Members**— office personnel in the educational system of the University. They are entitled to vote, hold office and participate in all activities.
- **Associate Members**— individuals who are interested in advancing the objectives of the Association but who are not eligible to be active members. They pay dues and have active member privileges except for voting and holding office.
- **Retired Members**— retired UNOPA members who desire to keep in touch with the Association and the University community. They may vote, hold an appointed office and serve on committees.
- **Life Members**— active members who have paid life membership dues. They have all the rights of active members.
- **Honorary Members**— individuals who have made significant contributions to the growth of UNOPA, its members and are conferred with the approval and majority vote of the Executive Board. They pay no dues yet are entitled to all active member privileges except for the right to vote and to hold office.

Consult the UNOPA website ([unopa.unl.edu](http://unopa.unl.edu)) for additional information on current UNOPA officers. We will be happy to answer all of your questions.

# Fit4D



Blue Cross and Blue Shield of Nebraska is now offering Fit4D, a diabetic program. We are offering Fit4D in collaboration with your physician.

#### Human + Digital

- Adopting and adhering to new diabetes programs and treatments is tough. Fit4D empowers and motivates people with diabetes towards optimal health and lifestyle through a personalized approach.
- Fit4D offers a technology-enabled service for one-on-one patient coaching tailored to you - building relationships via multiple communication methods, including phone calls, texts, emails and more. This can improve your understanding of drug therapies and will allow you to make better lifestyle choices, while providing the necessary problem-solving and emotional support required for living with diabetes.

#### Convenient

- Your voluntary participation in the free Fit4D program offers you access to a wide variety of support and educational materials, including how to gain control

of your hemoglobin A1C (HgbA1c) and how diet and exercise can affect your blood sugar.

- You can participate in Fit4D from the comfort of your home at times convenient for you.
- Fit4D materials and support are available in both English and Spanish.

If you have any questions on your health care coverage or claims, contact our Member Services Department with any questions at the number shown on the back of your BCBSNE member ID card.

#### Personalized

- Affordable alternative to in-person coaching
- National Certified Diabetes Educators Network
- Meaningful with a human touch
- You choose your communication style

**CALL (402) 205-3245 (extension 0017) to enroll in the program.** Mention that you are a Blue Cross and Blue Shield of Nebraska member who is interested in the diabetic education program. A Fit4D representative will return your call within 3-5 business days to discuss your participation.

Fit4D is an independent company and is responsible for its services. Blue Cross and Blue Shield of Nebraska is an independent licensee of the Blue Cross and Blue Shield Association.

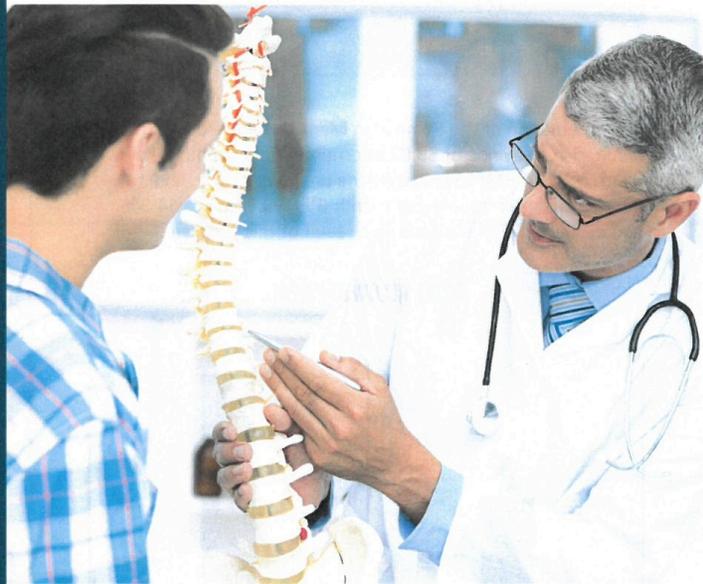
## Initial Problem: Spine Pain Environment & Member Impact

- Back pain is the second most common neurologic ailment in the United States. More than 26 million Americans between the ages of 20-64 experience frequent back pain.
- There is heavy utilization of spinal surgeries and interventional pain management in Nebraska. Many of these procedures are conducted without documented appropriate clinical indications.
- Lumbar fusion surgery is performed too frequently and at more levels (multi-level). Nebraska's multi-level spinal fusion rate is 15% higher than expected.\*
  - Indications of potentially inappropriate procedures performed: 33-35% of members reviewed had indications of spinal stenosis only with no other evidence of instability or symptoms.\*
  - 34% of interventional pain management (IPM) procedures were clinically disapproved due to lack of documentation regarding assessment, prior results, or lack of conservative therapy prior to an IPM procedure or in conjunction with IPM procedure requests.†
  - Claims-based metrics show 10% of epidural injections and 20% of neurolysis procedures did not meet medical necessity criteria.†

\* Statistics are according to NIA Magellan and based on BCBSNE claims information.

† Statistics are according to BCBSNE.

## Spine Pain Management Program Results



### » Solution

These statistics along with BCBSNE's commitment to **promoting quality care, patient safety and the most appropriate use of health care resources** led to the introduction of a new preauthorization program for select spine surgery and pain management on September 1, 2015.

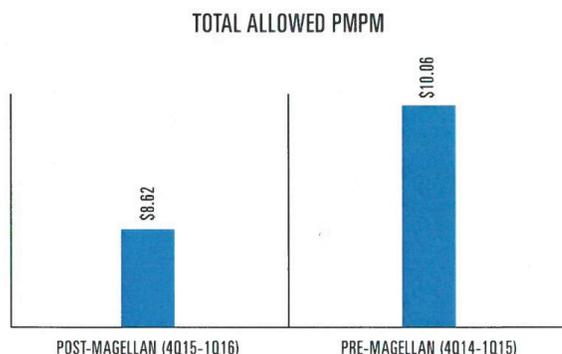
BCBSNE collaborated with National Imaging Associates, Inc. (NIA), a Magellan Health Services company, which is an industry leader in the management of high-cost and complex health care services.

The cost of treatment for musculoskeletal back pain is greater than the cost to treat heart disease, cancer or diabetes. Spine care is the leading cost driver within musculoskeletal care. The Spine Pain Management program was implemented to **ensure the right care is delivered at the right time with high quality and appropriateness of procedures performed** according to clinical guidelines.

## Program Results (Q4 2015 and Q1 2016)

Results for Groups Participating in Magellan			
Incurred Quarter	Post-Magellan (4Q15-1Q16)	Pre-Magellan (4Q14-1Q15)	Difference after Program Started
Total Allowed PMPM	\$8.62	\$10.06	-\$1.44
Total Allowed PEPM	\$17.66	\$20.59	-\$2.93

Implementation of the Spine Pain Management program has resulted in a savings of \$8.62 per member per month (PMPM), which is \$1.44 PMPM less than the previous period, and \$2.93 less per employee per month (PEPM). This is a 14.3% decrease in PMPM services as a result of this program.



## Coming Soon!

### Fall 2016 Gold Card program for spinal fusions and pain management

Providers who meet certain metrics when submitting prior authorization data will be awarded Gold Card status. These metrics include:

- A minimum of 50 submitted requests for service
- A denial rate of less than 6%

Gold Card status indicates that providers are requesting those services which meet medical guidelines for appropriateness thus delivering on our commitment to promote quality care, patient safety and the most appropriate use of health care resources.

### Program Results: Request Volume 09/01/2015 – 02/29/2016

**3,265** 29% REDUCTION IN PROCEDURES

#### INTERVENTIONAL PAIN MANAGEMENT (IPM) DETERMINATIONS

- **2,301** Epidural Injections
- **710** Facet Joint Block
- **254** Facet Neurolysis

**691** 15% REDUCTION IN PROCEDURES

#### LUMBAR SPINE SURGERY DETERMINATIONS

- **98** Lumbar Fusion - Multi-Level
- **216** Lumbar Fusion - Single Level
- **187** Lumbar Decompression
- **189** Lumbar Microdiscectomy
- **1** Lumbar Artificial Disc – Single Level

**279**

#### CERVICAL SPINE SURGERY DETERMINATIONS

- **127** Cervical Fusion - Multi-Level
- **107** Cervical Fusion - Single Level
- **28** Cervical Decompression



**3** BUSINESS DAYS

TURN AROUND TIME FOR APPROVALS & DENIALS