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Customer Service Zone

"When You answer The Phone"

- * Assume every caller is someone you are happy to hear from
- * Remember the caller will judge the university and you by how you handle the call
- * Smile before you pick up
- * Answer by the third ring
- * Greet the caller
- * Introduce yourself
- * State willingness to help
- * Constantly be aware of your voice tone
- * Address the customer professionally and courteously
- * Close conversation with appropriate salutation
- * Let the caller hang up first



DID YOU KNOW?

Claudette Colvin Refused to Give Up Her Bus Seat before Rosa Parks.

While Rosa Parks is credited with helping to spark the civil rights movement when she refused to give up her public bus seat to a white man in Montgomery, Alabama in 1955—inspiring the Montgomery Bus Boycott—the lesser-known Claudette Colvin was arrested nine months prior for not giving up her bus seat

to white passengers. When Claudette Colvin's high school in Montgomery, Alabama, observed Negro History Week in 1955, the 15-year-old had no way of knowing how the stories of Black freedom fighters would soon impact her life. "I knew I had to do something," she later told USA Today. "I just didn't know where or when." Colvin got her chance on March 2, 1955, when she boarded a bus in downtown Montgomery. She and three other Black students were told to give up their seats for a white woman. Colvin, emboldened by her history lessons, refused. Colvin was arrested and eventually put on indefinite probation. Though Colvin's courageous act occurred nine months before Rosa Parks' similar protest, the NAACP chose to use the 42-year-old civil rights activist as the public face of the Montgomery bus boycott, as they believed an unwed mother—Colvin became pregnant when she was 16—would not be the best face for the movement. Colvin felt slighted, but later joined three other women—Mary Louise Smith, Aurelia Browder and Susie McDonald—as the plaintiffs in Browder v. Gayle, the case that ultimately overturned bus segregation in Alabama.

Mississippi's State and School Employees' Health Insurance Plan (Plan) is committed to helping our participants achieve their best health. With that goal in mind, we are expanding the wellness services offered under the Plan.

As we start the New Year, we are excited to announce our new Wellness Incentive Program. Through the program, we will continue to focus on basics like knowing one's biometric numbers and becoming or staying healthy. Participants will be able to reduce their calendar year deductible the following year by completing a few simple activities.

Be on the lookout for more information from our office and from the Plan's Health and Wellness partner, ActiveHealth Management. Participants should expect to receive a postcard (see image) in the mail from ActiveHealth in mid-January. About the same time, participants already signed up with ActiveHealth will also receive an email with more information on the program.

Thank you and have a health day!

Mississippi's State & School Employees' Life and Health Insurance Plan





卿IRS

WASHINGTON — The Internal Revenue Service announced the tax year 2022 annual inflation adjustments for more than 60 tax provisions, including the tax rate schedules and other tax changes. <u>Revenue Procedure 2021-45</u> provides details about these annual adjustments.

Highlights of changes in Revenue Procedure 2021-45: The tax year 2022 adjustments described below generally apply to tax returns filed in 2023.

The tax items for tax year 2022 of greatest interest to most taxpayers include the following dollar amounts:

- The standard deduction for married couples filing jointly for tax year 2022 rises to \$25,900 up \$800 from the prior year. For single taxpayers and married individuals filing separately, the standard deduction rises to \$12,950 for 2022, up \$400, and for heads of households, the standard deduction will be \$19,400 for tax year 2022, up \$600.
- The personal exemption for tax year 2022 remains at 0, as it was for 2021, this elimination of the personal exemption was a provision in the Tax Cuts and Jobs Act.
- Marginal Rates: For tax year 2022, the top tax rate remains 37% for individual single taxpayers with incomes greater than \$539,900 (\$647,850 for married couples filing jointly).

The other rates are: 35%, for incomes over \$215,950 (\$431,900 for married couples filing jointly); 32% for incomes over \$170,050 (\$340,100 for married couples filing jointly); 24% for incomes over \$89,075 (\$178,150 for

married couples filing jointly); 22% for incomes over \$41,775 (\$83,550 for married couples filing jointly);

12% for incomes over \$10,275 (\$20,550 for married couples filing jointly). The lowest rate is 10% for incomes of single individuals with incomes of \$10,275 or less (\$20,550 for married couples filing jointly).

- For 2022, as in 2021, 2020, 2019 and 2018, there is no limitation on itemized deductions, as that limitation was eliminated by the Tax Cuts and Jobs Act.
- The Alternative Minimum Tax exemption amount for tax year 2022 is \$75,900 and begins to phase out at \$539,900 (\$118,100 for married couples filing
- jointly for whom the exemption begins to phase out at \$1,079,800). The 2021 exemption amount was \$73,600 and began to phase out at \$523,600

(\$114,600 for married couples filing jointly and the exemption began to phase out at \$1,047,200).

- The tax year 2022 maximum Earned Income Tax Credit amount is \$6,935 for qualifying taxpayers who have three or more qualifying children, up from \$6,728 for tax year 2021. The revenue procedure contains a table providing maximum EITC amount for other categories, income thresholds and phase-outs.
- For tax year 2022, the monthly limitation for the qualified transportation fringe benefit and the monthly limitation for qualified parking increases to \$280.
- For the taxable years beginning in 2022, the dollar limitation for employee salary reductions for contributions to health flexible spending arrangements increases to \$2,850. For cafeteria plans that permit the carryover of unused amounts, the maximum carryover amount is \$570, an increase of \$20 from taxable years beginning in 2021.
- For tax year 2022, participants who have self-only coverage in a Medical Savings Account, the plan must have an annual deductible that is not less than \$2,450, up \$50 from tax year 2021; but not more than \$3,700, an increase of \$100 from tax year 2021. For self-only coverage, the maximum out-of-pocket expense amount is \$4,950, up \$150 from 2021. For tax year 2022, for family coverage, the annual deductible is not less than \$4,950, up from \$4,800 in 2021; however, the deductible cannot be more than \$7,400, up \$250 from the limit for tax year 2021. For family coverage, the out-of-pocket expense limit is \$9,050 for tax year 2022, an increase of \$300 from tax year 2021.
- The modified adjusted gross income amount used by joint filers to determine the reduction in the Lifetime Learning Credit provided in § 25A(d)(2) is not adjusted for inflation for taxable years beginning after December 31, 2020. The Lifetime Learning Credit is phased out for taxpayers with modified adjusted gross income in excess of \$80,000 (\$160,000 for joint returns).
- For tax year 2022, the foreign earned income exclusion is \$112,000 up from \$108,700 for tax year 2021.
- Estates of decedents who die during 2022 have a basic exclusion amount of \$12,060,000, up from a total of \$11,700,000 for estates of decedents who died in 2021.





BIG NEWS!

Cadillac of Jackson proudly supports the Jackson State Tigers. As part of this support for JSU, Cadillac of Jackson has secured a General Motors Supplier Discount for ALL current JSU employees! This discount is valid at Cadillac of Jackson, our sister stores in Pascagoula, Coast Chevy, or any GM dealership.

For more information on how you can obtain your discount please contact: Human Resources Department hrservices@jsums.edu (601) 979-2015



We are at the opening of the Spring 2022 semester and The Student Employment Center has students in need of work locations. If your department would like to employ student workers, please contact us at studentemplctr@jsums.edu or 601-979-7120





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2022 Black History Theme Executive Summary Black Health and Wellness

The theme for 2022 focuses on the importance of Black Health and Wellness. This theme acknowledges the legacy of not only Black scholars and medical practitioners in Western medicine, but also other ways of knowing (e.g., birthworkers, doulas, midwives, naturopaths, herbalists, etc.) throughout the African Diaspora. The 2022 theme considers activities, rituals and initiatives that Black communities have done to be well.

In order to foster good health and wellness Black people have embarked on self-determination, mutual aid and social support initiatives to build hospitals, medical and nursing schools (i.e. Meharry Medical College, Howard University College of Medicine, Provident Hospital and Training School, Morehouse School of Medicine, etc.) and community clinics. Clinics were established by individuals, grassroots organizations and mutual aid societies, such as the African Union Society, National Association of Colored Women and Black Panther Party, to provide spaces for Black people to counter the economic and health disparities and discrimination that are found at mainstream institutions. These disparities and anti-Blackness led to communities developing phrases such as "When white folks catch a cold, Black folks get pneumonia." Initiatives to help decrease disparities have centered several outcomes, including having more diverse practitioners and representation in all segments of the medical and health programs including such as the Ronald E. McNair Scholars. Even the impact of popular culture texts like Doc McStuffins cannot be dismissed.



The rise of fields, such as Public and Community Health and Health Informatics have led to a rise in preventive care and a focus on body positivity, physical exercise, nutrition, exploring other dietary options such as veganism and vegetarianism, and gardening. Black Health and Wellness not only includes one's physical body, but also emotional and mental health. At this point in the 21st century, our understanding of Black health and wellness is broader and more nuanced than ever. Social media and podcasts, such as *The Read*, hosted by Crissle and Kid Fury have normalized talking about mental health and going to therapy as well as initiatives such as Therapy for Black Girls. More of us understand the need to hold down, lift up, center, and fight fiercely for our beloved trans siblings and family. Black girls are doing breathwork, and there are whole yoga studios dedicated to people of color.

Mindful of Sister Audre Lorde's words, we are doing more to move forward holistically for the betterment of ourselves, our bodies, our relationships, our communities, and our planet.

We are determined to create a platform that shines a light on the multiple facets of Black health and wellness through education and activism. There is much to uncover, amplify, question, and correct.

In the still overhanging shadow of the COVID-19 pandemic, Black people should and do use data and other information-sharing modalities to document, decry, and agitate against the interconnected, intersecting inequalities intentionally baked into systems and structures in the U.S. for no other reason than to curtail, circumscribe, and destroy Black well-being in all forms and Black lives. Moreover, Black communities must look to the past to provide the light for our future, by embracing the rituals, traditions and healing modalities of our ancestors. These ways of knowing require a decolonization of thought and practice.

LEARN MORE AT ASALH.ORG

Know the Signs of Burnout And How to Get Relief



By Paul Bergeron August 23, 2021

The perils of workplace burnout are well-publicized and worrisome, but it's not always easy to recognize when burnout is happening to you. Case in point: People become burned out when they are trapped in unhealthy mental, physical and emotional states where stress and anxiety rule their lives. They become unproductive employees and supervisors, not to mention unhappy in their home and social lives. But while they are in the midst of this turmoil, it can be hard to identify and stop what's triggering it—especially while dealing with the challenges of the pandemic and the new normal.

Michael Levitt, CEO of Breakfast Leadership, is one of the people who has experienced burnout. Levitt offers key tips to help professionals identify whether they themselves are burned out and how to address it.

Recognize Warning Signs

The World Health Organization defines burnout as emotional, physical and mental exhaustion brought on by excessive levels of stress. It leads to poor sleep, frequent mistakes, challenges in decision-making, lost motivation and increased irritability.

"It's important to look to others, co-workers, friends, and let them know if you recognize any of these characteristics," Levitt states. Burnout does not occur overnight, but rather it builds over time as a result of working long hours; monitoring text, e-mail and phone messages night and day; and not separating home and work lives—all habits that have become second nature during the COVID-19 pandemic. For employees with young children, remote work can mean working at home while simultaneously serving as a caregiver and teacher, in spaces that were once used for relaxation and rejuvenation.

Levitt added that "the fallout from the pandemic hasn't helped—such as the loss of routine breaks like visiting a coffee shop or lunch spot near the office, watching preferred vendor partners go out of business, and suffering supply-chain issues that prevent use of familiar products."

Quick Fixes

People going through burnout can get some fast relief. Some of Levitt's "quick fixes" when it comes to burnout are eating healthier, a proper night's sleep, and invest in the best mattress you can afford. Getting good sleep really offsets so many unhealthy things." Levitt states to "do something you love" two or three times per week, and create a bucket list as a plan of action.

Set Boundaries to Prevent Burnout

Levitt finally, recommends setting an alarm that signals the end of the workday and turning off cellphone notifications. He advises against using the word "emergency" when it comes to work-related problems. "Priorities and urgent matters are fine, but only hospitals deal in emergencies," he adds.

Paul Bergeron is a freelance writer in Herndon, Va.

Symptoms of the cold. flu. and allergies

Here is how to spot the difference.

What are the

symptoms of a cold? Cold symptoms come on gradually and are milder than symptoms of the flu. Symptoms commonly include:

- Cough
- Mild fever (more common in children)
- Runny nose
- Sneezing
- Sore throat
- Stuffy nose

Cold symptoms typically last for about a week. However, you're contagious during the first few days, so stay home, get plenty of fluids and be sure to rest.

"Most colds are caused by a virus, which antibiotics won't treat. It's best to get plenty of rest, fluids and use over-thecounter medicines to help manage symptoms," says Dr. Martin.

If your symptoms last longer than a week, check with your healthcare provider to rule out an allergy or bacterial infection.

What are the symptoms of

flu? Flu symptoms are often severe and come on quickly. If you have a fever and body or muscle aches right away, you may have the flu virus. Symptoms commonly include:

- Aches
- Chest discomfort, cough
- Chills
- Extreme
- tiredness/fatigue
- Headache
- High fever
- Sometimes nausea and diarrhea

Most symptoms improve over the course of a few days, but you'll likely feel run down for a week or two. The flu is caused by the influenza virus, which leaves you contagious for a few days, so it's important to stay home and rest.

As with the common cold, antibiotics won't help your flu symptoms, but getting rest, fluids and using over-the-counter medicines can help ease your symptoms. What are the symptoms of allergies? Allergy symptoms range in severity from person to person, can be stronger at certain times of the year and aren't contagious.

Allergy symptoms can include:

- Sneezing
- Itchy or watery eyes
- Itchy nose, ears or throat
- Cough or a tickle in the throat
- Stuffy or runny nose
- Hives
- Swelling

While allergies can be treated at home with over-the-counter or prescription antihistamines, decongestants and nasal steroid sprays, some allergies may require special treatment from your doctor.

If you think you may be suffering from allergies, talk with your doctor about your symptoms and the best treatments to help you manage them.

(Pruitt, 2021)







WELCOME NEW EMPLOYEES

OCTOBER, NOVEMBER, and DECEMBER

First Name	Last Name	Title	Department
Seid	Abate	Research Associate	Department of Chemistry, Physics and Atmospheric Sciences
Marcus	Adams	Police Officer	Public Safety
Olawale	Adeyinka	Research Associate	Department of Chemistry, Physics and Atmospheric Sciences
Amanitare	Bailey	Project Champions Project Manager	Academic Affairs
Ja'Ohn	Bennett	Police Officer	Dept. of Public Safety
Brittney	Brooks	Recreation Facilities Manager	Athletics
Ashley	Fortenberry	Research & Instruction Librarian	Division of Library & Information Resources
Julis	Franks	Director of TRIO Educational Opportunities Center	Student Center
Danielle	Graves	Call Center Representative	Office of Undergraduate
Donyea	Hargrove	Retention & Withdrawal Officer	Student Success
Latarsha	Hudson	Academic Advisor	Student Success
Kayode	Komolafe	Research Associate	RCMI Center for Health Disparities Research
Josie	Latham	Associate Research Sociologist	Civil Engineering
Brittany	Lofton	Computer User Support Intern	Information Technology
Sofia Ambrose	Maha Mohamed	International Recruiting & Program Specialist	JSU Global
Mary	McClendon	Program Manager	RCNI Center for Health Disparities Research
Demikel	Miller	Site Care Technician	Facilities & Construction Mgt.

Joseph	Myers	General Service Worker	Facilities & Construction Mgt.
Sammie	Neal	Police Officer	Public Safety
Jerell	Parker	Financial Aid Systems Analyst	Financial Aid
Sanjay	Singh	Research Assistant	Chemistry, Physic, & atmospheric Sciences
Sudarson	Sinha	Post-Doc	Chemistry, Physic, & Atmospheric Sciences
Quinton	Taylor	Quarantine Isolation Housing Coordinator	Housing & Residence Life
NiaTasha	Thigpen	Major Gifts Officer	Major & Planned Gifts Unit
Justin	Thornton	General Service Worker	Facilities & Construction Mgt.
Rauvardo	Torres	Research Technician	RCMI-Center for Health Disparities Research
Catherine	Travis	Office Manager	Housing & Residence Life
Shelia	White	Customer Care Associate	Computing & Communications
Keith	Whitney	Police Officer	Public Safety
Charmonix	Williams	Research Technician	RCMI-Center for Health Disparities Research
Cherron	Williams	Dispatcher	Public Safety
Cierra	Wilson	Computer User Support Intern	Information Technology

"The function of education is to teach one to think intensively and to think critically. Intelligence plus character that is the goal of true education."

- Dr. Martin Luther King, Jr.