

Statewide (SW) DDD PEF Labor Management (L/M) Meeting

Date: May 13, 2025

Location: PEF Headquarters 1168-70 Troy, Schenectady Rd, Latham, NY

Time: 10:00am

Introductions

Attendees: In-person:

- Carl Anderson
- Pam August
- Donovan Beckford
- Kim Benjamin
- Kadijah Jenkins
- Christian Mullin
- Jill Poeller
- Matthew Rider
- Jim Ryan
- Ryan Stoliker
- Scott Staub

Attendees: via TEAMS:

- Joseph Agars
 - Leslie Apacible
 - Andrew DeNardis
 - Germaine Greco
 - Alaine Heritage
 - Matthew Isca
 - Gayle Mason
 - Matthew Nirelli
 - Tanya Stupar
 - Jared Tallman
 - Karen Turvey
-

Old Business:

Item No. 1: Federal issues/concerns

Description: Labor remains concerned with the news coming out of Washington DC regarding the Social Security Administration (SSA) and its processes. Members expressed appreciation for the open and honest communications that occurred in March which acknowledged the concerns members had.

Has management received any additional information from SSA since March that may affect DDD titles and their jobs entirely?

Labor would advocate for continued communications, perhaps in a format of town halls that would allow for equitable flow of information. Would management agree?

Could management provide a specific email address where members can voice their concern outside of ACES?

Response:

There has been no new information from SSA regarding new federal changes to the program. To avoid confusion, all federal communication on federal changes to the OTDA's programs will come through the Commissioner's Office. All questions from DDD employees should go up the chain of command. Management will continue to share information as it becomes available.

PEF Response: PEF advocated for management to have a period of town hall meetings w/members so information can be exchanged directly about concerns regarding SSA.

Item No. 2: Hiring

Description: Workloads change consistently. As changes occur: What is being done to mitigate the workload due to attrition? What is the protocol to make sure DA2s workloads are equitable as changes within PCs occur?

What is the expected amount of attrition/retirement for the remainder of the 2024-2025 fiscal year?

Response:

Management has built in capacity to be able to manage the workload, including attrition ideally, management will explore opportunities to increase workload stability

Item No. 3: Overtime (OT)

Description: Is management anticipating OT for the future quarters (Q3 or Q4) since OT for Q2 has been implemented?

In the past, DA3s were included in OT. Labor supports prior practices in making OT eligible for DA3s. What are the reasons that DA3s have not been included in the OT rollout?

Is management open to adding DA3s to the eligible OT list as they were in the past?

Issue Response:

Current SSA allocation of OT is expected to extend through the end of the quarter (FFY-3rd Qtr). Operational needs do not require or allow for us to extend overtime to DA3's.

Item No. 4: Caseload data follow-up

Description: From February 2025, Labor asked to obtain specific data that the MicroStrategy team has been working on with no success thus far.

Has there been any other solutions considered or prioritization to obtain these important informational items such as:

The average number of cases pending for all DA2s, QDD analysts and all non-QDD analysts or the range of cases highest to lowest respectively?

Issue Response:

Management presented the following table during the meeting that shows the difference between mean processing time for DA2s and QDD DA2s:

QDD/Non QDD MPT

Chapter 1 - Page 1 - Last 90 Days QDD/Non QDD A2 ..

Office	DCPS Role	Closed Case Count	MPT
S97	NY Disability Analyst	6,518	76.5
	NY Disability Analyst QDD	1,653	57.3
V02	NY Disability Analyst	7,905	48.0
	NY Disability Analyst QDD	2,713	41.7
V17	NY Disability Analyst	4,424	65.0
	NY Disability Analyst QDD	1,537	51.7
V25	NY Disability Analyst	4,193	59.1
	NY Disability Analyst QDD	826	47.2

New Business:

Item No. 5: Staff Development Day

Issue Description: The Staff Development Day committee was created initially to help labor and management collaborate on the decision-making process for the day itself.

Since DDD Labor had a limited role in collaborative plans for the Staff Development Day, Labor would like to design a survey with Management critiquing the Day and polling employees for wins and losses and topics for future Days.

Issue Response:

Management appreciates the participation of labor representatives in helping to plan this year's Staff Development Day. Early anecdotal feedback from Manhattan and Albany PCs has been positive. Labor will also be included in next year's Staff Development Day.

PEF Response: Labor feels collaboration did not happen; it was more like attendance. We also believe that this has been more like Staff Appreciation Day as it stands.

Item No. 6: Agency Support Companion (ASC) chat box, Generative Artificial Intelligence (Gen AI)

Description: According to a correspondence that was shared on April 16th and past SW LM discussions in both 2023 and 2024 regarding Gen AI, labor and management agreed to hold discussions prior to any AI rollouts.

Can management share the following regarding this AI correspondence: Who confirmed the rollout?

What are the duties this AI is expected to replace?

Where will it be active; will it start as a pilot program in certain PCs first? When is it going to be live?

Issue Response:

Following its announcement of the use on April 16, 2025, an email from the Office of Disability Determination (ODD) sent a follow up email to all staff on April 18, 2025, that indicated the chat box is not applicable to DDS staff at this time.

PEF Response: PEF remains concerned regarding the use of AI in the DDD processes. Previous L/M have advocated for discussions before the implementations of AI technologies. PEF remains engaged to ensure the security of our jobs and duties.

Item No. 7: Work culture and office morale

Description: As caseloads increase, members bear the weight of constant change to their workload.

Understanding how workloads fluctuate, communication sometimes gets lost in translation leaving members' concerns unheard.

Would management be interested in forming a true collaborative effort by creating a committee that consists of both employees and management (either SW or per PC) which would help promote a positive work culture and attempt to increase office morale?

Issue Response:

This is a promising idea that is already addressed in the tiered level meetings in each processing center. These meetings include informal labor and management meetings, formal local labor management meetings and statewide DDD labor management meetings.

Informational Items/ Accomplishments

Next Meeting/Date & Place

July 9 2025 @ 9:30am in Buffalo, NY