

**NYSIF DIVISION 240  
L/M MEETING AGENDA  
199 Church Street, New York City  
JULY 28, 2016**

<u>PEF</u>	<u>MANAGEMENT</u>
Kathleen DePasquale – Co-Chair	Cliff Meister – Co-Chair - excused
Kenneth Johnson	Armin Holdorf
Patty Mason	Joseph Mullen – (Acting) Co-Chair
Katherine Czachorowski	Alyce Siegel
Bunmi Ojugbele	Heather Woolfolk
Brian Purnell	Patti Albert – via video conference
Prashant Singapura	
Melanie Rush	
Radhakrishna Mohan	
Pauline Bowman	
Melissa Smith	
Milena McNally – PEF Field Rep	

- 1) Minutes – The minutes from 4/14/16 have been approved by both parties. Signed copies to be obtained and distributed.
  
- 2) Next Meeting – PEF proposes the next meeting to be held on October 20, 2016 at 10:00am.
  
- 3) Local L/M Meetings – PEF representatives individually reported the status of the local LM meetings for their respective district offices (specifics intentionally omitted from the minutes).
  
- 4) Statewide Staffing Levels - PEF again requests additional staffing for nurses and hearing reps, especially in the downstate offices. PEF notes the effect of new case restructuring and that case load numbers are down for case managers, but while case load is less, workload has doubled due to a lot of intense activity on these cases and changes at the WCB. PEF reports that hearing rep case loads are typically difficult or impossible to complete within working hours and hearing reps consistently report working before and after work, on

weekends and over lunch breaks. PEF will send Administration a list of WCB hearing points experiencing connectivity issues and present workload/caseload statistics at the next LM meeting.

Management is aware of the system challenges and is working on ways to improve our systems. Management continues to look for ways to operate and manage work more efficiently. For example, management has established the Central Loss Intake Office (CLIO) to more efficiently manage the intake and processing of new claims. To date, management has hired approximately 17 staff for the CLIO effort.

**5) TRIAD and RFP Award** – PEF is concerned about outsourcing issues and looking for a confirmation that the Triad Pilot Project will be ending in October 2016. Additionally, PEF is concerned about recent contracting out to TriStar and Corvel, specifically outsourcing of PEF jobs. Members are concerned regarding the future of their employment at NYSIF. PEF reiterates that members are ready and willing to provide the sources NYSIF is using outside vendors for.

Management responds that NYSIF is the Third Party Administrator (TPA) for the NYS employee worker's compensation claims. Due to the high cost of NYS employee's workers claims, the State requested a PILOT with Triad in an effort to look for ways to control costs. NYSIF and the State will evaluate the pilot project. With respect to the NYSIF TPA panel, management is aware of Article 22 protection of employee rights and it is not the intent of NYSIF to layoff workers. Rather, it is the intent of Management to augment services and be responsive to customers. Management continues to look for ways to reduce cost, operate more efficiently and be responsive to our customers. For example, NYSIF is now offering high deductible products in an effort to be more competitive and responsive to our customers. TPA claims services or NYSIF claims handling, will be options for policyholders who purchase a high deductible policy. For example, there may be a policyholder who requires specialized services such as 24-hour case management and reporting that may require the amenities of a TPA.

**6) Counseling Memos** – PEF respectfully requests additional training for supervisors regarding verbal and written counseling. PEF reports that creating a respectful supervisor/subordinate relationship is imperative for continuing positive employee morale. PEF appreciates Management's ongoing cooperation in this endeavor. PEF acknowledged that improvements were noticed in the quality of counseling memos being issued.

Management requests PEF continue to report to them whenever it becomes aware of a counseling that does not comply with Article 33 or the Hartnett Memo and will deal with these issues on a case by case basis.

**7) CSR Workgroup – PEF requests a status update regarding the CSR Workgroup study. PEF provided statistical analysis of case manager issues and requests Management response to same.**

**Management responds that Administration will go to the Claims Department and report feedback to PEF not later than the next meeting.**

**8) NYSIF Employee Handbook – PEF respectfully requests status update regarding corrections to the employee handbook.**

**Management responds that the last step prior to finalizing the handbook is to establish a deadline for CSEA. Management commits to publishing a corrected section on the intranet within the next 30 days.**

**9) EFROI Error List – PEF tables this issue until the next LM Meeting to discuss with the Director of Claims Administration.**

**10) Fingerprinting of New Hires - PEF requests NYSIF notify potential new hires in their appointment letters regarding the non-refundable fingerprinting costs.**

**Management notes that this information is already contained in the employment application and appointment letter.**

**11) Hearing Representatives Assignments - PEF tables this issue until the next LM meeting to discuss with the Director of Claims Administration. PEF will hold a meeting with all hearing reps on Friday, August 19<sup>th</sup>, after the meeting to discuss these issues.**

**Management commits to a follow up dialogue prior to the next LM meeting.**

**12) Staff Notification – PEF respectfully requests improved communication between PEF and Management regarding bedbugs in the Health and Safety meeting process.**

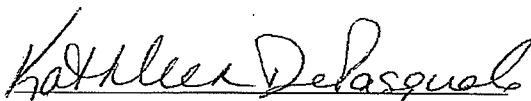
**Management responds that as of the June 26<sup>th</sup>, 2016 Health and Safety meeting, NYSIF continues to advise employees of these issues and actions to be taken.**

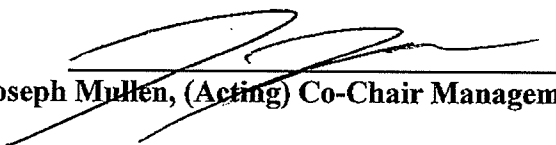
**13) Telephone and Voicemail Policy – PEF respectfully requests supervisors to assign coverage for employees who are to be absent. PEF will email new proposed language to Management.**

**Management will take PEF's recommendations under advisement.**

**14) Telecommuting Update – PEF requests management discuss telecommuting program as per "Telecommuting in New York State Agencies Memorandum of Agreement" (pg. 156). PEF respectfully reminds Management that telecommuting improves morale and provides a great model. PEF's position is that New York State has a strong public policy in favor telecommuting.**

**Management responds that NYSIF has examined the telecommuting program and determined the program serves no operational need or purpose. NYSIF management agrees to take under consideration any operational need related to telecommuting introduced by PEF. The current program will end in October, 2016.**

  
**Kathleen DePasquale, Co-Chair PEF**

  
**Joseph Mullen, (Acting) Co-Chair Management**