

**NYSIF DIVISION 240
L/M MEETING AGENDA
199 Church Street, New York City
January 26, 2017**

<u>PEF</u>	<u>MANAGEMENT</u>
Melanie Rush – Co-Chair	Cliff Meister – Co-Chair
Dan Warren	Alyce Siegel
David Dubofsky	Armin Holdorf
Karen Walter	Heather Woolfolk
Katherine Czachorowski	John DeFazio
Patty Mason	Karen Anderson
Prashant Singapura	Sherwin Taylor
Radhakrishan Mohan	
Shentah Pizarro	
Milena Pisano McNally – PEF Field Rep	Patti Albert – via video conference

1) **Minutes** – There was no October 2016 Meeting. Previous 7/28/16 minutes have been approved.

2) **Next Meeting** – PEF proposes the next meeting to be held on April 20, 2017 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). Rochester advised that no local LM meeting could have been held, due to their not having a Business Manager since September. PEF inquires as to when that position will be filled and in the meantime, asks for someone in their office to be appointed as an 'acting' Business Manager.

4) **Statewide Staffing Levels**

A) PEF inquires whether there will be additional Underwriters hired state wide in the foreseeable future.

Management responds: At the present time, the NYC office is restructuring to have a new business model for Underwriting. Based on this restructuring, it is not necessary to replace Underwriters at this time. We will continue to monitor the workload and will consider adding new Underwriters as necessary.

B) PEF inquires whether there will be hiring of new Hearing Representatives in lieu of outside attorneys on a statewide basis.

Management responds: In NYC, there are 5 vacant positions, 2 of which are approved to fill. Use of outside counsel is continuing, but is not without challenges. Management will be looking into the staffing needs of other offices and report at next meeting.

C) PEF inquires whether Underwriters and CSRI's will continue to handle the call center overflow and whether there is a plan to hire additional call center representatives.

Management responds: Customer service receives a large number of calls, which assists the Claims and Underwriting Departments. Each local office has recruited 5 employees from Underwriting and 5 employees from Claims, to assist the call center a few days each month. They received appropriate training for this task. Management will provide an update on staffing needs.

5) RFPs

A) PEF Inquires regarding the RFP 's for Premium Audit whether outside contractors will be used for both out-of-state and in-state audits. PEF requests an update in the status in the premium audit department based on overall decrease in premium audits.

Management responds: That the RFP for this 5-year contract is almost identical to the previous contracts in both in-state and out-of-state provisions. Based on current staffing levels, NYSIF does not anticipate use of outside companies for the instate audits. Management states that the quality of audits produced by NYSIF's Auditors is superior to the work of the outside vendors.

B) PEF inquires as to the status of the Triad Pilot Program.

Management responds: NYS has extended this program an additional year.

6) Counseling Memos

PEF Inquires regarding the status of its request for SIF supervisory training geared toward verbal and written counseling memos. PEF requests this as an additional course to be taken by supervisors at regular intervals.

Management responds: SIF is coordinating with the GOER Training Division to see if there is existing material to put online. Management reminds that the Supervisor's Tool Kit and GOER Guide to Counseling are available on the SIF Intranet. Management will remind Business Managers of this and ask them to emphasize the availability of this information with their supervisory staff

7) LEAN Projects

A) PEF Inquires whether the CSRI research has become part of a LEAN project.

Management responds: The CSRI project data has been given to Executive. There are currently a number of LEAN projects underway related to issues in this research project.

B) PEF Inquires where can employees obtain information and updates about LEAN projects.

Management responds: Information regarding LEAN projects is available via NYSIF's intranet page under the Administration Dept. tab. Any employee can anonymously submit a LEAN project suggestion through this link.

8) Underwriting Manual

PEF inquires whether the manual will be updated.

Management responds: There is currently a statewide team assembled to update the Underwriting Manual. The expectation is the manual should be significantly updated in 2 months. If Underwriting supervisors have questions, they should contact Nancy Loy.

9) Outstanding Performance Evaluation Appeals and Grievances

PEF Inquires as to the status of outstanding PEF Performance Evaluations Appeals and Grievances statewide, and request that management take action to convene Appeal Boards and hear outstanding Grievances as necessary. **PEF acknowledged** that there has been positive progress made.

Management responds: That the labor relations staff is making a huge effort to clear the backlog of grievances. Management will also focus on assembling Performance Evaluations Appeals Board to hear any outstanding evaluations appeals statewide.

10) CLIO

PEF Inquires as to the status of the CLIO Unit in Syracuse.

Management responds: The CLIO Unit, which is based in Syracuse, is currently servicing the Syracuse DO, 4 NYC offices, and has recently began servicing the White Plains DO. The next phase for the CLIO unit in Syracuse will be medical claims unit only for the NYC office, to be rolled out subject to programming needs. Future expansion of CLIO is yet to be determined.



Melanie Rush, Co-Chair PEF



Cliff Meister, Co-Chair Management

