

# SIF/PEF

## SWLM MEETING MINUTES

SIF Albany Office, Albany, NY

April 20, 2017

<u>PEF</u>	<u>MANAGEMENT</u>
Melanie Rush – Co-Chair	Cliff Meister – Co-Chair - via teleconference
Dan Warren	Alyce Siegel - via teleconference
David Dubofsky	Armin Holdorf - via teleconference
Karen Walter	Patti Albert - via teleconference
Katherine Czachorowski	
Patty Mason	
Prashant Singapura	
Radhakrishna Mohan	
Shentah Pizarro - excused	
Milena Pisano McNally – PEF SW Field Rep	
Caitlyn Janiszewski - PEF guest	

- 1.) **Minutes:** Minutes from 1/26/17 meeting have been accepted and signed.
- 2.) **Next Meeting:** PEF proposes the next meeting to be held on 7/20/17 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 requests management provide an update on hiring Hearing Representatives. Management responds SIF has hired two Hearing Reps in NYC to start soon. Currently, SIF is status quo regarding hiring hearing reps; Hearing Representatives are being filled upon request on a statewide basis. No plan to expand the Hearing Division. PEF responds that it urges management to hire more Hearing Representatives and use less outside counsel.

PEF requests management provide an update on hiring of call center staff. Management responds there are no plans to expand the call center at this time. PEF reports that outside callers are using the Help Desk # on the website for customer service issues For Jan, Feb, Mar 2 Management will discuss this situation with the Customer Service Center. Call Center assists Underwriters and Claims Service Representatives by handling calls from customers that would have otherwise been routed to them. PEF responds that addressing these issues will improve customer service. PEF urges management to consider adding additional call center staff to address these concerns.

PEF requests management provide an explanation of the title change from Assistant Claims Service Representative to Assistant Fund Services Representative. PEF inquires whether Grade 18 titles would be replaced by these Grade 11 employees. Management responds that the intent is for the Grade 11 is to perform a para-professional - to assist Grade 18 underwriters with routine tasks. Decision making will remain squarely on the hands of Grade 18 underwriters. There is no plan to do away with valuable Grade 18 Underwriters. The NYSIF will be adding NYS Paid Family Leave to their insurance dossier; these Grade 11's could be utilized in this area as well. Underwriting is reviewing the utilization of Grade 11's to assist with these routine tasks. This plan has not been finalized.

**5). Update on RFP's:** PEF requests an update an outsourcing RFPs, specifically (1) RFI for automated quoting system "On the Premium Estimator & Quoting System" posted on intranet 4/5/17; (2) RF Industrial Hygiene Safety. PEF inquires whether the auto quote system will replace Underwriter duties. Management responds that it will investigate and respond within 30

days. Regarding Industrial Hygiene RFP, management responds that SIF is looking for a specific position, anticipated for use during the renovation in NYC. Management will respond within 30 days.

**6) Underwriting Manual:** PEF requests an update on the progress and expected completion of the Underwriters Manual. Management responds that the committee has gone through the manual and identified components in need of updating. Currently, the committee is going chapter by chapter; the first 12 Chapters should be approved and rolled out within the next 2-3 weeks. SIF anticipates regular updates for other chapters rolled out in 4-6 week intervals until completion.

**7). Outstanding Performance Evaluation Appeals and Grievances:** PEF inquires whether any progress has been made for PEF Evaluation Appeals Board Hearings. PEF has identified the LM team members at each office to be the PEF designee for PEA Board. PEF respectfully suggests both parties utilize Carol Filkins as the neutral if she is so willing. Management responds that they have identified volunteers to serve as Management PEA Reps. The neutral pool has 4 individuals agreed to by management & PEF 3 years ago: Carol Filkins, Charlie McKay, Mark Davis and Felix Grimes. Management suggests doing these hearings either in person or via video. PEF's responds that its position is these meetings should be in person only. Management will reach out to GOER for a response and we will coordinate at that time.

Grievances – a number of Step 2's were held with decisions anticipated by end of April for outstanding grievances. We're continuing to schedule additional for Grievance hearings for Syracuse & Binghamton. SIF recently received 4 Rochester and 1 Albany grievance regarding closing of the office for snowstorm. Those will be scheduled shortly.

**8). Labor Management Minutes on NYSIF intranet:** PEF inquires whether PEF may place LM minutes on NYSIF intranet. At the last LM meeting management suggested the use of an electronic bulletin board to replace a physical bulletin board at the workplace. Management responds that SIF is not interested in posting LM minutes on the intranet absent an electronic bulletin board, which would replace our current physical bulletin board, at the various workplaces. PEF urges management to consider use of both electronic and physical bulletin boards as per PEF's interpretation of Article 4.3 and the side letter regarding electronic communications on page 151 of the CBA. PEF requests that management responds with a dispositive. Answer within 30 days.

Both parties discussed the potential creation of a Memorandum of Understanding regarding email use, consistent with Article 4 and the side letter on page 151 of the CBA dated March 20,2012 to Mr. Kenneth Brynien, President PEF, AFL-CIO. Management will follow up within 30 days.

**9). Update on hiring a business manager for Rochester or naming an acting manager:**

PEF requests an update on the hiring of a Business Manager or the acting Business Manager for the Rochester District Office. Management anticipates that the position will be filled. In the meantime, Patti Albert will continue assisting with management tasks as needed & has agreed to hold a local LM meeting.

**10). PEF inquires regarding changes in the classifications standards regarding Claims Services:**


Regarding CSR1, 2 and 3 titles from 2009. Specifically, our questions include the illustrative duties of the CSR1 and the removal of the supervising Medical Care Rep and Hearing Rep Titles from the qualifying promotional list for CSR3.

Management requests PEF provide specific information or questions via email for a direct response from Personnel.

PEF inquires regarding changes in the classification standards for Underwriter 1, 2 and 3 from 2009. Specifically it states in the proposed classification standards that underwriter 1's handle large policies and complex or difficult issues. PEF questions who will be handling smaller or less complex policies, and when those duties would be taken over by the Grade 11 Assistant Insurance Fund Services Representative position.

Management requests PEF provides specific information or questions via email for direct response from personnel.

PEF requests management respond as soon as possible prior to the end of the May 15 comment period.

 7/20/17

Cliff Meister, SIF Management SWLM Co-Chair

 7/20/17

Melanie Rush, PEF SWLM Co-Chair