

PEF Labor/Management Meeting

199 Church Street, 13th Floor

April 26th, 2018

<u>PEF</u>	<u>MANAGEMENT</u>
Prashant Singapura – Co-Chair	Cliff Meister – Co-Chair
Dan Warren	Alyce Siegel
David Dubofsky	Armin Holdorf
Karen Walter	Heather Woolfolk
Chris Rampe, PEF recording secretary	Joseph Mullen
Patty Mason	
Clifvon Jones	
Charles Termini	
Radhakrishna Mohan	
Kathy Czachorowski	
Lisa Quarles – PEF Field Representative	
Charles Browning	
George Fernandez – PEF Field Representative	

1. **Minutes:** 1/25/18 minutes approved.
2. **Next meeting:** PEF proposed 7/26/18. Mr. Mullen stated Albany meetings are agreeable with management attending via teleconference. PEF advised Albany would be kind to our budget, but management's personal presence is preferred.
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 these minutes.)

4. **Statewide Staffing Levels:** PEF asks if the agency has succession plan. An anticipated wave of retirements is coming.

Management responds that NYSIF, as a NYS Agency, must abide by Civil Services rules and hiring practices. Staffing needs are evaluated on a continuous basis. Succession often occurs by way of promotion of internal staff and the development of our staff relies heavily on continuous and comprehensive training, as is demonstrated in NYSIF's traineeships. Management acknowledged that it takes a while to develop new hires and when it considers staffing and takes that into consideration.

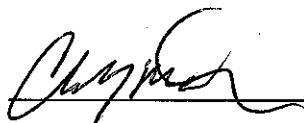
PEF spoke to the Hearing Rep title not being allowed to take the CSR 3 promotional exam as well as the posting for 10 Hearing Reps listed in NYC then pulled and spoke to the use of outside counsel. This was discussed with Mr. Mullen pre-meeting and NYSIF will evaluate the need to hire hearing reps after the virtual hearing process has been in place for a long enough time to gauge its performance. Mr. Meister speaks to the possibility of expansion of virtual positions.

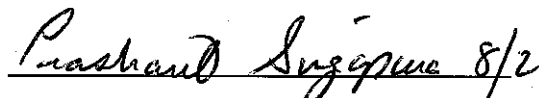
5. **Update on RFP's:** PEF advised that this item will remain on the agenda until TRIAD's contract expires. No changes from when management last reported on this issue.
6. **Underwriting Reorganizing:** PEF states that in meeting with Mr. Mullen prior, input was discussed, relative to the certificate unit. PEF states that if UW was consulted, more training could have been done. Mr. Mullen responded that PEF did have input in the training of staff in the Certificate Unit as the training was facilitated by a PEF member. States that a PEF-represented trainer did the training, so it seems there was some input. PEF states the DB certificates are especially complex. Mr. Mullen states that he will take the training issue up the line. Discussion on NYC underwriting and rumors that there are further changes coming. PEF suggested that management consider involving Ms. Jones with any anticipated changes. Mr. Meister inquires how the reorganization in NYC is progressing. PEF expresses that it was going somewhat smoothly, but pricing is seeing some issues with workload. Ms. Jones is going to explore more in depth at local LM. Mr. Meister agrees that addressing locally is the right avenue and that PEF share with Steve Bell and Sherwin Taylor feedback. Mr. Meister doesn't know if a reorganization statewide is going to follow the NYC model or not. Mr. Meister states that staff input is routinely sought out, for instance, he utilizes the PHS Manager in his office. Ms. Jones feels that line staff should be more involved. Mr. Mullen also feels local LM is the correct avenue. Mr. Mullen reiterates that PEF membership IS involved in anticipated changes. Ms. Quarles feels that a more formalized training structure be implemented (responsible person). While PEF members are involved changes and business initiatives, Mr. Mullen discussed that is not always feasible for management to solicit input from PEF for every business decision being developed. PEF reiterates that it is not a union issue so much as a line person involvement. Mr. Termini asks about hiring in the WP office. Mr. Mullen states that decision is up to Carl Heitner. Mr Mullen stated that every vacancy, including backfills, are not automatically filled. Filling vacancies require a justification that must include a business need.

7. **Communications going out in member's names:** Mr. Meister advised that there will be no program changes.
8. **Virtual Hearing Reps:** PEF advised that this and other associated issues were discussed with Mr. Mullen prior to LM. PEF feels our reps will be at a disadvantage, other carriers and attorneys are not using the WCB's virtual hearing system. Mr. Mullen says virtual hearings will provide NYSIF flexibility in covering hearings. PEF advised that when a Hrg Rep feels going in person would have been better, they will note why in their hearing report. Mr. Mullen states that Hearing Reps should take issues to their CSR3 in cases where it is determined SIF would be better served in attendance at the WCB and advised handling this at the local level. We will revisit in 6 months, though Mr. Mullen states do not wait - if any issues arise, copy him on emails. Mr. Meister understands and acknowledges PEF's concerns re: virtual hearings. He will ask Ryan McGrath to compile a list of best practices.
9. **MAD (Mandatory Alternate Duty):** Buffalo had a member who was out on workers' compensation and was cleared to return to work with light duty restrictions, but SIF did not accommodate. Nobody could tell this member why her medical documentation was not sufficient. It was determined that this was an isolated incident that has since resolve with better communication between the Department of Administration and District Offices. What should our members expect as far as getting back to work ASAP. Ms. Woolfolk states Margaret Raymond, the agency's point person for employees on Workers' Compensation leave, will inform members regarding returning to work under the Mandatory Alternate Duty program, and will be advise employees what they need to do. Ms. Woolfolk remains in charge of non-WC extended medical absences. Procedures were clarified, Ms. Woolfolk provided a sample letter that is sent to employees on extended medical leave and explained according to situations, letters are personalized. Mr. Meister explains that it is the Department of Administration NYC personnel, not the business office, that determines employees' leave status. PEF advised that it appears there is a broken link in communication between local offices and the Department of Administration NYC, and PEF requests a procedural reminder email be sent to local offices. Management agreed with this suggestion.
10. **Use of White Boards:** Mr. Mullen states that intent of white board was to help in meeting a goal and to recognize exceptional performance and to motivate people to do better. Mr. Mullen suggests talking to local; what types of information are up there. He feels that using members' names on there is important. Mr. Meister asks what PEF's concerns are exactly. PEF feels we are comparing apples to oranges, that, for example in Binghamton, the Call Center is not set up for walking around. Mr. Meister asks if we know what the goals are. PEF states employees are unclear as to what is being measured. Mr. Meister states that it's a reminder of goals and that his staff are having fun with the boards. PEF inquired as to what goals are on these boards? Are they being cycled? Management advised that they are mission critical goals. According to Mr.

Mullen, uniformity of the boards is not necessary, however but the goals are an important factor. PEF advised that the "board meetings" are scheduled between 11-2, which is the busiest time at the call center. Mr. Mullen suggests talking to local with issues. Mr. Termini asks about cash bonuses for section 32s, Mr. Mullen states no cash bonuses will be provided.

11. **AWS:** PEF advised that SIF has taken away flextime for ITS. AWS Forms are being submitted to request AWS, the forms are not being approved or denied. PEF wants a denial so members can avail themselves of rights under policy. Mr. Mullen states that there are open grievances on this, unsure of status and that it is unconscionable that a member doesn't get an answer. Mr. Mullen doesn't mind being copied on emails if there's a problem.
12. **Temporary relocation of SIF attorneys at 199 Church St due to renovation:** -- Mr. Mullen and PEF discussed at length in pre-meeting. Mr. Mullen advised that attorneys will not be provided offices in the temporary swing space. Mr. Mullen doesn't feel having attorneys temporarily placed in cubicles presents a privacy issue. CSRs deal with confidential data and conversation each day and they are in cubicles.
13. **Restrooms at 199 Church:** PEF requests that they be ADA compliant, it was found that, at the immediate entrance, you could see into the restrooms from a certain vantage point. Management responded that they are in the processing of procuring Privacy screens for the entrance to the restrooms.
14. Mr. Mullen asks PEF to reconsider Electronic bulletin boards, PEF agrees to discuss.

 8/2/18
Cliff Meister, Management Co-Chair

 8/2
Prashant Singapura, PEF Co-Chair