

PEF Statewide Labor/Management Meeting

Via MS Teams

8/20/20

<u>PEF</u>	<u>MANAGEMENT</u>
Charles Browning – Co-Chair	Cliff Meister – Co-Chair
Dan Warren	Sadhna Gujral
Bradley Kolb, PEF Field Rep	Patricia Carroll
Lisa Wells	Alyce Siegel
Chris Rampe, PEF recording secretary excused	
Patty Mason	
Clifvon Jones	
John Babich	
Jeff Hutchinson excused	
Kathy Czachorowski	
Brandi Loveday-Chesley	
Radhakrishna Mohan	
Prashant Singapura	

1.) **Minutes** – 7/30/20 minutes approved and posted to the NYSIF intranet.

2.) **Next Meeting** - Next scheduled meeting 9/24/20 at 9:30am to discuss office reintegration and telecommuting and 10/29/20 at 9:30am for full quarterly agenda.

3.) *****Tabled*** Local L/M Meetings –**

Due to NYSIF's departmental reorganizations, PEF requests SW organizational charts for all departments for proper communication of local LM and H&S issues.

NYSIF advised that employees with local concerns should go to the highest rank of the respective department. NYSIF to provide a listing of top ranked management for respective offices.

- PEF requests the SW list of managers that will be handling local LM/H&S meetings.

NYSIF advised to seek out local Business Managers in the interim due to the pandemic.

4.) *****Tabled***** Statewide Staffing Levels –

1. Hearing Reps - PEF queries NYSIF re: the amount of hearings and depositions statewide that are being assigned to outside counsel in lieu of hiring hearing reps statewide. NYSIF has been compiling data regarding the number of hearing reps vs the amount of claims in particular offices. From 6/1/17-6/1/19 SIF has spent \$6,321,993.40 statewide on outside counsel. PEF argues that it would be more cost effective to hire hearing reps.

10 Hearing Rep positions were posted across various offices. PEF awaits new hires.

2.) ITS – Staffing – SSA staffing.

-PEF requests SSA's be adequately staffed SW.

-PEF requests NYSIF fully implement the 2016 Call Center/Help Desk/Call Transfers LEAN project.

<http://sp.nysif.com/sites/lean/LEAN%20Projects/Call%20Center%20%20Help%20Desk%20%20Call%20Transfers/Forms/AllItems.aspx>

PEF notes Binghamton still has no SSA.

c.) CSR1 staffing – PEF notes Binghamton has lost three CSR1's.

Since last meeting, cases are being reassigned.

5.) **Telecommuting/Reintegration** –

Effective 3/15/20 & 3/17/20 temporary telecommuting where possible was directed by the Governor. On 6/18/20 it was announced by PEF that this has been extended to 10/2/20.

Maintaining production in every NYSIF department and quality customer service is a mutual goal.

PEF and NYSIF management agree that telecommuting is successful, and that health and safety is a mutual priority when returning to the office.

In addition to physical health and safety, PEF members are reporting better focus, increased production, general well-being, and overall improved mental health as a result of the many benefits of telecommuting.

PEF seeks to work with NYSIF on safe reintegration.

- PEF requests NYSIF provide a copy of any updated or future draft reintegration plan post 6/12/20.

NYSIF advises there have been no updates to their 6/12/20 reintegration plan. NYSIF is gradually reopening offices starting with upstate offices.

- With every telecommuting extension granted by GOER, PEF requests full-time telecommuting continue at NYSIF for those who desire it for safety reasons.

PEF also requests telecommuting continue beyond 10/2/20 due to the pandemic.

Ms. Carroll advises that NYSIF is not aware of any agencies who have agreements in place to continue to work from home full time after the current agreement expires 10/2/20.

PEF reports there are agencies who have agreed to telecommuting outside of the temporary telecommuting agreement due to the pandemic, Ms. Czachorowski reports she has been attempting to obtain these from PEF sources in order to share.

NYSIF reports at this time returning to the office in select locations is voluntary.

Ms. Carroll reports out on the reopening of 1 Watervliet on Monday.

The screening worked well, it took only seconds, and employees remarked that it was easy. There are extra garbage cans for PPE, and while break rooms are closed, you are permitted to use the microwave and fridge. Staff was excited to be back and overall, it was good. Additional cleaners were added to day shifts. Night-time cleaning continues.

Helpdesk tickets are being created for webcams on computers for team meetings, as those are continuing via MS Teams. The screening application is working well with a few minor glitches.

Ms. Carroll asks if PEF heard any feedback from members about the reopening. PEF advised they did receive good reports and no negative feedback other than the screening app being small on a cell phone and an erroneous response or two was made due to enlarging the screen.

Ms. Carroll notes that any glitches with the at-home screening process have been minor, but if you encounter any glitches, you should email the NYSIF Covid-19 email. If an employee answers a question incorrectly, they can reach out to administration, who can reset the answers so employees can retake the screening.

Ms. Carroll also advised that a new survey will be sent to employees re: returning to the office, and another survey will be sent to those who have already returned, in order to give them the opportunity to raise any issues or concerns.

Another email is expected Monday or Tuesday of next week which will advise staff that Buffalo & 8 Computer Drive in Albany will be next to reopen, hopefully after Labor Day. To date there are 40+ in Buffalo and 20+ at Albany's 8 Computer Drive location who reported having a desire to return to the office.

There will also be a general email sent by Administration to all employees advising them which offices will be opened next, and to share some basic information. Approximately 4-5 days before reopening an office, another email will be sent to those employees returning - confirming their circumstances haven't changed and they can still return - after which they will be given more specific information regarding returning.

- PEF requests a list of all building's Make/model of HVAC systems.

PEF queries how often filters are changed & when to expect a list of HVAC systems.

Ms. Carroll states that they are still working on the list. Each office is unique, and NYSIF also must include those smaller units within the buildings. NYSIF is working with and through GOER for HVAC lists. It is taking a long time to gather this information. Server rooms and closets also need to be listed as some have their own HVAC system. NYSIF expects filters will be changed monthly but must confirm this information. NYC and Melville are still being looked at. The HVAC systems at 1 Watervliet does allow for filters to be changed every 30 days and those will be changed every 30 days.

- PEF reports that members who are volunteering, and those who are also considering volunteering to return the office, would like to know, if they have safety concerns after returning to the office, will they be allowed to revert back to telecommuting?

PEF notes member concerns re: co-workers following safety protocol.

Ms. Carroll reports that NYSIF understands circumstances can change regarding your ability to work such as daycare, elderly parents, etc., and they expect that should not be an issue. But if a member just no longer feels safe due to a coworker's habits, or some other issue specific to their safety in the office, Management would like to know the specific issue in order to resolve it so everyone feels safe in the office.

PEF asks for management's response to an employee who says, "I would like to return to working from home as I don't feel safe continuing to work in the office."

Ms. Carroll responds, "We will look at your situation and we will work with you." NYSIF wants the opportunity to resolve issues. NYSIF has no plans of forcing employees to return to the office at this time.

Ms. Carroll also mentioned that they are going to be using a product that wraps around door handles that is said to help reduce the spread of the virus. NYSIF will place these in high volume places.

Ms. Czachorowski states that PEF appreciates management meeting monthly during this pandemic.

- PEF requests that management bring concerns, issues, and anticipated changes to SWLM for input prior to implementing.

6.) *Tabled*** ITS Concerns** – PEF ITS staff have brought specific concerns re: reduced security, training concerns, various specialties, staffing, networking, servicing, and OOT work to this forum with suggestions for better work flow.

- NYSIF's compartmented departments, fragmented ITS specialties, and unequal distribution of work should be reviewed and assessed.
- NYSIF's SSA career path is stagnant.

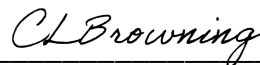
7.) *Tabled*** NYSIF Budget in the midst of COVID-19** - Is there any change from what was reported out at the 4/30/20 meeting?

- Does NYSIF have to cut their budget due to the pandemic/NYS budget deficits?
- Since NYSIF is off budget, are we exempt from layoffs?
- Does NYSIF foresee any layoffs?
- Due to the reduction in policyholder premium, PEF asks if there has been any direction from the Governor or any statewide indications that speak to restructuring plans? What changes can we expect to see?



9/22/2020

Cliff Meister, NYSIF SWLM Co-Chair



09/23/2020

Charles Browning, PEF SWLM Co-Chair