

PEF Statewide Labor/Management Meeting

Via MS Teams

9/24/20

<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	
Patty Mason	
Clifvon Jones	
John Babich	
Jeff Hutchinson	
Kathy Czachorowski	
Brandi Loveday-Chesley	
Radhakrishna Mohan	
Prashant Singapura	

1.) Minutes – 8/20/20 minutes approved and sent for posting to NYSIF's intranet.

2.) Next Meeting – PEF proposes continued monthly meetings to address reintegration and telecommuting: 11/19/20 & 12/17/20 at 9:30am and 1/21/21 at 9:30am for a 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 seeks to work with NYSIF on a telecommuting policy that would include full time telecommuting during abnormal circumstances.

***Agenda amended to include HVAC item inadvertently omitted from agenda:

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

Ms. Carroll advises that GOER is the clearinghouse for this issue. Merv-13 filters are being installed where possible.

PEF believes implementing a telecommuting policy now would solidify NYSIF's current full-time telecommuting which has proven to be advantageous to NYSIF and staff.

Other NYS agencies are individually negotiating telecommuting at SWLM that is outside of the contract and outside of the temporary telecommuting agreement. PEF requests NYSIF consider such an agreement.

PEF submits OMH's recent telecommuting policy which includes:

17. An employee may request to telecommute no less than 1 day a week up to a full-time telecommuting schedule. The number of permissible telecommuting days for each employee will be determined by the current work demands/assignments as well as, program operational needs and collective bargaining agreements. While the Telecommuting MOA in the 2016-2019 PEF/State Agreement provides that telecommuting shall be no more than 4 days per pay period under normal circumstances, the parties recognize that that telecommuting full-time may be permissible in abnormal circumstances.

PEF asks about the e-mail from administration today that refers to a "pilot telecommuting program." Ms. Carroll advises that this refers to the GOER-PEF agreement. All parties are hopeful that the 10/2 date will be extended. Realistically, the agency will not be able to reopen every office by that date.

Mr. Warren suggests that a telecommuting program (as opposed to a business continuity program) be discussed. Ms. Carroll commits to discussion. Statewide, there is no uniformity from agency to agency, which is logical, since every agency's mission is different, and some operations lend themselves more to remote work than others.

Ms. Czachorowski provided a recently obtained copy of OMH's telecommuting policy that speaks to full-time telecommuting in abnormal circumstances, however Ms. Carroll requested a signed and dated copy. PEF will work on obtaining an executed copy.

Ms. Carroll reported out that reopening an office is a monumental task. Reviewing CAD drawings, PPE, and piloting a leased facility is even more of a challenge. 1 Watervliet and 8 Computer Drive have opened, and most feedback is positive. 15 Computer Drive will be opening October 13th. Binghamton is opening Monday. Offices can only be at 50% capacity. Binghamton will be piloting a part-time return. If it goes well, NYSIF will consider offering this to other offices. Mr. Dubofsky feels a 20% in-office schedule option would get a large response. Ms. Carroll queries PEF on member complaints. Ms. Czachorowski reports out that there have been no recent legitimate member complaints regarding re-openings.

PEF continues to advise members with concerns to also report those via NYSIF's Covid-19 email.

Mr. Singapura asks whether the Covid-19 mailbox is getting a lot of email. Ms. Carroll states it has a constant flow. Mr. Meister asks if those taking temperatures are trained and if they know how to handle a fever reading, etc. Ms. Carroll advises that they are trained. If an employee has a fever at home and cannot report to the office, they will be allowed to work from home. If someone is sick they should not be working in the office or at home.

PEF again thanks management for their willingness to meet monthly to discuss and resolve mutual concerns 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?

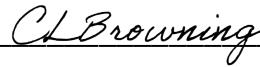
- Does NYSIF have to cut their budget due to the pandemic/NYS budget deficits?
- Since NYSIF is off budget, are we exempt from layoffs?
- Does NYSIF foresee any layoffs?

- 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?



10/26/20

Cliff Meister, NYSIF SWLM Co-Chair



10/27/2020

Charles Browning, PEF SWLM Co-Chair