

PEF Statewide Labor/Management Meeting

Via MS Teams

1/21/21

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

1.) Minutes – Prior minutes have been approved and posted on NYSIF intranet. PEF thanks Management for continued quick turnaround.

2.) Next Meeting - PEF proposes 2/25/21 and 3/25/21~~20~~ at 9:30am to address pandemic concerns, and 4/29/21 at 9:30am for a full 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.) Statewide Staffing Levels –

a.) CSR 1 Staffing levels:

Buffalo is down 2 CSR1's, White Plains is down 3, Long Island is down 3.

- * PEF asks if any of these positions will be filled.
- * PEF asks what NYSIF's plan is with respect to movement of cases around the state, ie, LT, pension, NYS cases, & safety group cases.

There have been four recent CSR2 promotions in Albany and Syracuse.

- * PEF asks if the remaining CSR2 openings posted will be filled.

There are CSR 1's positions posted in Buffalo. Mr. Meister believes this is for as many as 5 positions. Claims Management is constantly reviewing case levels and are being proactive with staffing levels.

RE: White Plains, Mr. Meister advises they are adequately staffed, especially since they will be transferring Safety Group cases this year

RE: the LI office, Mr. Meister advises they are down 4 people according to metrics, but Safety Group cases are moving to Syracuse, and those staffing levels are expected to even out. LI is actively moving 2,500 SG claims (lost time), and WP about 1,300 cases to Syracuse. Syracuse may be on the plus side, but these case transfers will serve to even out caseloads. Mr. Singapura speaks to Covid-19 cases and hospital cases in relation to LI office. Mr. Meister advises that LI is positioned to handle current influx, LI is not receiving new SG cases.

Things are very fluid. Staffing levels are reviewed regularly at the statewide level, but individual caseloads levels must be examined regularly at the office level. Keep this item on the agenda.

b.) ITS – Staffing – SSA staffing.

- * PEF requests a status/update on SSA staffing.

Ms. Carroll advises that levels are actively being reviewed. Since SSA's can often work remotely, that factors in.

c.) PHS Auditor staffing –

- * PEF queries if additional PHS Auditors are needed as PHS Underwriters were assigned to do temporary PHS Audit work.

Ms. Carroll states that Mr. Mullen confirms it was a temporary situation. Ms. Gujral further states that staffing levels are adequate and this was a result of a Covid-related backlog.

5.) Reintegration & Telecommuting –

Effective 3/15/20 & 3/17/20 temporary telecommuting where possible was directed by the Governor. On 12/23/20 it was again extended to 4/2/21.

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 many benefits including better focus, increased production, general well-being, and overall improved mental health while telecommuting.

PEF appreciates NYSIF reporting out at this forum, and their on-going updates via NYSIF email, NYSIF intranet, and other communications with PEF. PEF seeks to continue to work with NYSIF on safe reintegration.

a.) Office air concerns:

PEF awaits a list of all building's Make/model of HVAC system. NYSIF reports this was provided to GOER, GOER has yet to provide to PEF.

PEF Health and Safety recommends increased air changes at a rate of 4.5 ACH or greater and MERV/MERV 13 filters where possible.

- PEF requests Mr. Shawn Bobb, our joint SWH&S PEF rep, attend our 1/21/21 meeting to present PEF's recommendations and goals on air quality. PEF also requests NYSIF present with similar guest for dialogue on this topic.

Shawn Bobb speaks to Air Handling System concerns: Ventilation is crucial, as indoors is the worst place to be. PEF seeks to understand what NYSIF is doing in relation to the MERV level filtration and air changes. PEF is looking for 6+ air changes per hour. When are the units running? PEF would like to see them running before employees arrive.

Ms. Carroll and Mr. Angelo advises that experts have been contracted to provide maintenance on these systems and that they are complying with recommended industry standards, servicing schedules have been increased. All building HVAC systems (NYSIF owned versus leased) are being serviced/maintained. There may be multiple air handling systems (server rooms, etc.).

b.) Telecommuting:

PEF seeks to work with NYSIF on implementing an agency telecommuting program, one that would include full-time telecommuting.

It is advantageous for NYSIF to have a telecommuting agreement in place:

- For when the statewide temporary telecommuting policy ends,
- in the event of another surge in Covid-19,
- in the event of any other disaster to come, statewide or local.

NYSIF's proactive approach to telecommuting at the start of the Covid-19 pandemic is what made our telecommuting imminently successful. PEF urges NYSIF to be proactive and agree to an agency telecommuting program.

PEF SWLM submitted a written Telecommuting Program to NYSIF on 12/17/20 for their review and implementation.

- PEF asks if management has had an opportunity to review the submitted draft and is interested in managements input.

Ms. Carroll states that the agreement is being reviewed and management continues to discuss it. Managers and departmental heads will be consulted.

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 workflow.

- 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 -**

- NYSIF Financial Business Plan – PEF requests NYSIF's business projections for the agency.
- 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?

8.) Employees reporting to a closed office – Rochester and White Plains offices remain closed.

- * PEF asks if there are non-ITS employees who are reporting to work in closed offices.

There is a strict protocol for entering offices. The Covid-19 mailbox needs to be emailed, prescreen, take the return to office training, cleaning still continues even though no NYSIF employees are in the office. Mohan speaks to the rigorous process for entering the office.

PEF requests NYSIF bring concerns, issues, and anticipated changes to SWLM for input prior to implementing. Thank you.

 02/08/2021

Cliff Meister, NYSIF SWLM Co-Chair

 02/08/2021

Charles Browning, PEF SWLM Co-Chair