

are being addressed quickly and the processes are working well.
 focus has been on replacing staff lost through attrition. He added that the requests to "back fill"
 Mr. Meister informed that he knew of no targeted areas for hire at this time and that much of the
 Ms. DePasquale asked if there are any plans for hiring in targeted titles or specific departments.
 Care Representatives throughout the Agency.
 4) Staffing Levels - PFF seeks a status update on staffing levels and on the hiring of Medical

Meeting held throughout the State.
 3) Local L/M Meetings - PFF representatives reported the status of Local Labor Management

2) Next Meeting - Thursday, October 8, 2015 @ 10am

1) Minutes -
 It was agreed that minutes of the last meeting require revision. Mr. Meister and Ms. DePasquale
 shall amend and sign once revisions are agreed upon.

PFF	
Kathleen DePasquale - Co-Chair	Cliff Meister - Co-Chair
Patty Mason	Patty Albert - via telephone
Melissa Smith	Marilyn Carretta
Cathy Kozlowski	Armin Holdorf
Diann Jones	Lorna Morris
Brian Purnell	Heather Woolfolk
Ken Johnson	Alyce Siegel
Mark Seidner	
Pauline Bowman	
Melanie Rush	
Radhakrishna Mohan	
Milena Pisano-McNally - PFF Field Rep	
MANAGEMENT	

NYSIE DIVISION 240
L/M MEETING MINUTES
 199 Church Street, New York City
 Date 7/16/15 @ 10am

PFF expressed that CSRI members are frustrated and struggling with case their current case loads and prioritization. They also report that there has been an increase in the number of counseling memorandums issued and they feel this is resulting from inadequate staffing and too many priorities.

Mrs. Pisano-McNally indicated that employee morale, particularly in the NYC Offices, was low and there is a great deal of frustration. She indicated the number of counseling memo's relating to late payment of awards and penalties and related issues rose from 1 or 2 a month to 6 or 7.

Mr. Meister stated that counseling is never meant to be punitive, but both sides acknowledge that good employees who try hard to do a good job feel punished when it happens. A general discussion was then held agreeing that communication between supervisors and CSR's is important. Mr. Meister noted that supervisors went through Management 101 training and that they are supposed to do verbal counseling before written counseling, unless the acts are egregious. Ms. Siegel agreed with verbal first and that it should proceed straight to written only if it's a huge award or very big mistake.

5) Case Manager Subcommittee - PFF seeks an update on the status of the Case Manager Job Shadowing Project.

Mr. Meister said that we had 43 CSRI employees shadowed and now has the spreadsheet with all the information, but the Committee wishes to present it in a format that was easy to read and decipher.

Mrs. DePasquale prepared the report to show percentages and most frequent responses and everyone thinks it looks very good. Mr. Meister shared it will Bob Sammons and Joe Nolte and they are going to look into where we can go with the information. Ms. DePasquale indicated that it is not wholly complete; there is one page left to be added. She believes the whole process was an eye opener and that there are definitely things we can do to assist case managers in their everyday workload. She will be sending the report to Mr. Meister and would like to set up a meeting for the whole committee to determine, now that we have the report, where we go from here. Ms. DePasquale will be sending the results to the L/M Committee and we can relay that fact to our members. This item will be renamed "CSR Workgroup" for future Labor Management Agenda's.

6) Incentive Weather Mrs. DePasquale stated that PFF is removing this item from the agenda as all requested forms were submitted, but the request was denied by Mr. Mullen. All options are now exhausted.

7) Telecommuting Subcommittee - (workgroup) - PFF seeks to incorporate supervisory feed back forms into the Telecommuting Program. Mr. Meister stated that during the Pilot process, PFF expressed that they want to be able to show how effective this program is, especially given E088.

They indicated that they had had initially agreed to give it some time before asking for additional time or titles, but would like to consider bringing those things back to the table once we get some results from our first year. Ms. Pisan-McNally wanted to make it clear on the Matrix that Labor's position is that we need to evaluate and then expand this program. Mr. Meister and Ms. DePasquale agreed to look over the old form that was used during the pilot for supervisory feedback and discuss further.

8) Equipment: VDI boxes, OKI Copiers - Ms. DePasquale asked for follow up on the VDI boxes and Mr. Purnell indicated that they have been removed from his office. Ms. Jones has Underwriters who are using them and they have no current issues. Ms. DePasquale said that the Syracuse office staff has voiced some concerns about the screens blacking out - they are afraid that they will lose information as the system randomly locks up. Mr. Meister advised that he had heard from Laurie Endries and Steve Nelson on the issue and that they are aware of the problems and are addressing issues as they may come up. If there are still issues, employees need to let the help desk know.

Ms. DePasquale discussed the fact that the copiers are awful. The machines are not user friendly, they are noisy, often do not work at all, they jam (all the time - everyday), when a repairman comes to fix one machine they will not work on any other broken machine because they do not have a service call on that one and when they do break down, it takes weeks or months to fix them. Management acknowledged that there are problems that exist.

9) 511 - PEF requested that 511 on the internet be reinstated or employees be provided internet access to that site.

Mr. Meister stated that he was still following up with IT on this request. Mr. Meister will continue to following up on this.

10) FIS - PEF seeks update on the situation where forms are printing with employees full name.

Mr. Meister requested specific examples. He still needs more information for ITS. Ms. DePasquale will (again) send more specific examples.

Other Business - Cathy Kozlowski reminded Mr. Meister that the employee PEF Holiday information is incorrect. Ms. Siegel said that she is going to speak to Joe Mullen and that they are working to get this corrected.

Minutes taken by Pauline Bowman, PEF Division 240, Secretary

Kathleen DePasquale
Kathleen DePasquale, Co-Chair PEF
CHH Meister, Co-Chair Management.
11/16/15