

Labor Management Meeting

9/21/04 10:30 A.M.

9th Floor Conference Room A, OCP

Meeting called by:

Type of meeting:
Labor Management

Facilitator:

Attendees:

Management:

PEF

David Avenius	Rosemary Albano
John Arena	Kathy D'Arminio
Mary Margaret Cronin	Richard Fletcher
Richard Daugherty	Marion Fox
Mark Diefendorf	Diane Hart
John DiPalermo	Joe Kost
Bob Morris	Roseanne Lewit
Keith Reichelt	Lenny Mangano
Dan Romero	Margaret Palange
Rick Sacco	Mike Saxby
Alan Seckular	Steven Schwartz
Gloria Toal	Jane Schwartz

----- Agenda Topics -----

Centralized QA

Caseload Projections Statewide

CDR OT Policy

Performance Evaluation Standards

Update on PIC's

Analyst Tools

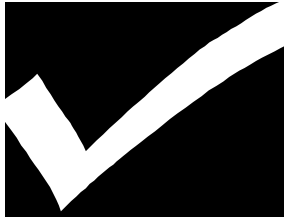
Update on SSA Proposal

Status of Scanned Releases

Feedback on Statewide Town Meetings

Other Information

Minutes of 6/8/04 have been approved by PEF as written.



Labor Management Meeting

9/22/04

9th Floor Conference Room A, OCP

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----- Agenda Topics -----

Centralized QA

Discussion: *PEF would like an update regarding case selection and action taken in Albany and feedback to PC Analyst staff*

Roll out has been completed, full intake is taking place. Several areas of concern are being addressed, one being consistent review. Training is taking place to address this issue. Write backs need to be clear and concise. Tracking is also being addressed. Tier 1 cases have been chosen for review. PEF has a concern over peer medical consultant review. Management will review the issue.

The West Point Quality Conference was reported as successful with energetic and enthusiastic participants. The goal was to produce a quality product and introduce tools such as checklists.

Conclusions:

Action items:

Person responsible:

Deadline:

Caseload Projections Statewide: Attrition of Analyst Staff

Discussion: ***PEF would like an update on the NYS caseload, including any out of state workload and the impact of the attrition of analyst staff on the distribution of cases, and status of new hires.***

Management stated that the attrition issue is under discussion with SSA . It is estimated that without Aedib we will require approximately 68 additional analysts, with introduction of Aedib, up to 90 additional analysts may be needed which would realize a total of 158.

It was agreed that PEF representatives would formally contact SSA officials to share their concerns regarding staffing levels. As a contingency plan, pending future hiring, management indicated it is possible that we may consider requesting overtime for existing analysts or bringing back retirees for part time work.

Conclusions:

Action items:

Person responsible:

Deadline:

CDR OT Policy

Discussion: ***PEF does not agree with CSEA employees doing analyst functions. PEF would like to know the policy for security on OT.***

PEF indicates that CSEA employees are doing PEF unit work. Management indicated the tasks described by labor are clerical and appropriate for CSEA staff. PEF does not believe these tasks are clerical. Management requested PEF to supply specific information regarding CSEA staff ordering CE exams and will correct this problem if the information is verified. DDD policy is not to give analysts work to clerks. Management will discuss possible non overtime use of clerical staff for initial actions with PEF should it be proposed as a routine occurrence. Binghamton expressed concern that there is no security for overtime on weekends. Management stated that they understand the concerns and have arranged for weekend coverage and in addition are pursuing 24/7 security through OGS.

Conclusions:

Action items: PEF will submit a document outlining their position.

Person responsible:

Deadline:

Performance Evaluation Standards: Analyst II & Medical Review

Discussion: *PEF is asking for input in the changes in evaluation standards.*

PEF would like to continue discussion on evaluation standards for analyst II's and Medical Review. It was indicated analysts are receiving an attachment to their evaluation which provides quality numbers. Management stated that quality factors on the evaluation would not be used as a sole basis for an unsatisfactory evaluation. At PEF's suggestion for a workgroup to review this issue, management proposed 2 PEF representatives, a representative from Operations, and the Director of Program Integrity, meet to discuss this situation and formulate a proposal.

Conclusions:

Action items:

Person responsible:

Deadline:

Update on PIC's

Discussion: *PEF would like feedback on statewide PIC meetings findings.*

PEF is concerned that Central PIC may have agenda items which should be considered as labor management concerns. PEF requests that if the PIC committee formulates policy that affects PEF members, PEF will have an opportunity to discuss with management.

Conclusions: Both the survey and results will be discussed with PEF leadership prior to dissemination.

Action items:

Person responsible:

Deadline:

Analyst Tools for Processing Electronic Disability Folder

Discussion: *PEF would like to table this item until the next Council Leader's meeting in October.*

PEF asked if there are plans to enhance Dragon voice recognition software. Management requested that individuals using the software report any deficiencies to systems staff. Management stated that they continue with plans to expand the availability of telephone headsets, pilot results in PC3 are positive. Management is also exploring the availability of enhanced mice, and upgraded phone sets.

Conclusions:

Action items:

Person responsible:

Deadline:

Update on SSA Proposal

Discussion: *PEF would like an update on the Aedib rollout*

Management indicated that there is no agreement on a specific date for implementation of Aedib in NY. The implementation of Aedib will be at PC3 in a small and controlled environment. Business processes remain the same. Systems indicated that we would be using the local repository model of Aedib rather than utilizing the Baltimore computer center. SSAs review of Aedib in South Carolina shows questionable results. There has been reduction in receipts after a six month period. Staged cases have increased dramatically. There are indications that PPWY has declined. Scanning needs has proven to be an additional workload.

Conclusions:

Action items:

Person responsible:

Deadline:

Status of Scanned Releases

Discussion: *PEF would like an update on keeping the releases active for as long as the case is active.*

PEF requests that scanned releases remain active as long as the case is active and the policy be uniform across the state. Management indicated that based on an increase in CDRs, disc space was not available to accommodate labors request. However, at the present time, releases will remain active for 150 days. This policy is uniform across the state and allows for ACP Coordinator overrides. PEF requested that the supervisors continue to have override capacity.

Conclusions:

Action items:

Person responsible:

Deadline:

Feedback on Statewide Town Meetings

Discussion: *PEF would like feedback regarding the meetings.*

PEF expressed their reaction to Town Meetings. Buffalo requested increased visibility of attending Central Office staff. Jamaica requested increased visits. Albany requested introduction of attending staff. Binghamton expressed positive reaction in their written letter to the Deputy Commissioner. Manhattan requested additional visits to reinforce credibility.

Conclusions:

Action items:

Person responsible:

Deadline:

Statewide Vacation Policy

Discussion: *PEF would like an update on policy guidelines for next year.*

PEF requested that a uniform policy be administered by May '05. The Deputy Commissioner indicated a uniform policy would be issued by the end of January '05.

Conclusions:

Action items:

Person responsible:

Deadline:

Other Information

Next Meeting – December 14th