

# SEIU 1199-BWC APC Meeting Minutes

March 7, 2022

- Introductions

**SEIU/1199**

David Scott

Ann Halpin, Canton SO

Teresa Stephens,

Pat Johnson, Cleveland SO

Kelly Hopkins, WGB

**Management**

Rhonda Bell

Jerry Anderson

Mike Berger

Mary Charney

Krista Downs (Minutes)

- **DMC/Nursing Staffing Levels**

The union stated management sent an email asking DMCs to provide a list of work activities that could be either eliminated or performed by someone else. The Union members were concerned by this email as it appears to be seeking to eliminate work based on being short-staffed. The Union feels management should hire more DMCs, not eliminate/reassign work. The current DMCs feel they need additional help to continue performing quality work. The Union questioned what additional information management needs to support their request. The Union stated in the past they have conducted time studies and work groups that should support the hiring of additional DMCs.

Management stated that over the past couple of years, there has been a statewide hiring freeze and the overall claim counts have decreased. Management explained the purpose of the email was to determine if there was work that was administrative/clerical in nature and could be reassigned so the DMCs spent their time more wisely. Management explained that CSSs were given the same opportunity, so DMCs/nurses were not singled out.

The Union asked that management provide a detailed plan regarding the DMCs by the next APC meeting. The Union stated that if management is unwilling to hire, the limited number of DMCs will be too low to support the agency's mission, vision, and core values.

Management stated the Claims Services Division currently has 25-26 nurses on staff. Three have resigned/retired in the past year. Management is not currently planning to post any new nursing or DMC positions. Management stated the BWC is meeting the needs of its customers at this

time. If/when more nurses and/or DMCs retire/resign, management will reevaluate and post positions as they see fit. Management ensured the Union that they meet regularly with the nurses and are in regular discussion with the DMCs. Management will continue to monitor and evaluate the workloads vs. staffing levels and will ensure the needs of the customers are being met.

The Union stated concerns regarding the CAT Nurses. The Union recalled that nurses from Claims Services were asked to assist the CAT Nurse Team during the pandemic due to them being short staffed. The Union asked whether this would continue. Management confirmed there is only 1 Claims Services nurse who is currently assisting the CAT Team. Management stated this employee will not be asked to assist the CAT team much longer.

- **Removal from Work-From-Home**

The Union requested a list of the exact criteria that must be met in order to place an employee on Physician's Verification (PV) requirement. The Union stated there are concerns that this practice is arbitrary, punitive, and inconsistent.

Management advised the criteria for being placed on PV requirement can be found in HR Memo 6.03 (Physician's Verification Policy). Management clarified that supervisors should be contacting Labor Relations prior to placing an employee on PV requirement so we can ensure the process is consistent and that any mitigating factors are considered.

- **Psychological EOD Audits**

The Union stated nurses are being required to use a generic set of questions and to input those questions as a note in the claim when scheduling a psychological EOD. The Union questioned whether any nurses were involved in developing those questions. The Union stated they feel this requirement is unnecessary.

Management stated a supervisor developed the questions. Management explained they developed the template for nurses to use when inputting the note to make things more consistent. Management stated if the nurses have recommendations for changes/edits to the template, they will be taken under consideration.

- **COVID-19 Return to the Office**

Management addressed the Union's questions regarding returning to the office amid the pandemic. Management confirmed the agency is following the Ohio Department of Health's guidance regarding quarantines if an employee is exposed to or contracts COVID-19. Management stated the BWC will continue to operate under the guidance from ODH and will make changes and update requirements as necessary.

Management stated employees who are not able to report into the building due to COVID-19 or any other illness will be required to call-off and use their available leave balances. Management

stated employees who test positive for COVID-19 may still remotely work on days they are scheduled to do so, provided they feel well enough.

Management also advised that teleworking/remote work is not a substitute for childcare/elder care. Management stated employees are expected to have arrangements for their dependents during the workday.

- **Teleworking Policy**

Management confirmed that the Weather Emergency policy will be updated to allow employees to work from home/remotely when there is a Level 2 or Level 3 snow emergency declared in the county they work, live, or travel through to get to work.

- **CPI Policy**

Management stated there have been multiple CPI policy violations recently. Management stated the level of discipline for these types of violations are suspensions and/or removals. The agency takes these types of violations very seriously. The CPI/Sensitive Data policies are being revised to address some recent concerns. Management wants to remind staff that employees must have a business justification to send CPI to anyone, inside or outside of the agency.

Management stated employees should never send emails containing CPI to their personal email addresses, nor should they be printing off materials containing CPI at their home offices.

- **Additional Concerns**

Computer Monitors: The agency is giving every employee three (3) monitors and a laptop. It is the employee's choice whether they want 2 monitors at home or in the office.

Performance Evaluations: The Union was contacted by a member who believed her performance evaluation was not accurate. The member was given a Below Expectations rating, however the criteria for the evaluation wasn't correct. Management stated they were aware of the situation. There is an appeal process for performance evaluations, and management stated the employee had that option available to her.

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Rhonda Bell  
Director, Employee & Labor Relations

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David Scott  
SEIU/1199 Delegate