

SEIU District 1199 WV/KY/OH
 State of Ohio Chapter
 Agency Professional Committee Meeting Minutes

Department of Health
9/17/19

Attendees

Union: Christopher Binder (HCFS), Angela Ball (HCFS), Heather Searfoss-Allaire (PHC), Josh Norris (VP), Geoff Davies (AO)
 Management: Elaine Stewart (Labor Relations Administrator), Kate Nicholson (OCB), Jaime Erickson (Human Capital Management Administrator),
 Rebecca Sandholdt (Bureau Chief), Jill Shonke (Asst Bureau Chief)

ITEM	DISCUSSION	ACTION/Consensus
<p>Management item 2020 Field Surveyor Vacation Canvass - Procedure</p>	<p>Seniority roster went out. Credits reviewed. Review windows for canvass. Last year was a lot in two days. This time phone call/form will be first day. Feedback and approval on second day. Those on leave – let them pick times of what’s left, then follow up with the normal review. FAQ included.</p> <p>New hires and probation – hours not in bank yet. When will be credit so can take? Has to be in bank at the time of the canvass. Can’t take the full forty.</p> <p>Why start September? Early shorts some of us. Less accrued time – it was late last year because of contract negotiation. Not good for those taking time in January etc. October is not too early not too late to plan.</p> <p>Anyone vacation at time of canvass can submit form before/early. Form will be sent out this or next week.</p> <p>What are the numbers – for minimum staffing? 11 per day. 44 a week. There are many variables. We have wiggle room. We would like to bring certainty to new people rather than string them along with indications it could increase. We had 112 surveyors in ??? quadrant (for LTC) Aug 2016, 118 in 2017, and 151 independent LTC surveyors in Aug 2018. June 2016 CMS was 14.9 average for nursing, 2019 it 13.5 and the CMS goal is 12.9, which means we’re just off it. Our CMS number has gone down, our # surveyors going up. But the number is still 11. When and how will this improve? What do we have to do?</p>	<p>Web call on 25th – will run through then also.</p>

	<ul style="list-style-type: none"> - We need to get to CMS standard, look at how many people we have and how many complaints & surveys <p>When we had 112 it was 11, now 20% increase in surveyors.</p> <ul style="list-style-type: none"> - But when you add non-LTC the numbers aren't that different. We have to get to 12.9 CMS standard. <p>Canvas in October – will it be October every year?</p> <ul style="list-style-type: none"> - Open to it. We got complaints too late last year. We can adjust for next year but we would like consistency. Both side. Also make sure we understand that <p>Hours have to be available to use it? Now, or future/at the time? For example, in November I might have the hours that I can then request the next year, but I'm just short of this year.</p> <ul style="list-style-type: none"> - Discussion on being able to take three weeks but can't bc and whether the intent of the language was that leave available on your paycheck should be included in this canvass as they are separate pieces of language in the contract. <p>Be aware of canvass dates when putting in quarterlies – puts a constraint on what you can canvass for.</p>	
<p>Management item Feedback requested on LOA regarding Vacation Scheduling – what do we need to do about being able to use comp time during quarterly review.</p>	<p>U: If comp time will have no impact on the number of vacation slots then okay, but if it does....</p> <p>M: We don't care which leave is used, we just want the 11 minimum staffing maintained. We want to keep things moving.</p> <p>M: what do you suggest, can't be the same as everybody else because you're unique.</p> <p>U: we said vacation, in good faith. But somewhere along the line comp time am into it. How can we say okay to fight between the comp and vacation?</p> <p>M: how do we get to a place where use comp time but maintain minimum staffing.</p> <p>Allows us to switch comp time to vacation time – lets me save my vacation.</p> <p>M: but that doesn't fix the issue.</p> <p>U: Suggestion of buyback – discussion but ultimately what is the benefit? Could have taken the money at the front end with the OT.</p> <p>Comp time and vacation were grouped together before. We had to fight to secure slots on vacation. But now we feel we have to give something up no when it comes to comp time. When now we finally have vacation, now comp time is an</p>	

	<p>issue. Feeling is the need to resolve this based on the stress on urgency of the vacation issue previously but the other way.</p> <p>Comp time cashes after a year. What if we take it further and say I can cash it out four times a year, worth exploring? It's a benefit we don't have. FLAS says Comp and CBA that says vacation. Trying to figure it out but it feels like a manufactured problem.</p> <p>M: It's a problem, not manufactured.</p> <p>U: baby step of switching comp and vacation. No yearly vacation canvass. But quarterly requests – I get approved, then I can switch to comp time?</p> <p>M: if there's available slots coming up to review time you could take comp time?</p> <p>Option of switching back and forth</p> <p>Option using comp time to hold their vacation time or the yearly canvass</p>	<p>Agreement to table this for now since agreement can't be reached. Impetus from risk of arbitration for both sides. Kate Nicholson -</p>
<p>-Mandated OT</p> <p>The policy of following the OT list when assignments needs to be scheduled, i.e. moving to the next qualified person on the list if someone is not on the clock or unable to be contacted via email or work phone. If a person is scheduled off they are not able to be mandated they would remain on the list for the next mandated assignment.</p> <p>-Mandated OT</p> <p>If there is another surveyor in the facility working during the week scheduling should not be mandating surveyors on the weekend, unless information to be investigated is appropriate</p>	<p>M: This is an open grievance. Advisory from mediator was that U would not persevere.</p> <p>U: issue: surveyors have been contacted on personal phone when off to be told to check email bc being mandated. Nowell said you can do it but language needs to be more offering than ordering. Mandate is an order, implication of discipline if refuse. Question here is what your practice is. If someone is on sick leave or vacation do you still contact them for mandate? Yes. Why? Why not go to next?</p> <p>M: We're not limiting ourselves to the work phone. We would say you're being mandated check your email. Nowell said to offer, basically OT.</p> <p>If someone picks up the personal phone and says no thank you could they be disciplined?</p> <p>Could be.</p>	
<p>Mandated OT</p> <p>Scheduling surveyors in the intake department for one day to give feedback on intake process, per the 8/14/19 settlement</p>	<p>Grievance mediation referred this to APC to open communication.</p> <p>M: Nowell determined there was no contract violation but that's not to say we won't discuss best way.</p> <p>M proposal of a focus group, up to four.</p> <p>U: Anything that improves communication between compliant intake and field surveyors.</p>	<p>Would have to be taken back to grievant. Next couple weeks, Friday 27th September. Union make proposal of participants.</p>

<p>Mandated OT Complaint team? Per Audit</p>	<p>M Rebecca Sandholdt: two individuals have been selected to work on the concept and engage surveyors on suggestion for what a complaint team would look like. Phase one of this was 2018 Complaint Template. This is phase two. U: Who are the ODHU – Sherry Adler, Danielle Hutchinson (LTC surveyors) Timeframe: year long project. Just started Thursday. What are the steps or benchmarks through the next twelve months? M: They are the lead of the project, if they find something feasible, they can roll it out. It's not a 12-month report, they have to report monthly. U: They are still surveyors, in the union, but they are leading this effort. They are in charge of the concept. What direction have they been given? What is their mission, the hypothesis? M: they are working of previous pilots, the Auditors report, and phase one. Bottom line question is what the best way to schedule the complaints, where when how etc. Haven't really sat down to formula parameters because just started. It is experimental, see what comes out of the process.</p>	<p>Make this a quarterly item agenda.</p>
<p>RCF OT being offered to less senior surveyors, not per contract</p>	<p>Offered to less senior qualified. M: Previously agreed because RCF is the only thing entry level surveyors can do. Because of that they get first bite of the apple. And overflow gets put out to general population. Been doing it for three years.</p>	<p>Josh Norris to follow up internally.</p>
<p>Years ago, there was a dress code for surveyors. It can't be found. Is it still enforced, and if so, are there any exceptions?</p>	<p>It in Resources > ODH > Directives > Agency wide > standard of Appearance. If this is not in place then no SEIU member can be disciplined moving forward for non-compliance. General provisions – exceptions may be made with advance approval according to conditions – safety shoes, not dress codes because of damaging agents, life safety code. We can address areas where this is not compliant.</p>	<p>Management will ensure clear guidance.</p>
<p>How come all male surveyors have been solicited and trained to survey abortion clinics, but none have been solicited to survey maternity licensing.</p>	<p>M: Abortion is ambulatory surgical facilities, not specifically abortion clinic. U: Even if part of the larger area, concern is curtailing experience that could be gained from maternity surveying. M: there was a solicitation put out to all male & female LTC to see if anyone had an interest (May 2017) in training that has labor and delivery experience. No response. U: Because no guys have L&D experience. It led to men self-selecting out. What can we do to gain moving forward? M: contract page 206 says based on relevant/related experience as determined by the employer. U: S how do we get that, also the care type is the same.</p>	<p>Management can go back and address the process of making the training accessible. Process has changed since 2017. No intent to exclude men. Previous direct experience would not be a defining requirement. There is a commitment to diversity.</p>

	<p>M: We can put out opportunity for training and when they do they go to all. So next time for maternity and licensure it goes to everyone. IS there anyone who is interested who ahs been denied the training? No because they've self-selected out because they don't have the experience.</p>	
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Organizer item: Schedule for orientation of new hires. Columbus and others.

- Payroll would send it to the organizer. Its quarterly for surveyors. Every other week for set orientation, and occasionally week in between if a need,
- Surveyors – Cathy was there for the June class.