

SEIU District 1199 - State Chapter
And
The State of Ohio Department of Mental Health and Addiction Services
Licensing and Certification Agency Professional Committee Agenda

October 11, 2023

Jodie Snider, Bureau Chief (Licensure and Certification)
Laurie Spolarich, Labor Relations Administrator
Joshua Copper, Labor Relations Officer

Chad Lee, ODMHAS Delegate
Geoff Davies, AO

Old Business:

1. Training of new surveyors and supervisors (form a committee).

Union would like training to be done by supervisors. Surveyors doing it mostly. We propose a joint committee to develop a training curriculum to ensure surveyors are not doing bulk and they get a comprehensive

Mgt: Supervisor have handbook, policies and procedures. Electronic docs guides in teams. Onboarding tool. Teams channel.

Veteran surveyors doing bulk of training – tools, onsite surveys, questions etc. Onboarding doesn't cover everything. New surveyor needs. Job shadowing? Its observation, not on the job training. Complicated positions. Cant just who them in and they get it. Led by supervisors including supervisors going out and teaching.

Manual we use, step by step.

JS: four weeks training manual. Week one is rules. Week 2 is going out with supervisor to provider types. Then send out with surveyors or by self. Supervisors always available. If surveyors are going to. Theres never an arrival.

Laurie: is there a structure. Written out? Its an excel sheet, surveyor checks dates and supervisor double checks. Surveyors and supervisors meet one to one, ongoing. Same of new or veteran. The onboarding sheet.

30 day period. All tasks completed by end. The supervisor does the survey with the new hires. Hospitals have OJT. This I similar, but we'll take opportunity to send them with current surveyors doing particular surveys.

Urgent issues need to be calls, text, teams chat to supervisors. If not getting, go to next supervisors. Laurie we can put out an email outlining that.

Chad, when I get complaints, I'll go to Jodie with it. Our surveyors are not comfortable doing it.
Laurie: sure and we'll follow it up.

What is it about this that does not meet what we need? Primary issue is that surveyors are doing it more than supervisors. Idea of committee is to get to supervisor what it is that new surveyors need.
Multidisciplinary where surveyors giving input to the program to make it more comprehensive.

Onboarding is fine, just need more than that.

One-to-ones do that.

Josh: lets look at the onboarding list and see what can be improved.

CL: I didn't even know that existed. I didn't sign of on stuff when I started.

Outcome: put out the list etc. for surveyors to give input.

Jodie: can make it an electronic form with sign off.

Input and feedback component? Yes will do that.

2. Staff Safety Policy (Policy created?)

Something was put on paper?

JC: a policy already exists. What we sent out was the procedure for the working alone policy. Not attached to the procedure because that's state wide.

3. Work Logs (Updates) & Work Group (Timelines)

Worklogs were about how to improve service and timelines. Here to stay it is clear. What have we learned that is helping us? Other than being an accountability tool, what have we learned to improve services.

Josh: its an accountability tool.

Chad: right but wasn't put out as that.

Joel: we've learned that some surveyors have "unofficial" turnaround times. Some staff take that and wait for the X date. One of the things. Also, some have opportunity/capacity for more assignments and some have none. Helped to address new assignments across. Also, turnaround times, identifies a coding issue with provider. New releases have led to those turnround shortening. Now we can address surveyor turnaround times.

Workgroup: it was concluded. Meeting discussed the findings with the entire division.

When was it out? All staff meeting (that Chad missed). Can we have it? Is it available?

Can we get a copy? Its not a narrative, it raw data. We moved with each of those pages with surveyor in the meeting. Not designed as a summary.

We can have a copy. He purpose is to improve things, so that's the reason to look at it.

4. NARA Update

Had this on last meeting but no budget yet. So now budget passed money there for us to participate?

How will that work? Timeline, structure, getting surveyors though.

Jodie: That project was not funded for this year, doesn't mean it wont happen but means I have to find other money for it. Funding source needs to be identified, plan is still there but nothing to move it yet.

New Business:

5. Vacation Leave and Minimum staffing (50%)

Coming up to holidays. Surveyors concerned about leave being denied around the holidays. Got calls after staff meeting that vacation will be given out fairest way possible which led to speculation that it wouldn't be by contract. All supervisors do it by contract, first in first out then seniority then following minimum staffing at all the sites.

Is that 50% minimum still in place? E.g. Friday after thanksgiving isn't a busy day, before NY etc. do we really need to stick to 50% for those holidays? 50% per regional office?

Josh: yes, still staying in place. Because emergency surveys might come up requiring two people. Those are more likely to happen.

6. Current vacancies (Why is it taking so long to hire a Complaint Surveyor)

Complaint surveyors saying very busy. Vacancy still not filled.

Josh: 18 interviews for all four vacancies. Initial posting candidate turned it down, delayed. In process now. Four positions. Sheila's position is the fifth position, we will repurpose that as regular surveyor not sure what location.

7. State budget (New positions)

Any money for new positions for surveyor positions?

Updates to come.

8. Office temperatures and unpaid return home for North Coast surveyors.

Recognition of allowing members to go home if too cold/hot. Extremely cold during summer and winter. Only issue is told its not worktime so not paid. Its worksite to worksite, should be paid. Some have to use breaks. Don't feel its their responsibility. Agencies responsibility to provide safe workplace. Understand out of your control, but this part is in your control.

Josh: they can go to a different work location in the hospital. This was accommodation. If they would rather not do that, they can commute home. If they don't want to, they can just go somewhere else in the hospital. At NPOH it's a standalone building. The real issue is second and third shift staff who leave the doors open. Night staff come in and out and leave the door open. Othe relocation is a hospital on the hill with conference rooms. Its their choice to go home or we can find them another place to go.

10. Travel

Sarah Foshay, complaints surveyor having to drive across the state to conduct a company survey because workloads of surveyors in those areas. Sarah is a team player, willing o help out. Asking that whatever work Sarah can take would be work she can do remote vs having to drive from MI to Youngstown for example. Very long drive, results in OT. Often not an emergency survey> Supervision makes that call, but if it is instead of paying mileage and OT and inconvenience for surveyor, redistributed other work to enable local surveyor to visit.

JS: those surveyors are doing X surveys as well with immediacy to then having to get them out very quickly. Times that we've asked her have been out of intense need. My concern is Sarah doesn't have as much field base work as much as others. Willing to look at reassigning other work on her.

We have surveyors who routinely go all over the place. We know who has the willingness and hwo has capacity.

So is the expectation to potentially travel the length of the state outside your regular assignment an expectation on everybody?

We have procedure and timelines.

All 30 employees are HQ'd in Columbus office. Everyone is assigned to Columbus.

We have others doing that kind of thing too. It's the paperwork and egregious situation to get it turned around quickly. As Chad said NW Ohio doesn't have that many complaints and she has more capacity. I can change her capacity if you want. If she doesn't want to do the travel someone else does and she can be assigned other duties.

If it becomes a mandatory subject of bargaining good luck, because that's us too.

HQ is Columbus or office, hospital, home is secondary AWL.