Meet and Confer Meeting 12/11/2019, 10:30am

MAPE Present: Kristine Moody, Joseph Sullivan, Nikki Engen, Nic Frey (MAPE Staff) Ann Adkisson, Carolyn Murphy (guest)

Revenue Management: Lee Ho, Alyssa Haugen, Yia Her, Elizabeth Blumberg

Student Loan Debt Reimbursement:

* Carolyn [MAPE]: In late May 2019 we met for supplemental bargaining, DOR showed some interest in SLDR, during the negotiations we came to an agreement to create a joint Labor Mgmt committee. We are here to ask that we move forward with this.
* Alyssa [MGMT]: Management will be forming a team of representative directors, we will be having a series of meetings headed by the CFO initially to discuss the budget impact and look into other aspects of implementation. We plan on having a tentative workgroup/budget statement/impact statement by early 2020. We will plan on reaching out for input from MAPE representatives by 2020. Once implementation/impact/recommendations are put together findings will be sent to senior management for consideration and decision.

No Tolerance Browsing Policy

* Kristine [MAPE]: In 2016 there was mention that the browsing policy was sent to a zero tolerance standard. Are you aware of any changes to the browsing policy in 2016, was there a change made in this year?
* Management [MGMT]: Is unaware if there was a change in 2016, none of them were here in 2016. There was a more recent change to the code of conduct/browsing policy. Some of the language added was to address “extenuating circumstances” so the agency can take other considerations instead of moving straight to discharge of employee. Management still considers this to be a very serious concern, however they thought it was important to take extenuating circumstances into account.
* Kristine [MAPE]: Members want to know if there is any additional definition to what browsing is outside of the definition given during annual training.
* Alyssa [MGMT]: No there isn’t any other definition.
* Kristine [MAPE]: Members would like specific examples of what an extenuating circumstance would entail, are these available?
* Lee Ho [MGMT]: The definition of what constitutes “extenuating circumstances” is written vaguely because there are many varying factors in finding what that could encompass and two instances that look similar could be very different depending on other factors. It is a grey area and it is hard to be specific.
* Kristine [MAPE]: There has been an uptick in browsing investigations per input from our MAPE stewards. We have reviewed 6 cases and the thing that sticks out to her is that 5 of the 6 cases were claimed to be accidental clicks and only one of the cases was with intent.

The punishments for all of these were inconsistent. Our stewards want to know what they should tell members. Where does human error fit into the browsing policy?

* Alyssa [MGMT]: The new language inserted for extenuating circumstances helps address that management has to hold a high bar while providing room to take other factors into consideration. Also human error could encompass failing to follow policies and procedures, which is very different from “fat fingering” into the wrong account.
* Kristine [MAPE]: For clarification, with regards to policies and procedures human error doesn’t fit in, employees aren’t supposed to make a mistake and division policies are followed?
* Alyssa [MGMT]: Policies are meant to be followed.
* Kristine [MAPE]: What tools are we giving to supervisors to ensure that browsing isn’t used as an arbitrary punishment based on whether they favor their employee or not.
* HR supervisor [MGMT]: Supervisor training addresses this by training supervisors on the procedure to deal with browsing, HR staff is trained to ask supervisors questions such as “what was employee working on”, “what would the business need be to access these records”, based on a set of facts generated by required questions and investigation info a decision is made that should be consistent due to the process of questioning and info collected. Also HR having a seat at the table in the decision making process helps to ensure consistency.
* Alyssa [MGMT]: Access audits are completed monthly, if access is made to anything there is no business need to be looking at supervisors look into it further.
* Ann [MAPE]: So it starts with an access audit, supervisor questions employee. What information is the supervisor allowed to give the employee to look into it further? Collections supervisors only give a name, not even a date so the employee can track down the record and determine why they accessed.
* Supervisor [MGMT]: Generally collecting more information beyond that is the function of an investigation.
* Nikki [MAPE]: In collections we field calls, so if an individual enters their social security number incorrectly the collector is in the wrong case. She is unaware of what the internal policy is, and after weeks if a supervisor called and asked why they were in a case she would have no idea why due to all the cases they have to look at. What is the policy? It is scary that some of these mistakes can result in dismissal.
* Kristine [MAPE]: How do we ensure that supervisors don’t use this as a way to bully, who is overseeing this process?
* Alyssa [MGMT]: There should be a difference between honest mistakes especially as addressed with the new language in the code of conduct and the investigation process helps to discern these.
* Kristine [MAPE]: would it be possible to have every division’s policy on browsing in a central location where any employee can look it up?
* Alyssa: No
* Nic [MAPE]: Is it reasonable to address accidental browsing/human error in the policies?
* Alyssa [MGMT]: We would like to look at the language to determine if a change is needed.
* Kristine [MAPE]: Does every Division have their own internal policy regarding accidental browsing.

* Alyssa [MGMT]: I cannot confirm that.
* Kristine [MAPE]: Is there anything to push divisions to have internal policies dealing with accidental browsing?
* Alyssa [MGMT]: These are the kinds of things an employee should know in order to do their job. The assumption is that the directors of each of the divisions should have an internal division policy about accidental clicks/human error.

Policy Request for Leads Review

* Nikki [MAPE]: Every quarter she has a review, numerous collectors have supervisors in different worksites. These reviews are conducted over the phone while the employee is in their cubicle. It involves talking about a lot of personal things with regards to the job and these conversations can be overheard by peers on all sides. The ask is that these quarterly reviews be done in a private location. Division management has been asked numerous times to change this, management has said their hands are tied and there isn’t time/space.
* Lee Ho: Ask Sara Westley first to see if she is aware of this issues and see if it can first be dealt with by the division management before senior management looks into the matter.

Harassment Complaint Procedures – Update

* Nic [MAPE]: Two MAPE members have been working with Alyssa on harassment complaint procedures but they have some concerns about timeliness in implementing changes.
* Alyssa [MGMT]: Margaret Klein has taken over the meetings for drafting the procedures but Alyssa still attends. They came up with a final draft that was sent over to MMB to be reviewed by their general counsel. They will need to have a discussion within Revenue management to make final decisions on the document after reviewing input from MMB. Will want to check with the two members to give input before finalizing document. Feels the document will be a significant improvement over prior one, also there will be a pilot training implemented in February through June with separate training for supervisors and employees. Process is still on track.
* Nic [MAPE]: Have there been any changes implemented that are currently in place?
* Alyssa [MGMT]: There have been changes made to how we are dealing with those situations.
* Nic [MAPE]: With pilot training in January will there be opportunities for employees to provide feedback.
* Alyssa [MGMT]: Yes, also had internal audit team review handling of prior investigations and created recommendations on the process
* Nic [MAPE]: What extent is Commissioner Bauerly involved?
* Alyssa: Senior management is aware of this and is committed to moving forward with it.
* Lee Ho [MGMT]: Commissioner will be making that decision the extent to what Revenue deviates from statewide processes.
* Nic [MAPE]: Have there been any major roadblocks to the process?
* Alyssa [MGMT]: Getting a director in place and having them take ownership of the process was the challenge, also getting feedback from MMB can be slow.