

Department of Revenue Meet and Confer

Meeting Date: 1/27/2021

Management Present: Lee Ho, Elizabeth Blomberg, Rachelle Schmidt, Yia Her, Alyssa Haugen

MAPE Present: Kristine Moody, Brian Fischer, Ann Adkisson, Gretchen Scharmer, Lori Johnson, Joe Sullivan

MAPE - MN Veterans Training/Apprenticeship Program Opt-In - Joe

- Guest Speaker Joel Kreiner: Learned about program through a veteran's conference in 2018, asked supervisor about program and that got passed along up the managerial chain to HR. HR was in the process of reviewing the program. The program provides payments via the MN GI bill to both the employer and employee for completion of qualifying training. Urges management to adopt this mutually beneficial program.
- Yia Her: There are not direct costs to the program, there may be some indirect costs that would be needed to get program running.
- Kristine: Is there someone working on getting program up and running?
- Yia Her: There was, but it had to be put on hold because the person working on it wasn't available.
- Kristine: Are there resources MAPE can collaborate on contributing?
- Alyssa: No additional resources are needed at this time, it is just on hold, will continue a review in the future.
- Joel: Why was program initiative put on hold?
- Alyssa: Not something we can pursue at this time, need an active class of recruits/new hires but at this time we are not currently hiring due to hiring freeze.

Management - Closing Regional Offices – Alyssa

- No new news as of yet regarding closures but will keep MAPE Meet and Confer team in the loop regarding logistics.
- Nic: Do you anticipate a reduction in Full time employees (FTEs) as a result of this move?
- Alyssa: Closing the regional offices is part of a strategy to reduce costs, in this case eliminating lease costs. A reduction in FTEs would be a last resort option to save costs, we prefer to not hire and gain salary savings through attrition.

Management - 2021 File and Pay – Yia

- Employees are expected to file returns, would like support of MAPE Meet and Confer to remind members to file and pay all required taxes, management will send out two file and pay reminders to work towards ensuring all employees are aware of and meet this obligation.

Management - Revenue Supplemental Bargaining – Elizabeth Blomberg

- We will soon be receiving direction from MMB regarding supplementals, management is pulling together a team to work on proposals, will soon be working on setting dates for meeting.

MAPE - Early Retirement Incentive – Gretchen

- What are the reasons for not adopting it?
- Alyssa – When we reviewed our business needs, we determined it wasn't in the best interest of the department.
- Gretchen – Would individual circumstances be considered?
- Alyssa – No, the department chose not to participate, individual circumstances wouldn't be considered

MAPE - Quality reviews and disclosure – Ann Adkisson

- Back in August an interdivisional informational meeting held, subject matter experts from other divisions speak on topics. Amy Wojcik spoke about POA and disclosure, touched on topic of customer identity verification, if you verify street address, city and zip code, don't need to verify state and vice versa if you verify city and state, zip code doesn't need to be verified.
- After this meeting collectors started getting zeros on the identity verification portion of their quality reviews. Collectors who received these zeros had been doing verifications the same way for years with no problems and received passing scores, after the meeting they received zeros.
- In subsequent meetings it was found that ALL parts of customer address needed to be verified. Many collectors were getting zeros on quality scores because of this disclosure issue.
- People attempted to dispute the quality scores, nowhere in the collections division procedures does it say what needs to be verified, only that verification needs to occur, there is a disconnect and confusion on what is expected of collectors and what needs to be verified.
- Training has been implemented with a mandatory knowledge assessment, there is a real concern amongst collectors they are getting zeros on things they had been doing for months and hadn't been notified they were doing incorrectly.
- Kristine – Went over results of collectors listening session survey taken in December:
 - o 50 members attended, 25 reported receiving a zero on a quality score in the last three months
 - o 19 reported receiving 0-3 zeros, 6 reported receiving 3-6 zeros
- Ann – When zero scores are received it can take several months to recover cumulative scores in that area in order to meet expectations, people had been verifying addresses the same way for years, after the subject matter expert spoke new standards apparently were implemented without notice even though she confirmed it was not necessary.
- Requesting collectors' zero scores received from August until now allowed to be reviewed for adjustments, and that guidance be given specifically stating what parts of address need to be verified. When we receive a zero score it is out of one hundred points automatically
- Alyssa – Would like to take this back to leadership to review, lot of information, also would like to see survey results. Will have conversations on this info

MAPE - Internet Access, Hotspot use denial – Ann

- Collections division employees sent home during COVID crisis have since been called back into the office because they don't have regular hardline internet access because they can't either get

or afford internet access. The reason for bringing them in is because without a hardline they can't receive incoming calls from collections general line.

- Had been asked back into office due to business need as they couldn't do normal job as required without internet and division ran out of special projects that they could otherwise do.
- We have over 118,000 cases in case review queues right now, the people could be making outgoing calls on jabber on the 118,000 case reviews that are piling up.
- We are asking that these employees be given hotspots so they can go back to working from home and use Jabber to make outgoing calls. 5 people not doing their 20 hours on ACD seems like it would be inconsequential to overall business needs.
- Ann – Is there a way to get a response before next meet and confer? These people are running the risk of COVID exposure.
- Alyssa – Yes can follow up before meet and confer

MAPE - M&C meeting time from 60 back to 90

- Kristine: Our workload on the agenda is getting busy again, would like to expand meeting time back to 90. Originally did 90 minutes as 60 would necessitate having to meet more often, quarterly meetings of 90 would be more efficient.
- Yia: Management's proposal is to meet for 60 minutes guaranteed.
- Kristine: MAPE doesn't agree to a 60 minute time frame without meeting every other month, article 32 of the MAPE contract states that M&Cs meet monthly or as otherwise mutually agreed upon and the MAPE team hadn't agreed upon the change, management implemented it unilaterally.
- Yia: Management has also committed to meet and confer with other labor partners.
- Alyssa: We are willing to work with you on this, but as an outstanding calendar item we think 60 minutes is adequate.
- Nic: there has always been an agreement to 90 minute meetings, management unilaterally changed this to 60.
- Kristine: More things have been on the agenda, 60 isn't always adequate, asking that we keep what we are asking to return to original mutually agreed upon time frame.
- Alyssa: We propose to have Kristine and Yia work on this after the meeting, can't come to resolution today.

MAPE - Lori – Reallocation

- For the purposes of the reallocation language in the contract what is considered a "timely response" for management to an employee's filed reallocation?
- Yia - we attempt to get them done as soon as we are able to, some take longer than others
- Lori – the 120 Day time frame has been in the contract since 2007, Is that reasonable for HR?
- Yia - that is our goal to attempt to complete all reallocations by 118 days, not all can be completed in that time frame however
- Lori - If process takes longer than the 120-day timeframe how are employees kept in the loop?
- Yia - We work through managers and supervisors and hope that they would relay that info back to employees, it appears that this relay of info is happening successfully
- Lori - Are reallocations processed in the order they are received?

- Yia – Yes, they are assigned to HR reps for processing in the order they are received, some are more complex though and require more time to complete
- Lori - Would reallocations be held up for salary savings?
- Yia - No
- Lori - Approximately how many outstanding reallocations are out
- Yia - 26
- Lori - How many reallocation applications are currently over the 120-day time frame?
- Yia – Don't have that information available at the moment (later confirmed to be 2, see correspondence)
- Lori - Are all job audits interviewed or are some done based solely on info submitted
- Yia – Audits are done in a variety of ways, typically supervisors would inform employee one was submitted for them, in addition to desk audits, meetings are sometimes held with employee as well
- Lori - What is difference between reclassification and reallocation?
- Yia - reclassification can be either a reallocation or change in allocation determined resulting in abrupt change in duties, reallocation is gradual change in job duties over time
- Lori – There are 3 reallocation requests that are far past the 120-day time frame and the collectors involved would like a status update, any idea when they can expect to receive an answer?
- Yia - Will check with staff, reallocations are still pending, did see some info that could be misinformation, HR has been delegated to make classification decisions in the DOR, HR holds that authority to make the classification determination, it isn't determined until final audit is completed and signed off by HR and employee.
- Lori - One of these individuals had been told they were “next up”
- Yia - “next up” meant reallocation was assigned to HR staff, not “next up” to have request approved/denied
- When was the job audit for the Revenue Collections Officer 5-Project Lead and the Agency Policy Specialist positions to State Program Administrator Coordinator Position requested?
- Yia 2/12/2020 (answered after the meeting)
- Lori: When was the job audit for these two positions completed?
- 8/24/2020 (answered after the meeting)
- Lori - These people have been in limbo since April, very unhappy, when can an answer be given?
- Kristine: One of them has even talked about leaving state service
- Yia - Elizabeth will talk with staff, will have to follow up with auditors, can't give specific date yet
- Kristine – Who can be sent escalated questions?
- Yia - Escalated questions can be sent to Yia

Management - Browsing follow up – Alyssa

- Alyssa - Do you have examples of accidental browsing?
- Kristine - Got put on the back burner due to a few investigations, will circle around to group that is writing them, just want to make sure we capture what would be helpful to members
- Alyssa - even if it isn't perfect anything you can get us would be appreciated so we can work on getting training together on this topic.
- Kristine - We will get these to you soon

Management – Documents – Yia

- Yia - If there is info MAPE wants us to review ahead of time please send them earlier so there is more time to review
- Kristine – We will work to get info to you at least a week ahead of time.

Dissolution of Collections units N and E, is Collections Division going to continue reassignment practices based on seniority? – Nikki

- Nikki: A member wanted to know why seniority reassignments process was not offered during the suspension and or dissolution of Collections units N and E? Was this because the supervisor(s) were temporarily on leave due to health condition as opposed to the positions being vacant?
- Sarah: Yes, exactly.
- Nikki: If a supervisor was to leave the department as oppose to temporarily being gone (i.e. for health condition or FMLA leave) the Division would offer the same reassignment practices it has used in the past.
- Sarah: Yes it would use the seniority reassignment.