

Revenue Meet and Confer 4/7/2021

Present:

- **MAPE – Ann Adkisson, Gretchen Scharmer, Lori Johnson, Emily Moen, Kristine Moody, Nikki Engen, Brian Fischer, Sally Wakefield, Joseph Sullivan, Nic Frey (MAPE Staff)**
- **Management – Grant Warmus, Gina Amacher, Justin Neiman, Elizabeth Blomberg, Lee Ho, Sara Westly, Yia Her**

Old Business

Topic: Sexual Harassment Complaint Process – Emily Moen

Details: Training for the Sexual Harassment Complaint Process was to be completed the first or second week of November for management and all other employees January/February.

Lee Ho - the training for managers and supervisors was completed at the end of last year, training cycles are ongoing. Hopefully by April 30th we are working to get info out about the flow chart for this process and then figure out where to go from there. Training for employees other than management/supervisors is still in the process of being developed.

Emily - Who is the lead now that Margaret Klein is no longer with us?

Lee Ho - Sylvia Vacaro and Yia are working on this, also we are involving EDS and others when appropriate.

Topic: Were browsing examples provided to management included in the annual Code of Conduct training? If not, why and will they be included for training in 2022? – Kristine

Sara Westly – I took a look at the provided examples, first two found to be similar, found a business link indicating a valid business reason to access account in those examples, therefore wouldn't need employee to self-report in those instances. For the third example that case would be referenced in the training guide, there was a business need for that access. So for the provided examples there was no need for employees to self-report. Anytime we review accesses it is a big picture process, use many sources of info to attempt to find a business need including trainings, calendars, other accesses, phone schedules, etc. They are helpful examples that we can draw from instead of using verbatim.

Kristine – So there is room for scenarios based off of these examples to be included?

Sara – Yes, putting in some of these real life examples would be helpful for training.

Kristine – Different divisions have different standards for self-reporting, this can be confusing for employees and lead to inconsistent treatment. Is there a sample/copy of what you're going to include in the code of conduct training?

Sara – I can't speak to what will be included, however for collections the sheer quantity of accounts accessed makes it hard for self-reporting, that's why collections uses multiple systems to find business need for accesses including calendars etc.

Yia – Will have to check with EDS to see what will be included, will get back to you

Topic: MAPE M&C Guidelines – draft. We have looked over the draft and have changes to present. – Nic

Nic – We are asking for more time, too busy with building closure issues, just not ready to sign off on it yet, haven't got a draft prepared.

Management OK with this

Topic: Internet Access and Hotspot denial - Ann

Details: This item was brought forward at our last meet and confer meeting due to a member being unable to afford internet access and they did not have a regular hardline. These employees were asking for hotspots. Management was going to follow up before next meet and confer meeting.

Ann: You were going to look into process

Sara: Hasn't heard about people being forced to go into office due to the hotspot issue, has heard of people that, due to nature of the work they perform, need to be physically in office. Would like to hear about individual employees that are facing these issues in order to review individual situations. Most staff are working from home but some are in office. For example, in Ely may have 2 RCOs who handle phones in office. Due to differing job duties would need to review situation.

Ann: Some RCOs had hotspot but were brought into office because they couldn't take incoming ACD calls, however there are backlogs of work that can be completed instead.

Sara: Would be concerned about changing somebody's position duties, removing people from calls affects others in the division that has to make up for those call hours. Also it takes time to come up with procedures for these projects and there is the possibility that these backlogs/projects run out of work.

Ann: Will let concerned employees know to reach out to Sara directly.

New Business

Topic: Workplace Hazard, carpet in the Ely office is fraying - Nikki

Background: Fraying carpet is causing a tripping hazard in the Ely office. Management has placed garbage cans over the fraying spots in the carpet in more than one location, but this has created a further hazard as it blocks the walkway. This has been reported to management and facilities, but they have failed to correct the issue. Per OSHA General Workplace Requirements 1910.22(a) workplace floors shall be maintained as clean and dry as possible. Aisle and passageways shall be kept clear and in good repair.

Nikki: In one of the aisles there is at least a half dozen garbage cans holding down the carpet, has been reported to facilities multiple times. We reported this issue to Sam Schaefer in admin but the problem is ongoing. Who should we be reporting this to outside of facilities and or management? How soon can we get this corrected?

Lee Ho: Suggests these reports be forwarded to Dave Barber, Revenue facilities, he works with admin frequently and he should be able to research and properly follow up on this topic.

Justin: Is this issue present in both buildings or just one?

Nikki: Just in one building.

Sara: I will follow up with Dave, to see what's happening with that.

Topic: What telecommuting options will be available after COVID? - Brian

Background: A member came forward asking if there will options for employees to continue teleworking after COVID. This member would like to know what options are being considered. This employee would prefer to work from home four days of the week and only be required to go into the office one day a week.

Brian - Is there a plan in place?

Lee: One of the reasons we extended work from home was to give time to plan what is to come both for management and employees and figure out what will happen when employees return to the workplace.

Elizabeth – We understand what is on people's minds, other agencies are looking at returning employees earlier. At revenue we have a COVID response team that is looking at what returning will look like, there will be a returning survey they will put out soon. Survey will among other things measure what the interest is in working from home as well as the types of work people do from home and see why people like working from home.

Sara – Survey will be very broad in scope and will hopefully provide actionable items before return. Intent is to get broad responses. More narrowly defined surveys will be taken in future.

Brian – Can MAPE be involved in process?

Sara – Run by Jennifer Miller, won't answer on her behalf, though the topics of most of the work done consists of policy and other issues that aren't necessarily part of the telecommuting question.

Topic: Employees from the closed offices would like an opportunity to speak to management. - Kristine

Background:

Employees are requesting telework termination policy protections for out of metro employees Internal Travel Expense Policy per promised during MOU talks.

Employees impacted by the MOU Office Closures request a meeting with the Commissioner.

An agreement to address our concerns in supplemental bargaining.

We request a mutually agreed upon formal MOU process

- Additional consideration time
- Process for initial proposal and counter proposals
- Timelines/deadlines for submittal and consideration
- List of senior management part of negotiations process and roles.
- Equipment / Office supplies
- An employee impacted by the office closures submitted and was denied a special expense for a printer/shredder.

Employees request that all necessary office equipment be supplied.

During an extreme weather event and or an internet outage, those impacted by the MOU Office Closure request the option to remain in their homes instead of traveling into the office.

Kristine - What is the status on the expenses portion of the telework policy (specifically for those impacted by the MOU office closure)? An example is when an employee has in office required training, travel expense, hotel stay etc...

The following items were brought forward and requested by employees impacted by the MOU Office Closures.

Justin - Firmly believes it is important for Revenue to be in places other than St. Paul, it is important for people to live in the communities they serve. We're not pulling positions back to St. Paul. Also the overall state surplus doesn't translate to our budget unfortunately, there are additional costs we have to cover in order to fund everyone that works for us. We did commit to working on a travel policy and we're still committed to doing that. Auditors and collectors won't be required to be on their own dime when on work travel, if these employees are required to go to St. Paul for training, expenses for miles and meals would be covered by the employer. We will also be pushing divisions to have a remote options for training whenever possible.

Sara – Virtual training will be offered to minimize need to travel. We recognize value of hiring anywhere around the state by utilizing telecommuting.

Kristine - What is the status on the telework policy (specifically for those impacted by the MOU Office Closures) Included but not limited to, a fair procedure for the removal of telework arrangements?

Yia – MMB is the one authority to negotiate terms and conditions. Revenue management is allowed to meet and confer on MOUs, however MMB has ultimate MOU authority and final say in what is contained in an MOU. It wasn't an easy decision for management, balancing between budgeting, employee needs, minimizing impacts on employees. Regardless whichever decision that was going to be made was going to be difficult. Once office closures wrap up we will review lessons learned.

Kristine – When will this telework policy be implemented?

Yia – April

Kristine - What is MMB's involvement with internal telework policy?

Yia – MMB has overarching enterprise policies and has some say over departments to review for consistency, provides input and recommendations

Kristine - Do they need to approve internal policies before they are initiated at an Agency level?

Yia – No, but because we have provisional delegations, we do have to run policies and procedures through MMB

Kristine – What about expenses?

Yia – Will be addressed for both areas whether travel expenses or special expenses

Kristine – When can people request special expenses?

Yia – Effective April 12th use special expense procedure

Kristine – What about Printers or scanners shredders?

Justin – Would prefer employees work with division directors about needs so we have at least one consistent way these requests are coming through

Kristine – Is there a formal process for this?

Justin – if they are denied special expenses, I would like them to work with division director to help them understand what their needs are.

Nic - Supplemental bargaining, would management like to make a reasonable attempt to consider some of these concerns at supplemental bargaining?

Elizabeth - MMB has delegated us to work through supplemental process, we bargain in good faith and will take back the proposals to those who make the decisions.

Nic - We would like a meeting with the commissioner prior to supplemental bargaining. Would you encourage him/support him meeting with us?

Lee Ho - We will work with you to figure out how that will be done.

Ann - We would like to request a formal MOU process and have a list of senior management involved with their roles listed in the MOU process.

Elizabeth - We can add that to list of action items for next time.

Ann - Employees have asked they be provided necessary office equipment and during extreme weather events and severe weather events employees request not having to travel into the office when internet outages occur. Is there a way for them not to have to take vacation. Under current policy would have to travel to office.

Lee Ho - Can you write that up and send it to Yia for review? If reasonable we would consider it

Kristine - Article 28 reasonable work rules

Standing Agenda Items – Various

Topic: Reminder of Article 28 – Work Rules

Documents: Reminder about language in Labor Management Agreement, “An Appointing Authority may establish and enforce reasonable work rules that are not in conflict with the provisions of this Agreement. Such rules shall be applied and enforced without discrimination. The Appointing Authority shall discuss new or amended work rules with the Association, explaining the need therefore, and shall allow the Association reasonable opportunity to express its views prior to placing them in effect. Work rules will be labeled as new or amended and shall be posted on appropriate bulletin boards at least ten (10) working days in advance of their effective date if practicable.”

“If there is any change in the following processes, they must be released to the union prior for consideration.”

Concerns regarding:

- telework policy being used as discipline
- Reallocations process
- Job audit
- Position Descriptions and job classifications