

## LABOR MANAGEMENT RELATIONS COMMITTEE MEETING

June 22, 2015 -- Minutes

1:00 p.m. – 4:00 p.m.

300 S. Riverside Plaza, Suite 1700  
Chicago, Illinois 60606

Management Representatives

M. Anthony Lowe, Regional Director RMS/DCP  
Marianne Hatheway, Deputy Regional Director RMS  
Teresa Sabanty, Deputy Regional Director DCP  
Cindy Scott, Assistant Regional Director  
Diane Fier, Regional Manager  
Shawn Meyer, Field Office Supervisor  
Colleen Kelly, HR Specialist LERS  
Jack Schwab, FDIC Counsel  
Joe Arellano, HR Specialist LERS

NTEU Representatives

Dawn Sleva, President Chapter 242  
Dan Peters, NTEU 242 Chief Steward  
Sharon Lawson, NTEU 242 Steward  
Lisa Sorge, NTEU 242 EVP  
Darrin Nelson, NTEU 242 Steward  
Jerry Andersen, NTEU 242 Steward  
Anne Dasovic, NTEU Counsel

Topic	Discussion Points	Contract Reference	Outcome
Health & Safety	<p>Ongoing discussion topic.</p> <ul style="list-style-type: none"> <li>• Report from subcommittee.</li> <li>• Follow-up with RD Lowe about additional MRT training for staff/supervisors.</li> <li>• Update regarding new security access to field offices.</li> </ul>	Article 36	<ul style="list-style-type: none"> <li>• <b>Report from subcommittee – (RM Fier)</b> We conducted 47 Health Risk Assessments; and 21 prostate screenings. Bone Density Tests will be conducted in the 3<sup>rd</sup> qtr. An attachment was distributed regarding evacuation drills. (NTEU Peters) How frequent are the air quality tests done at the Regional Office? (RM Fier) Air quality tests are done once each year. (NTEU Peters) Could we get our hands on Union Station tests? (RM Fier) I will inquire with D.C. and RO building management.</li> <li>• <b>Follow-up with RD Lowe about additional MRT training for staff/supervisors - (NTEU Sleva)</b> This is a follow-up. (RD Lowe) We provided MRT training at a Field Supervisor meeting in July 2014 and on the call. (NTEU Peters) You should share the HMS video with the Field Offices. (RM Fier) We can provide the video link to the supervisors. (RD Lowe) We will offer to the Field Offices and see if they are interested in sharing with their employees. (RM Fier) We have previously notified employees about the link of the website. (NTEU Peters) Supervisors are not well enough trained on MRT and employee privacy is not</li> </ul>

			<p>protected.  (NTEU Dasovic) Employees may not know about the MRT or that the FDIC has a process.  (NTEU Sleva) No information went out to staff regarding a recent incident or about the presence of an armed guard.  (RD Lowe) In some circumstances, we've brought in a guard just as a precaution; not because a threat was made.  (NTEU Dasovic) You could give employees notice about office status, guard hours, without giving out specific details.  (DRD Hatheway) We will take that under consideration.  (NTEU Andersen) Regarding the recent incident, the employee may not have had the code, but the locks didn't change.  (RM Fier) The FDIC must work with the building ownership of the leased field office and request to have locks changed. We made this request the next business day after the event. The locks were changed as quickly as possible by the Landlord. Should the employee have tried to use the key to access the space the alarms would have activated and the police would have responded.  (RD Lowe) We will address the MRT process on the next call.</p> <ul style="list-style-type: none"> <li>• <b>Update regarding new security access to field offices – (RM Fier)</b> New card reader systems will be implemented when Field Offices move to new locations.</li> </ul>
Resource Issues	<ul style="list-style-type: none"> <li>• Staffing Plans update.</li> <li>• Potential imbalances of work among territories/offices.</li> <li>• Potential changes for Field Office boundaries.</li> <li>• Planned moves for Investigations Specialists.</li> <li>• RPG vs. FOPG – some supervisors are adding deadlines.</li> <li>• Updates on PR3 and ROE Effectiveness Project.</li> </ul>	Various Global E-Mails	<ul style="list-style-type: none"> <li>• <b>Staffing Plans – (RD Lowe)</b> We met in December 2014, and there have been no changes to the budget. RMS picked up additional positions, but no new positions in DCP. There will be (1) new ARD position and (1) permanent DRD position.</li> <li>• <b>Potential imbalances of work among territories/offices – (RD Lowe)</b> We continue to review the workload.  (DRD Sabanty) This is one of our DCP goals and Field Supervisors are involved in the process. We want to make restaffing offices (e.g. New York) voluntary as opposed to directed reassignments.  (RD Lowe) We have a high attrition rate in our region, so I don't anticipate a significant impact.  (DRD Hatheway) Anytime a premium grade becomes available, we will consider the workload balance to decide where we will fill the position. Also, we are looking closely at case manager positions at the RO.</li> <li>• <b>Potential changes for FO boundaries – (RD Lowe)</b> We are looking at any imbalances to make a determination, but no near term structural changes are anticipated. .</li> <li>• <b>Planned moves for investigation specialists – (RD Lowe)</b> I am not aware of any planned moves.</li> <li>• <b>RPG vs. FOPG – supervisors adding deadlines – (RD Lowe)</b> We use different timelines/goals to ensure we meet our national goals. Field offices probably have similar methods to ensure enough time to meet national and regional goals.</li> <li>• <b>Updates on PR3 and ROE Effectiveness Project – (DRD Hatheway)</b> We will train employees for effective ROEs and uniformity. We expect to blanket the region. Training will also cover</li> </ul>

			MRBAs (communicate a common MRBA standard) and the findings from the RO audit. We would like to complete the training by 3 <sup>rd</sup> qtr.
Training	<ul style="list-style-type: none"> <li>Planned training events.</li> <li>The revised TE – How are employees in the region doing and what Support can we provide those preparing for the test? How can we ensure the appropriate level of difficulty and what additional information can we provide regarding the content employees should be studying?</li> </ul>	Article 11	<ul style="list-style-type: none"> <li><b>Training</b> – (RD Lowe) We are planning Critical Thinking Training and Application training. October 2015 training for 12s. Also we will have Cybersecurity Training in August 2015. (DRD Hatheway) The RO will have training on July 21, 2015 with regard to preparing high quality reports of examination. A specific emphasis of the training will be on including transparent and actionable MRBAs in reports of examination. (DRD Sabanty) There are 3 CBI modules to complete for the upcoming TRID changes, which will be followed by case study training at each territory. (ARD Scott) ETS will be offered in qtr. 1 2016 and Train the Trainer (RMS) will be starting next month.</li> <li><b>The revised TE</b> – (NTEU Sleva) Is there anything we're looking at with how people are scoring and how employees can prepare for the TE? (RD Lowe) We don't have a large pool of employees who have taken the revised TE. Some employees have done well, others have not. (Diane Fier) The sample is not large enough to make a determination regarding the difference under the new TE. (NTEU Peters) How many people took the test? How many people passed/failed? (DRD Sabanty) We've recommended that employees meet with Janicc Guerrero to gather best practices in studying and preparing for the TE, including the higher thinking questions. In addition, at the recent FS meeting, The DCP FS's had a work stream to share best practices in preparing staff for the TE. (NTEU Sleva) DCP doesn't have a good breakdown of test scores by topic to help employees develop a better IDP or study plan. (DRD Sabanty) This topic was discussed at the recent RD meeting and we are looking to see if there is a possible way to get a better breakdown on the test results so that a more specific IDP can be developed. (NTEU Nelson) DCP is hearing that we have a higher fail rate. (DRD Hatheway) We need to make sure someone is manning the TE mailbox.</li> </ul>
Details & Special Assignments	<ul style="list-style-type: none"> <li>Follow-up with RD Lowe regarding assigning work outside of the Field Office, but within the territory.</li> </ul>	Article 14	<ul style="list-style-type: none"> <li><b>Follow-up with RD Lowe regarding assigning work outside of the Field Office, but within the territory</b> – (RD Lowe) I did not say, nor am I aware of any instance where we failed to follow the CBA. (DRD Hatheway) Article 14 reads that assignments within the territory are not detail assignments. As such, it doesn't apply. This is last minute stuff. There is no opportunity to ask for volunteers. We discussed this at the FS meeting. (NTEU Peters) FSs get together quarterly. FSs ask for help with grunt work only and they are not giving away the whole job. (DRD Hatheway) There are no grunt jobs. We need to maintain consistency, so we cannot give the whole job away.</li> </ul>

			<p>(NTEU Peters) Why can't we take a whole team? Management should be transparent. (DRD Hatheway) Employees should ask for transparency. (NTEU Peters) I'll quote you on that. (RD Lowe) We will discuss this at the next FS meeting.</p>
--	--	--	---

Telework and work schedules	<ul style="list-style-type: none"> <li>Follow-up with RD Lowe about discussing with Field Supervisors during the FS call appropriate/inappropriate work for telework and approval of telework for on-site portion of exams.</li> <li>Mid-term negotiations and potential changes to the CBA and implementation/training plans related to the changes.</li> </ul>	Article 19 & Article 20	<ul style="list-style-type: none"> <li><b>Follow-up with RD Lowe about discussing with Field Supervisors during the FS call appropriate/inappropriate work for telework and approval of telework for on-site portion of exams.</b> - (RD Lowe) We did discuss this issue with Field Supervisors, but we will not issue an all-inclusive list of duties appropriate/inappropriate for telework. A large portion of work must be completed on-site. We do not prohibit anyone from requesting telework. Telework requests are reviewed case-by-case. (NTEU Sleva) I just wanted to ensure the issue was discussed and conform that there is no prohibition of telework.</li> <li><b>Mid-term negotiations and potential changes to the CBA and implementation/training plans related to the changes</b> – (NTEU Sleva) The NTEU is looking to make changes to the CBA related to telework and work schedules. Discussion was tabled.</li> </ul>
PMR	<ul style="list-style-type: none"> <li>Follow-up with RD Lowe about discussion of popular misconceptions regarding the PMR process during the FS call.</li> <li>Follow-up with ARD Scott regarding training for employees on the DFF process.</li> <li>Analysis of PMR ratings in the region. What does the RO look at and what is the RO response?</li> <li>Counseling - what should it look like?</li> </ul>	Article 12, Comp Agreement, and PMR Directive	<ul style="list-style-type: none"> <li><b>Follow-up with RD Lowe about discussion of popular misconceptions regarding the PMR process during the FS call</b> - (RD Lowe) This issue was discussed at the Field Supervisor meeting.</li> <li><b>Follow-up with ARD Scott regarding training for employees on the DFF process.</b> - (ARD Scott) Training was done at the FS/SE meeting in March 2015 and I offered to come out to the Field Offices also. Managers are aware that the written narrative must correspond to the rating. Also, the narrative provided for an “Exceeds” rating should have specific examples that were observed. (NTEU Sleva) The DFF training hasn’t always been shared with employees. Should examiners close to commissioning have the final DFF signed/done by the SE? (RD Lowe) We discussed with FSs and SEs that they should review the DFF before making a recommendation, but we did not set a policy.</li> <li><b>Analysis of PMR ratings in the region. What does the RO look at and what is the RO response?</b> – (RD Lowe) We look at ratings by territory, grade, (no names) etc...and look for anomalies. We were comfortable with the distribution and we will follow-up as needed.</li> <li><b>Counseling – what should it look like?</b> - (HR Arellano) In general, counseling session should be documented by the supervisor with a copy provided to the employee. The supervisor should describe specific deficiencies and identify action the employee must take to improve. The supervisor should also specify what assistance he/she will provide the employee.</li> </ul>
Employee Conduct Issues	<ul style="list-style-type: none"> <li>New emphasis on and definition of Sensitive Information (SI) and management response to potential violations or reports to the CSIRT.</li> <li>Role of the Regional Ombudsman – response to claims from banks that examiners are too harsh.</li> <li>Update regarding Internal Control review and OIG</li> </ul>	Various CBA Articles	<ul style="list-style-type: none"> <li><b>New emphasis on and definition of Sensitive Information (SI) and management response to potential violations or reports to the CSIRT.</b> - (HR Kelly) FDIC Circular 1360.9, Protecting Sensitive Information, defines SI. There is no change. (NTEU Sleva) If there are things out there that employee don’t know about, then employees need guidance. (NTEU Lawson) Management has a responsibility to help employees determine SI. This is a communication issue. (RD Lowe) This issue has been covered in several emails/globals. (NTEU Sleva) If you consider something SI, then you need to notify employees. There have been recent examples where employees did not think something was SI but management did. They need additional guidance. (RD Lowe) We are not going to issue an all-inclusive list.</li> </ul>

	investigation (Chokepoint).		<ul style="list-style-type: none"> <li>• <b>Role of the Regional Ombudsman – response to claims from banks that examiners are too harsh.</b> - (HR Kelly) Are you referring to Dan Marcotte? (NTEU Sleva) Based upon his presentation at a recent territory meeting it looks like he might be overreaching. (RD Lowe) I meet with Dan Marcotte monthly. Dan canvasses banks for feedback and he should be advising banks to send me (RD) a letter if there are issues. (NTEU Nelson) Dan Marcotte appears to be reviewing previous bank exams to determine if there might have been a problem with the EIC. He is reviewing ROEs to see if the reports justify the ratings. (RD Lowe) I will follow-up with Dan Marcotte.</li> <li>• <b>Update regarding Internal Control review and OIG investigation (Chokepoint).</b> (RD Lowe) DCP had fewer findings and we may receive a final report before fall. The RMS report will likely be delayed until later in the fall. There may be a report from the OIG investigation into Operation Chokepoint.</li> </ul>
Other Items	<ul style="list-style-type: none"> <li>• Follow-up with RD Lowe regarding the sharing of EVS results at meetings with employees. What has the RO done in response to last year's results and what has the RO learned from interviews with employees?</li> <li>• Follow-up with RD Lowe regarding connectivity issues at bank assignments.</li> <li>• Examiner responses to banker questions – new guidance has come out about the form of these discussions.</li> <li>• Follow-up about inclusion of a rotating FS on LMRC.</li> <li>• MetLife disability – have there been any cases in the region with significant delays?</li> <li>• Is there policy about what can be mailed to an employee's home or a bank?</li> <li>• Is there specific guidance about what a Field Office may provide for employees in</li> </ul>	Various	<ul style="list-style-type: none"> <li>• <b>Follow-up regarding sharing EVS results and meetings with employees and what the RO has learned from employees</b> – (RD Lowe) EVS results were shared, but not to the level of depth that I planned. We should get this year's results in September, 2015, and I plan to be proactive with sharing results and capitalizing on opportunities for improvement. (NTEU Sleva) Please keep the Union informed.</li> <li>• <b>Follow-up regarding connectivity issues at bank assignments</b> – (RD Lowe) I had discussions with Ken Briscoe and Barry West and they are open to exploring any avenues to improve connectivity at banks.</li> <li>• <b>Examiner responses to banker questions – new guidance has come out about the form of these discussions.</b> (NTEU Sleva) If bankers have questions, should employees respond only via telephone and not email? (DRD Hatheway) Do as much as possible by phone. We cannot set or send policy via email. (NTEU Lawson) If we only have discussion, then we have no audit trail. (DRD Hatheway) As we continue to use email and RAAD more, we will evolve and determine how to handle.</li> <li>• <b>Follow-up about inclusion of a rotating FS on LMRC</b> - (HR Kelly) Shawn Meyer is in attendance today.</li> <li>• <b>MetLife disability cases in the region with significant delays?</b> – N/A</li> <li>• <b>Policy about what can be mailed to an employee's home or a bank?</b> - (NTEU Sleva) Is there a policy stating that some things like supplies cannot be mailed to an employee's home or a bank? For example – printer cartridges? (RM Fier) There is no policy.</li> <li>• <b>Specific guidance about what a Field Office may provide for employees in kitchen areas?</b> (RM Fier) DOA provides coffee, tea, hot chocolate, cups, paper towels, sugar, and creamer. (ARD Scott) RMS/DCP is restricted and can only purchase food/beverages for field office meetings or training at the GSA dollar amount for breakfast/lunch.</li> </ul>

	kitchen areas?		
--	----------------	--	--

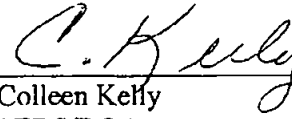
The LMRC adjourned at approximately 3:55 p.m.

For the National Treasury  
Employee Union  
Chapter 242



Dawn Sleva  
President, Chapter 242

For the Federal Deposit  
Insurance Corporation  
Chicago Region



Colleen Kelly  
LERS/DOA

9/28/15