

## LABOR MANAGEMENT RELATIONS COMMITTEE MEETING

December 8, 2014 -- 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 RMS  
 Diane Fier, Regional Manager  
 Joe Arellano, HR Specialist LERS

NTEU Representatives

Dawn Sleva, President Chapter 242  
 Dan Peters, NTEU 242 Chief Steward  
 Sharon Lawson, NTEU 242 Steward  
 Christy Shallenberger, NTEU 242 Steward  
 Darrell Jackson, 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>• Security of employees at banks in dangerous areas.</li> <li>• Communications with staff regarding investigations of security issues within office.</li> </ul>	Article 36	<ul style="list-style-type: none"> <li>• <b>Report from subcommittee – (RM Fier) (2) on-the-job injuries reported – one foot injury and a minor burn resulting from a frayed laptop cord.</b>                      (109) FLU shots were given to employees – 94 @ CRO and 15 @ Columbus FO.                      Air and water tests from the CRO and Eau Claire FO were normal.                      Evacuation list was up to date and an attachment was provided.                      (NTEU Peters) Will the CRO offer CPR certification training? I believe this training is offered in the Atlanta and KC regions.                      (RM Fier) Training was offered @ CRO prior to CBA change allowing employees 8 hrs. admin leave to obtain certification. Will inquire with WO and the other regions and follow up. Follow up determined that neither Atlanta nor KC held CPR training since the changes in the CBA. CPR training will not be offered to employees.</li> <li>• <b>Security of employees at banks in dangerous areas - (NTEU Lawson) Serious concerns resulting from CFO exam at Urban Partnership. One employee incurred \$2600 damage to POV. Parking lot was not secure. Security was on-site, but different guards each day. EIC was off-site.</b>                      (RD Lowe) In an effort to take all needed precautions we solicited input from local management, which in turn was having discussion with staff. We also spoke with UP CEO several times in advance about security. It is difficult to distinguish which areas around Chicago are more dangerous. The plan was to have employees meet at the CFO and travel</li> </ul>

			<p>together to UP.  (RM Fier) We want to introduce our security guards to the FDIC employees so that security knows who they are looking to protect.  (NTEU Lawson) This is the only neighborhood that makes me nervous.  (RD Lowe) We will continue to monitor and take all precautions.</p> <ul style="list-style-type: none"> <li>(NTEU Sleva) Employees need better communication and guidance from management when security concerns are raised. Prior to the exam, employees should be informed of additional security concerns and whom to contact if there are questions or problems with security. <b>Communications with staff regarding investigations of security issues within office</b> - (NTEU Sleva) Champaign FO – Employees were not told what was going on. Some employees went to the FO and some didn't. Security guard was there in board room, not by the door. Are there clear procedures you can communicate to staff?  (RM Fier) When there is an investigation, management should tell employees that there is an investigation, but not the details of the investigation due to privacy concerns. Management may also tell employees when the investigation is complete and assure employees that the outcomes will be addressed. In this case, the MRT was convened.  (RD Lowe) We are going to take whatever actions are necessary to ensure our employees are safe.  (NTEU Peters) Should the FS talk to employees or give training about how the MRT functions?  (RD Lowe) We will consider MRT discussion/training.</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>Effect of DCP "benchmark" hours project upon staffing.</li> </ul>	Various Global E-Mails	<ul style="list-style-type: none"> <li><b>Staffing Plans</b> – (RD Lowe) New budget and staffing information will be announced at a board meeting on December 16, 2014. FDIC Chairman wants neutral staffing and we are winding down term positions. Permanent position vacancies are being reposted and there have been several recent postings.  (DRD Sabanty) There may be an EOI to get help for San Francisco and New York.  (NTEU Peters) How many "Super Fridays?"  (ARD Scott) We expect the number to be the same as 2014.  (DRD Sabanty) We want to continue building the pipeline.</li> <li><b>Potential imbalances of work among territories/offices</b> – (RD Lowe) We haven't looked at imbalances yet because we do not have our budget/staffing numbers.  (NTEU Peters) Has there been discussion about changing territory boundaries to accommodate workload?  (RD Lowe) I haven't heard anything about this.  (NTEU Sleva) Will you be doing territory visits?  (RD Lowe) Yes, territory visits are planned for the first quarter 2015.</li> <li><b>Effect of DCP "benchmark" hours project upon staffing</b> – (RD Lowe) – Sylvia Plunkett issued a global message. There will probably be some movement of permanent positions, but there should not be any directed reassignments (use attrition to adjust staffing). The outcome(s) should be a "nonevent" for most regions.  (NTEU Sleva) Will FIS change depending upon the benchmark staffing needed?</li> </ul>

			(DRD Hatheway) Depends upon our business need and we don't know yet.
Training	<ul style="list-style-type: none"> <li>Planned training events.</li> </ul>	Article 11	<ul style="list-style-type: none"> <li><b>Training – (RD Lowe)</b> There will be training for grade 12 RMS and DCP employees as part of a national initiative, but conducted locally. We will determine opportunities for additional training and development at the Strategic Planning meeting. We will try to conduct training at territory meetings, FO meetings and/or RO meetings; and we will try to group sessions together to the extent possible. There may be large bank training from WO. (DRD Hatheway) – There may also be trust training to provide clarification so people understand what tools are out there.</li> </ul>
Details & Special Assignments	<ul style="list-style-type: none"> <li>Approval of details or special assignments for understaffed vs. overstaffed offices.</li> <li>Distribution of work by FO vs. territory.</li> </ul>	Article 14	<ul style="list-style-type: none"> <li><b>Approval of details or special assignments for understaffed vs. overstaffed offices – (NTEU Sleva)</b> Employees working in field offices that are understaffed do not get approved opportunities for details or special assignments. (NTEU Lawson) EOIs will not be approved @ CFO due to staffing and workload. I didn't post for an EOI because I didn't think it would be approved. (NTEU Peters) Do you look at costs when selecting employees for details? (RD Lowe) Absolutely not. (NTEU Peters) Have you considered creating an EOI for people willing to travel in order to create a pool? Also, are you looking at staffing and workload levels when selecting for details? (DRD Sabanty) We are giving details to employees who put their names in for development. (NTEU Lawson) I have four (4) denials. (RD Lowe) The territory workload will take precedence. We never forbid details or advise field supervisors that they could not send employees for details. I will have a follow up discussion with the field supervisors. (DRD Hatheway) We are trying to emphasize employee training and development. (NTEU Lawson) I will forward a denial in email to RD Lowe.</li> <li><b>Distribution of work by field office vs. territory – (NTEU Sleva)</b> Supervisors are saying that it's too hard to follow the contract when scheduling the distribution of work by FO. The Michigan and Kentucky territories are problematic. (NTEU Peters) Please discuss this at the field supervisor meeting. To the extent possible, you must use FO staffing, then ask for volunteers. We have employees from different FOs passing each other on the highway. (NTEU Sleva) Can we get best practices out there to enforce the contract language? (NTEU Shallenberger) Champaign FO does not have this problem. Employees are given the opportunity to review the schedule and suggest changes. Management then reviews employee suggestions and communicates the feasibility of suggestions. We have good communication. (RD Lowe) CRO management will take a look at this issue.</li> </ul>

<p>Telework and work schedules</p>	<ul style="list-style-type: none"> <li>• Appropriate/inappropriate work for telework, including medical telework.</li> <li>• Approval of telework for on-site portion of exam.</li> <li>• Approval of credit hours for non-commissioned examiners.</li> <li>• Approval of CWS such as 4/10 schedule for examiners.</li> </ul>	<p>Article 19 &amp; Article 20</p>	<ul style="list-style-type: none"> <li>• <b>Appropriate/Inappropriate work for telework, including medical telework</b> – (NTEU Sleva) There appears to be some confusion and FSs and SEs are discouraging people from teleworking. FSs and SEs are still telling employees that the CRO says no telework. (RM Fier) There is no difference in the type of work one can perform when teleworking vs. medical teleworking. (NTEU Peters) What do you think about creating a list of telework tasks? (RD Lowe) I won't attempt to develop an all-encompassing listing of assignments that can be completed offsite or via telework. We do not prohibit anyone from requesting telework. Telework requests are reviewed case-by-case. I will mention this again during the FS call.</li> <li>• <b>Approvals of telework for on-site portion of exam</b> – (DRD Hatheway) On-site and off-site create very different scenarios.</li> <li>• (NTEU Sleva) The Contract doesn't make a distinction. RD Lowe) FS have been told they have flexibility, but the decision for telework must be supported and the majority of the work is expected to be completed on-site. Each request should be reviewed on a case-by-case basis. I will mention this again during the FS call.</li> <li>• <b>Approval of credit hours for non-commissioned examiners</b> – (NTEU Sleva) It is understood that there is no telework for probationary employees. However, we are having issues with supervisors not approving credit hours for probationary employees. Also, why are people in years (2) through (4) being denied credit hours by supervisors? (RD Lowe) – We do not prohibit anyone from approving credit hours and no prohibition on such has been made by the CRO.</li> <li>• <b>Approval of a CWS such as 4/10 for examiners</b> – (NTEU Sleva) There is no guidance or prohibition that examiners cannot have a 4/10 schedule. (NTEU Peters) Examiners are told they cannot work (8) regular hours and (2) credit hours per day and take off Friday. (RD Lowe) There is no prohibition from approving (2) credit hours per day. Local managers should be working with staff to determine if it is feasible/appropriate.</li> </ul>
<p>PMR</p>	<ul style="list-style-type: none"> <li>• Reported misconceptions from PMR process.</li> <li>• Role of SE/FS in DFF process.</li> <li>• ROE feedback loop with RO/FO staff &amp; effect on PMR.</li> <li>• Pressure to upgrade/downgrade banks.</li> </ul>	<p>Article 12, Comp Agreement, and PMR Directive</p>	<ul style="list-style-type: none"> <li>• <b>Reported misconceptions from PMR process</b> - (NTEU Sleva) List of nine (9) misconceptions <ul style="list-style-type: none"> <li>- You must do every one of the items listed under the job standard in order to get the rating;</li> <li>- You must do each item at least 2-3 times in the year for it to count;</li> <li>- I can't consider (or give credit for) anything that doesn't exactly fit the standards;</li> <li>- I must provide "proof" in the PMR for reviewing official to sign off on a rating of 4 or 5;</li> <li>- Behaviors apply differently to those graded 13 or 14 (must do more than a 12 for rating);</li> <li>- Standards are different for seasoned employees &amp; next year you must do more for same rating; Ratings above 3 are extremely rare;</li> <li>- I can't consider any work you did at a higher grade; and</li> <li>- I can only give a few employees ratings above 3.</li> </ul> <p>These are all from the 2014 PMR. (RD Lowe) The word "proof" was used by a manager? (NTEU Sleva) Yes...there must be enough proof on the form. (RD Lowe) Generally, managers should have a general base of knowledge to validate the</p> </li> </ul>

		<p>performance of staff as represented in "accomplishment reports". Assignments for individual components will be made based on performance as measured against the rating definitions (NTEU Sleva) Rating officials still believe there is a distribution of ratings they have to meet. (NTEU Dasovic) There should be discussion with employees to help employees get the best rating possible.</p> <p>(DRD Sabanty) Employee development is the most important thing we do.</p> <p>(NTEU Peters) Supervisors also think that if you're still an overall 3, there's no need to counsel.</p> <p>(NTEU Sleva) I wanted to share with you what was reported to me about PMR.</p> <p>(DRD Hatheway) No one is trying to "fix" the ratings...it's the same payout regardless. PMR only determines how the shares are allocated.</p> <p>(NTEU Peters) I have been contacted by 8 people with potential grievances.</p> <p>(RD Lowe) I will discuss with field supervisors on the upcoming call.</p> <p>(DRD Sabanty) Is there a need for more PMR training to clear up employee misconceptions?</p> <p>(NTEU Sleva) We are going to survey employees about behavioral standards and there will be training coming. More training would be a good idea too.</p> <ul style="list-style-type: none"> <li>• <b>Role of SE/FS in DFF process -</b> (NTEU Sleva) Employees are concerned because DFFs are going back to supervisors before employees see them. (NTEU Peters) I don't care if a supervisor sees it, but I am concerned if a supervisor wants to change it. (ARD Scott) This was discussed at the FS meeting. Field supervisors and SEs must ensure that ratings are supported. Ratings and narratives didn't match in some DFFs that were reviewed. The SE review of DFFs is to ensure narratives support the ratings. (NTEU Peters) RMS doesn't provide training on how DFFs should be completed. SEs are making changes or asking for changes. There should be no direct intervention. I am all in favor of what you're saying (referring to ARD Scott's comments about DFFs). (ARD Scott) I'll gather information and put training together for FOs.</li> <li>• <b>ROE feedback loop with RO/FO staff and effect on PMR -</b> (NTEU Sleva) The scrutiny of ROEs has been heightened...such as the number of write-ups for each rating. (NTEU Shallenberger) BSA can no longer be considered "strong" and may only be considered "satisfactory" or "unsatisfactory." (DRD Hatheway) There is no minimum regarding write-ups and there are no BSA changes. The manual says that you could have a "strong" BSA program. (NTEU Peters) If we were not going to use the word "strong" anymore, that would come out in writing, right? (RD Lowe) Yes. (DRD Hatheway) The EIC needs to be involved in any major edits to ROE. The ROE must sound like it's coming from the EIC...EIC's voice.</li> <li>• <b>Pressure to upgrade/downgrade banks -</b> (NTEU Sleva) Employees are being told that if they don't have problem shops, we can't get beyond a "3."</li> </ul>
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			<p>(RD Lowe) That is not coming from the CRO.  (NTEU Peters) In DCP, I've heard from 2 field supervisors that having lots of problem banks is not a feather in your cap.  (DRD Sabanty) I have never heard that.  (RD Lowe) We do not artificially upgrade or downgrade banks.</p>
Travel	<ul style="list-style-type: none"> <li>• GAO audit</li> <li>• Scrutiny of travel vouchers by supervisors and RO staff.</li> <li>• Hazardous weather reminders.</li> </ul>	Globals, Article 19 & Article 25	<ul style="list-style-type: none"> <li>• <b>GAO Audit - (NTEU Peters)</b> A Kentucky examiner was told to provide travel information for the GAO same day.  (RD Lowe) This was not a GAO audit, it was DOF.  (DRD Sabanty) This employee was already asked to provide the information and he did not respond. If GAO was mentioned, it may have been said by DOF that DOF was trying to obtain records in the event an audit by GAO was conducted.</li> <li>• <b>Scrutiny of travel vouchers by supervisors and CRO staff - (NTEU Peters)</b> Laura Gallegos emailed me about an ATM withdrawal...where is this scrutiny coming from?  (RM Fier) The ATM withdrawal may have been flagged on a travel report. This is typical for unidentified vendors. Laura may have had to follow up and document that it was a valid charge.</li> <li>• <b>Hazardous weather reminders - (NTEU Sleva)</b> It is time to send out the hazardous weather reminders to field supervisors.  (RM Fier) I will remind supervisors of the resources available to them.</li> </ul>
Other Items	<ul style="list-style-type: none"> <li>• EVS region results &amp; meetings with employees.</li> <li>• Connectivity issues at bank assignments.</li> <li>• FO moves/new leases and communication with NTEU stewards.</li> <li>• Midcareer retirement seminars (update).</li> <li>• Advance notice of RD visits to FOs &amp; banks.</li> <li>• Possible inclusion of a rotating FS on LMRC..</li> <li>• To be introduced at meeting...</li> </ul>	Various	<ul style="list-style-type: none"> <li>• <b>EVS results and meetings with employees - (NTEU Sleva)</b> Are there any areas of focus?  (RD Lowe) We showed improvement in a couple areas, but there were other areas where we could improve. Results will be shared with targeted meetings.</li> <li>• <b>Connectivity issues at bank assignments - (NTEU Sleva)</b> Often, we cannot get connectivity at banks and examiners are trying to be creative. Someone should let examiners know that they are aware of the issue and working to resolve it.  (DRD Hatheway) We have the 4G cards that make signals faster, but may not help if you're not getting a signal. Maybe we can work with DIT for a solution.  (RD Lowe) Phone lines would be problematic. We will follow up with Ken Briscoe.</li> <li>• <b>FO moves/new leases and communication with NTEU Stewards - (NTEU Sleva)</b> NTEU stewards are not being kept in the loop.  (RM Fier) We communicate with field supervisors. If NTEU stewards have questions, they should be addressed with the FS.</li> <li>• <b>Midcareer retirement seminars (update) - (NTEU Sleva)</b> Is there interest in scheduling additional sessions?  (RM Fier) - These sessions fall under the Conference Policy. We had 18 people attend the session in November 2014, and 25 attendees at the previous session. DOA is working with CU to get vendors in place in Washington and the regions.</li> <li>• <b>Advance notice of RD visits to FOs and banks - (NTEU Sleva)</b> Employees get concerned when the RD has an unannounced visit to a bank during an exam (referring to the RD visiting a bank in the region during an exam).</li> </ul>

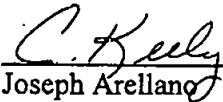
			<p>(RD Lowe) Some site visits are not planned in advance. I will take your concern under advisement.</p> <ul style="list-style-type: none"><li>• Possible inclusion of a rotating FS on LMRC - (NTEU Sleva) In the past there was inclusion of a FS and this seemed to work well for communication of issues.</li></ul> <p>(RD Lowe) We will consider this suggestion.</p>
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The LMRC adjourned at approximately 4:20 p.m.

For the National Treasury  
Employee Union  
Chapter 242

For the Federal Deposit  
Insurance Corporation  
Chicago Region

  
Dawn Sleva  
President, Chapter 242

 1/16/15  
for Joseph Arellano  
LERS/DOA