

## LABOR MANAGEMENT RELATIONS COMMITTEE MEETING

March 14, 2019

1:00 p.m. – 3:00 p.m.

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

Management Representatives

John Conneely, Regional Director RMS/DCP  
Diane Fier, Regional Manager  
Regina Hayes, Assistant Regional Director  
Joseph Arellano, Human Resources Officer  
Samuel Brooks, FDIC Counsel  
Natalie Storey, Labor & Employee Relations Specialist

NTEU Representatives

Dawn Sleva, President Chapter 242  
Christy Shallenberger, VP of Illinois, Chapter 242  
Darrin Nelson, Secretary, Chapter 242  
Dan Peters, Chief Steward, Chapter 242  
Anne Dasovic, NTEU Counsel

Topic	Discussion Points	Contract Reference	Outcome
Health & Safety	<ul style="list-style-type: none"> <li>• Report from subcommittee.</li> <li>• Chair mats – have all the FO's received replacements as needed?</li> <li>• The number of Requests to the DOA Facilities Help Desk Email and the number resolved.</li> </ul>	Article 36	<p><b>Report from subcommittee.</b></p> <p>The Air &amp; Water Tests that were conducted during 2018 were reviewed. Three field offices are scheduled for Air &amp; Water Tests in 2019.</p> <p>17 people signed up for and were provided with ergonomic assessments in the Regional Office. If individuals in the Field Office or additional individuals in the Regional Office would like an ergonomic assessment, they should contact the ergonomics mailbox. Individuals can provide pictures of working at their work station and the assessment can be conducted via phone.</p> <p>93 flu shots were administered in the Regional Office.</p> <p>53 employees participated in the bone density screening in the Regional Office.</p> <p>A handout on upcoming fire and evacuation drills in the field offices was distributed.</p>

		<p><b>Chair mats – have all the FO’s received replacements as needed?</b></p> <p>Facilities has completed the safety assessments of all field offices. As part of the assessment, floor mats were looked at. It was determined that none needed replacing. If an employee has an issue with their floor mat, they should tell their AA who can compile the information for the office and send it to RM Fier.</p> <p>NTEU Peters asked how work will be handled now there is a new staff member in facilities.</p> <p>Response: Once the new staff member is brought up to speed he will be handling building facilities management. He needs to obtain training in order to take over the oversight manager responsibilities. It is expected that he will complete the training in May or June, 2019.</p> <p><b>The number of Requests to the DOA Facilities Help Desk Email and the number resolved.</b></p> <p>It was clarified that this question concerns the 17<sup>th</sup> floor, north women’s bathroom. There were 10 tickets put in since the move in 2018; none of the requests dealt with cleanliness of the bathroom. The issues included items such as water temperature and the need for paper towels. DOA put in 2 requests for additional cleaning when meetings occurred.</p> <p>(Added during meeting) NTEU Peters noted that there have been issues with the temperature on the 15<sup>th</sup> floor and that he has also received some complaints about the temperature on the 17<sup>th</sup> floor. He placed thermometers on each floor and the temperature ranged from 68 – 78 degrees. He asked RM Fier to find out from the building what the building’s expected temperature range is.</p> <p>(Added during meeting) NTEU Peters noted that there had been some recent miscommunication concerning providing an employee with a standing desk and whether or not medical documentation was required.</p> <p>Response: When an employee requests the standard Veri-Desk, facilities asks them to go through an ergonomic assessment to ensure the employee is being provided with the most appropriate equipment. If an employee needs a unique piece of equipment, that’s when medical documentation is required. If an examiner is requesting a portable desk, that must be approved by ergonomics and the request must be supported by medical documentation. Ergonomics makes the assessment and facilities purchases the appropriate equipment. Requests for equipment should go directly to Lynn Piraino and not the facilities help desk.</p>
--	--	---

<p>Resource Issues</p>	<ul style="list-style-type: none"> <li>• Staffing Plans Update</li> <li>• Shortages in territories/meeting GM1 – where are we seeing shortages/overages and how are we going to deal with them?</li> <li>• Details to the RO 30/60/90 and travel constraints.</li> </ul>	<p>Various Global E-Mails</p>	<p><b>Staffing Plans update</b>  <b>Shortages in territories/meeting GM1 – where are we seeing shortages/overages and how are we going to deal with them?</b></p> <p>The Chicago Region has lost 21 RMS positions and 2 DCP positions. FISs are still being hired. Some offices in the Region have been over-staffed and some have been under-staffed.</p> <p>NTEU Peters: If we lost 23 total positions how does that effect CEP positions? Does that number go down or is it driven by something else?</p> <p>Response: Last year the Chicago Region had 30 CEP candidates in the pipeline. Not every person who is offered a position at a hiring event shows up.</p> <p>NTEU Sleva: Did the reduction in staff occur in any particular office?</p> <p>Response: Not any particular office. The Region will still be able to meet GM-1.</p> <p>NTEU Sleva: How does an examiner or examiners helping another office affect their office's travel budget?</p> <p>Response: The Region has been provided a total budget and regional office management allocated a portion of that larger budget to each field office.</p> <p>NTEU Peters questioned whether employees are being instructed on the appropriate office to code their travel expenses to.</p> <p>Response: Employees are being instructed on how to code their travel, especially if they are doing a project for Headquarters. The Region has also had issues where somebody leaves the region but is still using Chicago's codes when submitting their travel voucher. Regional management wants to know the true travel costs per Field Office.</p> <p><b>Details to the RO 30/60/90 and travel constraints.</b></p> <p>Details are still being done and are based on workload need. For short term details to cover workload (example 1 – 3 days) we may just allow the individual to work from home on the assignment.</p> <p>NTEU Peters brought up the issue that employees put on their CDP that they would like to do a detail in the Regional Office and the supervisor approves it. However, they are not being provided the detail opportunity.</p>
------------------------	--	-------------------------------	--

		<p>Response: Details are used to fill a workload need. The ARDs has been asked to look at their staffing and their workload to see if a need for a detail exists.</p> <p>NTEU Sleva asked how RO details are filled.</p> <p>Response: Details are filled through the EOI system. Employees must ensure that their profile is updated in order to be considered. Every time a detail opportunity comes up the list is pulled. The potential detailee's supervisor is contacted to determine the workload and to confirm that they can let the individual go on a detail. If an employee notes on their CDP that they want a detail, then they have to make sure their profile in the system is updated.</p> <p>NTEU Sleva asked if people know that they were considered for a detail but ultimately not chosen because of workload in their office?</p> <p>Response: Individuals do not necessarily know when they are being considered for a detail. If the union has specific offices in mind where the supervisors are telling their employees that they won't approve details, let us know.</p> <p>NTEU Peters asked if management could let people know that they were not selected. If their name is on the list that means their supervisor has already approved their participation on a potential detail. Field Supervisors have been discouraging employees from putting their name on the list.</p> <p>Response: Staff development is encouraged and if there are specific offices that are discouraging their employees from applying for details, the union should let regional management know. There are times that a field office will say the employee can't do it now but will be available at a later time.</p> <p>NTEU Sleva pointed out that the employee is not aware of those conversations. She stated that in Kentucky, for example, there are a few "favorites" who get to go details while other employees don't get to go. NTEU Peters added that when an office has excess hours that is an office that can be pulled from that office to go to other offices allowing an employee to go on a detail.</p> <p>Response: Employees should talk to their supervisor first about their interest in a detail and then enter the information into the EOI system. If a supervisor denies the application, then there is a record of the denial.</p>
--	--	--

			<p>NTEU Peters added that the comments the union is getting from their members are that supervisors are discouraging them from putting in for EOIs. There haven't been positive conversations between employees and managers which is discouraging. NTEU Sleva added that employees should be encouraged to have those one-on-one conversations with their supervisors and then document that conversation. They should also ask if they are turned down for a detail whether they would be allowed to do one in the future.</p>
Training	<ul style="list-style-type: none"> <li>• What are the upcoming planned training events?</li> <li>• How will selections be made for the RMS examiner training sessions at the TC this year?</li> <li>• PLA Requests –what is considered when supervisors are approving these requests?</li> <li>• How has the Region decided to allocate the travel budget for PLA?</li> </ul>	Article 11, PLA directive	<p><b>What are the upcoming planned training events?</b></p> <p>Response: Commissioned Examiner training is occurring this year.</p> <p><b>How will selections be made for the RMS examiner training sessions at the TC this year?</b></p> <p>NTEU Sleva stated that employees have expressed concerns that they don't know what training session they have been scheduled for.</p> <p>Response: Management is trying to honor everyone's first preference. The September session was the overwhelmingly first choice so requests have gone out to see if anyone will voluntarily go to the April or May session. We can't physically fit everyone into the September session. Notification of assigned session date should go out by early next week. After the initial survey some employees wanted to change their preference. The survey option asked people if they would need to travel on Sunday for the Monday session or on Tuesday for the Wednesday session.</p> <p>NTEU Sleva noted that there was some confusion in the field offices because the survey said one thing but the supervisors were saying another.</p> <p>Response: Only employees invited to the training were provided the survey. Supervisors did not know what was in it.</p> <p><b>PLA Requests –what is considered when supervisors are approving these requests?</b></p> <p>NTEU Sleva explained that the issue is that more than ever requests for the use of PLA aren't getting approved when travel is involved. Employees have been discouraged from using their PLA.</p> <p>Response: The PLA Policy has been updated and that is what management follows.</p>

		<p>NTEU Sleva – As an example, there is an employee who always traveled to a particular conference every year. They are now being told that they can do the conference electronically.</p> <p>NTEU Peters noted that it appeared that management is now using all aspects of the policy when in the past they did not. Supervisors are now looking at “similar” training circumstances. For example, some conferences are taped so employees are told they can watch the tape. Or that they can take comparable courses which aren’t always exactly the same. It would be better if FSs and SEs did a better job of being transparent. They should tell their employees that they are using the PLA policy.</p> <p>Response: The expectation has always been that management follows the policy.</p> <p>NTEU Peters stated that while managers are still emphasizing that employees should use their PLA, they are redefining how they are applying the PLA directive. They are telling employees they need to take the least expensive possible option.</p> <p>NTEU Shallenberger noted that not a lot of people use PLA. But she knows of an instance where employees have been allowed to sign up for the annual BSA conference this year but have already been told by their FS or SE that they need to think about a different option for next year.</p> <p>NTEU Sleva noted that CRA/Fair Lending is a big one. While management may have always followed the policy and the rules may not have changed, the way things are being handled in the field offices have changed.</p> <p><b>How has the Region decided to allocate the travel budget for PLA?</b></p> <p>Response: The travel budget includes all circumstances where travel may be required including exams, meetings, and PLA. There is a need to be fair, support development, and create equal opportunities for employees.</p> <p>NTEU Sleva noted that the higher graded an examiner is the more difficult it is to find local training that is beneficial.</p> <p>Response: In those cases it may be feasible to send an examiner to another city as close as possible to them for the training.</p>
--	--	--

			NTEU Peters suggested that the public relations aspect of this needs to be worked on. Management needs to get the word out and be open and honest as to how the travel budget is being applied in PLA situations.
Hazardous Weather	<ul style="list-style-type: none"> <li>• What is considered when deciding on an office closure or late start/early departure?</li> <li>• How do we ensure these decisions are consistent, fair, and protect employees?</li> <li>• Who decides when employees should leave a temporary assignment due to weather?</li> <li>• How/when do employees report accidents while traveling to/from an assignment?</li> </ul>	Article 25	<p><b>What is considered when deciding on an office closure or late start/early departure? How do we ensure these decisions are consistent, fair, and protect employees? Who decides when employees should leave a temporary assignment due to weather?</b></p> <p>NTEU Sleva said that offices need to be consistent and protect employees. The Regional Office uses a different approach in closing the office than the field office. NTEU Nelson asked if there are ramifications to a FS if they close an office.</p> <p>Response: Employee safety is paramount when making the decision to close an office. There are no ramifications to a FS if they close an office.</p> <p>NTEU Shallenberger said that some of the problem is that notification comes late. Examiners are traveling on rural roads and it takes forever to get notification. One office sent out a message, "the office will be open." Employees expected a little more guidance. More experienced examiners requested to telework that day. The newer employees thought that because the FO was open they had to go to the bank even though it wasn't necessarily safe to do so.</p> <p>NTEU Peters said that the union is looking for some standard language, much like what is done in Chicago that can be provided to the FS's to use when the office is closed, opening late, or closing early. NTEU Peters noted that there wasn't a lot of problems in the Regional Office when we were closed because the language that was sent out was clear.</p> <p>NTEU Sleva said that another problem is that in other offices the RMS supervisors are making the decision for the entire field office based on where they know their RMS employees are at. They aren't considering where the DCP examiners may be working.</p> <p>Response: The process in the Regional Office is to wait for FEB to make their decision and then adopt that.</p> <p>NTEU Sleva stated that there were some field office supervisors who sent out a "nice" message that made the employees feel that they cared and others did not send a nice message making the employees feel that their supervisor doesn't care about them.</p> <p>Response: The field staff should not hesitate to call their supervisor to let them know the local situation they are dealing with.</p>

			<p><b>How/when do employees report accidents while traveling to/from an assignment?</b></p> <p>NTEU Sleva said this came up as an issue when examiners were traveling during bad weather and questioned what they should do if they were in an accident</p> <p>Response: Employees can just ask their supervisor what to do. ARD Hayes's staff handles this area and does a great job. ARD Hayes provided Directive 4600.1, Form 3420, and DOA FAQ on reporting accident. DOA has a link on the Chicago Region's website.</p>
Travel	<ul style="list-style-type: none"> <li>• Can the Chicago airports be added to the list of authorized airports for Milwaukee and Madison?</li> <li>• How does the reduction in travel budget impact employees in our Region?</li> <li>• What instructions have been provided to field supervisors to reduce travel expenses?</li> </ul>	Strategic Plan, GTRs	<p><b>Can the Chicago airports be added to the list of authorized airports for Milwaukee and Madison?</b></p> <p>Response: Information has been obtained from the supervisors and has been provided to DOF. If the union has other information they want to provide, they should get it to ARD Hayes.</p> <p><b>How does the reduction in travel budget impact employees in our Region? What instructions have been provided to field supervisors to reduce travel expenses?</b></p> <p>NTEU Sleva asked how much direction has been provided to field management on using the travel budget and how much discretion do individual supervisors have.</p> <p>Response: The bottom line is that last year's actual travel expenses are close to what was allotted to the region this year. No specific direction has been provided to field management as they are in the best position to know what their office needs. Travel has been discussed during field office meetings.</p> <p>NTEU Sleva raised a situation where training was held in a field office conference room. The room was not big enough to comfortably accommodate all the attendees. It may have risen to a safety issue.</p> <p>Response: There is no budget for rental of extra space and that has to be approved at the HQ level. Conference rooms in the field offices were not designed to serve as training rooms and hold all of the staff. Regional management is open to discussing better ways of doing things.</p>




<p>Details</p>	<ul style="list-style-type: none"> <li>• Why are RMS and DCP EOs for the Region not also listed on the FDIC diversity page?</li> <li>• Are there sufficient opportunities available now that developmental details are not allowed?</li> <li>• How is workload considered when approving EOs?</li> </ul>	<p>Article 14</p>	<p><b>Why are RMS and DCP EOs for the Region not also listed on the FDIC diversity page?</b></p> <p>NTEU Peters provided an example where a timekeeper went on a detail and another timekeeper within the region was chosen to be put on a detail for the RO timekeeper. He questioned why the EOI wasn't placed on the diversity page.</p> <p>Response: In this particular situation there was a sudden need to fill the position so they pulled the RMS/DCP roster and pulled the individual from that.</p> <p>NTEU Peters noted that the Chairman keeps asking why we have so many silos. He understands pulling only from RMS/DCP when the position to be filled requires a commissioned examiner but for a generic position like a timekeeper that should go out to everyone.</p> <p><b>Are there sufficient opportunities available now that developmental details are not allowed?</b></p> <p><b>How is workload considered when approving EOs?</b></p> <p>Response: It is difficult for case managers to be away from their portfolios for any length of time. Details are based on workload needs. There are quite a few case managers who teach. A detail is meant to fill a workload need and the individual placed into a detail needs to be productive; they are expected to do the work of the position.</p> <p>NTEU Peters noted that there is a case manager manual which can be useful to those individuals on a detail.</p> <p>Response: It is helpful to have people detailed to the case manager's position as it allows them to understand the case manager's role. Case Managers are not supposed to do a reexamination.</p> <p>NTEU Sleva asked about possible creative options for providing information. Such as a Day in the Life, give field office employees a taste of what working in the RO is like. There is a difference between a developmental detail vs. the need to be productive in the detail. There was a discussion about possibly using PLA time for details but the issue is still that the employee has to be productive in the position they are detailed to.</p>
<p>Report Reviews</p>	<ul style="list-style-type: none"> <li>• What is the appropriate use of Bank of Anytown?</li> </ul>	<p>Regional policies</p>	<p><b>What is the appropriate use of Bank of Anytown?</b></p>

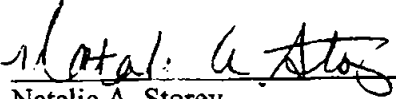
	<ul style="list-style-type: none"> <li>• How does the review of Review Examiner duties impact staff?</li> </ul>	<p>NTEU Shallenberger indicated that this issue has already been discussed with the RMS DRD. An examiner wrote a trust exam, nothing changed from previous exam so they used the narrative from the previous exam but were told to “change the narrative up.”</p> <p>Response: There is no Regional policy but examiners should be aware of making sure the comments accurately reflect the current exam and are not just a cut and paste from the prior exam. Small banks with good ratings that don’t change, keep the comments short. During the review process stylistic revisions may be made in order to make the report better. But those stylistic changes should not be noted in the feedback form. If there are substantive changes, those should be entered into the feedback form. As far as following the Bank of Anytown, everyone should be following the big picture. Regional Office review is not a reexamination of the bank.</p> <p>NTEU Sleva noted that some case managers will question why an examiner’s report looks too much like the Bank of Anytown and others will say that the report doesn’t resemble it enough.</p> <p>Response: Examiners should write for a bank’s board of directors and follow the standards in the Bank of Anytown. Case managers are looking for the report to be written clearly.</p> <p>NTEU Peters noted that every report is supposed to come to the RO as mailable. The FS/SE looks at it before it gets sent up. But yet feedback forms are being used in PMR narratives</p> <p>Response: The feedback form is on the report itself and not a performance appraisal. If the FS/SE has to rewrite the report before it is sent to the RO, then that’s a performance issue.</p> <p>NTEU Peters noted that there were instances in a particular FO where the SE told examiners that their rating on the written communication standard would have been higher if their feedback forms had been higher.</p> <p>Response: The feedback received ultimately reflects upon the FO whereas performance issues are between the employee and the FS or SE.</p> <p><b>How does the review of Review Examiner duties impact staff?</b></p> <p>Response: Review times are being looked at. Some offices are at 60 – 90 days; others are much less. The Chicago Region did not have to make substantive changes to how they do things. Case Managers are being looked at this year.</p>
--	---	---

IT Security Policies	<ul style="list-style-type: none"> <li>• CSIRT incidents – have these decreased?</li> <li>• Is additional training planned?</li> <li>• Are meeting invites for external parties considered sensitive?</li> </ul>	Global Messages/IT Policies	<p><b>CSIRT incidents – have these decreased?</b></p> <p>Response: The Chicago Region still has more CSIRTS than we should. Last year there was a total of 32 CSIRTS; to date this year we have 4 (out of a total of 11). Management is hopeful that when Connect is replaced that will help to decrease the number of CSIRT incidents.</p> <p>NTEU Sleva stated that Connect does have a pop-up box now that asks the employee if they are uploading to the correct session.</p> <p><b>Is additional training planned?</b></p> <p>Response: No additional training is planned. CSIRTS have been discussed at territory meetings.</p> <p>NTEU Sleva said that in this case maybe a personal touch, talking about these incidents may be better than training.</p> <p><b>Are meeting invites for external parties considered sensitive?</b></p> <p>Response: If sent securely, there shouldn't be a problem with sending a meeting invite to an external party. But employees have to be aware of what they are attaching and what the subject line says. Employees need to ensure that attachments don't contain PII or SI.</p>
Other Items	<ul style="list-style-type: none"> <li>• To be introduced at meeting...</li> <li>• Meeting Minutes/Next Meeting</li> </ul>		<p><b>To be introduced at meeting...</b></p> <ul style="list-style-type: none"> <li>• Meeting Minutes/Next Meeting</li> </ul> <p>The union will provide suggested dates for the next meeting and will follow up on the minutes if they don't receive them.</p>

For the National Treasury  
Employee Union  
Chapter 242

For the Federal Deposit  
Insurance Corporation  
Chicago Region

  
Dawn Sleva  
President, Chapter 242

  
Natalie A. Storey  
LERS/DOA