

Joint Labor Management Committee Meeting

June 23, 2009

Committee Members Attending:

Management Committee: Keith Kincaid, Regional Vice President Los Angeles/Tri County Claims; Katarina Holstein, Claims Operation Manager.

Labor Committee: Jesse Gonzales, Labor Representative with Stewards: Jean Woods; John Kopp; Debra Barsky; Andree Joseph-Conley.

Picture: Prior to meeting JLMC members had their picture taken by Larry Brown.

Introductory Remarks:

The purpose of the JLMC is to address Glendale State Fund employees concerns and issues with management and find resolution.

JLMC Meeting Topic:

2nd Floor Phone Unit Department

Specific Concern:

- Ageing Phone Equipment / System
 - (a) High incoming calls volume – 23,000 calls per month
 - (b) Call transfer Issues – Operators equipment have differing incoming line capacity with no ability to move calls between operators once incoming call picked-up.
 - (c) Lost / Misdirected Calls – Operators hear customer complaints reporting continuous ringing or busy signals, operators have their transferred Glendale calls sent to another State Fund office, operators experience dropped calls.

Solutions Discussed:

Management is aware of phone equipment problems and is working to improve the phone system. A new telephone communication system, possibly installed as early as Fall 2009, would allow call routing and divert up to an estimated 25% of incoming phone calls.

Specific Concern:

- *Phone Unit Short-Staff Issue*

Solutions Discussed:

Management has trained a group of Office Assistants for telephone coverage when Phone Unit short-staffed or for coverage at lunch and break times.

Specific Concern:

- *Employees Work Zone*
 - (a) Employee Work Station (wall unit) - work space limited with little or no storage; and, wall unit allows little or no space to crawl under in an emergency i.e. earthquake.
 - (b) Minimal distance between phone operators – phone operators crammed in a tight area with several operators speaking at the same time; thereby, making it difficult for employee to hear customer and focus on call. Customer service and morale suffer.
 - (c) Phone Unit employees egress through Emergency Door constricted due to employee workstations, chairs and employees' narrowing pathway to door. Carts and boxes have been located within the emergency door pathway.

Solutions Discussed:

Management will look into employees' concerns to determine possible solutions and provide an informal report at the end of July 2009.

Specific Concern:

- *Management Training*

Labor committee members stated some managers focus on legal compliance; yet, other managers focus on teamwork. Inquiry made regarding management training opportunities.

Solutions Discussed:

Management provides classes for managers; and, will soon implement a new evaluation format for supervisors. In Glendale State Fund, management believes communication is paramount; and, when frustration surfaces it is hoped employees know they can come forward to discuss their issues.

The next JLMC Meeting will be held September 23, 2009 @ 9 a.m., 7th Floor Conference Room.

MINUTES
Glendale JLMC Meeting
September 23, 2009

- I. Meeting called to order at 9:30 AM
- II. Roll Call: Members present were Keith Kincaid – Vice President SA Administration; Katarina Holstein – Claims Operations Manager; Jesse Gonzales - SEIU Local 1000 Labor Representative; Andree Joseph-Conley - Unit 1 Representative; Jean Woods - Unit 4 Representative; Debra Barsky - Note taker
- III. Minutes from June 23, 2009 were read. There were no corrections or additions so minutes stood as read
- IV. Unfinished Business
 - A. Phone Unit
 1. Equipment
 - a) Discussed high call volumes, missed/lost calls, differing line capacities among operators
 - b) Advised that new equipment/system coming to Glendale
 - c) Estimated rollout here is 1st quarter of 2010
 2. Space
 - a) meets regulations but feels like a tight squeeze
 - b) Two spaces currently available if someone willing to move but no partition possible due to fire extinguisher
 - c) RE: Suggestion to use space on 6th floor, losing 18th floor so after floor mergers, REM will work out new configurations. Once new configurations complete, will know space options
 3. Coverage
 - a) Lots of calls, short staff
 - b) In the absence of seasonal workers, other OAs have been cross-trained and now provide some coverage plus added staff to message center (though only on 16th floor at present)
 - c) Pilot program (Forwarding adjusters' missed calls to other adjusters/team members then OA's then phone unit) underway
 - d) Simultaneously, in process of establishing lien unit program/project with central phone number
 - B. Manager training and performance
 - a) Discussed compliance vs. "team" focus
 - b) Employee Engagement Survey coming out in October with expected result being critical information regarding status of programs/departments/the state
 - c) 360 type evaluation possibly rolling out next year
 - d) Resolved that committee would collect and present specific examples of problem managers for next meeting

V. New Business

A. Threat Management Training

1. Discussed system, protocols and rules as well as accuser accountability, risk of victimization & frivolous reports
2. Inquired regarding marks in personnel file or ties to HR
3. Inquired regarding denial of Weingarten Rights
4. Resolved that more information was needed and that management would collect this

B. Attendance Policy

1. Discussed problem with how leave is charged (AWOL vs. SL vs. V) and with policy not being uniformly/impartially enforced

- a) Discussed possibility of flex-schedules for family/disability reasons including short lunch presently only authorized for ride-share/MTA participants. Discussed flexibility possible only up to a point due to need to be mindful of business needs, cautious about abuse and the difficulty of management's monitoring too much flexibility. Also Management suggested the option for employees to utilize pre and after school care instead.
- b) Discussed difficulties of live supervisor contact for sick leave
- c) Resolved that any kind of supervisor or acting supervisor counts (unless individual worker on some type of restriction)
- d) Resolved that 30 minutes from start time not 15 to call (Glendale)
- e) Resolved that no requests for short lunch have been received but denials should be forwarded to upper Management for review case-by-case.
- f) Resolved that management would be looking into options to make contact easier including a dedicated phone number/system
- g) Resolved that committee would collect and present specific examples of enforcement issues

C. Cart Health and Safety

- a) Discussed concerns with dock route and freight elevator access for clerical staff, in legal department, that have four wheel carts
- b) Resolved that SCIF management will discuss cart route with building management
- c) Resolved that legal has separate reporting structure so (in addition to inviting Glendale's chief legal counsel to attend JLMC meeting) individual legal employees should request full key access from supervisors

D. Communication

- a) Discussed clerical staff, especially in legal and claims, omitted from department emails of needed information
- b) Resolved that managers will be reminded to include clerical staff on notices

VI. Adjournment

Meeting adjourned at 11:00 AM after scheduling next meeting for December 9, 2009 at 9:00 AM.

MINUTES
Glendale JLMC Meeting
December 7, 2009

I. Meeting called to order at 2:05 P.M.

II. Roll Call: Members present were Keith Kincaid, Vice-President Los Angeles Tri-County Region; Katarina Holstein, Claims Operations Manager; Larry Cucovatz, Attorney-In-Charge; Jesse Gonzales, SEIU Local 1000 Labor Representative; Andree Joseph-Conley, Unit 1 Representative; Jean Woods, Unit 4 Representative; John Kopp, Senior Steward.
JLMC Members not in attendance: Kelley Van DerHoof & Debra Barsky

III. Minutes from September 23, 2009 JLMC meeting were read. Pending further review, decision will be made regarding corrections and/or additions.

A. Housekeeping:

1. Discussed need for Minutes protocol. Resolved to prepare Minutes draft 2 weeks after JLMC meeting followed by a 2 week review process to finalize Minutes for approval. An additional 2 weeks will be added (6 weeks total) when there is an in progress major Union issue or event.
2. Introductions: New JLMC members: Larry Cucovatz, Attorney-In-Charge and Maria Villegas, DLC 725 President (replacement for Jesse Gonzales in future JLMC meetings).

IV. Unfinished Business:

A. Phone Unit

1. Equipment: New equipment/system coming to Glendale ASAP pending statewide upgrade. Keith has requested Glendale be one of the first to receive. Estimated rollout is first quarter 2010.
2. Space: Tabled for present as no changes pending completion of 18th floor mergers and REM re-analysis.
3. Coverage:
 - a. Discussed Pilot program (Forwarding adjusters' missed calls to other adjusters/team members then OA's then phone unit) that is underway.
 - 1) Discussed "glitches" (incoming calls from all over) that cleared within a few days; report to committee; ACM's should be tracking.
 - 2) Discussed Pod assignments differ from covering adjusters assignments resulting in new groupings not familiar with each others' claims, stumbling while caller waits, and less effective customer service, extra time spent on unfamiliar claims slows production.
 - 3) Calls to general number going to adjuster before switchboard.
 - 4) Disconnection on pressing "0" for adjusters with extended absences.
 - b. Discussed lien unit program/project with central phone number: Roll-out in progress with 5 adjusting units so far.

- c. Discussed need for coverage in the future so all staff (phone unit and other OA's) can be excused to complete surveys.

B. Manager Training and Performance

1. Discussed October 2009 Employment Engagement Survey: Private company contracted to conduct survey; tabulation of results in progress (expected in January 2010).
2. Discussed 360 type evaluation: Still on the table but awaiting results of Employee Engagement Survey.
3. Discussed compliance vs. "team" focus:
 - a. Regarding committee's collection of specific examples of problem managers for next meeting: Problem with staff in affected units is fear of retaliation especially in the form of withholding approval for leave so unable to collect documentation except personal file of committee member.
 - b. Management resolved issues should first go through normal channels (supervisor then manager) but indicated a desire to be informed before complaints rise to level of formal grievance. Resolved/recommended that a third step (meeting with senior admin) be added when Informal Meeting with supervisor and meeting with next level management fail case-by-case.

C. Threat Management Training

1. Discussed further system, protocols and rules as well as accuser accountability, risk of victimization & frivolous reports as well as denial of Weingarten Rights.
2. Management referred to State Fund Corporate Guidelines (REM is "caretaker" reporting findings to team (REM, Threat Management, Andreas Akers, Legal).

D. Attendance Policy

1. Discussed further how leave is charged (AWOL vs. SL vs. V) and policy not being uniformly/impartially enforced
 - a. Discussed denial of sick leave usage if/while already on vacation. Management to research corporate policy for clarification
 - b. Discussed further flex-schedules (short lunch) presently authorized for ride-share/MTA participants only. Also, discussed child care recommendations as it affects attendance. Resolved that blanket authorization is not possible for family/disability reasons unless/except case-by-case due to coverage and monitoring leave. Resolved that no requests for short lunch have been received but denials should be forwarded to upper Management for review case-by-case. Resolved that no child care is available on site and nothing off-site is sponsored by State Compensation Insurance Fund.
 - c. Discussed difficulties of live supervisor contact for sick leave. Resolved that any kind of supervisor or acting supervisor counts (unless individual worker on some type of restriction). Resolved that management has IT working on options to make contact easier including a dedicated phone number/system
 - d. Management reiterated that workers will be given up to 30 minutes (not 15) after shift start to report unless worker is on attendance restriction (applies to Glendale only)
 - e. Resolved that committee would collect and present specific examples of enforcement issues

E. Cart / Elevators / Loading Dock: Health and Safety

1. Discussed concerns regarding Glendale Plaza Building policy banning 4 wheeled carts in regular elevators and lobby. Four wheeled carts are to use the freight elevator then travel through hallway to the loading dock area. (Sue Wilson will handle card key access) Resolved State Fund employees are allowed to drive vehicles into the loading dock area to load and unload carts.
2. Pictures presented challenging safety of loading dock elevator
 - a. Elevator power cord potential hazard: moves with elevator & lies on dock.
 - b. Cable on elevator platform for preventing falls not high enough and rarely connected.
 - c. Request made for SCIF Engineers, Risk Management and the Safety Committee examine safety issues in dock area. Resolved that Management will review safety issues with REM.

F. Communication

1. Discussed clerical staff, especially in legal and claims, omitted from department emails of needed information.
2. Resolved that managers will be reminded to include clerical staff on notices and will make an effort to consider relationship between claims and clerical units when planning events that include both (i.e. customer service awards).

V. New Business:

A. Management Concerns

1. Discussed State Release Time (SRT) for JLMC prep and meetings. Resolved to give management reasonable notice (several days) in requesting JMLC Steward SRT for JLMC meeting preparation.
2. In response to question about Management needs, would also like feedback on what management is doing that's positive.

B. Union Concerns

1. Phone coverage and new system discussed under IV. A. above.

VI. Adjournment:

Meeting Adjourned at 4:05 p.m. Next meeting tentatively set for March 10, 2009 at 9:30a.m. - 7th Floor Conference Room.

JLMC MINUTES

April 07, 2010

I. **Meeting:** called to order at 10:05A.M.

II. **Roll Call:** Members present were Keith Kincaid, Regional Vice-President Los Angeles Tri-County Region; Katarina Holstein, Claims Operations Manager; Larry Cucovatz, Attorney-In- Charge; Kris Organ, SEIU Field Coordinator, Maria Villegas DLC 725 President; Andree Joseph-Conley, Unit 1 Representative; Jean Woods, Unit 4 Representative; John Kopp, Senior Steward, DeAnna Bowers, O.A. & note taker

III. **Minutes:** From December 7, 2009 JLMC meeting were read & agreed upon prior to this meeting.

IV. Unfinished Business:

A. Phone Unit Equipment:

1. Web based/automated system estimated to rollout September of this year. Discussed call routing menu options for Policy.
2. Discussed possible changes of the phone numbers for the adjusters going to Monterey Park.
3. Also the issue of the Interpreting list. Once the move is completed the list/needs will be evaluated.

B. Phone Coverage:

1. Lien Unit Rollout: No longer rolling out since the unit will now be comprised of WCCAs.

Guest Speaker: Roy Vargas: Discussed the opening of the WCCA positions in the lien unit. He voiced his concerns regarding the WCIT positions & the potential for promotions to WCCAs. Keith explained the issues of overstaffing as well as the 17 "new" WCCA positions being included in the over staff list. Keith proposed setting up a meeting with the WCITs in the lien unit to discuss their concerns. Also mentioned was a new WCCA test being given pending HR approval.

2. Effectiveness of new call system, Katarina reported that the PODs seem to be ok after the initial switch over "glitches" were worked out.

3. Phone Unit Training Video, goal is to incorporate new training once the move is completed.

C. Manager Training and Performance:

1. 360 Evaluations set to be rolled out in the next several months (program managers only) 360 Eval for next level Managers set to be implemented in 2011.

2. Engagement Survey Result/Mgt Training: Engagement Survey Results are a standing agenda for the manager meetings. Next survey will be sent out 2011. Keith has received Suggestion boxes that he plans to set up soon. We discussed possibly "unveiling" the boxes at the next awards ceremony. Keith also mentioned creating a monthly newsletter answering the questions from the suggestion box.

D. Attendance Policy:

1. Dedicated Phone Number is on hold until after the Monterey Park move. It was reiterated that Management is committed to rolling this out. Employees will be asked to call their supervisors & leave a message. Then call the dedicated phone number.

2. Sick Leave on Vacation. It was discussed & agreed that employees should call to let their supervisors know they are sick while on vacation. Discussion on needing a doctors note & evaluating issues on a case by case basis were brought up.

E. Carts, Health and Safety

Pictures have been taken of the loading dock & have been passed along to REM & the building. Nothing new to report.

Two/Four Wheeled Carts: The possibility of SCIF employees being allowed access to passenger elevators using small four-wheeled carts between floors was presented to committee members. Keith stated Real Estate Management is SCIF's liaison with Building management and asked Larry & John to set-up a meeting with Margie Hernandez to discuss this issue.

New Business:

Legal Request to be kept in the Loop: discussed "C.C.ing" the weekly updates from Katarina to the AICs to disseminate. Also Legal needs to know which adjusters will be moving to Monterey Park. There is a monthly meeting coming up between the Keith, Katarina & the AICs.

"Angry Claimant on Glendale Plaza Sidewalk": discussed communication/" being kept in the loop". Also mentioned by Kris was the possibility of informing CalPERS of potential issues.

VI. Announcements:

Construction Updates: The official move dates are pending still. Issues of actual construction were raised by Jean, i.e.; dust & noise. Katarina stated that most of the work will be done after hours & she will continue to provide info in the weekly updates.

Adjournment at 11:52am

Next meeting set for June 16th at 10 am on the 7th floor

JLMC MINUTES

June 16, 2010

I. Meeting: called to order at 10:07A.M.

II. Roll Call: Members present were Keith Kincaid, Regional Vice-President Los Angeles Tri-County Region; Kelley VanDerHoof, Claims Operations Manager; Larry Cucovatz, Attorney-In-Charge; Andree Joseph-Conley, Unit 1 Representative; John Kopp, Senior Steward, Mark Hupf, Unit 1 Steward; DeAnna Bowers, note taker.

Absent: Katarina Holstein, Claims Operation Manager & Jean Woods, Unit 4 Steward.

III. Minutes: Confirmed that Minutes from April 7, 2010 JLMC meeting were read & approved prior to this meeting.

IV. Unfinished Business:

A. Phone Unit Equipment:

1. Web based/automated system will be rolling out for Monterey Park in October 2010 & December 2010 for Glendale. The new phones will be equipped with caller I.D. The system is expected to divert 20% of the calls from Benefit Delivery staff to more specialized/appropriate staff. Also anticipated are better call routing and the ability to track the calls.
2. To date the phone numbers for the adjusters in Monterey Park should stay the same.
3. The Interpreting list should stay the same as well.

B. Phone Coverage:

1. Lien Unit Rollout: the 4/19/10 meeting between Keith & all WCITs was discussed. In response to complaints about job reductions and for those opposed to reductions in job duties who wanted an opportunity to learn/do more, an e-mail was sent out to all WCITs asking for volunteers for a "special project" headed by Karen Soloki. It involves data

entry for the lien unit & has a 6 month term. The possibility of the creation of a "D" class WCIT was brought up. Also mentioned was a new WCCA test being given which is still pending HR approval. Also, with regards to the lien unit, the question of dedicated phone & fax numbers was requested & is being considered.

2. Phone Unit Training Video: will continue to be looked into pending the implementation of the new system. Keith will follow up with Katarina regarding a "phone unit" video.

C. Manager Training and Performance:

1. 360° Evaluations set to be rolled out this week for program managers only. Keith stated that he had a conference call set for 6/17/10. The 360° Eval is optional and will be used as a developmental tool.

- a. 360° Evaluation process will include being paired with a "Coach", a self evaluation, & comments from front line staff.

- b. Everything will be confidential.

- c. Roll out for the next level Managers set to be implemented in 2011.

- d. Discussed concern that, if evaluations are optional, those who are the most conscientious who need them the least will participate while those who need them the most can opt out. Management will consider a remedy for this including a wide show of participation and support by program managers from the outset.

2. Engagement Survey Result/Mgt Training: Keith stated that there will be a series of Town Hall Meetings coming up in order to get feed back. Also, the Suggestion boxes are up and Keith has received some suggestions. He hopes to include them & the responses in the monthly newsletter.

D. Attendance Policy:

1. Dedicated Phone Number is on hold until after the Monterey Park move is completed. It was reiterated that Management is committed to rolling this out. Employees will be asked to call their supervisors & leave a message. Then call the dedicated phone number.

2. Sick Leave on Vacation. Keith informed the committee that the Managers were made aware of the complaint about denial of sick leave during vacation in their last meeting. The question of the criteria for needing a doctors note was brought up as well as the issue of certain employees being docked for being late while others, sometimes even in the same unit are not. A request for leave application to be uniform will be addressed in the next Managers meeting.

E. Carts, Health and Safety.

1. The results of the 4/22/10 meeting between REM & building management were discussed. Larry Cucovatz stated the building management seemed unreceptive to the suggestions offered, such as the use of plastic carts in the passenger elevators. The building management major concern was the marble in the elevators being chipped. More ideas are in the works & hopefully a compromise can be reached.
2. Loading dock safety is still an issue despite the building management stating it is up to code. John suggested have Matt Zylowski from Risk management be a guest speaker in the next JLMC meeting. Also suggested was a Risk Management review and report of the loading dock area by Matt.
3. Legal Request to be kept in the Loop: Keith & the others are aware of the problem with using email addresses that do not always contain all desired and/or necessary contacts & are working on correcting Outlook to include more choices all employees.

V: New Business:

- A. The request for a roster for Monterey Park/Glendale employees was made. As this list was already provided to the members of the SCIF Committee, Mark Hupf will be providing it.

- B. Dress code issues: Possible discrimination between men vs. women: It was brought to the attention of a JLMC member that a male was warned about wearing sandals. Many women in the office also wear sandals & are not warned. The issue of safety & professional attire will be looked into as well as having the same standard for men & women.
- C. Attendance regulations: This was touched on earlier in the meeting with regards to attendance policies not being enforced equally & consistently within units. As stated earlier this will be addressed in the next Managers meeting.
- D. Disconnect between Clerical supervisors & Middle management: Keith reported that headway is being made with clerical staff being included in pertinent e-mails. In response to concerns regarding uniform expectations and treatment of OA's, discussed the possibility of clerical staffs' job descriptions as well as reminders that OA's should be treated with dignity and respect being sent to the ACMs & supervisors so that there will be no issues of what clerical can & can't do and how they can and cannot be treated.

VI. Adjournment at 12:04pm

Next meeting set for September 15th at 10 am on the 7th floor

JLMC Minutes

9/15/10

- I. **Meeting:** called to order at 10:06A.M.
- II. **Roll Call:** Keith Kincaid, Regional Vice-President Los Angeles Tri-County Region; Kelley VanDerHoof, Claims Operations Manager; Larry Cucovatz, Attorney-In- Charge; Andree Joseph-Conley, Unit 1 Representative; John Kopp, Senior Steward, Jean Woods, Unit 4 Steward and DeAnna Bowers, O.A. & note taker.

Also Present: Jonathan Tan, SEIU Organizer

Absent: Katarina Holstein, Claims Operation Manager

Special Guest Speaker: Matt Zylowski, Corporate Loss Control Specialist

Minutes: Confirmed that Minutes from June 16, 2010 JLMC meeting were read & approved prior to this meeting.

III. Unfinished Business:

Note: Order was suspended to accommodate guest, Matt Zylowski

E. Carts & Loading dock safety

1. Special guest speaker, Matt Zylowski addressed the use of plastic carts, as well as, the use of the passenger elevators vs. the freight elevator. He stated that no agreement or alternative options have been offered by the Building management.
2. Loading dock safety is also still an issue. Again, Matt Zylowski stated Building management has been nonresponsive to his inquiries.
 - a. The guard rails being too short on the powered platform are an issue for staff.
 - b. The wait time for the platform operator to come & if he is certified.
 - c. The power cord for the platform being frayed, causing the potential for people getting electrocuted. Matt Zylowski contacted the building management about a month ago & hopes to hear back by this Friday. He said he would take more pictures of the loading dock & follow up with the building management.

A. Phone Unit Equipment

1. Keith stated the official date for the Web based/automated system to roll out for Monterey Park was October 18th 2010.

Training will be provided by I.T./Carol Johnson & will take place about two weeks prior to the roll out. Some of the features will include: voice over IP, caller ID & a speech to text option for the hearing impaired. The December date for Glendale is not out yet.

- a. Concern was addressed over current issues with the phones simultaneously ringing at adjuster's desk in Monterey Park. John wanted to know how they are being routed. Andree brought up that it is mostly lien claimants & that during lunch is when the simultaneous ringing is most noticeable. Kelly stated that that is how the system is set up & perhaps lunch time coverage should be looked into in Monterey Park. Also, however, due to low cubicles (Monterey Park) and the limited ability to adequately handle unfamiliar claims while others remain on hold, Kelley stated system needs to be reviewed.
 - b. With respect to how the calls will be diverted once the rollout is in place, Keith is looking into the possibility of the lien unit calls being routed to the dedicated phone number. Andree brought up having an option to route calls to the UR department also due to decisions/authorization letters not always readily apparent in ECF. Kelly stated that it may be looked into once the system is in place.
2. During the last meeting the issue of possible changes to the Monterey Park phone numbers was raised. Majority of Monterey Park staff voted to change due to the advantages of having local numbers.

B. WCITs & Testing

1. Keith gave an update on the status of the WCIT's special project. The project will continue through the end of the year, there are six WCITs involved in data entry for the lien unit. About 30% - 40% of the lien data has been entered in ECF which, as Kelly stated, helps to manage & track the amount of liens handled. Andree added this also is necessary for auto populating C&R Lien Affidavits.
 - a. There was nothing new to report on the status of the creation of a "D" class WCIT.
 - b. The status of a new WCCA test being given is still pending HR approval. Keith is hoping to hear something this week.

C. 360° Evaluations, Training and Performance

1. 360° Evaluations

Keith stated he had had his evaluation & found it to be a positive experience. Some of the aspects of the evaluation are, asking those you work most closely with to fill out a survey about you. Also, meeting with HR to get feed back from those anonymous surveys & come up with your own action plan. The goal is to have all the highest level managers finished by the end of the year & then move on to the next levels of managers each subsequent year.

2. Engagement Survey Result/Mgt Training
 - a. The quarterly Newsletter is due out by the end of this week, pending approval.
 - b. The Town Hall Meetings continue to be on going.
 - c. Keith stated the next Engagement Survey is scheduled for 2011.

D. Attendance Policy

1. The Dedicated phone number for calling in sick is still in the works. Katarina will be looking into setting it up after the automated system roll out in Monterey Park.
2. Sick Leave and Vacation/ Attendance regulations. The issue on needing a doctor's note was addressed in the Managers' meeting where Keith reiterated the need for consistent and uniform attendance monitoring. He also requested that we let him know if any issues come up.
3. Dress code issues. Possible discrimination between men vs. women & the issue of safety & professional attire was also addressed in the last Managers meeting. Again, consistent and uniform application of policy was stressed.

F. Disconnect between Clerical supervisors & Middle management

1. Measures have been taken to include Clerical staff in pertinent e-mails.
2. Keith noted our reminder to him that the OA job description was to be sent to ACM's and supervisors with reminder to treat staff fairly and with respect.
3. Andree brought up the issue of possibly getting a uniform "Work Request Form" for the adjusters to follow. Keith requested a copy of the form DeAnna uses.

IV. New Business:

- A. John brought up Internet access and the necessity for such access for various BU 4 staff. He cited that many of the duties Senior Legal Typists are asked to perform (i.e. Setting up depositions, interpreters & court reporters) can be set up more easily through the Internet. Keith said he will bring it up in the next Managers meeting, but this issue should also be brought to the Statewide Committee's attention.
 - B. Committee expressed appreciation for allowing the 30 minute lunch yet did have to cite issues with the implementation of the policy most notably and still ongoing in the phone unit due to the issues of coverage and concerns regarding the length of time between "rotations" (6 months) but also some concerns were expressed regarding delaying or withholding approvals in this and other areas due to retaliation vs. granting approvals as reward for favorites. Keith stated that he will keep tracking this issue.
 - C. Andree brought up staff concerns regarding specialty units being reassigned vs. possible layoffs. Keith stated that while some senior adjusters have had to be reassigned, he hopes that it will be temporary.
 - D. Issues with ECF letters were brought up: First, some of the SJDB vouchers & EAMS letters are being returned to the adjusters instead of being mailed. Adjusters are unable to determine if these are copies or originals. Other letters are being mailed when they should be returned to the adjusters. Andree stated that Sharon Piatak is aware & looking into the situation. Keith said he would follow up with her. Second, some letters are being sent out/returned because they don't have the complete addresses. This is something that is not apparent to adjusters as the problems often occur with the cover address sheet that is not seen by adjusters when preparing/submitting the letters in ECF. Third, I.T. is not releasing the letters in a timely manner. Keith stated that Alma's unit will be given the ability to release the letters by the end of the month. Training will be forthcoming.
 - E. Keith confirmed the pending visit from California State Senator Carol Liu set for October 8th. John hopes to have all the 2nd floor conference rooms reserved for her visit.
- VII. Next meeting is set for Dec 15th at 10am on the 7th floor.
Adjournment at 12:06

JLMC MINUTES

Nov 16, 2010

I. Meeting: called to order at 9:03A.M.

Roll Call: Members present were Keith Kincaid, Regional Vice-President Los Angeles Tri-County Region; Katarina Holstein, Claims Operations Manager; Tony Romo, Attorney; Linda Ngo, Human Resources Consultant; Juan Martinez, Union Representative; Charlene "Char" Gonzalez, Vice president/Chief Steward; Andree Joseph-Conley, Unit 1 Representative; Jean Woods, Unit 4 Representative; John Kopp, Senior Steward, DeAnna Bowers, O.A. & note taker

II. Opening statement: Was read by John as to why this "special" meeting was called. "The purpose of the Joint Labor Management Committee is to address employees & management concerns and issues and find resolutions. Recently, reports of sudden involuntary Office Assistant reassignments are circulating. Several employees have contacted Stewards to complain about their new assignments; and, employees are questioning the fairness of the moves. For instance, Seniority does not appear to be the factor determining reassigned Office Assistants. In the spirit of partnership we are here to help assess and mitigate the impact of the recent changes in the Phone Unit / Mailroom / Claims Departments."

III. Special Business:

A. Cross Training of Office Assistants in the Claims Departments:

OAs were informed on Oct 27th that they would be cross trained beginning Nov 8th. Issues of this being such short notice were raised. Linda stated that while 30 days notice is customary, 2 weeks is sufficient notice if business needs are a consideration or if the moves are taking place within the same building. Keith stated that in the future there will be more notice and noted that the JLMC will be brought in before the moves take place. Furthermore, there will be a follow up meeting with the OA's for feed back purposes. Also brought up was the question of a list of job duties being provided for each unit's specific tasks. Questions were raised whether all the training materials & resources were provided to the newly rotated employees who are now in the phone unit. Jean will be providing examples to Katarina.

While there is not a specific length of time allotted for each OA to be rotated it was specified that they will be there long enough to learn each position.

B. Employee Orientation: Protocols and supervisor / manager for employees reporting sick :

As there is currently no immediate supervisor located in the Mail Room, the newly rotated employees should be given clear instructions on whom they can call if they are sick. The dedicated phone line is still in the works pending completion of the roll over.

C. State Fund Equipment & Work Area: workstations; phones; computers; mail stations etc:

The response time for setting up the newly rotated employees seemed slow, however, Katarina stated that the IT department is short staffed and requested that we inquire if anyone still has outstanding needs.

D. Alternate Work Schedules/ 30 Minute Lunch Schedule:

While the newly rotated employees' original schedules should be honored, business needs take priority. Since the move there have been no new complaints of employees being denied AWS or 30 minute lunches.

E. Health & Safety:

Attention was drawn to the equipment in the mailroom being run by the newly rotated employees who may not have had enough training or who are being left alone in the mailroom. Issues with the Supervisor being located in a different part of the building were brought up. In regards to Ergonomic Evaluations & Reasonable Accommodations, it was stressed that, if there are issues, they should be addressed immediately and, in those instances when there are injury claims, request was made for "In House" as preliminary evaluation pending the official Risk Management evals to reduce the possibility of further injury

F. Phone Unit Employees Statistical Reporting:

There is not now and will not be a quota for each person to answer a certain amount of calls.

G. Phone Unit Training Video:

A general training video may be available pending completion of the new phone system roll out. There is training in the works once the New Web Based Phone System is set up in Glendale in January.

Adjournment at 10:32am

Due to scheduling conflicts the next meeting set for December 15th at 9am on the 7th floor has been postponed.

JLMC MINUTES

1/20/11

- I. **Meeting:** called to order at 9:06A.M.
- II. **Roll Call:** Keith Kincaid, Regional Vice-President Los Angeles Tri-County Region; Lynette Lavin, Claims Manager; John Kopp, Senior Steward, Andree Joseph-Conley, Steward & Unit 1 Representative and DeAnna Bowers, O.A. & note taker.
Absent: Katarina Holstein, Claims Operation Manager; Kelley Neal, Claims Operations Manager; Anthony Romo, Attorney.

Minutes: Confirmed that Minutes from November 16, 2010 JLMC meeting were read & approved prior to this meeting.

III. Unfinished Business:

A. Phones

1. Keith stated the Web based/automated system for Glendale will not be implemented due to Consolidation move. However there are still plans to have a Customer service training class for the phone unit. The plan for the OAs working in the phone unit is to have them rotated out every 6 months or so.

a. Concern was addressed over current issues with the extended greeting in Monterey Park allowing voice mails to be left with no way for anyone but the “owner” being able to access them. This will be looked into.

2. The Dedicated phone line for calling in sick will be moving forward.

B. WCITs & Testing

1. Keith gave an update on the status of the WCIT’s special project. The projects term is over in February with the option for the WCITs to extend their service another 6 months

2. With regards to a new WCCA test, HR is currently not planning one. However, Program Technician tests will be offered in Fresno & Redding, where CPC will be moving to. Other tests may be offered in the areas where the primary moves will be to.

C. 360 Evaluations

1. Evals for Manager 1 set to roll out this year, Keith will get a update at a leadership meeting he has next month.

D. Attendance Policy

1. An update was given regarding past issues with phone unit OAs being denied 30 minute lunches. Since the last JLMC meeting there have been no new incidences

E. Carts & Loading dock safety

1. An update was given regarding, the use of carts in the passenger elevators. With the help of Matt Zylowski, the building agreed to allow only Legal to use the passenger elevators to go from 3rd floor to 5th floor. It was suggested that this could be extended to the mail room as well. There are still issues with the loading dock safety. These being the guard rails are too short on the powered platform & the cord is frayed. Over all, improvements have been made.

F. Clerical

1. Keith granted internet access to clerical in claims on Dec. 20th. However, the clerical in the Legal departments were told they couldn't have access.

2. A request was made to have Keith speak to Kelly about possibly sending out an e-mail to ACMs & Supervisors with a list of the OA job duties as well as a reminder to treat all staff fairly & with respect. Also, to go through the proper chain of command if there is special request.

V. New Business

A. Cross Training for the OAs

1. As mentioned earlier the plan for the phone unit is to have them rotated out every 6 months or so to the different departments.

2. Coverage is still an issue in the phone unit & it was suggested that a binder containing all the information (fax numbers, mailing address, etc.) be created to help the covering OAs.

3. Also brought up was the fact that Outlook does not reflect the recent staffing changes. Lynette said she would check with Ripsime to see if the user admin form had been filled out by the supervisors. Lynette will also look into workstations not being set up in a timely manner.

B. Health and Safety

1. A request was made to update the Emergency Response Manual. Keith stated Sue Wilson has completed the update & it will be e-mailed out to everyone & a copy placed on the bulletin boards. Also requested on the security procedures was Ted Hawkins & Margie Hernandez's cell phone numbers since they are not always at their desks.

a. Keith discussed the possibility of Safety/ Emergency kit training meetings being held on site

b. John also brought in maps for the 2nd, 6th & 7th floors, but pointed out there are currently no maps for the Legal dept. These maps would be helpful when directing Emergency crews should the need arise.

2. Given recent events John asked what the 2nd Floor Security guard was allowed to do in case emergency issues arise. Keith stated the guard is there to provide security from outside people coming in.

3. John mentioned that with the recent news of the Consolidation plan there will be more requests for "walk thrus" by SEIU. The union needs to get permission from Keith for

Claims & the AIC for Legal. John requested an official e-mail from Keith clarifying that SEIU has a right to do these “walk thrus” & are to be escorted around the worksite by either a steward or rank & file employees not managers or supervisors.

VI. Announcements:

1. Keith provided a “consolidation plan” update: Teams & Sub committees have been put together. The Oversight team leader is Katarina Holstein & their first meeting will be next week. Kelly Neal will be the consolidation contact for Glendale. The packets are on delay for the first phase move locations. In Glendale & Oxnard case loads are being transferred to Fresno & Bakersfield/ Pleasanton respectively. I.T. is working on a bulk transfer process. Lynette stated currently the claims have to be transferred one by one in order not to lose any data. New claims that are being opened are assigned by zip code. Also, since Monterey Park will be a stand alone operation, questions about needing certain departments & positions i.e.: UR, Program Techs, KDO’s & WPTs will be addressed in the future by Katarina & pending Executive approval.

VII. Adjournment at 10:37

Next meeting set for March 15th at 9am, 7th floor conference room

JLMC MINUTES

3/15/11

I. Meeting: called to order at 9:02A.M.

I. Roll Call: Keith Kincaid, Regional Vice-President Los Angeles Tri-County Region; Lynette Lavin, Claims Manager; John Kopp, Senior Steward, Andree Joseph-Conley, Steward & Unit 1 Representative and DeAnna Bowers, Unit 4 Representative & note taker.

Absent: Larry Cucovatz, Attorney-In-Charge; & Anthony Romo, Attorney.

Minutes: Confirmed that Minutes from January 20, 2011 JLMC meeting were read & approved prior to this meeting.

II. Unfinished Business:

A. Phones

1. Plans to have a Customer service training class for the phone unit will be moving ahead. Lynette will be requesting videos from Home Office to be used for the training. Lynette asked DeAnna if she would be willing to go over the videos to help pick the best one.

a. The call routing system was implemented several weeks ago & Michael Banks will be running reports on how this impacts the phone unit's call volume. Also managers & supervisors have been calling the phone unit to check the number of rings it takes for the calls to be answered in.

2. The plan for the OAs working in the phone unit to be rotated out every 6 months will be moving forward, possibly by April 1st. This will be subject to the call volume reports.

a. Possible issues impacting internal customer service arising from the rotating Clerical staff were addressed. Keith stated that these moves will be collaborated with the clerical staff so the "best fit" can be found for everyone.

b. Lynette will follow up with Kelley in regards to creating a binder containing all the information (fax numbers, mailing address, etc.) to help the covering OAs in the phone unit

3. Issues with the extended leave greeting allowing voice mails to be left that no one but the “owner” can access was addressed. ACMs can use/request a password to access the adjuster’s voice mails

4. The dedicated phone number for calling in sick is in the process. Lynette will follow up with Michael Banks. It will consist of a central number that will ring to all Supervisors’ desks.

B. WCITs

1. The WCIT’s special project will be continuing until August. Two WCITs chose to return to Glendale while five stayed.

a. Lynette stated there is an ACM team working on how the WCITs can better assist the adjusters. There are plans for a new Team model in which the ACM will only have four adjusters & one WCIT. The goal is to get the case loads down to 140 & have better coverage.

C. Management

1. The 360 Evals for Manager 1 is set to roll out this year.

a. Keith stated a leadership academy for management & supervisors will be rolling out some time this year. This curriculum will be set up with an outside vendor & will result in updated action planning by participants.

b. Also mentioned was the new Engagement survey that will be coming out April 4- 15. There will be meetings to discuss the results with staff.

D. Carts

1. John addressed the 2/23/11 e-mail sent by Ted Hawkins, Property Management Assistant, stating utility carts transporting mail are allowed on passenger elevators from floors 2 - 7 only if the elevator is empty. Under no circumstance are the utility carts allowed on the building lobby floor. Carts that need to drop off mail on the ground floor must use the freight elevator. It was clarified that carts can be used in the regular elevators when going from floor to floor & the elevator is empty.

E. Clerical

1. Outlook is now reflecting the recent staffing changes.
2. An e-mail was sent on 3/14 to ACMs & Supervisors with a new "support request form"

III. New Business:

A. A request was made for Clerical staff to be kept "in the loop" regarding meetings/department changes. Management is trying to be more mindful of this & as a result is having a meeting with clerical this afternoon.

B. Walk Throughs: Will now be requested through HR & and SEIU Local 1000 Staff representatives are to be escorted around the worksite by either a steward or a rank and file employee -- not managers or supervisors.

C. Transition Team update:

1. Clarification on how the Civil Service Exam hours can be used was discussed. Employees are allowed up to 4 hours per pay period.
 - a. there will be a Career Options web seminar on 3/23 & a Job fair on 4/4 hosted by Verdugo Rapid Response

2. Within the Transition Team, there are sub committees; one looking into career alternative i.e.: job skills & workshops. The other sub committee collects questions for Kelley to address in the transition updates.

3. HR is working on a Seniority list. Employees should verify the accuracy & if they have questions or want to check where they rank they should contact Linda Ngo.

4. CPC scan is currently being routed to Fresno.

5. Letters were sent to the top 100 providers noting the change of addresses in anticipation of phasing out the Los Angeles PO Box.

6. IT is still working on Bulk Transfers of claims. Currently there are still problems with lost data. There is a step by step guide & hopes of being able to do Bulk transfers by mid year.

7. SEIU is working with State Fund on 22 proposals to help members who are affected by the move. Some of these are; relocation assistance & ergo evals

8. John gave an update on the plans for Legal. Originally it was thought Legal would be expanded, that is currently being revisited. The departments are currently unsure where they will end up.

IV. Announcements:

The possibility of the JLMC meeting every 6 weeks was agreed to.

VII. Next meeting set for 4/27 at 2pm on the 7th floor.
Adjournment at 10:40

JLMC MINUTES

5/17/11

I. Meeting: called to order at 9:15A.M.

I. Roll Call: Keith Kincaid, Regional Vice-President Los Angeles Tri-County Region; Lynette Lavin, Claims Manager; John Kopp, Senior Steward, Andree Joseph-Conley, Steward & Unit 1 Representative and DeAnna Bowers, Unit 4 Representative & note taker.

Absent: Larry Cucovatz, Attorney-In-Charge; & Anthony Romo, Attorney.

Minutes: Confirmed that Minutes from March 15th 2011 JLMC meeting were read & approved.

II. Unfinished Business:

A. Phones

1. Dedicated phone numbers for calling in sick have been set up. Lynette will be sending out a memo possibly by the end of the week, once she confirms that they work. The System consists of central numbers that will ring to all Supervisors' desks. The number for Glendale is 818-291-7768 & Monterey Park is 323-981-6603

2. Lynette gave an update that a binder containing all the information (fax numbers, mailing address, etc.) has been created to help the covering OAs in the phone unit.

3. Plans to have a Customer service training class for the phone unit will be moving ahead. Lynette is investigating the best videos from Home Office to be used for the training. She will follow up with DeAnna next week. Keith suggested that a basic customer service video be paired with more specific training material.

4. The plan for the OAs working in the phone unit to be rotated out is currently pending the call volume reports. No requests have been made so far.

5. Issues in Monterey Park with the extended leave greeting allowing voice mails to be left that no one but the “owner” can access were addressed. Keith stated that ACMs can & should be checking the adjuster’s voice mails.

B. WCITs

1. Lynnette stated the plans for a new Team model in which the ACM's will only have five adjusters & one WCIT are still in the works. The goal of getting the case loads down to 140 is close to being met.

a. CPC is currently asking for volunteers for Indexing. WCIT who volunteer will be able to stay here in Glendale under their current ACM & be granted access to the CPC Indexing program. The Special Project term is 6 months & will involve a one week training course in Burbank.

2. As of July 1st the Lien Reps will be reporting to the Legal department. One ACM will be going to Legal along with 12 of the 14 Lien Reps. Based on seniority, 2 lien reps will have to return to claims adjuster positions.

C. Management

1. Keith stated the 360° Evals for Manager I/II will roll out this fall. The 360° evals for ACMs are set for 2012. Also, the Leadership academy for management & supervisors will be starting in June.

a. An 18 month course entitled “Art of Adjusting” will roll out next month for ACMs & adjusters. This is a mandatory course and will include half day classes, online training & webinars.

2. The results of the new Engagement Survey that came out the week of April 4- 15 will be out in June. Those results will be shared with staff at an upcoming meeting.

D. Health & Safety

1. John stated there are currently no new issues in regards to health & safety

E. Clerical

1. In a February meeting, the ACMs & adjusters were told verbally to treat the Clerical staff fairly & with respect. Subsequently, an e-mail was sent on 3/14 to ACMs & Supervisors with a new “support request form” and there was an implication that the form was to monitor OA's for performance. Lynette advised that was not the intent. .

2. A request was made for Clerical staff to be kept “in the loop” regarding meetings/department changes. Management invited clerical to attend the staff meeting on 4/14. A subsequent meeting is scheduled for 5/24.

F. Transition Team Update

1. Don Ko is now in charge of the transition team.

2. There will be an update at the next meeting & the team will discuss resources for career options & seminars.

3. HR released the Seniority list.

4. The transition of the mail being routed to Fresno is going smoothly.

5. Bulk Transfers are expected to be completed by mid-year. T & Rs will be transitioning as well. New claims will be shifted to Santa Ana, Fresno & Stockton possibly based on employer zip code. This will help adjusters' current caseloads & allow more claims to settle & close

6. Next transition meeting is Friday 5/20. The website is offering an “early move” option for those who will be moving this year. This will be offered based on Seniority.

III. New Business:

A. John asked if, when Derek Anthony retires, a new Transportation Coordinator be appointed. Keith stated some one will take his place.

B. Pool cars will be limited to 300 statewide. Questions were raised as to availability issues especially for attorneys.

C. Glendale Legal Units are currently being reorganized from their existing 4 units into 6 units with clerical staff redistribution. Employees in the Glendale Corporate Legal Unit (formerly known as Special Litigation Unit) will be transferred to Monterey Park and the Glendale Legal Offices. This plan will be implemented some time this summer. Letters of preference & options will be sent out. The final selections will be made by Seniority. There are also issues with how the staff in unique classifications will be divided.

IV. Announcements:

None

VII. Next meeting set for 6/28/11 at 9am on the 7th floor. Adjournment at 10:45