

Office of Employee Relations
and Labor-Management Committees

QUARTERLY UPDATE

Q2 | April - June 2024



Office of
Employee Relations

OFFICE OF EMPLOYEE RELATIONS MISSION

To advance the performance of state government through collaborative labor relations, workforce training, education, and benefits.

NYS HEALTH INSURANCE PLAN/EMPLOYEE BENEFITS MANAGEMENT

PRE-TAX PROGRAMS Flex Spending Account (FSA): Health Care Spending Account (HCSA), Dependent Care Advantage Account (DCAA), and Adoption Advantage Account

FLEX SPENDING ACCOUNT (FSA) is a pre-tax program that saves employees money on health care and dependent care expenses.

Enrollments for the 2024 FSA as of June 30, include:

<p>HEALTH CARE SPENDING ACCOUNT</p> <p>16,719</p> <p>State employees enrolled</p>		<p>ADOPTION ADVANTAGE ACCOUNT</p> <p>17</p> <p>State employees enrolled</p>
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DEPENDENT CARE
ADVANTAGE ACCOUNT

8,959

State employees
enrolled



PRE-TAX TRANSPORTATION BENEFIT NYS-RIDE

As of June 30, **4,473** employees participated in NYS-Ride transit. With NYS-Ride, the State realized a 12-month annualized savings of **\$63,120** (the net of FICA savings minus lost tax revenue), and employees saved an average of **\$661** per year. Parking participation continues to grow, with **551** employees enrolled.

Highlights

The Empire Plan - Prescription Drug Program

The Office of Employee Relations (OER) staff met with Department of Civil Service (DCS) and CVS to discuss recommended formulary changes to be effective July 1.

- 11 new drugs will be added to the Specialty Formulary.
- Two drugs will be removed from the Specialty Formulary because CVS no longer has permission to dispense the drugs.

The Empire Plan - Mental Health and Substance Use Program

The Employee Benefits Management Unit is focused on bringing awareness to the new Centers of Excellence and network improvements through shared communications with the unions, DCS, and Carelon.

- Instride Health is now offering intensive in-home service and outreach with follow-up visits.
- LiveWell, a longstanding eating disorder provider in Albany, added family-based treatment to their agreement.
- Charlie Health, added location in Rochester, and soon Nassau County
- Fusion Recovery, expanded substance use treatment access for the membership in the NY Capital District
- Forge Health, with specialized programs for veterans, active-duty military, emergency, and health care professionals, first responders, in addition to LGBTQ+ individuals, and their families.
- Ongoing recruitment for providers in areas around Correctional Facilities in the more rural areas of the State.

WORKFORCE AND ORGANIZATIONAL DEVELOPMENT

Public Service Workshop Programs

Offering workshops for PEF-represented and M/C employees that focus on addressing the professional development needs of employees in job titles or professions within seven major occupational groups. There were **76** workshops delivered to **1,115** participants.

Professional Development Committee

This committee met once in this quarter.

Statewide Training Initiatives

Training Directors' Roundtable

This webinar was held and provided the training community with professional development, updates, and discussions on State training initiatives. There were **62** training professionals in attendance.

Training Directors' Professional Development Day

67 members of the training community in attendance for a session on the topic of Building and Sustaining Team Engagement.

Statewide Learning Management System

Statewide Learning Management System Primary Administrator training was completed with **17** participants trained.

Train-the-Trainer Series

5 Train-the-Trainer sessions were conducted in the Capital Region. A total of **84** attendees have been certified or pending certification.

PEF Workforce Initiatives and Labor Management Nursing Grants

9 PEF Workforce Initiatives applications were submitted by agencies. **7** applications were approved for a total amount awarded of **\$239,960**. Two applications were denied and referred to OER programs for funding. One Labor-Management Nursing Grant was submitted and approved for a total amount awarded of **\$49,300**.

Leadership Development Programs

Excelsior Service Fellowship Program

16 fellows in cohort 8 participated in three one-day emerging leader professional development sessions. **19** fellows in cohort 9 participated in two one-day professional development sessions.

PEF Leadership Development Program

A total of **80** applications were accepted for the two upcoming programs out of 213 applications from **26** agencies. **40** participants were chosen for the in-person program, and **40** participants were chosen for the virtual program.

State-PEF Professional Development Committee Public Employees Federation (PEF) Reimbursement Programs PEF College Tuition Reimbursement (CTR) Program

1,205 applications from 81 applicants were approved for a total expenditure of \$72,746. Of these applications, 8 were reimbursed under the Nurses' Enhanced CTR Program at an amount of \$5,974.

PEF Workshop and Seminar Reimbursement (WSR) Program

480 applications from 370 applicants were approved for a total expenditure of \$98,029.

PEF Certification and Licensure Exam Fee Reimbursement (CLEFR) Program

93 applications from 86 applicants were approved for a total expenditure of \$33,316.

PEF Certification and License Renewal Fee Reimbursement (CLFR) Pilot Program

176 applications from 174 applicants were approved for a total expenditure of \$35,949.

Management/Confidential (M/C) Reimbursement Program

M/C Tuition Reimbursement Program

33 applications from 28 applicants were approved for a total expenditure of \$30,433.

M/C Certification and Licensure Exam Fee Reimbursement (CLEFR) Program

One application from one applicant were approved for a total expenditure of \$350.

NYS & CSEA PARTNERSHIP FOR EDUCATION AND TRAINING

Job Skills and Professional Development (ASU, ISU, OSU, DMNA)

The Spring 2024 Skills for Success open enrollment courses ended in May with 818 unique members filling 1,090 seats in 62 classes.

Applied Skilled Trades Program

Ninety-nine employees are participating in the *2023-2025 Applied Skilled Trades Program*. Participants concluded their Trade 2 Theory courses in June in the following regions: Long Island (electrician), Southern (carpenter and electrician), Capital (electrician), Central (plumber/steamfitter), and Western (plumber/steamfitter and electrician). Classes will resume this fall semester.

Adult Education Basics

Math Refresher 1 (online) ended in April with 16 participants receiving certificates of completion. The newest class, *Getting Started with English for Speakers of Other Languages* in CSEA Capital Region 4 ended in May, with 15 participants receiving certificates of completion.

Labor-Management Services

Staff attended statewide labor-management committee meetings for the NYS Office of Children and Family Services; NYS Parks, Recreation and Historic Preservation; and NYS Division of Military and Naval Affairs.

Staff conducted a pre-training needs assessment to the SUNY Stony Brook labor and management teams on June 11 and 17. The assessments provide the groundwork for designing the customized Labor-Management Committee Process training.

Staff participated in the 2024 LERA Employment Relations Association Annual Conference in Manhattan in June. The LMS Team were panelists for *The Power of Partnerships: A National Labor-Management Partnership Approach*.



PARTNERSHIP ONLINE LEARNING PROGRAM

Approximately 940 employees from 45 agencies are participating.

450 employees are currently participating in the *Basics of Supervision Certificate Program* for 2024. This program helps employees gain an understanding of the responsibilities involved in being a supervisor.

267 employees are participating in the *Customer Service Online Learning Certificate Program* for 2024. This program helps employees enhance their communication skills with customers.

276 employees are participating in the *Microsoft Word 2016 Basics Online Learning Certificate Program* for 2024. This program helps employees enhance their skills in the Microsoft Word application.

400 employees are currently participating in the *Microsoft Excel 2016 Intermediate Online Learning Certificate Program* for 2024. This program helps employees develop and improve their Microsoft Excel 2016 skills.

262 employees are participating in the *Successful Business Writing Online Learning Certificate Program* for 2024. This program helps employees better understand grammar and the writing process.

266 employees are participating in *The Organized Office Worker Online Learning Certificate Program* for 2024. This program helps employees identify strategies to take control of their daily schedule and projects.

Tuition Benefits

A total of 1,287 employees have applied for 3,111 benefits since the 2024-2025 Tuition Benefits Program began on April 1. A total of 378 benefits have been paid, totaling \$367,254.

321 employees are participating in the following targeted tuition programs: Commercial Driver's License (73), English for Speakers of Other Languages (1), HVAC (2), Information Technology (22), Legal Assistant Trainee (2), RN/LPN (210), and Welding (11).

Staff continue to administer the tuition benefits program for CSEA, Inc.; Health Research, Inc.; NYS Teachers' Retirement System; State University Construction Fund; and VOICE/CSEA.



GRANT PROGRAMS

3 new grants were approved this quarter. The grant totals for the NYS and CSEA contract period spanning from 2021-2026 are:

- **195** Quality of Work Life grants have been approved for **14** NYS agencies and **16** CSEA locals, totaling \$382,817.
- **1** Safety and Health grant has been approved for \$37,200.
- **1** Labor-Management Workforce Development grant has been approved for \$972.



Safety and Health

The NYS & CSEA Safety and Health Planning Committee met in April and June.

The NYS & CSEA Statewide Safety and Health (Article 15) Committee met in May and will meet again in July to discuss matters of mutual concern.

An application submitted by the Central New York Psychiatric Center for OSHA 10-Hour training was approved. An application submitted by Woodbourne Correctional Facility for Forklift Operator Safety training was approved. An application submitted by Ulster Correctional Facility for Forklift Operator Safety training was approved. A worksite training application for Computer Ergonomics Assessor Training submitted by NYSDEC was approved.

ADVISEMENT SERVICES

Advisors responded to **3,522** calls and emails from employees requesting advice and information on issues such as tuition benefits, financial aid, basic skills, nursing programs, starting, or returning to college, and high school equivalency test preparation.

Field Staff Activities

Staff hosted information tables at **58** NYS agencies/facilities and CSEA events.

Field associates supported the Partnership's **13** statewide workforce development meetings, gathering feedback from labor and management leaders on training needs for CSEA-represented employees and informing them about available resources.

Field associates made **2,199** phone, text, and email contacts with NYS managers and CSEA leaders statewide regarding Partnership programs and services. They also held **136** meetings with CSEA leaders and NYS managers across the State to provide an overview of Partnership programs and services.



WORK-LIFE SERVICES

Network Child Care Centers

The Network Child Care Centers are eligible to participate in the 2023-2024 Health and Safety and Professional Development Grants. During this quarter, staff has been reviewing grant reimbursement applications and documents submitted by the centers who were approved for reimbursement. Of the **29** centers participating in the Network, **27** centers applied for grants, totaling approximately **\$260,000**. Staff is preparing to visit the Network Child Care Centers for grant audits and site visits.

Directions: Pre-Retirement Planning Webinar Sessions

The delivery of DIRECTIONS: Pre-Retirement Webinars were held in April, May, and June with **4,024** employees in attendance. To assist with coordinating the webinars, there are **103** liaisons at State agencies who promote the webinars to the employees.

Employee Assistance Program (EAP)

Employee Assistance Program Utilization

There were **5,053** first contacts by employees and family members. The EAP main office received **136** calls from employees requesting assistance and **57** website requests for assistance. The most frequently reported issues were related to mental health, followed by work, stress, financial, and housing/transportation.

Critical Incident Response

EAP coordinators responded to **28** critical incidents.

Certified Employee Assistance Professionals (CEAP)

The CEAP certification is a nationally recognized professional credential in the employee assistance field. **14** coordinators and **12** staff members have earned CEAP credentials with **8** obtaining their CEAP this year.

Wellness

86 WellNYS Ambassadors participate from **23** agencies.

4 Statewide wellness webinars were provided to **1,088** participants related to WellNYS Daily To-Do topics: Your Financial Report Card, Move Your Way, and Gardening in Containers.

One wellness webinar was provided to **60** employees of the Office of the Attorney General through their Diversity and Inclusion team.

There are **90** WellNYS Ambassadors from **23** different agencies who promoted the WellNYS Everyday program to employees in their agencies.

2,848 subscribers received the WellNYS Daily To-Do and/or It's Move Time email messages.

Employee Assistance Program Training

During this quarter, training programs provided included: *Gambling and Case Studies, Regional Rep Coordinator/Committee/Supervisor Orientations, Stat Forms, Grants and Supervisory Training Campaign, Ethics in EAP Coordinator Practice, and Regional Resources/Case Studies.*

Multi-Agency Programs

Capital Area Multi-Agency continued to schedule meet and greets and new lunch and learns. Reimbursements were sent to all agencies along with the new shared services agreement.

Binghamton Multi-Agency committee has one new member and awaiting the confirmation of another. DOL and OTDA coordinators have set up EAP offices and assigned hours to serve their agencies, as well as the other member agencies.

Utica Multi-Agency EAP coordinator has seen an increase in client contacts.

Syracuse Multi-Agency has a new chairperson. They had a table at DOT safety sessions, including a large meeting at the NYS fairgrounds that provided information on EAP.

The Watertown Multi-Agency committee conducted an ice cream social for the employees at the Watertown State Office Building and staffed a table at the DOT safety meetings to share information about the benefits of EAP.

Buffalo Multi-Agency had State of NY Mortgage Agency conduct a first-time homeowner webinar with excellent attendance.

The Rochester Multi-Agency coordinator's client contacts continue to be steady. The coordinator and other committee members continue to reach out to agencies in the region to gain more committee membership.

NYS/UUP JOINT LABOR-MANAGEMENT COMMITTEES (NYS/UUP JLMC)

During this quarter, NYS/UUP JLMC staff administered labor-management funded programs and activities for UUP-represented employees as follows:

Diversity, Equity, and Inclusion Committee

The statewide Diversity, Equity and Inclusion Committee met in May to review and discuss the Dr. Nuala McGann Drescher Leave Program and the Disability Grants Program. The Committee discussed reviewing the effectiveness of these programs, how to better promote them to widen the scope of applicants, and to explore opportunities for employees in professional titles.

Certification, Licensure Exam Fee Reimbursement Program

Applications were reviewed and approved to reimburse employees for exams that are job or career related to improve skills and gain the knowledge necessary for promotional opportunities and career mobility within the State University of New York.

- 135 applications were received, and 17 were reimbursed for a total of \$14,894.

Certification and Licensure Reimbursement Program-Renewals (CLRP-Renewals)

The CLRP-Renewals which was implemented on January 1, 2024, reimburses the fees for certification, licensure, or designation renewals that are required for the employee's position. The fee renewal is based on the requirements in the classification standard for the applicant's current title, or as included in the job description or job announcement for a specific position.

- 100 applications were received and 25 were reimbursed for a total of \$4,140.

Empire KnowledgeBank (EKB)

Applications were processed for licenses that provide employees access to a variety of eLearning products to enhance their professional and career development, for certification preparation, and continuing education in a variety of areas.

- 19 new EKB eLearning licenses were activated during this quarter.

Individual Development Award (IDA) Program

The IDA Program is designed to support a variety of professional development projects or activities for eligible full-time and part-time academic and professional employees that will assist them to develop their full professional potential and to prepare for advancement. The IDA Program guidelines were revised to expand funding opportunities to assist with projects and activities related to an employee's research and publication of manuscripts that are not provided by the employee's campus, department, program, or through other funding sources. Applications submitted by each Campus Professional Development Committee were reviewed and approved by NYSUUP JLMC staff:

- 1,986 applications reviewed
- \$2,192,831 awarded

Statewide Joint Labor-Management Committee Orientation

NYS/UUP JLMC staff has been planning an orientation training session for members of the Statewide joint labor-management committees.

Ongoing projects include:

- Preparing a summary report of labor-management funds expended and number of employees who participated by program to send to campuses.
- Preparing a survey to assess if current programs are meeting employee and campus needs, and to determine if there are any initiatives we may consider implementing to provide additional professional development opportunities to enhance employees' skills and knowledge.
- Continuing to work on strategies to develop promotional materials on labor-management programs to provide to campus staff and employees.
- Meeting with statewide labor-management committees to discuss and review programs and revise guidelines as needed.
- Reviewing the NYS/UUP JLMC website and updating the information as needed.

New York State/New York State Correction Officers & Police Benevolent Association (NYS/NYSCOPBA) Joint Labor-Management Committee Reimbursement Program

NYSCOPBA Education and Training Program: Three applications from two applicants were approved for a total expenditure of \$1,473.

New York State/Police Benevolent Association of New York State (NYS/PBANYS) Joint Labor-Management Committee Reimbursement Program

PBANYS Education and Training Program: Two applications from one applicant were approved for a total expenditure of \$1,750.