



Office of Employee Relations

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Governor

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DELIVERABLES ACHIEVED SINCE 2021

Making additional information available to the public on our website, or through the use of social and/or other media, while upholding the State's commitment to language access.

Beginning with the Q3 2021 Office of Employee Relations (OER) and Labor-Management Committees (LMC) Quarterly Update report, OER began posting [Quarterly Reports](#) that provide updates on LMC programs on the OER website. OER continues to post the quarterly reports to the website.

OER posted the *Activities and Expenditures of the Labor-Management Committees 2019-2022 Report* on the OER website. The next report cannot be created until the end of the 2024-2025 fiscal year.

Ensuring the timely preparation of legally mandated reporting and identify ways to make useful information to the public.

OER has one public report due every three years, the *Report to the Legislature on the Activities and Expenditures of the Labor-Management Committees*. The [2019-2022 Report](#) is posted to the agency website. The next report cannot be created until the end of the 2024-2025 fiscal year.

Ensuring use of the Project Sunlight database in accordance with the Public Integrity Reform Act of 2011.

OER has a Project Sunlight Policy posted on its intranet site. All OER policies are reviewed annually by all employees. Staff submit an attestation certifying that they have read the policies. All OER employees submitted annual attestations certifying they read all OER policies. OER sent the annual certification request to all staff on December 22, 2023 with a due date of February 2, 2024. In addition, Project Sunlight training was provided to applicable staff on December 20, 2021.

Improving response time for all Freedom of Information Law requests, including by tracking monthly backlogs of outstanding requests and new requests, and by proactively posting frequently requested information or completed requests online.

OER monitors Freedom of Information Law (FOIL) requests for commonality so that any frequently requested information may be posted on the OER website. In addition, monthly reports indicating the status of outstanding and new FOIL requests will be submitted to the Administrative Officer and Executive Deputy Director to allow the Executive team to review outstanding requests and deal with backlogs. These monthly reports will also be used for identifying common requests to aid in the posting of commonly requested information on the OER website. The Records Access Officer submitted monthly reports in 2022 and 2023 to the Administrative Officer and Executive Deputy Director indicating the number of FOIL requests received during the preceding month, the date received, the current status (pending or completed), and the topic of the record(s) requested.

Complying fully with Executive Order 8.95 “Using Technology to Promote Transparency, Improve Government Performance and Enhance Citizen Engagement” regarding Open Data NY.

OER had a meeting with the State Data Officer to re-evaluate to review OER data and evaluate what data can be posted with Open Data NY. It was determined that OER has no data to post with Open Data NY.

Reducing or eliminating the costs associated with providing data or records.

OER strives to provide responses in electronic format and will continue to work on ways to eliminate costs to provide records.

Updating records retention policies, including ensuring the timely transfer of pertinent records to the State Archives.

In 2022, OER met with State Archives to launch a total review and revision of our records retention policies.

Increasing participation of agency personnel in community events and town meetings and providing new avenues for public participation in government decision-making.

OER’s focus is terms and conditions of employment for the State workforce. OER has no public interaction. OER’s focus is participating in events attended by employees.

Since 2021, the Work-Life Services (WLS) programs, which includes the Employee Assistance Program (EAP), Directions: Pre-retirement, and Network Child Care Centers are making additional information available to the public and State employees through the redesign and updates of the [WLS webpages](#). WLS is also making additional information available to employees through videos, that highlight the WLS programs. Staff continue to promote the videos and work with agencies to have the videos available to employees on agency intranets.

EAP is making additional information available to NYS managers via its EAP for Supervisors [video](#). EAP developed a printed rack card with information for supervisors on making referrals to EAP and serves as a handout to complement the EAP for Supervisors video. EAP continued to make information about EAP services available to agencies, facilities, and SUNY campuses through health and wellness events as well as through EAP trainings in 2022 and 2023 and will continue these efforts. EAP continued outreach to agencies, facilities, and SUNY campuses through virtual “lunch and learns” and other training, promotional articles on the [EAP website](#), and wellness events in 2022 and 2023 and will continue these efforts. EAP is also making additional information available to the public on their website via its recently created promotional [video](#) for its 40th anniversary. EAP is increasing participation of its EAP regional representatives in agency events through monthly on-site visits. EAP regularly participated in training, health fairs, wellness events, EAP committee meetings, EAP coordinator meetings, supervisory training, and other events, in 2022 and 2023 and will continue to do so.

The Directions: Pre-retirement program is making additional information available to agencies by conducting pre-retirement webinars in addition to in-person pre-retirement seminars to serve more employees. The program hosted pre-retirement webinars for all agencies in 2022 and 2023. Webinars were offered every other week, except during January, July, and August for a total of 252 webinars. Webinars will continue to be offered in 2024.

The Network Child Care Centers’ staff continue to conduct outreach via the website and email regarding availability of childcare at the Network Child Care Centers. Staff regularly provided outreach and technical assistance to 29 Centers through individual virtual meetings, bi-weekly Network conference calls, site visits, and email to support the Center’s operational efforts.

Since 2021, the NYS & CSEA Partnership for Education and Training (Partnership) has taken steps to improve the accessibility of the Partnership [website](#). This includes reviewing and making all 110 PDFs currently available on the site accessible to users dependent upon assistive technologies. In addition, website page content and print marketing materials have been updated with accessibility, usability, and readability in mind to more clearly articulate the benefits of programs and services to stakeholders. The Partnership is making additional information available to employees by increasing weekly social media posts on Facebook and Twitter with engaging posts, graphics, and photos tailored to each audience on Facebook and Twitter in 2022 and

2023 and continues to do so. The Partnership is increasing participation of its Field Associates in agency and union events by hosting information tables. The Partnership's Field Associates participated in agency and union events by hosting information tables in 2022 and 2023 and will continue to do so.

In addition, the Partnership continues to conduct outreach via telephone and email with NYS managers and CSEA leaders regarding programs and services. The Partnership conducted outreach via telephone and email with NYS managers and CSEA leaders regarding programs and services in 2022 and 2023 and continues to do so. The Partnership disseminated major program announcements to all CSEA-represented NYS employees, CSEA Local Presidents, Directors of Human Resources, Training Directors, and EAP Regional Representatives via email using a new digital marketing platform in 2022 and 2023 and continues to do so.

NEW INITIATIVES TO BE IMPLEMENTED IN 2024

Making additional information available to the public on your website, or through the use of social and/or other media, while upholding the State's commitment to language access.

The NYS Employee Discrimination Compliant Form will be posted on the agency's [website](#) as accessible and fillable PDFs that are translated in 12 languages. In addition, to ensure accuracy, the 12 documents will receive a second level of review by being proofread by secondary vendor.

To improve accessibility the OER [website](#) will use plain language, web pages will be reviewed and updated so that the first use of an acronym is spelled out.

To improve accessibility the OER [website](#) will be reviewed and updated so that links will be embedded in text and not presented as straight urls.

Use social media platforms to increase awareness of the Federal Public Loan Forgiveness Program and other State benefits and benefits programs to help retain and recruit State employees.

Develop an Employment Opportunities [webpage](#) on the agency's website increases awareness of the agency's mission, current job opportunities, and benefits of being a State employee.

Increasing participation of agency personnel in community events and town meetings and providing new avenues for public participation in government decision-making.

OER's focus is terms and conditions of employment for the state workforce. OER has no public interaction. OER's focus is participating in events attended by employees. The Partnership will conduct 15 in-person regional needs assessment

meetings in May and June 2024 to find out what agencies and employees need in specific regions as well as statewide. This information will be used to develop new strategic planning goals for the rest of the collective bargaining agreement. These meetings will also serve as an opportunity to educate attendees on our programs and services.