



## **NAPS Consultative Meeting Agenda Items Held April 11, 2018 at USPS HQ**

### **USPS Headquarters**

Bruce Nicholson, USPS Labor Relations  
Phong Quang, USPS Labor Relations  
Henry Bear, USPS Labor Relations

### **National Association of Postal Supervisors**

Brian Wagner, NAPS President  
Ivan Butts, NAPS Executive VP  
Chuck Mulidore, NAPS Sec-Treasurer  
Tim Ford, NAPS Chairman of the Board (via telecon)

0418-01. NAPS is bringing back to the table for an update consultative agenda item 0218-01.

#### **Agenda Item #1**

NAPS requested an OCC code review for consideration of the Supervisor Differential Adjustment (SDA) for the following EAS positions assigned to the Stamp Fulfillment Services Center (SFSC):

- OCC Code 2355-0011, EAS-17 Supervisor, Maintenance Operations Support (SFS). Currently, this SFSC EAS employee supervises five PS-10 ETs, 10 PS-4 Labor/custodians, and one PS-7 MOS clerk.
- OCC Code 2375-0015, EAS-17 Supervisor, Order Processing (SFS). Currently, this SFSC EAS employee supervises one PS-7 Customer Service clerk, one PS-6 general clerk, and 17 PS-6 Stamp Fulfillment Services clerks.

NAPS requested the salaries for the EAS positions with OCC-codes 2355-0011 and 2375-0015 be corrected and updated in *ELM* 412.12b. Also asked was whether the USPS authorizes the SDA for work that has been and is being performed by these two EAS positions.

***USPS Response – These positions are being reviewed by USPS Headquarters Compensation. NAPS will be informed of the Postal Service’s decision.***

**Response:** The Supervisor, Maintenance Operations Support (SFS) and Supervisor, Order Processing (SFS) will be included within the Position Group “All other Eligible” of the Supervisor Differential Adjustment (SDA), effective May 12, 2018. Retroactive pay adjustments are not applicable when positions are added to or removed from the SDA chart.

0418-02 NAPS HQ has been made aware that currently, the USPS requires virtually all that manage other employees take the 6 module USERRA training.

NAPS members in the field report that this course is very well written and prepared. However, there is far too much information to be a practical course for managers.

This training acknowledges the complexity of administrating the process in its many instructions to call HR before making any decision.

The course also warns the participant in the first module that bad decisions can incur the significant cost, embarrassment, and inconvenience to the USPS. In Module 1, it goes into a vast and scary list of consequences if you had answered incorrectly.

This LMS course both clearly and accusingly blames EAS for all of the trickle-down consequences of a poor decision made by a non-professional Human Resources Specialist. At one point it states that when it gets to OSC this agency “takes the position that a postal attorney represents the postal service and cannot also act as private counsel for the manager”.

NAPS does not agree with the USPS position of not representing the agents (EAS) performing the duties of the agency (USPS). Furthermore, NAPS finds that the tasks being requested is outside of the professional capacity of Operational Managers and must rest with the Administrative Professionals of the Human Resources department.

NAPS proposes that this course is revised or eliminate and replaced with something that establishes the importance of USERRA compliance.

NAPS believes this course should focus on educated EAS on how to identify who qualifies for potential USERRA protection. NAPS request that there be an absolute requirement to turn the administrative process of managing USERRA compliance over to the USPS Human Resources Department for adjudication.

**Response:** Courtney Wheeler, Attorney – General Counsel attended and address this item. The Postal Service provides all management employees USERRA training as required by federal law. The Postal Service’s USERRA training comports with the requirements set out by the Office of Personnel Management. The purpose of the training is to make managers generally aware of the basis of USERRA and advise them that when they have USERRA related issues they should contact human resources for guidance. The USERRA training clearly explains importance of following establish protocols and who is protected by the statute. While OSC takes the position that agency attorneys cannot represent managers in USERRA investigations, the Postal Service insists on doing so and has always represented postal managers in such matters. Contrary to NAPS’ opinion, the USERRA related duties that must be undertaken by managers are clearly within the scope of managerial duties, are neither complex nor onerous, and are like other personnel related matters for which they are responsible. The manager’s duties are largely functional in nature and require the manager to notify human resources when an issue arises. Human resources is responsible for deciding how to resolve USERRA issues.

*NAPS Response: The response from Mr. Wheeler did not address the concerns of NAPS for the lack of support to the EAS acting as agents of the Postal Service whose responsibilities are not, as stated by Mr. Wheeler, largely functional in nature and are the sole responsibility of Human Resources.*

0418-03

NAPS HQ has been made aware that on November 17, 2017, the USPS began the Organizational Change process of ending contracts with freight-forwarding company Cargo Force. The scheduled completion of the Organizational Change is July 25, 2018.

Cargo Force operations received volumes of containerized mail transport equipment from origin NDC's around the country and consolidated them at one of their contracted centers into bedloaded trips to various Cargo Force contracted facilities around the country for re-containerizing and dispatch to the destination NDC.

NAPS is requesting a briefing on this Organizational Changes to address the following items;

**Response:** Chanel Reedus, Mgr Network Distribution Center Operations attended and addressed this item.

The Postal Service reviews all contracts prior to the expiration to determine the most cost-efficient manner once that contract expires.

What are the impacts to current NDC staffing?

Staffing will be determined site by site using the standard metrics pertaining to craft and EAS staffing.

- What are the impacts to NPA during a transition from Cargo Force?  
There should be no change to NPA as this is not new work.
- What is the projected number of received deck loaded trailers at NDC's from Cargo Force during this transition?  
Between six (6) to sixty (60) mixed hybrid containers, based on the number of trips.
- What mechanized equipment will be reconstituted to handle underloading of deck loaded trailers of mail from Cargo Force?  
We are in the process of reviewing new technology.
- What additional work hours will be given to NDC's required to unload deck loaded trailers?  
Work hours will be determined case by case, based on workload.
- What adjustments will be made to NPA scorecards to address the Operational Changes?  
There should be no change to NPA as this is not new work.

0418-04

NAPS is bringing back to the table agenda item 0318-01.

0318-01. Line 3H on the Financial Report deals with Parts and Commercial Labor. As explained by Field EAS, you have a warranty issue with an engine. The VMF pays for the replacement engine. On the back end, the refund for the engine goes to the finance number for where the vehicle is assigned, not the VMF who paid for the part.

This also applies to tort claims that if a vehicle is wrecked and monies are recouped for the loss. These funds also go back to the finance number where the unit is assigned, not to the VMF that purchased any replacement parts on that vehicle.

When the VMF went under Headquarters reorganization, the VMF took ownership of line 3H. Line 3H is compensable to VMF's under NPA

NAPS is requesting that all funds recovered that impact VMF's underline 3H, be returned to the VMF making the purchases of parts and not to the finance number of the assigned vehicle.

***USPS Response – The money goes back to the district, and the district adjusts back to VMF. PHONG-I didn't state this, it was an editorial***

NAPS HQ has had further conversation with the field on this issue, and it has been reiterated that this money is not coming back to Fleet.

NAPS is requesting a flowchart of how the trackable process of backflowing monies back to VMF's is being accomplished. The purpose of this would be to educate VMF EAS on how to track cost at the field level to ensure NPA targets are being accurately reported.

[Response: Kirby Cothren, Mgr Fleet Operations \(A\) attended and addressed this item. Funds are returned to the servicing VMF that completes the work after the 3<sup>rd</sup> of the month. This can be tracked in Enterprise Data Warehouse \(EDW\).](#)

**NAPS Additional Information:** Mr. Cothren discussed that 3H consists of parts issued to vehicles, and any associated item with a repair except USPS labor costs. Finance numbers are mapped to associated VMF's, thus on the 2<sup>nd</sup> day of each month costs associated with a vehicle repair are pushed to the appropriate VMF, this can be viewed in line 3H by the 3<sup>rd</sup> of each month, this is done via an automatic Journal Voucher entry. However, Mr. Cothren also indicated that accident repairs or tort claims do not necessarily get funneled back to 3H as there is no automatic Journal Voucher entry for that, this requires a manual entry. Thus, an expense could be charged to a VMF for accident repairs, yet tort claim refunds may not be returned to that VMF.

0418-05 NAPS HQ has been made aware of recent settlement on the National Reassessment Program (NRP) in which monetary award have/will be made that could directly impact total operating expenses (TOE).

NAPS is requesting a response to the following question;

**Response:** Roger Collado, Mgr Injury Compensation & Medical Services (A) attended and addressed this item. There was no settlement, this was a Class Action Decision by the EEOC. Notifications have been sent to the class members. The Postal Service is currently in litigation.

- What is the current financial impact to USPS?  
Financial impacts have not been determined as we are currently in litigation.
- What are the impact implementations to NPA?  
NPA impacts have not been determined as we are currently in litigation.
- What are the future financial impacts from the implementation of this program?  
This program was sunset in July 2011.
- How will settlements be paid?  
Settlements are yet to be determined as we are currently in litigation.
- What has happened to the program?  
The Program was sunset July 2011.
- Are EAS impacted?  
A small group of EAS are class members.

0418-06 On March 1, 2018, the OIG issued Report Number HR-AR-18-003. NAPS notes that this report identifies the staffing issues that have been voiced by NAPS over many years that continue to be unaddressed by the USPS.

The USPS in this report acknowledged to the OIG that;

“during the audit they (USPS) could not provide the criteria they use to assess staffing levels or any supporting documentation that they assess staffing levels with any regularity.”

Industry standards related to workers’ compensation caseload management indicate that a regular caseload consists of between 100 to 125 cases.

Additionally, a review conducted by Washington State Joint Legislative Audit & Review Committee found the best practice for this type of unit to be a caseload of 105 cases.

The OIG in this report notes that the current caseload for USPS HRM Specialist to be between 431 and 580 cases, without the USPS knowing, having or be able to provide the criteria they use to assess staffing levels.

NAPS has stated on numerous occasions that the current staffing as well as the pay levels for HRM Specialists are increasingly deteriorating. This point is now supported by this OIG report. This caseload cited for HRM Specialist by the audit

team is an unmanageable burden on these EAS that can only be addressed with increased staffing.

NAPS is requesting that the staffing levels for all HRM's units follow the industry standards cited in OIG Report Number HR-AR-18-003.

**Response:** Roger Collado, Mgr. Injury Compensation & Medical Services (A) attended and addressed this item. HQ Injury Compensation has acquired management of the Periodic Rolls (PR) from District Health and Resource Management (HRM). OWCP has taken back management of the 3rd Party component cases which were previously done by District HRM. Additional assessments of HRM staffing at the District level are being done as part of the overall reviews within the Future Ready HR initiative.

**NAPS notes that the Postal Service does not fully agree with the recommendations in the OIG report.**