



Coalition of Baltimore City Employee Unions

February 24, 2021

Quinton Herbert, Director
Chief Human Capital Officer
Department of Human Resources
7 East Redwood Street
Baltimore, MD 21202

Re: *Workday Retiree Effects*

Dear Quinton:

The Union Coalition's correspondence with the City over the effects of Workday on the City's active employees and retirees began February 2, 2021. Since then, the City and the Coalition have exchanged added correspondence, and City CAO Christopher Shorter has conducted two videoconferences about Workday in which you and we have participated. In its correspondence, the Coalition has pointed to evident shortcomings of the Workday implementation. Problems that could have been anticipated were not.

In its correspondence and during the two videoconferences, the Coalition has attempted to identify what must be rectified. Among the Coalition's concerns are:

1. identification of and communication with new City retirees sufficiently before date of separation in order to sustain health benefits for the retiree and qualified dependents;
2. identification of and communication with < age 65 retirees sufficiently before they reach their date of Medicare eligibility to secure their MBI and enroll in the Aetna MAPD without lapse in benefit coverage;
3. refresh and correct retiree mailing and email addresses to most current available address (with possible use of USPS National Forwarding Registry);
4. verify, update and correct leave balances (leave audit) prior to retirement;
5. correct and reverse excessive premium deductions;
6. migration of retirees who are > age 65 from Kaiser to Aetna MAPD
7. appropriate benefit plan assignment of retirees who lack participation in Medicare Part A/Medicare Part B;
8. Definition of plan costs (i.e., PY 2021 premiums) and offerings (benefits) for > age 65 retirees assigned to Aetna PPO instead of or rather than Aetna MAPD; and,

9. Reconciliation notice for all active employees and retirees when “off-cycle” payments are issued showing:
 - a. name of individual;
 - b. address to which payment directed;
 - c. purpose of payment (problem addressed and computation);
 - d. amount of distribution;
 - e. adjustment of taxable period as permitted.

To begin to address and remedy some these problems, during the videoconference conducted on Monday, February 22, 2021 you proposed to organize a “Retirement Action Committee” and schedule a HIC meeting. Before the Coalition commits to those meetings, we ask you to furnish an agenda of discussion and action topics for each of them. We also ask that you invite the Executive Directors of the ERS, EOS and FPRS Plans to the meetings that you plan to schedule to facilitate coordination between the City and its retirement plans.

We are mindful that as often stated by CAO Christopher Shorter, the City believes that reduction in the number of complaints that it has received, and the corresponding reduction in the number of “off-cycle” payments it has authorized, mean that the City has gotten the better of the problems associated with implementation of Workday. Please beware that the Coalition does not share that viewpoint. Rather, the Coalition is concerned that many problems remain, and they are unrecognized, underreported and/or unremedied as yet. Workday software still does not recognize many facets of employee and retiree compensation. The member Unions of the Coalition will continue to look to the City to actively seek out and find errors and omissions resulting from Workday. City employees, retirees and dependents who are affected by Workday must be made whole for all losses stemming from the introduction and transfer of information to the Workday platform.

Sincerely,

Pamela K. Shaw

Pamela K. Shaw, Retiree Representative

Thomas Nosek

Thomas Nosek, Retiree Representative

cc: Christopher Shorter, CAO
Michael Huber, Chief of Staff
Deborah Moore-Carter, Labor Commissioner
Dan Altcheck, Esquire
Gary Gilkey, City Law Department
David Randall, ERS/EOS Executive Director
Anthony Calhoun, FPRS Executive Director
Joel Smith, Esquire
Coalition Union Leaders