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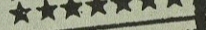
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INSIDE NEWS YOU CAN USE

PAGE 3

A CSEA member helps find a serial killer in Rochester.

PAGE 4

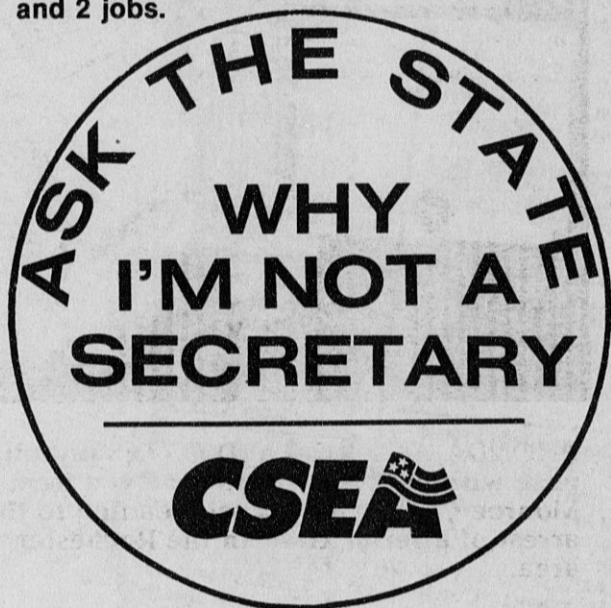
Binghamton City School District members affirm their faith in CSEA.

PAGE 5

Unit president, musician, music producer, fund raiser, Terry Miller does it all.

PAGE 6 & 7

The state is squeezing CSEA members who ought to be promoted to Secretary 1 and 2 jobs.



PAGE 8

Major contract victories for CSEA members in Schenectady County and Niagara County.

PAGE 9

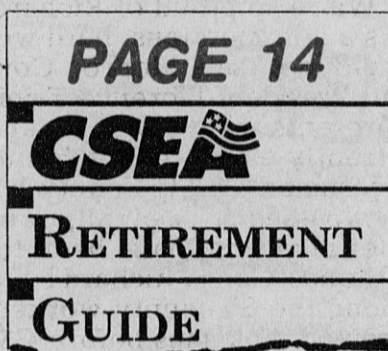
The state is abandoning more than 70 mentally ill clients whose privately run community residence has closed. Now they have no place to go. CSEA has a solution, but the state won't listen.

PAGES 10-12

Working in OMH and OMRDD is getting more dangerous all the time, and CSEA members pay the price in pain and lost workdays. The facts and the stories of some of the victims.

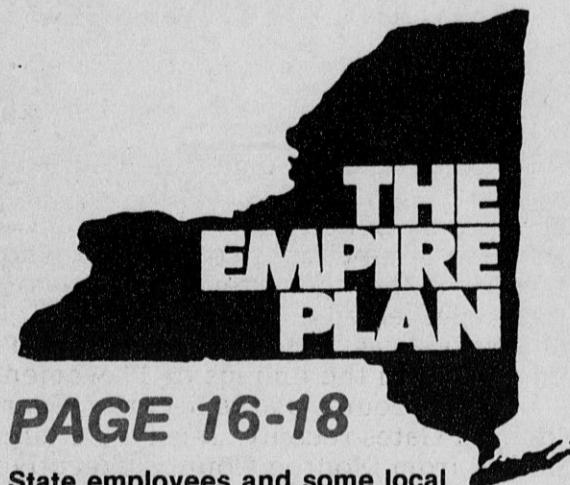
PAGE 13

CSEA SUNY members are petitioning against proposed parking fees.



PAGE 15

CSEA recognizes hundreds of CSEA members who helped in the Avianca crash.



PAGE 16-18

State employees and some local government employees should check out these pages for important changes in the Empire Plan.

PAGE 19

Information on your many CSEA benefits.

PAGE 20

The census counts, and so do you. Stand up and be counted!

L/M programs to be offered across state

"Partners in Success," a series of one-day informational forums for CSEA representatives and state managers, will begin in April.

The program, conducted by the State/CSEA Labor/Management Committees, will be held across the state to provide labor and management with information and resources and labor/management programs and services, instructions on how best to use the resources and examples of successful labor/management cooperation.

The forums will offer workshops designed for each of the state bargaining units and will cover topics including safety and health, career and skills enhancement,

labor/management skill building and quality of worklife programs.

State CSEA local presidents will receive invitations to the forum held nearest to their worksite. They are asked to invite two other members of their local.

The forum schedule is: April 3, Rochester Convention Center; April 19, Roaring Brook Conference Center, Lake George; April 24, Tarrytown Hilton; April 27, Buffalo Convention Center; May 10, Holiday Inn, Ronkonkoma; May 15, Desmond Americana, Albany; June 5, Penta Hotel, New York City; June 11, Sheraton Inn Convention Center, Liverpool; and June 14, Sheraton Inn at Sarbro Square, Binghamton.

THE PUBLIC Sector

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"I was just doing my job"

Alert Monroe County CSEA member helps crack serial killer case

By Ron Wofford
CSEA Communications Associate

ROCHESTER — An alert and curious Monroe County parks security guard is credited by police with helping crack the case of an alleged serial killer who terrorized the Rochester area for two years. Suspected murderer Arthur J. Shawcross was arrested in January and charged with the killings of 11 women.

Monroe County Parks Security Guard Richard Gates recently received a large plaque from Monroe County Executive Thomas R. Frey, recognizing Gates for "outstanding efforts over and above your daily responsibilities, in assisting law enforcement officials during the serial murders investigation."

"I was just doing my job," Gates said, adding he appreciated the recognition but feels his involvement was not out of the ordinary.

Gates, a member of Monroe County CSEA Local 828, was on car patrol in Northampton Park last Dec. 31 when he noticed something protruding from a snow bank on a road bordering the park.

"I'm glad I was alert enough to stop, back up and check out what it was," Gates said. "It turned out to be a pair of

pants, with a social security card and birth certificate of a woman who had been missing."

Gates' discovery led to a massive police search of the area, and a few days later suspected serial killer Shawcross was spotted in the park from a State Police helicopter that was combing the scene near where the clothing was found.

Ironically, Gates' job was among 80 Monroe County positions originally slated for elimination in County Executive Frey's proposed 1990 budget. An intense campaign by CSEA convinced county legislators to restore the positions.

"We're so proud of Richard, because he's a conscientious, hard-working employee," said Monroe County CSEA Unit President Florence Tripi. "He represents the caliber of our members currently employed by county government. If the county budget had been passed as originally presented, the killer might not have been found yet."

Rhonda Gates, Richard's wife, also was among the 80 county workers who received pink slips before CSEA



RHONDA AND RICHARD GATES proudly pose with plaque Richard received from Monroe County for his role leading to the arrest of a serial killer in the Rochester area.

succeeded in getting the positions restored.

Richard and Rhonda Gates were prominent in the job-saving campaign by CSEA. Richard spoke at two legislative hearings and Rhonda chaired the union lobbying committee.

Richard has worked for the county for four years, while Rhonda, currently a laborer at the zoo, has been a county employee for seven years. They met while on the job for the county and have been married for three years.



Efforts of Medical Examiner's employees recognized

MONROE COUNTY MEDICAL EXAMINER'S OFFICE employees have also been recognized by County Executive Thomas R. Frey for their work throughout the investigation of the Rochester serial killings. Among CSEA-represented employees of the Medical Examiner's Office whose work was recognized are, from left, Assistant Chief Frank "Red" DiFede, Investigator Frank Wheeler and Assistant Chief George "Scotty" Park. A feature story on the employees of that office and the interesting and unusual work they perform will be published in a future issue of *The Public Sector*.

"We're so proud of Richard, because he's a conscientious, hard-working employee. He represents the caliber of our members currently employed by county government."

—Florence Tripi
CSEA Unit President

Big win in Binghamton

By Mark Kotzin
CSEA Communications Associate

BINGHAMTON — Binghamton City School District CSEA Unit members reaffirmed their support for CSEA in a two-to-one vote.

CSEA won a challenge from the National Education Association. CSEA has represented the district's non-instructional employees for 19 years.

CSEA Region V President Jim Moore, who was active in the campaign, said the members spoke decisively.

"The unit members made it very clear they want CSEA to be their union," he said. "I know they made the right choice."

Unit activist Lori Keane said the choice was easy.

"I've seen CSEA work for people," she said. "I believe CSEA is a strong union and has done a lot for our people in the past and will continue to do a lot in the future."

The CSEA unit can now resume



WINNER! Binghamton City School Unit officers, from left: Vice President Maryanne Houlihan, President Mike Igo, Treasurer Joyce Campon and Secretary Mary Kucharek.

contract negotiations. The current contract expires June 30.

"Now we can all breathe a little easier and get down to business," said Maryanne Houlihan, unit vice president.

Unit President Mike Igo said the negotiating team may have to fight for a good contract.

Gerald Phelan, CSEA labor relations

specialist, credited the unit activists for the victory.

"We never would have won this election without the help of our union activists," Phelan said. Unit Secretary Mary Kucharek and unit Treasurer Joyce Campon were especially active.

Regional Director John Cuneo praised CSEA staff efforts.

CSEA backs winners in special elections

Two Long Island candidates for the state Legislature won special elections last month with CSEA backing.

I. William Bianchi, a Democrat from the 3rd Assembly District, and Michael Balboni, a Republican from the 17th Assembly District, won special elections to fill vacant seats.

"We endorsed both these candidates because we feel they will best represent the union's position on our important legislative issues such as safety and health, day care, contracting out, permanent COLA (cost-of-living adjustment for retirees) and tier legislation," said CSEA Region I President Gloria Moran.

CSEA Political Action Coordinator Stephanie Teff recruited CSEA members to work on the campaigns.

"Our volunteers were diligent," she said. "We staffed phone banks, circulated literature, worked in campaign headquarters and walked the district with the candidates."

Balboni was Nassau County's liaison to the state Legislature for many years. He replaces Kemp Hannon who was elected to the state Senate.

Bianchi has served 16 years in the state Legislature and has always been endorsed by CSEA. He replaces John Powell, who was elected to the Brookhaven Town Board.

THE EMPIRE PLAN

Deadline near for submitting 1989 major medical claims

All 1989 Empire Plan Major Medical claims must be submitted **before April 1, 1990**, to Metropolitan Life Insurance Company, CPO Box 1600, Kingston, N.Y. 12402-0600.

Major Medical claim forms may be obtained from your agency's personnel/business office or from Metropolitan Life Insurance Company. Please be certain to have your doctor or other provider fill in all the information asked for on the claim form and sign it. If the claim form is not filled out by the provider, all bills submitted must include all the information asked for on the claim

form. Missing information will delay the processing of your claim.

Should you have any questions concerning your claim, you may call the following toll-free number at Metropolitan:

(Within New York state)
1-800-942-4640

(Outside New York state)
1-800-431-4312

Unit President/country singer Terry Miller makes sure

CSEA is music to their ears in Steuben County

By Ron Wofford
CSEA Communications Associate

BATH — While Terry Miller is carrying out his duties as Steuben County CSEA Unit president, he's probably never too far from humming a good old country melody out loud.

Miller, you see, in addition to his union duties and job with the Steuben County Highway Department, is a professional musician. And he's a record producer on the Nashville scene to boot.

Most weekends Miller and his country combo, Kross Kountry, play at clubs in Western New York's Southern Tier and Wine Region. Miller recently released his group's first cassette tape, titled "First Time Around," which is seeking its place in the hearts and cassette players of country music lovers. Miller plans to use proceeds from its sale locally to benefit a cause CSEA is involved in.

Combining music and unionism

"Yes, music is a very big part of my life," Miller said. "But I'm a staunch union and CSEA person, too. I'm hoping to improve our CSEA unit membership substantially this year."

Miller has a project in mind that will combine his two top interests, CSEA unionism and country music.

"Our group, Kross Kountry, will be distributing our recorded cassette tape locally, as a promotion of our talents. It will be sold at a low price, six dollars, just enough to recover our production costs," Miller said.

"But I'm going to donate a dollar from every tape we sell to a CSEA project or cause. It may be political action or a day care program, I'm not sure. But it definitely will be something that's identified with CSEA in a positive way."

Miller plays the steel guitar for the group. His brother, Jay, is on guitar, and Jim Lebak, another CSEA member and county employee, plays bass guitar. Steve Beber on drums, Jeff Wisner on fiddle, Gene Breeden on guitar, Jim La Fabon on piano and vocalist Donna Darlene complete the combo.

Miller has produced recordings in

Nashville for several artists, but this is the first he has done for Kross Kountry.

"As the producer, I line up the musicians, select the songs, arrange the songs, arrange and lay out the music for each instrument and set up the recording schedule," Miller said. "It's a lot of work, but also a lot of fun."

A unified workforce

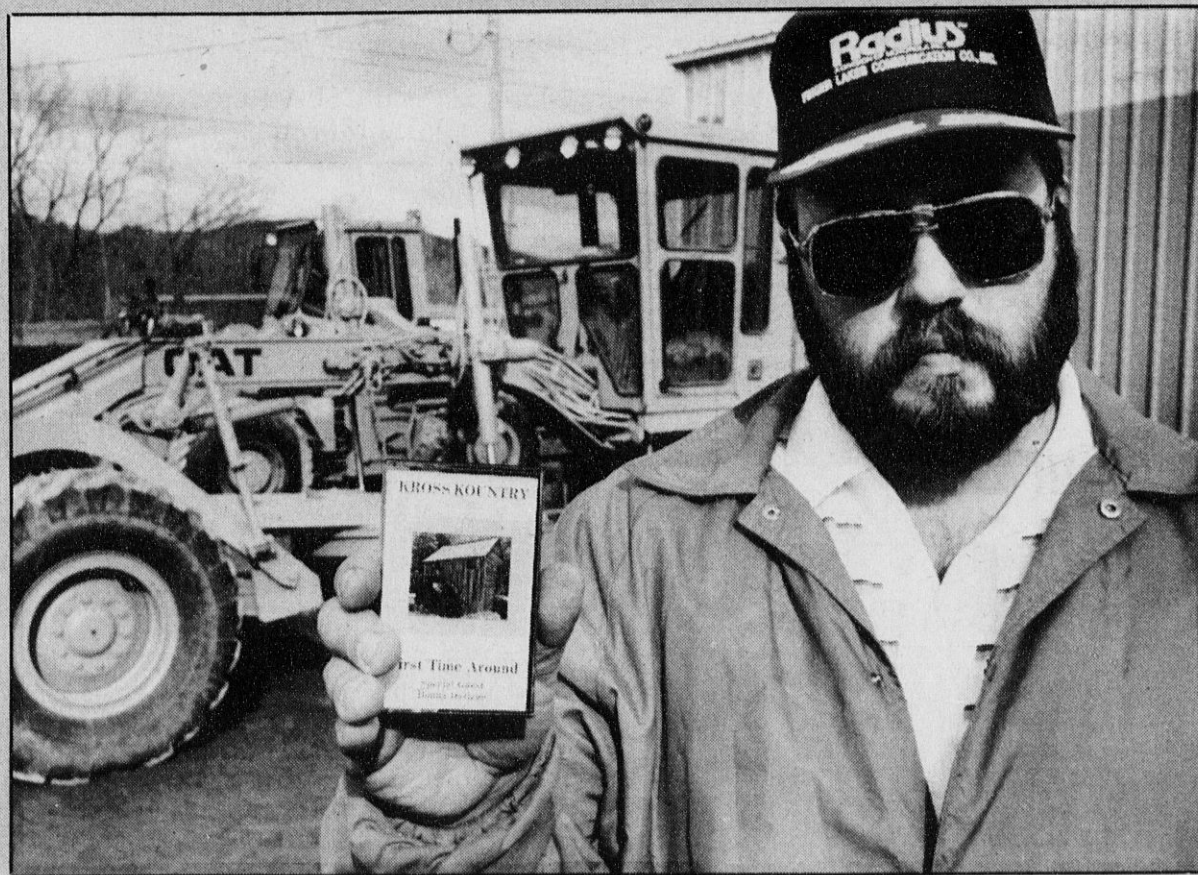
Miller said he hopes to increase union membership this year in his Steuben County Employees Unit so it will represent a unified workforce in contract negotiations. CSEA represents about 375 county workers.

"Since only CSEA members can vote on the contract, we'll be giving everyone a chance to sign a CSEA

membership card," Miller said.

Miller also will send a letter to about 50 clerical and correction employees who belong to the independent Sheriff's Association, inviting the employees to rejoin under the CSEA banner. The deputies formed their own association a few years ago, Miller said, and the employees who will receive his letter have been able to compare their own contracts against the superior contracts negotiated by CSEA. Several employees have voiced a desire to return to CSEA, with its expertise, clout and proven ability to reap excellent benefits, Miller said.

"We want to give them an opportunity," Miller said, "and it should help form an even more united front for the next contract."



STEUBEN COUNTY CSEA UNIT PRESIDENT Terry Miller shows off the "First Time Around" cassette album produced for his country band "Kross Kountry." One dollar from every sale locally will be donated to a CSEA cause.

'Non-secretaries' sound off

State upgrade plan under fire

If the state Civil Service Department didn't know that CSEA members are angry about the secretarial reclassification procedure, they do now.

Members from Stony Brook to Amherst are expressing their outrage at the process that CSEA President Joe McDermott has labeled a "bureaucratic nightmare."

CSEA is stepping up the effort to get results for its members.

Under Civil Service Law, the state has the right to determine the procedure and it's not an issue CSEA can negotiate.

But, from the start, CSEA has called for an across-the-board upgrading for its members.

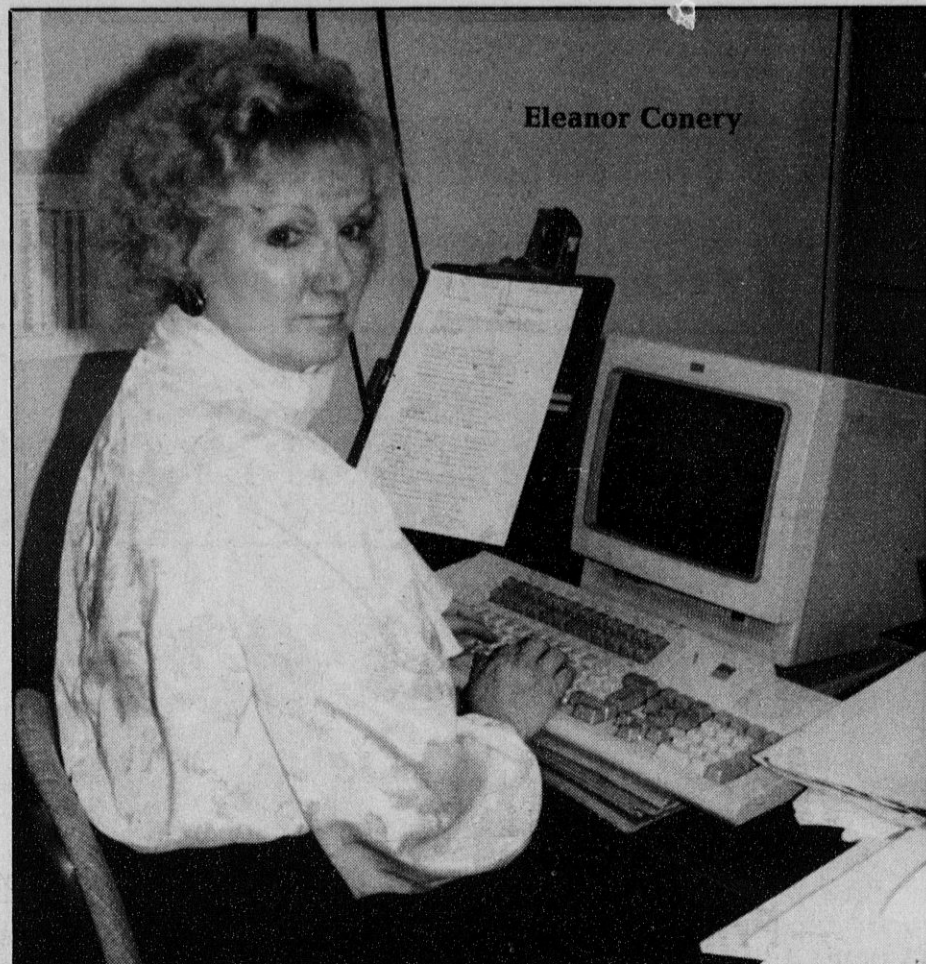
Instead, the state chose an unfair and inefficient plan that's destroying the morale of state employees who have been waiting years for the upgrading.

CSEA's depiction, below, illustrates what's wrong with the state's process.

Adding insult to injury for CSEA members is the Civil Service Department's scheduling examinations for the secretarial positions — particularly an open competitive exam for Secretary 1. The situation is offensive to CSEA because thousands of state employees already qualify for the upgrade and are waiting for an answer on their applications.

CSEA believes the upgrading process should have been completed for qualified employees before any tests were scheduled.

"Everyone is outraged about having to take the test," said Joyce Harry, a senior stenographer at SUNY Stony Brook



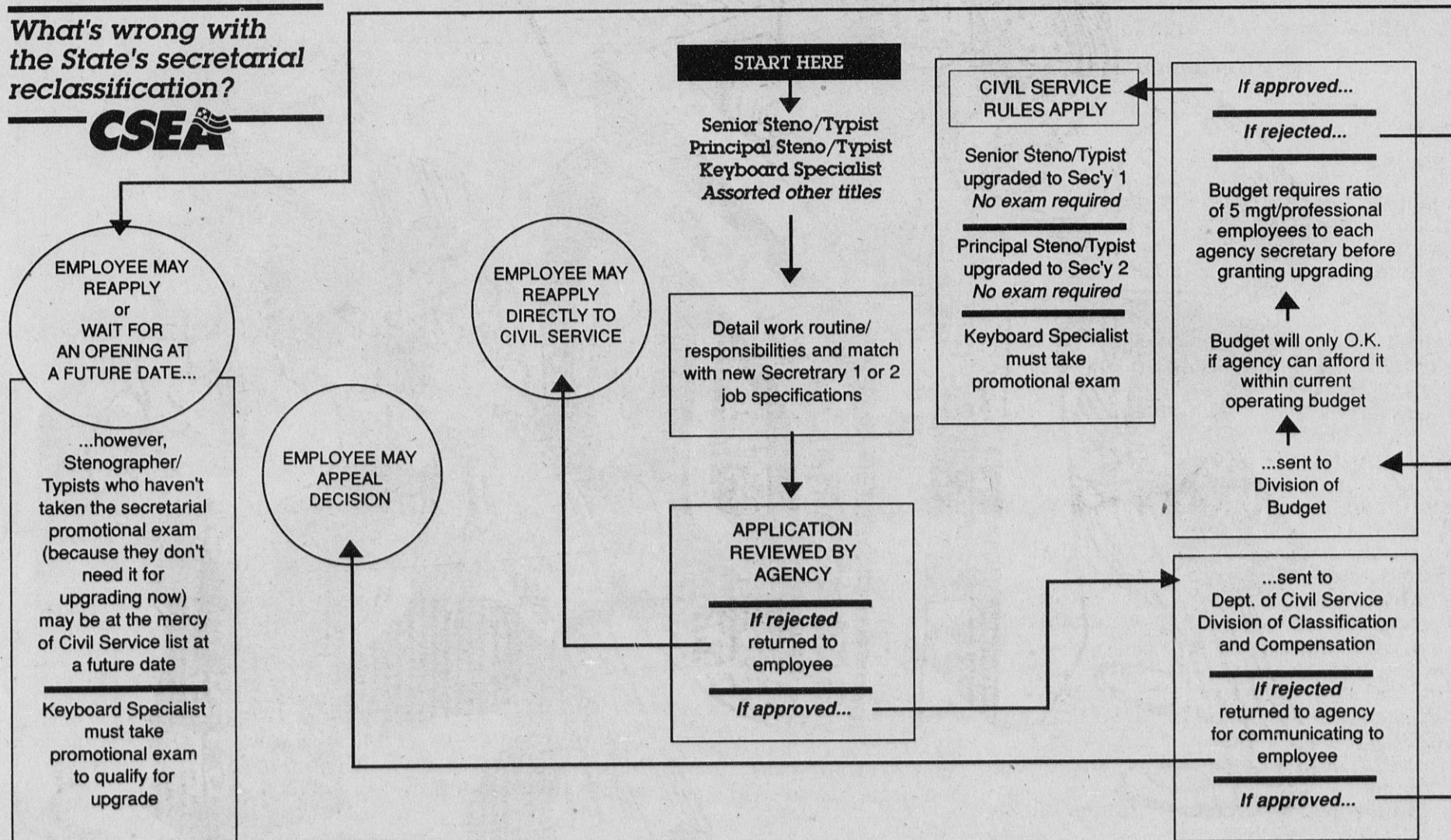
and member of CSEA Local 614. "There's no rhyme or reason to the procedure."

"It's not a reclassification — the terminology is wrong," added Pat Revock, another senior stenographer at SUNY Stony Brook. "We're talking about our own jobs where we're already doing the secretary work. I'm not asking for a transfer."

"It's very frustrating," said Eleanor Conery, a principal stenographer with Audit and Control in Albany and member of CSEA Local 651. "I applied last fall but no one's heard anything. I thought we'd know sooner."

"We're practically given no choice about taking the exam and that's not right," she said. "I've been with the state for 35 years, I've passed the head steno test twice and never got that title. The process is degrading."

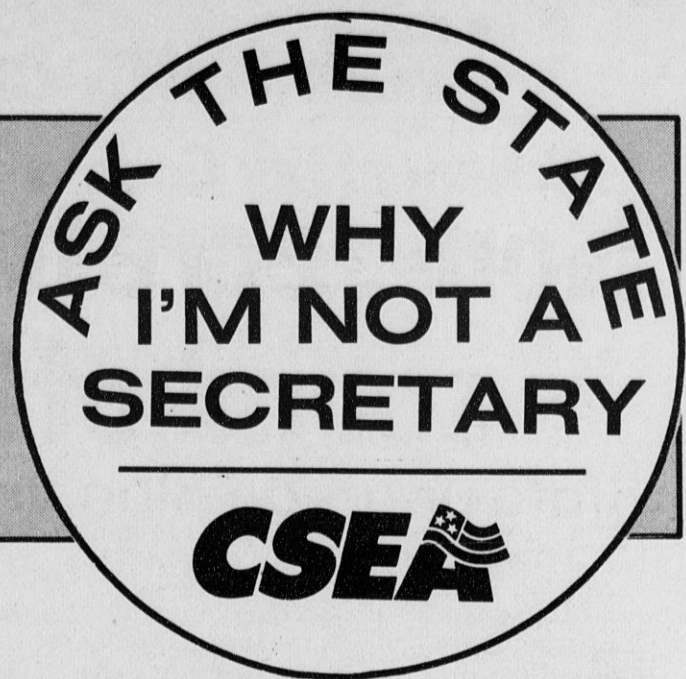
What's wrong with the State's secretarial reclassification?



CSEA campaign underway

To drive home the absurdity of the state's secretarial reclassification process, CSEA is distributing the button, pictured at right, to its members.

"If people are doing the work of Secretary 1 or 2, they should get the title and the appropriate pay," said CSEA President Joe McDermott. CSEA believes the state has a lot of explaining to do.



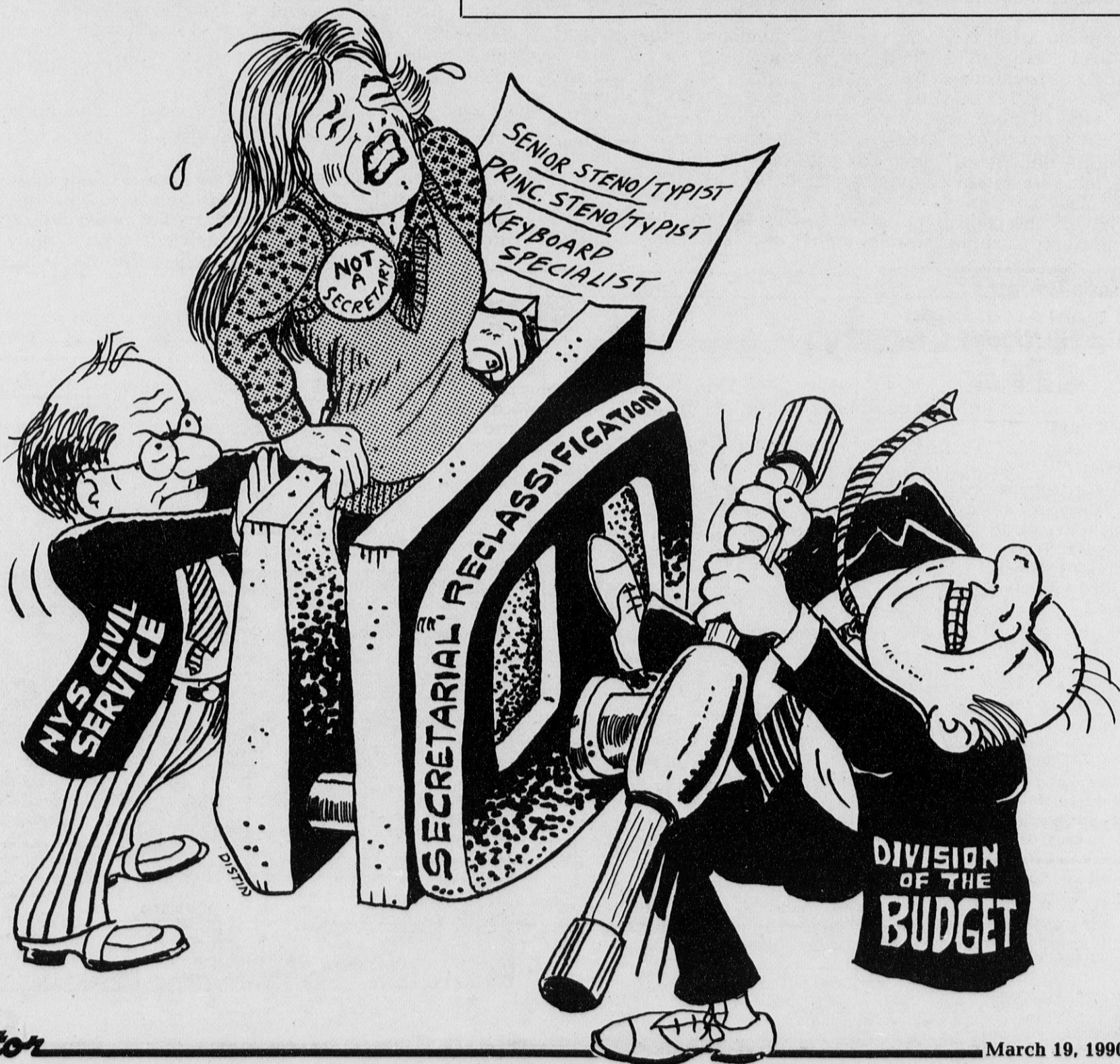
"The process is degrading"

— Principal Stenographer
Eleanor Conery,
a 35-year state employee

CSEA knows the score

Total secretarial upgrading

Applications received by Civil Service	5,828
Applications pending at Civil Service	2,998
Applications rejected by Civil Service	648
Applications approved by Civil Service and sent to Division of Budget	2,182
Approved by Division of Budget	488



CSEA wins contracts for its members

In Schenectady County

SCHENECTADY — "The members are so happy. . . . It's almost unbelievable."

That's just one of the positive comments about the new CSEA contract for its members in Schenectady County CSEA Unit.

The first contract in 20 years to be settled before the old one expired, it was also approved in the biggest ratification vote the unit has ever had. It sailed through by a vote of 462 to 22.

And for good reason. The contract raises salaries by 26 percent compounded over four years. It also adds and increases certain benefits (see sidebar on contract highlights).

The unit represents 930 employees in various titles in the county office

building, highway department, social services, library, community college, nursing home and job training agency.

"This is far more than what I had just five months ago," said Janice Martin, a part-time county library typist. "I had some sick leave, very few other benefits. Now I have a six-step salary schedule, sick, vacation and personal leave time. They're all new benefits and they're wonderful."

"I had a lot of concerns going to the bargaining table," said Donna Markessinis, office building unit president. "We were sitting down during the NYNEX strike. We had concerns about possible insurance changes. But we ended up making advances for the

members, providing them with better job protection, a good raise, third party arbitration."

Social Services Department Unit President Joanne DeSarbo had nothing but praise for the package.

"We love it," she said. "No loss in benefits, added optical coverage. I feel the president and the team did an excellent job for the members."

Local 847 President Lou Alteri pointed to the teamwork among members, the officers and CSEA Collective Bargaining Specialist Michael Campon.

"CSEA stood the line and negotiated improvements for the members," he said. "We all worked together."



Highlights

- Wage increases: 6 percent each year on each step and increment
- Health benefits: insurance extended during disability, death benefit added
- Leave: vacation, sick and bereavement added for part-time employees, vacation added for new hires, child rearing leave added for all employees
- Longevity: added 25-year step for hourly highway employees
- Pay equity study: to be conducted by Municipal Services Commission
- Employee protection: county to pay for commercial drivers license test

CHECKING THE FINE PRINT of their new contract are Schenectady County CSEA Unit members, from left: Carmella Miller, a social services examiner; Social Services CSEA Unit President Joanne DeSarbo; and Schenectady County CSEA Local 847 First Vice President Jeffrey Zabielski, an employee of the Glendale Nursing Home.

In Niagara County

LOCKPORT — Niagara County CSEA Unit members persevered through a tough battle to get a contract settlement.

"We're glad it's finally over," said Alice Syposs, a unit activist. "We've waited long enough and this is probably the best contract we could get under the circumstances."

The agreement came 14 months after the previous contract expired. It also followed CSEA's victory in an Improper Practice case against the county for failing to negotiate in good faith.

The settlement came after the unit members voted 512 to 79 to accept the contract and the Niagara County Legislature voted unanimously to accept a modified version of the fact finder's report.

Highlights

- Wage increases: 5 percent per year in each of three years
- One pay grade upgrade for all health professionals, including RNs and LPNs
- Unused sick leave: an increase in the number of sick leave days that can be bought from unused sick leave at retirement

FINALLY, A CONTRACT — Quain Webber, right, president of the Niagara County CSEA Unit, gives the unit's ratifying vote on the contract to county Legislator Philo Brooks, chair of the legislature's Personnel Committee.



OMH/private sector fail patients but

OMH snubs responsible care

EDITOR'S NOTE — More than 10 years ago, New York state made a commitment to a community-based system of care for the mentally ill, balanced between the public and private sectors.

The state Office of Mental Health (OMH) has failed utterly to honor that commitment.

The result is apparent — deteriorating psychiatric centers and legions of homeless mentally ill haunting our streets with no place to turn for help.

The following story illustrates the irresponsibility of OMH.

UTICA — When an unsupervised, mentally ill resident of The Hunter House, a privately operated residential facility, committed suicide last year, it was the final straw.

The state Department of Social Services revoked the license of the facility that had a long history of negligent care.

For CSEA it was the perfect example of how the private sector fails to deliver the quality care for the mentally ill that it promises.

CSEA Mohawk Valley Local 434 President Bud Mulchy and CSEA Central Region President James Moore seized the opportunity with a bold proposal.

Since the 72 mentally ill residents of Hunter House are all former MVPC patients, CSEA proposed renovating the abandoned Dixhurst building on the psychiatric center grounds to serve as a home. The patients already receive day treatment services at the facility.

OMH has no place else to house the patients, but they have snubbed CSEA's proposal. Meanwhile, the patients languish at Hunter House awaiting placement.



TAKING A CLOSE LOOK at Dixhurst building during recent tour of the facility are, clockwise from left front, Local 434 activists RoAnn Destito and Don Robbins; Assemblywoman Elizabeth Connelly, Local 434 President Bud Mulchy, CSEA Director of Legislative and Political Action Larry Scanlon and CSEA Central Region President Jim Moore.

OMH says it has other plans for the Dixhurst building but has offered no alternative proposals for the patients' care.

"It's as if OMH just doesn't give a damn about what happens to these people," said Mulchy. "We have an existing building that needs minimal clean up and repairs. It's accessible to services and the community; there's trained staff who can provide service.

"It would save the state a lot of time and money and ensure better patient care, but OMH isn't interested," he said.

CSEA is continuing to push the proposal. State Assembly Mental Hygiene Committee Chairperson Elizabeth Connelly recently toured the building with CSEA officials and promised attention to the issue.

CSEA already has strong support from several other area Assembly representatives, Oneida County Executive Jack Plumley and other top county officials, Utica Mayor Louis LaPolla and other health care advocates.

Meanwhile, OMH fails to act and the patients continue to suffer.

**"It's as if
OMH just doesn't
give a damn
about what
happens to
these people"**

—Bud Mulchy, president
Mohawk Valley Psychiatric Center
CSEA Local 434



OMH/OMRDD injuries Out of control

By Stephen Madarasz
CSEA Communications Associate

The most dangerous worksites in public employment are getting worse and CSEA members are the ones getting hurt.

The latest CSEA review of occupational injuries at state Office of Mental Health (OMH) and Office of Mental Retardation and Developmental Disabilities (OMRDD) facilities shows that employees lost more than 226,000 workdays because of on-the-job injury in 1989.

That translates into the loss of about 1000 full-time employees for the entire year.

The total number of lost days and the number of lost days per injury are increasing even though there are fewer workers in the facilities.

That means the chance of severe injury is going up for mental hygiene workers.

"Every time CSEA looks at the numbers it's more shocking," said CSEA President Joe McDermott, "The worst part of it is that we're talking about the real pain and suffering of our members, not statistics."

Understaffing compounds the injury problems for workers in every aspect of OMH/OMRDD operations from food service and maintenance to the wards.

The state inflates staff-to-patient ratios by adding maintenance and administrative workers with direct care staff when determining the figures.

They even include employees who are out with occupational injuries.

The understaffing creates a hellish cycle of injuries and more understaffing. As more workers are out because of injuries, the understaffing gets worse. That opens the door for more injuries.

Working conditions could get worse

In spite of the latest OMH/OMRDD injury report, the state budget proposals call for eliminating 3,000 jobs in mental hygiene.

CSEA knows that system and its members can't stand a cutback.

CSEA is out to convince state lawmakers to end misguided mental hygiene policies that avoid the real problems.

Instead of eliminating jobs, they should be creating them.

Last year, in one quarter alone, OMH spent \$10 million on overtime pay because of understaffing and occupational injury. The facilities with the highest injury rates were also the ones with the highest overtime costs.

Investing that overtime money in full-time employees and a real commitment to improving safety and health would actually save money and a lot of pain.

You can help by contacting your state legislators and urging them to support responsible mental health policy.

On the wards, CSEA members suffer more because the state is reducing the number of non-professional direct care workers.

Understaffing is a major part of the problem, but not the only part.

OMH and OMRDD have no commitment to improving the safety of working conditions. Neither agency employs any safety and health professionals at facilities or system-wide.

"The injury situation in OMH and OMRDD is out of control and no one there is trying to get hold of it," said CSEA Director of Contract Administration Ross Hanna.

"It's brutal to send people out to get battered and broken, not to mention the waste of taxpayers' money the injuries cause," he added.

"Safety and health considerations have to be a part of designing work routines — it's not something you can just throw in after the fact and expect improvements," said CSEA Director of Occupational Safety and Health James Corcoran.

State agencies that have adopted safety programs have improved over the years.

At OMH and OMRDD the risk just keeps getting worse.

CSEA believes that two other factors contribute to the rising lost-time injuries in OMH.

First, as OMH continues to scale back its operations, it's transferring less violent, more manageable clients to private providers. That leaves the difficult, volatile clients to understaffed state employees.

With the crack epidemic, the psychiatric wards are filled with crazed addicts. These clients are young and physically abusive.

Add dangerous clients to reduced staffing and you have the vicious cycle that means danger for CSEA members.

The danger in your worksite

OMRDD		
FACILITY	LOST TIME INJURIES	LOST DAYS
Brooklyn	190	6,557
Inst. for Basic Res.	6	702
Bronx	254	8,153
Manhattan	93	3,784
Staten Island	81	3,174
Letchworth Village	470	19,935
Westchester	57	2,385
Wassaic	506	20,913
OMRDD Central Office	4	9
Wilton	123	3,746
Rome	137	4,216
Syracuse	227	5,472
Sunmount	202	4,962
Monroe	180	4,307
J.N Adams	128	2,295
Newark	181	4,725
W. Seneca	402	8,794
Craig	103	2,001
Totals	3,344	106,130

OMH		
FACILITY	LOST TIME INJURIES	LOST DAYS
Kings Park	506	12,044
Pilgrim	733	27,448
Central Islip	195	7,819
Creedmoor	216	4,280
Queens Childrens	44	1,673
Kingsboro	111	4,594
Psych. Institute	41	515
Manhattan Childrens	23	815
Manhattan	125	5,612
Bronx Childrens	22	373
South Beach	79	2,533
Harlem Valley	252	11,064
Rockland	206	5,590
Rockland Childrens	30	706
Middletown	Did not post — PESH complaint filed	
Hudson River	256	3,213
CDPC	37	2,613
OMH Central Office	4	22
Mohawk Valley	153	844
St. Lawrence	79	2,990
Willard	65	2,726
Binghamton	112	3,583
Elmira	53	1,151
Hutchings	116	3,600
Gowanda	123	3,312
Buffalo	203	6,018
Rochester	203	5,175
Totals	3,987	120,313

About the injury figures

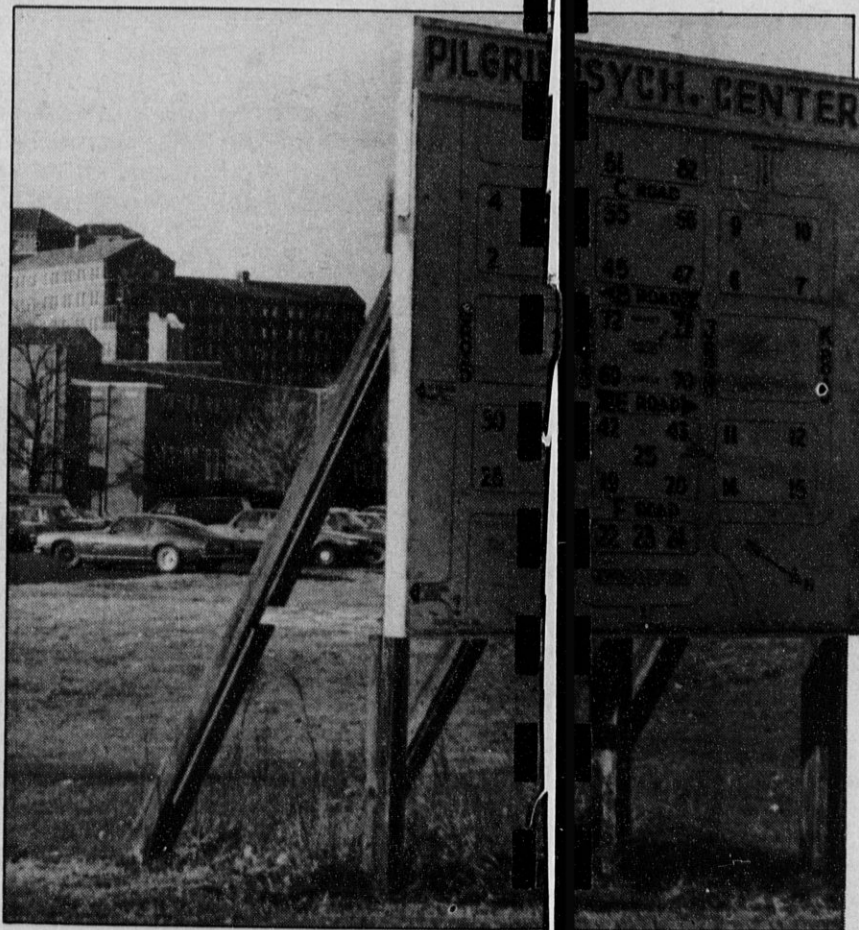
CSEA's compilation of OMH/OMRDD injuries is based on the Department of Labor's DOSH 900 forms which require details on all worksite injuries and illness.

By law the DOSH 900 must be posted in the worksite throughout the month of February. At press time,

information was unavailable from Long Island DC, Bernard Fineson DC, O.D. Heck DC, Broome DC, Sagamore Children's PC, Bronx PC and Mid Hudson PC.

As a result, not all facilities are included in the injury totals presented here, but the numbers are still devastating.

The most dangerous workplace



By Sheryl Carlin
CSEA Communications Associate

BRENTWOOD, L.I. — Employees at Pilgrim Psychiatric Center have lost more workdays because of on-the-job injury than anywhere else in the state.

The employees there suffered 733 injuries resulting in 27,448 lost work days in 1989. That's an average of 36 lost days per injury.

Employees are not only getting hurt on the wards due to understaffing and mandated overtime, grounds and food service workers are also getting hurt because they don't have the proper equipment and help.

The experiences of the following CSEA Local 418 members are a few of those who have lost days, weeks and months because of on-the-job-injuries.

Mingo Rodriguez: "I felt a sharp pain but kept working"

Mingo Rodriguez, a senior stores clerk, was injured while unloading a truckload of plate glass.

"Normally there would be two or three people, but we're understaffed and it was just me and the driver," he said.

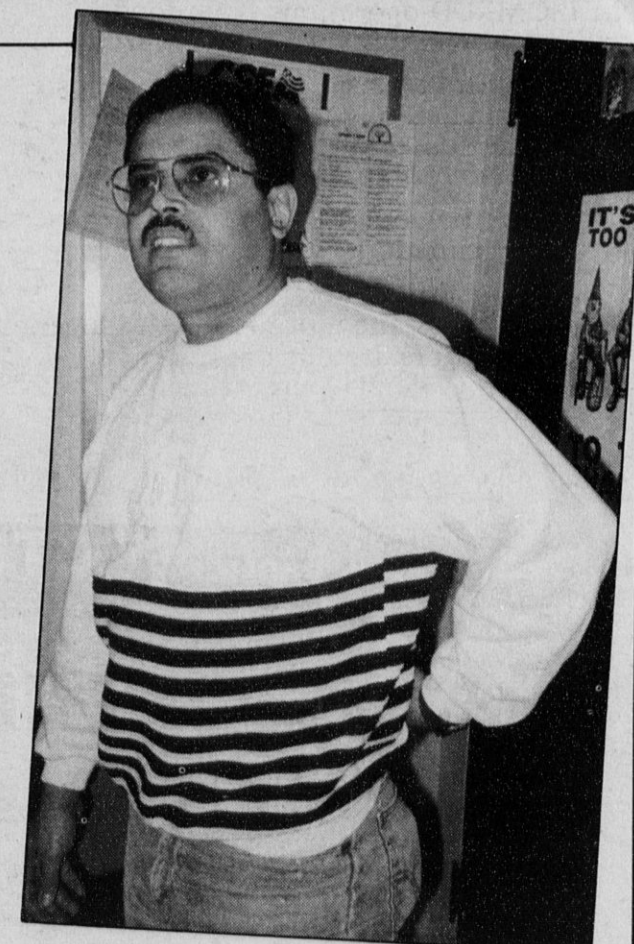
"The glass slipped out of my hands and I felt a sharp pain, but I kept on working. I thought it must be a pulled muscle."

The next day Rodriguez went to a chiropractor who referred him to a neurologist when the problems continued.

"The neurologist said there was a 50/50 chance that I'd need back surgery. He and the physical therapist said no work," Rodriguez said.

He spent six months out on compensation with a herniated disk.

"My injuries and others at the storehouse could be avoided if we had the proper staff," he added.



More Pilgrim PC
injury stories — page 12



OMH/OMRDD safety and health deficiencies are far worse today than when CSEA blasted both agencies two years ago. OMH and OMRDD have ignored CSEA's continued calls for improvements.

Pilgrim injuries continued

Working here is dangerous to your health



Michael Pomeroy: "He tried to gouge my eyes out"

Michael Pomeroy is a therapy aide. He was injured while working a mandated second shift which was understaffed.

Pomeroy was engaged in a one-to-one assignment with an agitated patient.

After Pomeroy attended to an incident involving two other patients, the agitated patient "went off."

"He tried to gouge my eye out," Pomeroy said. "We both went down to the ground. He was as big as me so we hit the ground with some impact!"

Although his eye was bleeding, Pomeroy managed to restrain the patient until he could be put into a jacket.

Pomeroy then drove to the hospital in the pouring rain.

"My cornea was damaged and my back was injured," he said.

He spent almost 10 months out on compensation.

Pomeroy, like many other employees at Pilgrim, was denied compensation and

told to return to work in spite of his injuries.

"Pilgrim sent me to the state doctor who gave me more of an interrogation than an examination," Pomeroy said.

"He never put a hand on me, yet he told me to go back to work and said if I couldn't do the job I should quit."

"He also said physical therapy doesn't do anything for you," Pomeroy said.

At a Workers Compensation hearing Pomeroy was reinstated with all retroactive backpay and insurance.

Marion Cavaliere: Getting hurt again and again

Marion Cavaliere is a therapy aide. She was injured recently when a cart she was pulling came up under her ankle, damaging her achilles tendon.

"The equipment here is outdated," Some of the wheels on the wheelchairs and carts don't turn," she said.

Cavaliere has been injured before, lifting patients without proper help.



Tom Kipp: "I wouldn't have gotten hurt if we had the right equipment"

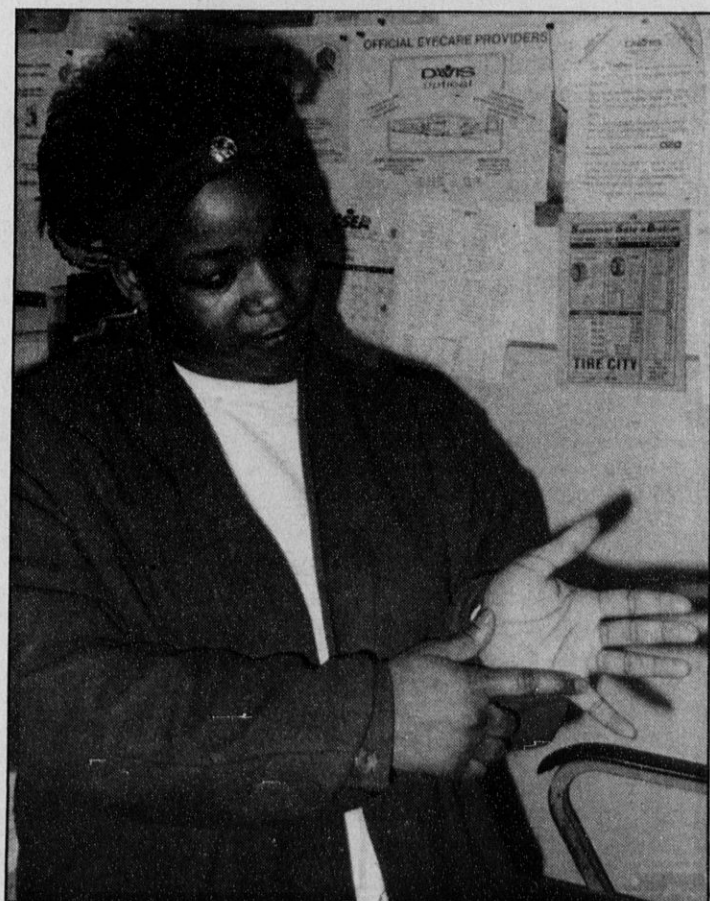
Tom Kipp, a grounds worker, was out of work for five weeks with a crushed elbow.

He attributes his injury to the lack of proper equipment.

"I was lifting 300-pound air conditioners with two other guys. The air conditioners were stacked four high inside a tractor trailer and the other guys pushed while I pulled," Kipp said. "My elbow got crushed against the handcart and my entire arm was bruised and swollen."

Kipp said many of his co-workers have also been injured.

"I wouldn't have gotten hurt if we had the proper equipment," Kipp said. "I guess the facility can't afford it."

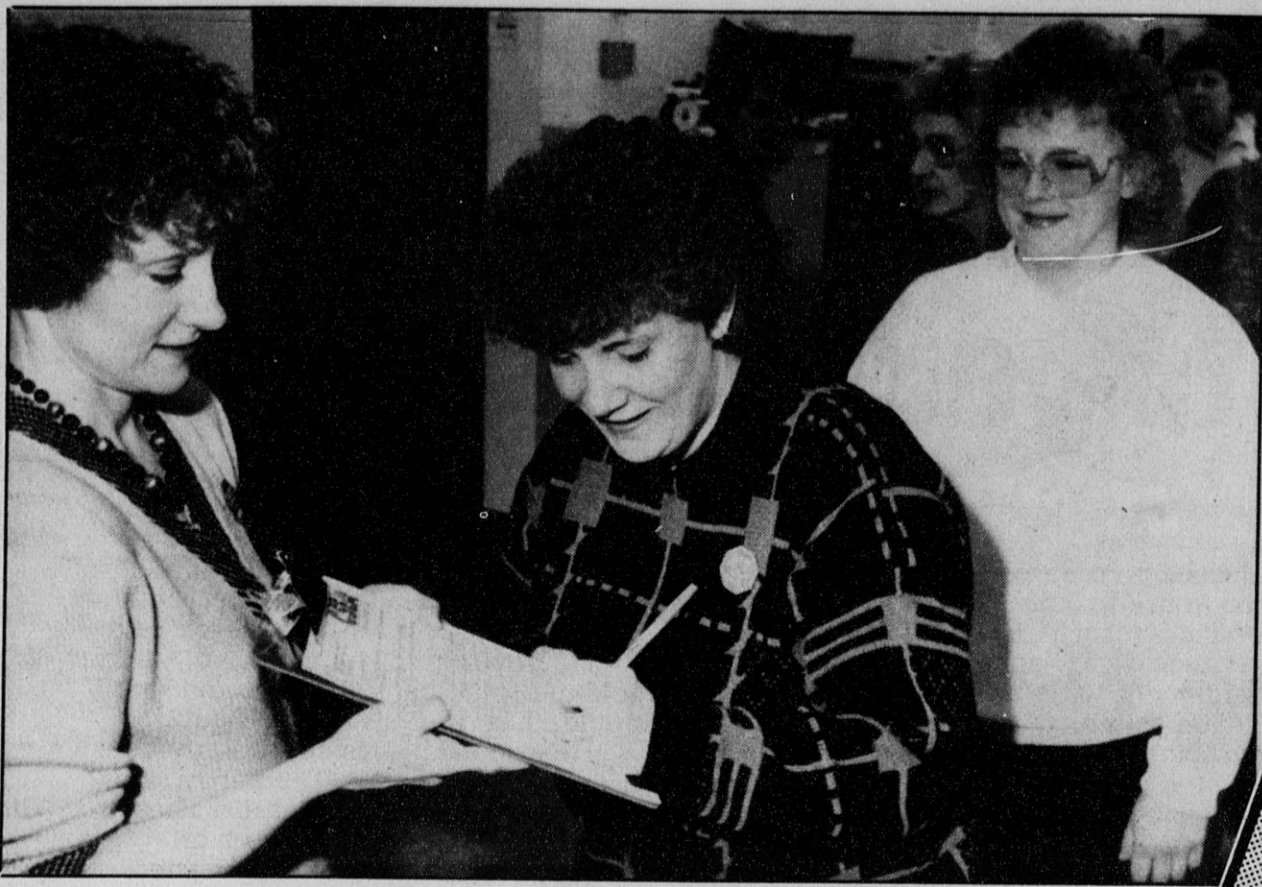


Carolyn Williams: "I cut a nerve in my hand."

Carolyn Williams, a food service worker, was injured when the broken doors on a food truck she was pulling swung open and cut her hand.

"There's still food trucks down there with broken doors," Williams said.

"I cut a nerve in my hand and had to go for therapy. My hand is still numb," she said. "I could have been spared from the injury if this place was running efficiently. The last thing I want to do is sit home on comp."



LINING UP AND SIGNING UP — CSEA SUNY Buffalo Local 602 members, above, sign CSEA's petition letting SUNY Chancellor Bruce Johnstone know exactly how they feel about paying parking fees. Copies of the petition are available from your local president or CSEA headquarters.



Chancellor Bruce Johnstone
State University of New York
Albany, New York

CSEA
Local 1000, AFSCME, AFL-CIO

Dear Chancellor Johnstone:

We, the CSEA-represented employees of SUNY, cannot afford to have you balance the university budget on our backs.

Charging us a fee for the right to find a parking space is neither fair nor necessary.

There must be better ways to manage SUNY than by reaching into the pockets of hard-working employees.

NAME

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Standing up to SUNY

CSEA members on SUNY campuses across the state have a few ideas of their own about where SUNY officials can park their proposed employee parking fees.

Under the CSEA state contracts, parking fees must be negotiated at the request of CSEA or the state. If an agreement can't be reached the issue must be sent to last offer binding arbitration.

CSEA is unconvinced that SUNY can prove a need for staff parking fees.

CSEA suspended formal negotiations with SUNY after officials vowed to impose fees on two other employees unions come June. No such threat has been made against CSEA which is continuing to discuss the issue with SUNY informally.


CSEA isn't taking any chances though, and has launched a petition drive to urge SUNY Chancellor Bruce Johnstone to find a different way to balance the budget.

"There must be a better way to manage the SUNY system than to reach into the pockets of hard working employees," the petition states.

You can help convince SUNY to find a better way by signing or circulating a petition at your campus. Contact your local president for a copy or call Robert Dillon at CSEA Headquarters (800) 342-4146 Ext. 293.

Looking for a place to retire?

Directions



PRE-RETIREMENT PLANNING

Prepare for the future

Directions is a pre-retirement education program developed and conducted by the state Office for the Aging with joint labor/management funding from New York state and CSEA, the Public Employees Federation and AFSCME Council 82. Directions conducts pre-retirement planning seminars across the state and has written the "Self-Help Guide to Pre-Retirement Planning" for employees of state agencies. Directions will answer some important questions about pre-retirement planning for all public employees through this column.

It takes time and effort

It's been a long winter, it's still freezing, the radio says the cherry trees are blossoming in Tallahassee and you're wondering if you should move when you retire.

Before you make that decision, though, you should do some real homework.

Only 10 percent of New Yorkers move when they retire, and half of them move back within a few years. One couple sold their home and moved to Florida. After only three years, tired of hot summers and bored with shuffleboard, they moved back.

But their home was gone, and none were available in their old neighborhood. They could have spared themselves much trouble by renting their New York home and renting in Florida while they tested their new lifestyle.

Visiting a possible retirement location at different times of the year allows you to experience the weather and activities. Phoenix in January at 77 degrees is delightful; Phoenix in July at 112 degrees is not.

Attend an ice cream social or Rotary Club meeting to meet local people and find out what they like about their community.

It's not enough to know what we want in a retirement location. It's also important to consider what we would miss, such as having family close by, a decent bagel or the maple trees turning red each October.

Subscribe to the local newspaper in your prospective home. Advertisements will help you compare the cost of living. Follow local issues, such as where the new landfill will be located; whether property taxes are going up; what kind

of crimes are reported and how often; if businesses are opening or closing.

The newspaper will also give you information you can use once you settle in: religious and civic organizations you might want to join; cultural or volunteer activities you might want to be involved in; or even where to do business.

Send for a free map from the local Chamber of Commerce to get more familiar with the locations mentioned in the paper.

If you do decide to sell your house, remember that if you are over 55, you are eligible for a one-time tax break on the first \$125,000 of capital gains on your house. Your real estate agent will fill you in.

Moving in retirement is a major decision. Take the time to do your research and consider your alternatives. You're much more likely to be happy with the results.

For all CSEA members contemplating retirement in the near future:

A CSEA RETIREMENT GUIDE

Retirement can and should be a pleasant, rewarding period after years of public service employment. But adequate planning is necessary to ensure that the retirement years are truly "golden years." CSEA has published an information-packed booklet, the "CSEA Retirement Guide," available free to CSEA members planning to retire in the near future. To obtain your free "CSEA Retirement Guide," complete the coupon below and mail to the address indicated.

Civil Service Employees Association, Inc. CSEA Retiree Division
143 Washington Avenue Albany, N.Y. 12210
Please send me a "CSEA Retirement Guide."

Name _____


Address _____

City _____ State _____ ZIP _____

Social Security number _____

My CSEA Local is _____

My CSEA Unit is _____



RETIREMENT GUIDE

THE CIVIL SERVICE EMPLOYEES ASSOCIATION

LOCAL 1000, AMERICAN FEDERATION OF

STATE, COUNTY & MUNICIPAL EMPLOYEES, AFL-CIO

Praise continues for Nassau members for efforts following airplane crash

Accolades continue in recognition of the heroic efforts of hundreds of Nassau County employees who responded after an Avianca passenger jet crashed in a Long Island neighborhood in late January while attempting to land at New York City's JFK Airport.

CSEA presented plaques on behalf of the members to leaders of CSEA units involved in rescue and support efforts.

"Words cannot express the gratitude we feel or the pride we have in our members," Nassau County CSEA Local 830 President Rita Wallace said in presenting the plaques. CSEA statewide President Joe McDermott

earlier wrote a letter for Wallace to read to Local 830 members, telling them "you should know that your sisters and brothers in CSEA are extremely proud of how you handled this crisis. You should be proud, too."

"A grateful Nassau County says thanks for a job well done. The vallant and heroic response by everyone . . . serves as a potent reminder that we have a lot to be proud of on Long Island," Nassau County Executive Thomas Gulotta said in praising those who responded to the crisis.

A dramatic page 1 photograph in the Feb. 19 issue of *The Public Sector* is further evidence of the

extraordinary response by hundreds of CSEA members to the passenger jet crash.

The page 1 photo, taken by a freelance photographer at the scene of the crash, depicted a rescue worker in civilian clothing helping an injured passenger. That rescue worker, unidentified in the Feb. 19 issue, is Town of Oyster Bay CSEA Local 881 First Vice President Bill Crowley.

Crowley, a supervisor in central vehicle maintenance for the Town of Oyster Bay, went to the scene to assist in any way possible after hearing about the crash on the news at home. He said the plane flew directly over his house before crashing.

Crowley became one of hundreds of volunteers who worked beside emergency and advanced medical personnel that night.

"You look at something like that and you just can't believe what you're seeing," Crowley said. "It was really remarkable. Everybody worked together and did whatever they had to do to get the victims from the wreckage to the triage to the helicopters."

Crowley is one of many rescuers who have had difficulty dealing with the effects of the trauma of what they experienced that night. Special clinics were established to help rescuers deal with the stress that developed.

"I've gone to the clinics and that helps," Crowley said.

Ambulance Medical Technician Jim Roth, another CSEA member who responded to the crash, said he found the scene "like a car accident times about 600."

"It was really bad, but it could have been worse. Most of the injuries were broken bones, internal injuries and head trauma," Roth said.

The Feb. 19 issue featured first-person accounts from many CSEA members who were involved in rescue efforts that night.



CSEA RECOGNIZED the heroic efforts of hundreds of Nassau County employees involved in the Avianca airplane crash rescue by presenting plaques to leaders of CSEA units involved. Nassau County CSEA Local 830 President Rita Wallace, center, presents awards on behalf of their members to Joan Kleilla of Police Civilians, who also accepted on behalf

of Fire Communications; and, from left, Ron Gurreri of Ambulance Medical Technicians; George Walsh of Nassau County Medical Center; Steven Lenkowsky of Fire Marshall's Office and Tom Gargiulo of Recreation and Parks.

TREE DETECTIVES — Tree-trimming crews from Nassau County's Department of Recreation & Parks helped federal investigators determine the path of the ill-fated Avianca plane by measuring trees broken by the plane's impact. Experts concluded from that data that the plane's pilot saved many lives by bringing the airliner in on its belly. CSEA Unit President Tom Gargiulo, right, talks with some of the tree-trimming crew and inspects some of their equipment. From left are George Lewis, foreman Jack Oddo, Charlie Maier, William Grieco and Gene Bagan.



Important information concerning Empire Plan benefit management changes effective April 1

The benefits management program of the Empire Plan health benefits program is changing effective April 1, 1990. The changes will apply to all CSEA members and their dependents enrolled in the Empire Plan health benefits program.

A four-page pamphlet explaining the changes in the revised Empire Plan benefits management program (BMP) is being mailed to all CSEA Empire Plan enrollees in the Administrative Services, Institutional Services, Operational Services and Division of Military and Naval Affairs state bargaining units.

The revised Empire Plan benefits management program will also apply to local government Empire Plan participating agencies, state management-confidential employees and other participating employees. Employees in those categories should check with their personnel office if they have any questions.

The brochure, *The Empire Plan Report*, explains the BMP in detail and provides other information such as

when and where to call for hospital admissions approval; which procedures are subject to Prospective Procedure Review (formerly known as the Second Surgical Opinion Program) and how to access the medical expertise and support services provided by Intracorp, the BMP administrator.

A sample of the brochure is reproduced on pages 16, 17 and 18 of this issue of *The Public Sector*.

Important Information on CSEA Benefits Management Program Changes Empire Plan HealthCall

Beginning April 1, 1990, your benefits management program, the Empire Plan HealthCall, is changing. The changes apply to all Empire Plan enrollees represented by CSEA and their enrolled dependents whose primary coverage is the Empire Plan. The Empire Plan is primary when it is responsible for paying for health benefits first, before any other group plan or HMO is liable for payment. The requirements also apply when you or your enrolled dependents have primary coverage through an HMO and secondary coverage under the Empire Plan and you choose not to use the HMO. **The requirements apply if you live or seek treatment anywhere in the United States including Alaska and Hawaii. This newsletter explains the program and your responsibilities.**

The Empire Plan HealthCall is designed to:

1. Make sure that the hospital setting is medically necessary, and
2. Make sure that you and your family receive medically necessary and appropriate services if you are hospitalized.

It provides you with a review of your hospitalization and treatment conducted by Intracorp, independent from Empire Plan carriers that pay claims. HealthCall is administered by Intracorp, an independent benefits management firm selected by the Joint Committee on Health Benefits to administer the Empire Plan Benefits Management Program. The Empire Plan HealthCall can help you ask questions and explore your choices when you or your family face hospitalization or surgery. It helps at five different stages:

- Pre-Admission Certification
- Concurrent Review
- Discharge Planning
- Medical Case Management
- Prospective Procedure Review (formerly the Second Surgical Opinion Program)

When to Call? Who Makes the Call? If You Don't Call...

To assure that you receive the full range of help available from the Empire Plan HealthCall, you are required to call

1-800-992-1213

Who Calls?

You, a member of your family or household, your doctor or a member of your doctor's staff may place the call. In the case of an emergency or urgent admission, the hospital admitting office may place the call for you. Where these articles refer to "you" making the call, keep in mind that the other people listed may also call.

Required Calls

You must call the Empire Plan HealthCall for any elective admission that will include an overnight stay in a hospital. You must call before the admission.

We urge you to call as soon as your doctor determines that you or one of your enrolled dependents should be admitted to a hospital or approved facility as an inpatient for an elective admission. Call as soon as possible; don't delay making the call.

You must call within 48 hours after an emergency or urgent admission.

You must call before an admission for the birth of a child, preferably as soon as the doctor confirms the pregnancy.

You must call before having any of the procedures listed on page 3 under Prospective Procedure Review, whether the procedure is to be performed in or out of a hospital.

Why the Empire Plan HealthCall?

The Empire Plan HealthCall—your new Benefits Management Program—helps you protect yourself and protect the Empire Plan by avoiding unnecessary (Continued on page 4)

Also in This Issue...

Pre-Admission Certification	2
Required Calls	2
Concurrent Review	2
Discharge Planning	2
Medical Case Management	2
Prospective Procedure Review (PPR)	3
Required Calls	3
Voluntary Specialist Consultant Review	4
How to Reach HealthCall	4
Replacement Benefit Card Jackets	3&4

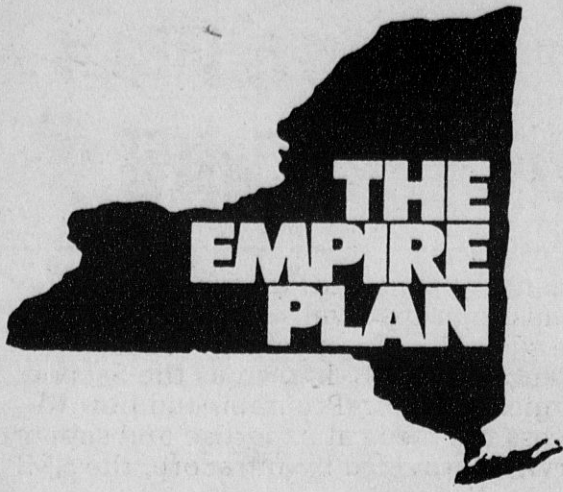


New York State/CSEA Joint Committee on Health Benefits

MARCH 1990

Beginning with this issue the volume number will no longer appear

REPORT



Who do I call? And when? Do I need to get a review? How do I access services?

New York State/ CSEA Joint Committee on Health Benefits

New York State
Elizabeth D. Moore
Director,
Governor's Office of
Employee Relations

Walter D. Broadnax
Commissioner, New York State
Department of Civil Service

Nelson E. Carpenter
Governor's Office of
Employee Relations

Roger L. Sims
New York State Department
of Civil Service

John J. Kaelin
New York State Division
of the Budget

Fredric L. Bodner
New York State Insurance
Department

Civil Service Employees Association, Inc.

Joseph E. McDermott
President, Civil Service
Employees Association, Inc.

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Committee on Health Benefits

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and Naval Affairs

Tom Patterson
Operational Services Unit

Tony Ruggiero
Institutional Services Unit

The Empire Plan
Report
is Published by

the Division of
Employee Benefits,
NYS Department of
Civil Service

in cooperation with
the Joint Committee
on Health Benefits

1. Pre-Admission Certification

After you call, your Empire Plan Health-Call nurse will call your doctor's office. If the information indicates that the hospital setting is medically necessary according to nationally accepted standards, the admission will be pre-certified. Pre-certification assures that Empire Plan benefits will be available to you to the full extent for covered services.

If the medical necessity of the admission is not confirmed, one of Intracorp's board-certified, practicing Physician Advisors will discuss the hospitalization with your doctor. If the Physician Advisor determines that the admission is not medically necessary and your doctor does not agree to an alternate setting, a second Intracorp physician will review the proposed hospitalization.

The second Physician Advisor, from the same or related specialty as your doctor, will discuss the hospitalization and various alternatives with your doctor. If they do not agree that the admission is medically necessary, your admission will not be certified. Within 48 hours after Intracorp reaches your doctor, HealthCall will notify the hospital, you and your doctor of this decision. Blue Cross will also be notified. If hospitalization for you or your family member is not certified, you may choose to go ahead with the hospitalization. If you do, you will be required to pay:

\$200 of the total billed hospital charges

and

\$100 of the charges for each day it is determined that your hospitalization is not medically necessary.

If you do not follow the Pre-Admission Certification Requirements:

if you did not call HealthCall for pre-admission certification of an elective (scheduled) inpatient admission,

or

if you did not call HealthCall within 48 hours of an emergency or urgent admission,

or

if you followed the procedures for emergency or urgent admissions when you should have followed the pre-admission certification procedures for an elective (scheduled) admission, or an admission for the

birth of a child, you will be required to pay:
\$200 of the total billed hospital charges

and

\$100 of the charges for each day it is determined that your hospitalization is not medically necessary.

2. Concurrent Review

Once you or your spouse or child is hospitalized, Empire Plan HealthCall will continue to monitor your progress through the Concurrent Review Program. Medical review specialists will work with your doctor to monitor your treatment needs. The goal of Concurrent Review is to encourage the appropriate use of inpatient care. If HealthCall determines that inpatient care is no longer necessary, you, your doctor and the facility will be notified not later than the day before the day on which Empire Plan inpatient benefits cease.

3. Discharge Planning

If you or your spouse or child needs special services after hospitalization, Intracorp's Discharge Planning Unit nurses will help. The nurse will review the patient's recovery to determine what services are medically necessary (such as visiting nurses services and physical therapy). In consultation with your doctor, the HealthCall nurse will make the necessary arrangements and coordinate these services for you and your family. These services will be covered in accordance with Empire Plan provisions.

4. Medical Case Management

Some serious conditions, such as severe burns, head injuries or neonatal (newborn) complications, may require extended care. If you or a member of your family requires this type of care, you may be faced with many decisions. Empire Plan HealthCall can provide information that may help you make the choices that are best for you.

Pre-admission Certification and Concurrent Review help HealthCall determine if Medical Case Management

(Continued on page 3)



4. Medical Case Management

(Continued from page 2)

would be appropriate for you. If HealthCall decides that this service would help you and your family, a HealthCall nurse-specialist will contact you. Your participation is voluntary. If you accept this service, your HealthCall nurse will begin working with your doctor to coordinate your care.

After discussions with you, your family and your doctor, your HealthCall nurse may suggest an alternate treatment plan or facility, such as a specialty hospital or home care services. Your HealthCall nurse and your doctor will help you review these suggestions. Once you and your doctor agree to a plan, the Intracorp staff will help implement it.

Through your discussions with Intracorp, you and your medical specialists will be aware of your options. By talking with you and your family about the range of medical treatment and facilities available, HealthCall can help you make the choices that are best for you.

5. Prospective Procedure Reviews (PPR)

(formerly Second Surgical Opinion Program)

To protect your Empire Plan benefits, you **must** call the Empire Plan HealthCall if you or one of your enrolled dependents is scheduled as an inpatient or outpatient for any of the following procedures:

- Arthroscopy
- Coronary Artery Bypass
- Cesarean Section
- Colonoscopy
- Cystoscopy
- D & C
- Endoscopy (Esophageal, Gastrointestinal)
- Foot Surgery
- Gastric Stapling
- Hemorrhoidectomy
- Hernia Repair
- Hysterectomy
- Laryngoscopy
- Varicose Vein Surgery

Why these Procedures?

These 14 procedures stand out. Empire Plan enrollees undergo these procedures much more often than enrollees in other plans monitored by Intracorp.

If your doctor recommends one of these procedures, PPR will help to make sure that the procedure meets nationally accepted standards and appropriate practice patterns. The review is to your advantage.

Your call will start the **Prospective Procedure Review (PPR)**.

Intracorp will call your doctor, to discuss his or her recommendation. If Intracorp determines

that the procedure is medically necessary and appropriate, the procedure will be approved and covered in accordance with Empire Plan provisions. Written notice will be mailed within 24 hours.

If there are questions about the medical necessity of the procedure, Intracorp will consult additional specialists. You may be required to obtain a **Specialty Consultant Evaluation (SCE)**. This evaluation is similar to the previously required second opinion examination. Intracorp will provide you with the names of up to three physicians in your geographic area whose specialty is comparable to your doctor's. After you determine which of these doctors you prefer to see, Intracorp will arrange for the SCE. There is no cost to you for the examination.

The SCE will provide you and your doctor with additional information and possible alternatives to the recommended procedure. However, **it is up to you to decide whether to proceed with the surgery**. If you proceed with the surgery, your benefits will be paid according to the Blue Cross and Metropolitan guidelines for this surgical procedure. However, if the specialist from whom you obtained the Specialty Consultant Evaluation performs the procedure, the Evaluation will not be considered a covered expense under the Empire Plan; you will be responsible for the cost of the Evaluation. Be sure to verify with the HealthCall nurse that your admission has been pre-certified.

Once the surgery is approved, or you have obtained the SCE, you have up to six months to schedule surgery. If you postpone the surgery longer than six months, or if your doctor decides on an alternative to the surgical procedure and at a later date decides the surgical procedure needs to be done, you must call Empire Plan HealthCall again to initiate another review.

There are penalties for not complying with the PPR requirements.

If you do not call Empire Plan HealthCall or

If you are required to have a Specialty Consultant Evaluation (SCE) but choose not to get the SCE,

You will be responsible for paying the following:

When the treating physician is a Participating Provider, you are liable for the payment of the lesser of 50% of the scheduled amounts or \$250. You will also be responsible for the copayment.

When your doctor is not a Participating Provider, you are liable for the lesser of 50% of the Reasonable and Customary Charges or \$250, in addition to the Coinsurance on the difference between the Reasonable and Customary Charges (minus Deductible, if applicable) and your payment.

If you are admitted to the hospital as an inpatient (overnight) for the same procedure you will be responsible for paying: \$200 of the inpatient hospital charges.

Why the Empire Plan HealthCall

(Continued from page 1)

treatment. You can do this by working closely with your doctor and with the trained professionals at Intracorp who are available to review and coordinate your medical care.

The Empire Plan HealthCall provides assurance to you that your medical care is appropriate and necessary. The need is clear: We looked at how often certain procedures are performed on Empire Plan enrollees and compared those numbers to Intracorp's nationwide data. For example, foot surgery is performed over **four times** as often for Empire Plan enrollees as it is for enrollees of other plans which are reviewed by Intracorp.

Laryngoscopy is performed almost **four times** as often for Empire Plan enrollees. Endoscopy, coronary artery bypass, and colonoscopy are all performed **twice** as often for Empire Plan enrollees as they are for enrollees of other plans reviewed by Intracorp.

These numbers strongly suggest that Empire Plan enrollees need to evaluate the medical necessity of services they receive. Since every medical procedure includes some risk, inappropriate tests, procedures and hospital stays can be unhealthy for you and your family. It can be unhealthy to be **overtreated** or **undertreated**. It's no secret that overtreatment (overutilization) has been unhealthy for health insurance costs throughout the country. And, the costs associated with unnecessary treatments are shrinking our health benefits dollars. Money spent on unneeded services reduces the pool of money left to cover essential treatment. Increased premium rates are an inevitable result.

How to Reach Empire Plan HealthCall

Calling the Empire Plan HealthCall is easy and toll-free.

The toll-free number has not changed; it is listed on the new Employee Benefit Card jackets included in this newsletter. Three new jackets are included; just tear each one out and insert your Employee Benefit Card. The jackets describe the new Empire Plan HealthCall procedures. If you need additional SCAN card jackets for family members, contact your agency Health Benefits Administrator.

You may call 1-800-992-1213 to reach Empire Plan HealthCall.

You may call during business hours - 8:30 a.m. to 5:00 p.m., Monday through Friday. At other times, an answering machine will take your information and a HealthCall nurse will return your call. Please leave your name, your area code and telephone number, and the best time to reach you on the following business day.

You should be ready to supply the following information to the Empire Plan HealthCall (Intracorp) nurse:

1. Enrollee Identification Number (from Employee Benefit Card)
2. Patient's address and phone number
3. Doctor's name, address and phone number
4. Name of hospital
5. Anticipated date of admission

Voluntary Specialist Consultant Review

If the Empire Plan is primary and you or an enrolled dependent is scheduled for a surgical procedure that is not on the list on page 3, you may call HealthCall to request a Voluntary Specialist Consultant Evaluation. HealthCall will give you a list of up to three physicians whose specialty is similar to your doctor's. After you determine which of these doctors you prefer to see, Intracorp will arrange for the SCE. The consultation will be provided at no cost to you. Once the evaluation is completed it is up to you whether to have the surgery.

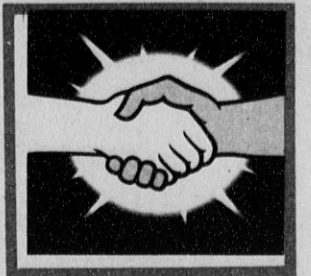
State of New York, Department of Civil Service
Division of Employee Benefits
The W. Averell Harriman State Office Building Campus
Albany, New York 12239

Keep this document.
It contains **IMPORTANT**
information on your
New York State
Health Insurance.

EPR-CSEA-90-1



THE EMPIRE PLAN PAMPHLET IS BEING MAILED TO STATE ENROLLEES ONLY. LOCAL GOVERNMENT, MANAGEMENT-CONFIDENTIAL AND OTHER PARTICIPATING EMPIRE PLAN ENROLLEES SHOULD CHECK WITH THEIR PERSONNEL OFFICE IF THEY HAVE QUESTIONS.



YOUR UNION BENEFITS

AT YOUR SERVICE

A handy reference guide to CSEA member services and benefits

CSEA Toll-Free

The union's toll-free telephone number — **1-800-342-4146** — is your direct link to CSEA Headquarters.

When you call the toll-free number, a recorded message describes the choices to put you through to the right place for the help you need.

You need a touch-tone telephone to complete your call without operator assistance. If you aren't calling from a touch-tone telephone, an operator will pick up and complete your call at the end of the message.

If you know the extension number of the individual that you're trying to reach, you can press "0" plus the extension number on your touch-tone telephone at any point during the recorded message and be connected.

If you don't know the extension, the message will give you the following choices:

- * For Field Operations or the Empire Plan/Health Benefits Committee, press number 1.
- * For disciplinaries, grievances and other legal matters, press number 2.
- * For Communications, the Executive Offices or Political Action, press number 3.
- * If you have a question concerning dues, membership or agency shop, CSEA group insurance other than health or need to talk to the Finance Department, press number 4.

Employee Benefit Fund

The CSEA Employee Benefit Fund is a CSEA-administered trust fund which provides certain supplemental negotiated benefits for state employees and participating local government employees. It currently administers Dental Care, Vision Care, Prescription Drug, and Package 7 Benefits Plans.

For questions regarding any of the benefits or for assistance with negotiating any plan(s), call: **1-800-342-4274 or (518) 463-4555 or write:**

**CSEA Employee Benefit Fund
14 Corporate Woods Boulevard
Albany, NY 12211**

Education and Training

CSEA can help you prepare for civil service exams with low-cost study booklets and free-to-borrow video tapes. A small selection of audio tapes are available to the visually impaired.

CSEA also provides educational workshops for union activists eager to learn more about their union responsibilities.

To request booklet order forms or to obtain information on union workshops, call CSEA headquarters at **1-800-342-4146**. For information on videotapes, contact your CSEA regional office.

Grievances, Disciplinaries

If you believe you have a grievance, immediately contact your Local grievance representative or shop steward. If they are unavailable, contact your CSEA Unit or Local President, or your CSEA Labor Relations Specialist at the appropriate regional office (see adjacent map). Do not delay if you believe you have a problem; grievances must be filed on a timely basis.

AFSCME Advantage Credit Card

The AFSCME MasterCard has one of the lowest interest rates around — 5 percent above the prime lending rate. There is no annual fee.

To obtain an application form, call your CSEA regional office (see adjacent map).

The card is issued by the Bank of New York. If you apply for a card and there is no response within four weeks, call the bank toll-free at **1-800-942-1977**.

Insurance

CSEA offers several insurance programs at low group rates and provides the convenience of automatic payroll deduction.

These voluntary group plans include: Basic Group Life, Supplemental Life, Income Protection Program, Hospital Indemnity Plan, Family Protection Plan, Auto Insurance and Homeowners Insurance. **For more details, call 1-800-366-5273 or (518) 381-1600.**

AFSCME Advantage Legal Services Program

The AFSCME Advantage Union Privilege Legal Services Program makes it possible for you to easily obtain high quality, affordable legal services for many personal legal matters. For more details and a list of the participating lawyers in your area, call the CSEA office in your region.

Health Insurance

For health insurance questions concerning Empire Plan coverage, call the appropriate following telephone number:

EMPIRE PLAN
Blue Cross Claims 1-800-342-9815
 or (518) 465-0171
Metropolitan Claims 1-800-942-4640
Participating Providers 1-800-537-0010
Health Care Help Line 1-800-336-3696

Retirement

If you are retiring soon, it's important that you select the proper option from the Employees' Retirement system.

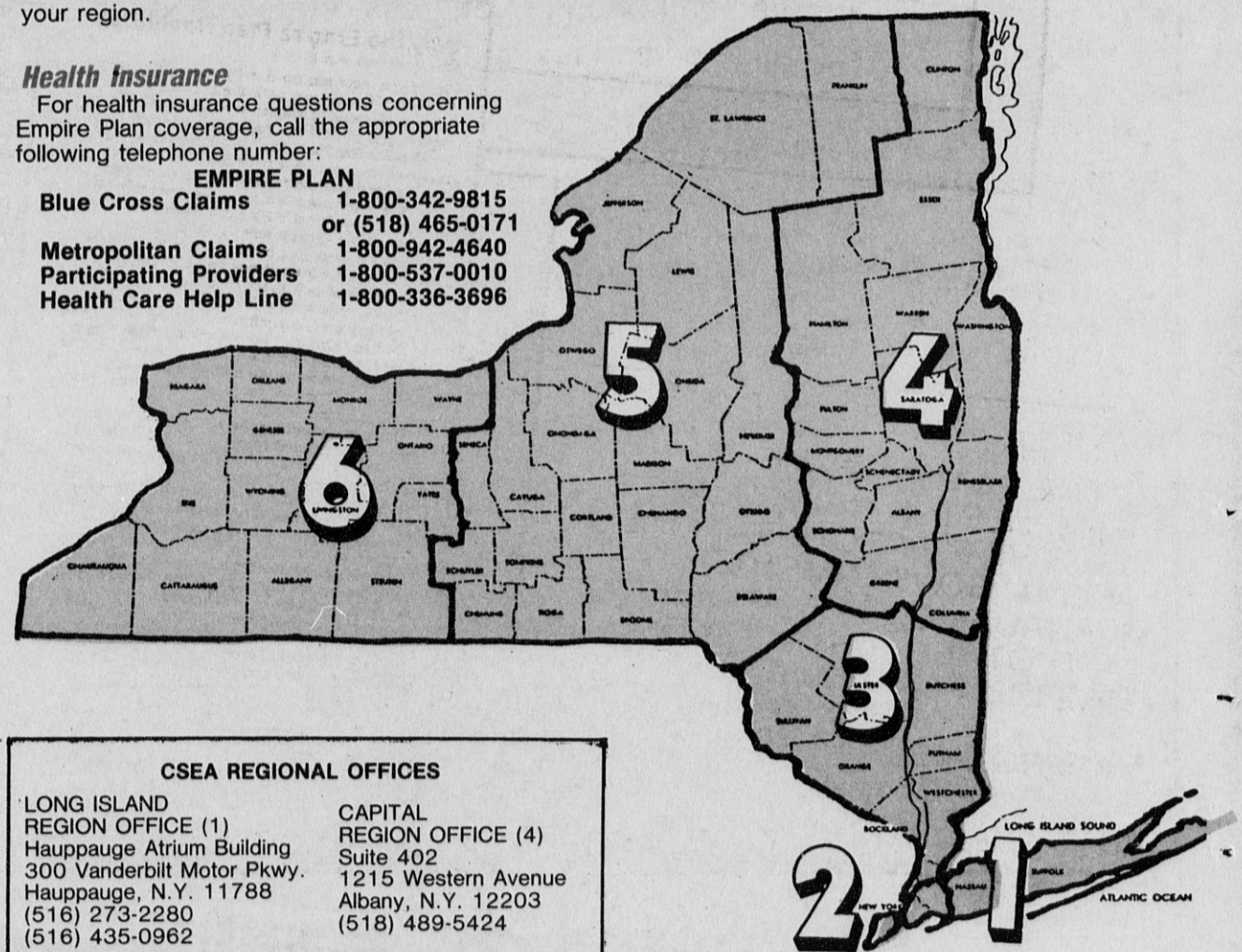
By using the services of a CSEA-provided retirement counselor, you'll be able to plan for a lifestyle in your retirement years that takes into account your anticipated expenses.

For more information, call 1-800-366-5273.

General retirement information is available by contacting CSEA's Retirement Department, CSEA Headquarters, 143 Washington Avenue, Albany, N.Y. 12210. **(518) 434-0191 or 1-800-342-4146.**

United Buying Service

Get big savings on consumer products through the union's official discount buying service. UBS combines the power of millions of members to negotiate discounts on a whole range of major name discount products. Everything from automobiles to major appliances, video to home furnishings and more. The program is free to CSEA members and carries no service charges. **To place an order or for pricing information, call 1-800-336-4UBS or 1-800-877-4UBS.** UBS has also set up a hotline for information on limited special monthly offers available only to CSEA members. **For a listing of specials, call the hotline at 1-203-967-2980.**



CSEA REGIONAL OFFICES

LONG ISLAND REGION OFFICE (1)
 Hauppauge Atrium Building
 300 Vanderbilt Motor Pkwy.
 Hauppauge, N.Y. 11788
 (516) 273-2280
 (516) 435-0962

METROPOLITAN REGION OFFICE (2)
 Suite 1500
 11 Broadway
 New York, N.Y. 10004
 (212) 514-9200

SOUTHERN REGION OFFICE (3)
 Rural Route 1
 Box 34, Old Route 9
 Fishkill, N.Y. 12524
 (914) 896-8180

CAPITAL REGION OFFICE (4)
 Suite 402
 1215 Western Avenue
 Albany, N.Y. 12203
 (518) 489-5424

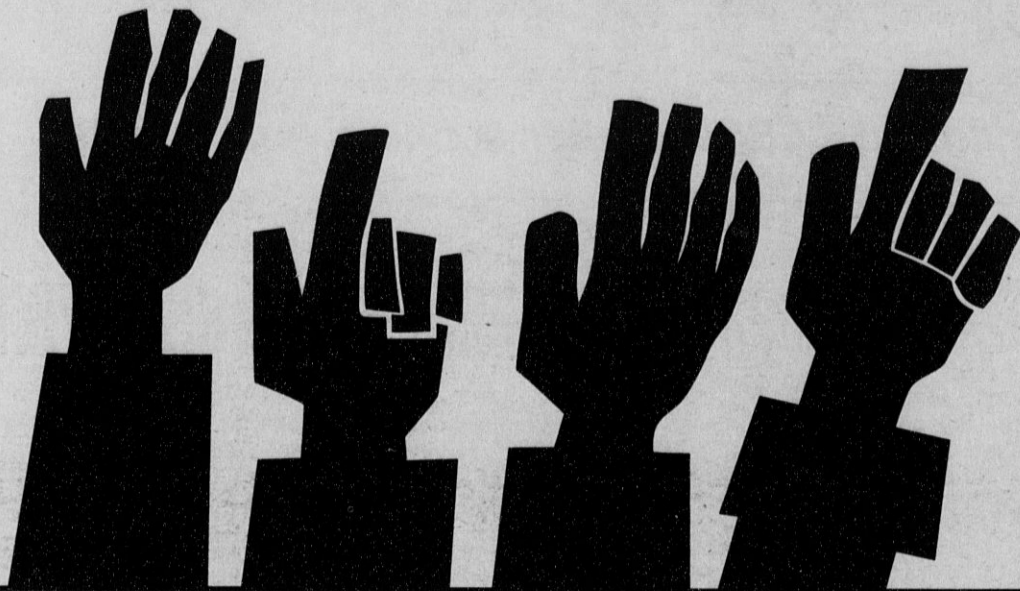
CENTRAL REGION OFFICE (5)
 Suite 308
 290 Elwood Davis Road
 Liverpool, N.Y. 13088
 (315) 451-6330

WESTERN REGION OFFICE (6)
 482 Delaware Avenue
 Buffalo, N.Y. 14202
 (716) 886-0391

Safety

To report unsafe or unhealthy working conditions or serious accidents, call your CSEA labor relations specialist. For occupational safety and health information, call CSEA headquarters at **1-800-342-4146**.

Stand up and be counted.



CENSUS '90



April 1, 1990. Answer the census.

Make Sure We Get Our Fair Share of:

■ Community Benefits

Funding for schools, health clinics, job training, community centers and other services depends on census population counts.

■ Voting Power

Representation in Congress, state legislatures and local voting districts is based on census numbers.

New York is counting on you to stand up and be counted April 1 — Census Day 1990.

The census determines how much aid and political power our state will have for the next decade. We lost both in the 1980 census count and cannot afford anything less than a complete, accurate count this year.

Why it's important

Every 10 years a census is taken in an effort to accurately count the population of the United States. For the next 10 years, the 1990 census results will be used as the basis for distribution of federal, state and local funds for vital programs and services, and for the number of seats New York state has in Congress.

A lot of New Yorkers — an estimated 618,000 people — were missed in the last census 10 years ago, and it has cost us all dearly. As a result of the 1980 undercount, New York state lost almost \$125 million

each year in federal funds, or a total of about \$1.25 billion during the past decade. Because not everyone was counted 10 years ago, the state receives reduced funding from 82 major federal programs that use Census Bureau data to allocate funds.

The community is counting on you

Billions of dollars in federal and state government assistance are distributed to communities each year. By law, those funds are usually allocated based on census population, age, housing, income, poverty level and other statistics.

People who do not return their census forms also contribute to underrepresentation in Congress and loss of political power. The undercount 10 years ago cost New York state two seats in Congress, and a serious undercounting in 1990 would translate directly into the loss of one or more additional congressional seats.

Return your questionnaire

Virtually everyone will receive a 1990 census questionnaire by mail by March 23. Your job is to fill out the questionnaire and return it by Census Day — April 1, 1990. The Census package you get will include a short or long form and an easy-to-use instruction guide. Five out of six households in most areas will receive the short form. Most forms will be returned by mail in postage-paid envelopes, but some forms will instruct you to hold onto it until a census taker comes by to pick it up.

It's strictly confidential

All census answers are strictly confidential and cannot be released by the Census Bureau to anyone.

So remember — being counted can only help you and your fellow New Yorkers, and they're counting on you to stand up and be counted!

Presented as a public service by



Local 1000, AFSCME, AFL-CIO