



Quality of Life Sub-Committee Report

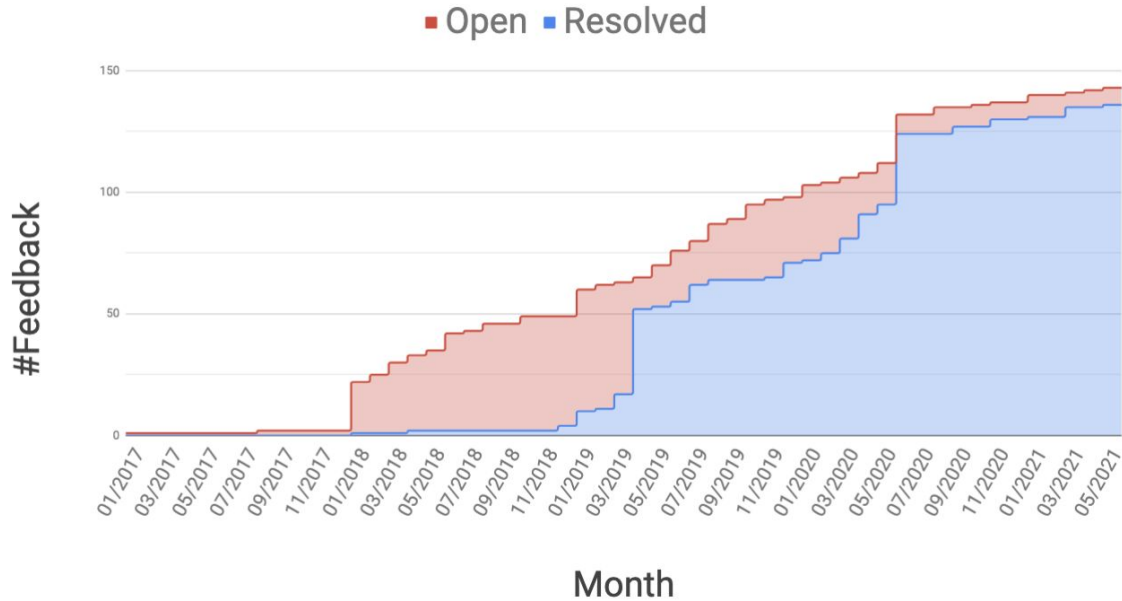
May 21, 2021
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Feedback Overview

One feedback resolved since April 2021.

UEC Feedback

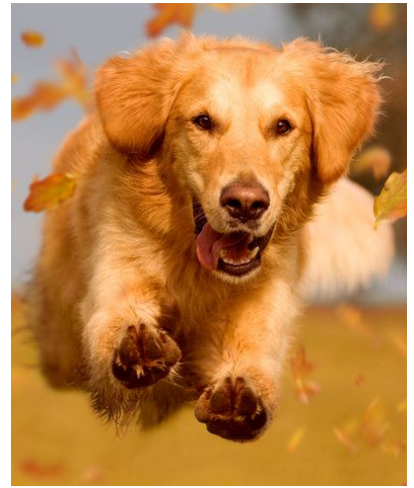


(*) Includes items we don't publish

Open

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COUNT of Comment #	Responsible		
	QoL	QoL & Fermilab Operations	Grand Total
Fermilab Operations		1	1
QoL	2		2
Grand Total	2	1	3



Resolved Feedback

As heard on the PPD meeting, there was a strong complaint on not allowing Weather Diff to be charged for parenting purposes. This complain also probably belongs here, and we should reinforce it to the Directorate representative on our next meeting.

This feedback was submitted in Nov., 2020.

Resolved Feedback

- Supporting employee's parenting needs.
 - UEC, SAC (Scientific advisory committee), EAG (Employee Advisory Group) and Benefits Office are involved in discussions.
 - Additional points were raised, including (1) enabling employees to voluntarily donate family sick days between each other, and (2) removing the 9 day cap on family sick leave.



Resolved feedback

Supporting employee's parenting needs. Response from Jennifer Gondorchin (Benefits office)

- A survey was conducted a couple years ago. The survey results did not reflect additional time off needs for childcare.
- Every time a change is proposed and made, the benefits office has to go through an exhaustive process of a business case, employee survey, focus groups, benchmarking, review up through COO office, senior leader review, FSO DOE review, and Washington DOE review, etc. before an approval is received.
- We have a request submitted already with the DOE to address family sick leave 9 days cap. We should have status within the next month to 6 weeks.

Resolution response to the submitter:

We have investigated the possibility of using the Weather Diff pay code for the parenting purposes. Since the guidelines are set by DOE directly, there is not much flexibility in changing that. However, we have also explored alternative ways to implement this request. It turns out that a survey was conducted among employees on this and the results did not reflect additional time off needs for childcare. A similar request to remove 9 days cap from the family leave is also already under DOE review.

Open feedback

- Country of birth question on the Fermilab meetings registration pages
 - A user submitted a clarification request on the “country of birth” question for the meeting hosted at Fermilab to Fermilab operation officer and UEC chair.
 - The concern was related to the requirement of declaration of the country of birth even if they are US citizens.
 - Also, it might have an impact on the institutional policy that prohibits “discrimination” on the basis of national origin.
 - User received a reply from Fermilab operations that DOE has a requirement to know whether the users country of birth is state sponsor of terrorism, which currently consists of 4 countries. They are thinking about changing the wording of the question on the registration page for the users to specifically say if they belong to either one of the 4 countries.
 - The submitter had follow-up questions on whether the present citizenship matters only or any kind of past affiliations will also be a source of concern.
- A meeting took place between the submitter, ESH&Q contact, Foreign visit officer, and Fermilab leadership.
 - We believe that necessary actions are already being taken by the Fermilab leadership.
 - Came to an agreement



▪ **Delays in getting visitor ID renewal:**

I am forwarding this on behalf of a colleague who is experiencing issues getting her visitor's ID. It would be helpful to amplify complaints to the directorate when something like that happens. This is what she said:

I applied for my Fermilab visitor's ID renewal 4 weeks before it was set to expire. It has been over 4 weeks and now I have lost access to my services account. I inquired with the user's office and they told me that my ticket is still waiting on FVA approvals. Has anyone faced a similar issue recently? Is it usual for it to take more than 4 weeks?

- We communicated with Griselda on this issue. The process is taking 5 to 10 extra days because of the understaffing these days.
- Melissa Ormond replied that the process these days could take up to 4 weeks after they receive all of the required information from the individual's point of contact or host.
- It's already on the Global Services page.

Open Feedback

Hi Yuanyuan and Aleena,

Many thanks for the very quick action, it is much appreciated, and I passed on the responses to the user.

There has been some more conversation on this (on a slack channel with more colleagues).

More users said their review took well over 4 weeks. One said "probably about 6 weeks, maybe more", and that "the one I did prior to this got lost before I spoke to them so I would recommend just inquiring either to the users office or the service desk (this was back in December so I think things have improved since then though)".

Some more direct quotes:

I can confirm that 4 weeks is NOT unusual these days (sending an inquiry after 4 weeks doesn't hurt anything though), so renew early if you can (I would recommend 6 weeks). And if I remember correctly, there are many new steps (hoops) to jump through even after FermiWorks part kicks in but it seems like you are not even there yet...oh well, all I can say is that you will get through it, eventually!

What would really help alot is if they just made a checklist of all the steps you need to go through before approval and then check them off when they are done. That way you know where you are stuck. You shouldn't have to call around endlessly to figure out what stage your application is in. This has happened to everyone I know, citizen and otherwise.

The users office does tend to respond and try to chase up what has gone wrong (in my experience) - the one before last just got thrown into oblivion because there was something that didn't fall under anyones remit I think. The last one for me seemed to be delayed due to the new system not working quite right, which I think has got better. Anyway, in both cases the users office helped me solve the issue

So it seems like there are some serious complaints with the system. Not necessarily inconsistent with what Griselda and Melissa said, but adding more detail. Looks like it could be beneficial to keep up the pressure, certainly something to mention to the directorate at our monthly meeting. At the very least we should ask them to explain what is the reason behind them being understaffed, resulting in missing their own targets and users experiencing difficulties.

Thank you,
Manolis

Other item

- Discontinuation of the Primo water service in the village.
 - Primo water service was added as an additional drinking water service that people could purchase at 0.40 a gallon.
 - It is not generating enough revenue that was promised to the company.
 - Some concerns were raised and discussed during QoL meeting.
 - The village receives water from a water facility and also receives approval as a drinking water source. We also test it onsite. We have improved our own water quality greatly.
 - The Primo water contract has already ended. So there is not much room to change it at this point.



Other item

- More options:
 - stockroom take orders for 5 gallon water bottles, however, must have a Project/Task code to order from division/section. It's 3.75 bottle. Orders are delivered on Thursday.
 - Called Tom's Foods/Family Foods. They have a water dispenser machine. .49/gallon



Open feedback items on Hold

- Housing rental agreement for users to get driver's licence.
 - Housing office come up with a new draft contract and are in the process of finalizing that.
 - Not sure what the expected timeline is, but it is now being worked on.

Meeting Minutes

- We have resolved one feedback this month related to Weather Diff pay code for parenting purposes.
- We have three open feedback items.
- One feedback is the concern related to the “country of birth” question on the meeting registration hosted by Fermilab. Fermilab operations has been following up on these concerns and a meeting between Fermilab leadership and the submitter happened where they came to an agreement.
- The other open feedback item is related to the delays in getting visitors ID renewal that is taking longer than four weeks. It is already mentioned on the Global Services page but we will keep asking directorate regarding this.
- Current note on Global Services webpage: “Your accounts are not automatically extended once you finish onboarding. We are running approximately 5-10 business days behind on finishing our task for your request, once your onboarding is completed.”, also note on the UEC webpage: “ If you are having issues with the new on-site access and computing account procedures please visit this page (global services webpage).”
- The last feedback item is related to the updated housing rental agreement for users to get drivers license. Housing office came up with a new contract draft and are in process of finalizing that.
- The Fermilab housing office is going to discontinue the Primo water service to the users that was an additional option for the drinking water service. This has not been generating enough revenue. It was discussed in the meeting that village water receives approval as a drinking water. Concerns were discussed that village residents do seem to strongly prefer alternative drinking water options.