

## Response to September 1, 2020 AFGE Demand to Bargain

Information Request 1.a. All these systems are available to staff and management

Integrated Real Estate Management System (iREMS) – iREMS provides automated support to collect/maintain accurate data and enables Program Centers and Hubs, and Enforcement Center staff to perform servicing functions and implement enforcement actions where needed.

DEC Activity Report (SharePoint) – DEC significant work products/activities are tracked

Information Request 1.b., 1.c., 1.d.

iREMS (HEREMS) is the database and has never had the ability to provide DEC staff with the level of detail such as cumulative referral by type in aged status, count measure, and category filters setting groups at the analyst, satellite office and national level. Currently these types of reports are manually produced monthly thru workload reports generated by a HQ analyst by merging database data and running Excel macros. The ADR will have the ability to produce all the workload reports and more. Additionally, the ADR will eliminate the need to produce weekly/quarterly workload reports which are not real time but point in time reports. ADR reports include but are not limited to aged, caseload, closed vs opened, referral type and status.

Information Request #2.

Each analyst can view only their and the office's assigned referrals/reports. They will not be able to view other analysts within their office individual workloads. Satellite Office Directors/Team Leads in that office will be able to view only their office's referrals/reports. HQ DEC staff will be able to view all DEC referrals from the analyst, satellite office, to the national views.

Standard reports include but are not limited to the following:

- DEC Referral Detail
  - Avg # of days in the DEC
  - Closed referrals
  - Notices
  - Referral by Type (Open and closed)
- Aged Status of Referrals
- Count Measures
- Custom Filters

Information Request #3.

You already have the list of staff who will be impacted. Refer to Information Request #2 for view hierarchy.

#### Information Request #4.

There will be no change to the current period for review of all referrals submitted to the DEC. Once a referral is made to the DEC it is reviewed within the performance year and/or upon conclusion (Closure).

#### Information Request #5.

Automatic referrals to the DEC are tracked by the date they are referred by Housing. Elective referrals are tracked by the date the DEC accepts the referral. Additionally, the DEC currently and will continue to under ADR, track when a referral is assigned to an analyst.

#### Information Request #6.

There is no additional data entry required because of implementing ADR. The views will already be created from the data that is currently being used from HEREMS.

#### Information Request #7.

The ADR will allow the analyst to clicking an already created interactive charts, graphs and/or dropdown bars to refine the workload focus/priorities from their desktop. As stated above, currently an analyst or management would need to go the DEC SharePoint site and view workload reports that may be aged (Meaning not daily updated data).

#### Information Request #8. a. and 8.b.

See Attached ADR Standard Core Elements document

8.c. – Training materials are still in development

#### Information Request #9.

Each office uses their Enforcement Assistant (EA) slightly differently as it relates to generating reports, so it is possible. However, the work being viewed in the ADR is related to Physical, Financial or Non-filer referrals that is being assigned to analysts and not EAs.

Information Request #10.

We have been shooting for Nov 2020 for a rollout but that may be wishful thinking. We will conduct training prior to rollout via TEAMS in several different sessions to accommodate staff workload, vacations, etc.