

**MEMORANDUM OF UNDERSTANDING  
Regarding the Establishment of the Woodward, OK Contact Station**

This agreement is entered into by and between the Social Security Administration, Dallas Region, Area 7, Enid District (hereinafter referred to as management the Agency and/or the Employer) and the American Federation of Government Employees, AFL-CIO, Local 2505 (hereinafter referred to as the Union).

**PURPOSE AND SCOPE**

1. This agreement **deals with impact and implementation of management's decision to open a Contact Station in Woodward, Oklahoma at 1631 Texas Avenue and** deals with appropriate arrangements for the bargaining unit employees in the Enid Field Office affected by the Agency decision to open a Contact Station in Woodward, Oklahoma at 1631 Texas Avenue.
2. It is recognized by the parties that the establishment of a Contact Station in Woodward represents a change in working conditions of the bargaining unit members in the Enid office.

Management will provide the Contact Station employee with a working laptop, access to agency systems, analog phone line, printer/~~scanner~~/copier, necessary office supplies, Enid travel bag (with necessary SSA forms), a locking briefcase, and a wheeled cart. ~~Delete scanner~~

**UNION REPLY: WHY?**

3. It is understood that any prior benefits, practices, and understandings which were in effect on the effective date of this agreement and which are not covered by this agreement and do not detract from it shall not be changed except as required by 5 USC.71.
4. No rights of any bargaining unit members or the Union are being waived or compromised, either explicitly or implicitly by the signing of this agreement.
5. This agreement shall be subject to all provisions of 5 USC 71 and to all the provisions of the National Agreement.
6. Management and the Union agree to incorporate by reference the Contact Station and Remote Hearing Site Security partnership agreement dated 12/14/1997 in so far as it does not specifically conflict with any provision of this MOU. ~~DELETE ALL OF 6. NOT APPROPRIATE AS NOT IN EFFECT.~~

**REPLY: The Union is not hung up on the actual partnership agreement. The Union likes the provisions contained therein AND believes the provisions should be in**

effect for the Woodward Contact Station, in so far as they do not conflict with any other specific provisions of this MOU. The following additional proposals are from Contact Station and Remote Hearing Site Security partnership agreement dated 12/14/1997.

7. Employees who work at contact stations may need some additional security measures because of their isolation from any nearby office support and security . They perform their duties alone and not normally accompanied by management officials.
8. This document does not replace Article 9 of the National Agreement. This document supplements AIMS instructions on security-related issues. AIMS-required security measures such as reporting all incidents through the management system on a timely basis, development and use of security actions plans, etc., remain in effect.
9. Management survey: a survey is required to identify the security protection provided at the site so that management can arrange for any protective measures deemed necessary. Contact with the Local police, the Federal Protective Service and chief operating officials at the site should be done at this time. A security action plan (See AIMS GAM.g.12.06) should be written by the manager performing the survey and covered as part of the site briefing given before bargaining unit employees begin to work at the site. The surveyor should also consider the availability of restroom, facility exits, adequate parking area lighting, a place to secure the employee's personal belongings, and security for government records and property, as necessary.
10. Management must orient / brief their employees prior to the employee reporting to the contact station. Employees should be aware of the type of site, its location and specific security concerns for the area, applicable emergency procedures and contacts, the availability of local help and any special precautions they need to take to ensure their safety and security. Work location adjustments will be made to the extent possible to lower risk to employees. Employee should be issued some form of Agency employee identification and if appropriate, local site identification. Employees should be briefed about protecting themselves. Employees must be aware of their surroundings and the exit routes to use in case of an emergency, including fire. In accordance with the National Agreement, management will be the Union the opportunity to be present at these orientation / briefing sessions.
11. Security measures should be taken to ensure the interviewer(s) have an available escape route. Employees must be aware of their surroundings and the exit routes to use in case of an emergency, including fire.
12. Consideration should be given to where the traveling employee's vehicle is parked to limit possible vandalism or destruction or to prevent its presence from calling attention to the employee.

13. Consideration should be made for having a uniformed guard onsite when a security problem can be anticipated. When scheduling an appointment with a potentially disruptive client, onsite security services should be considered. This service can be made on a long or short term basis. This does not change existing practices and/or procedures with respect to guard service.
14. Consideration should be given to providing a separate phone for each employee if more than one will be going to the site. Local emergency telephone numbers should be determined and preset in the telephone(s) to allow dialing without delay. When occupying the worksite, employees should make periodic contact with their home office, the local police and/or site officials to validate their presence and well-being.
15. A Title 18 warning sign in the appropriate language(s) may be affixed to a board displayed in the interviewing area. Employees should be trained in interpersonal relations and handling difficult interviews.
16. Duress alarms for interviewers should be considered where they can be easily reached with the interviewees noticing. The Alarms should be connected to the onsite security service or another Agency that will relay this alarm to the police.
17. Whenever deemed necessary and possible, barriers should be erected to protect employees from a direct threat from the public and should provide adequate protection from a direct assault. Care must be taken not to allow these barriers to obstruct the view of any management or security services responding to a call for assistance.
18. Employee should be advised to schedule at a later date those individuals who appear to be disruptive. Arrangements should be made to have a second person accompany the employee or have a local official / representative present for any anticipated disruptive interview or for the interview to take place at a site that provides better security for the employee.

## **EMPLOYEE RIGHTS**

1. Bargaining Unit employees will be free to communicate their views to the Union without fear of reprisal or interference at any time both before and after the establishment of the Woodward Contact Station. The Agency will give full and fair consideration to all such employee views presented on their behalf by the Union.
2. Management will solicit qualified volunteers, as determined by management, to staff the Contact Station from among the bargaining unit members in the Enid Field Office. Rotation, where necessary, will be worked out at the local level taking into consideration the preferences of qualified volunteers and the

operational needs of the Enid SSA Field Office and the Woodward Contact Station. In the event of unusual workload or staffing problems, management may assign an employee out of the rotation schedule. Such assignment will be done equitably. When such adjustments are no longer necessary, the normal rotation will resume. ~~DELETE HIGHLIGHTED. NOT NEGOTIABLE – ASSIGNMENT OF WORK~~

**REPLY: The Union disagrees: it is an appropriate arrangement. The Union, however, is not really hung up on this proposal. How exactly does SSA propose to staff the Woodward Contact Station in the event an unusual workload and/or staffing situation occurs in Enid? Something, other than “non-negotiable – assignment of work” is appropriate here since we are dealing with the impact and implementation of management’s decision to exercise its rights to assign work and since we are dealing with appropriate arrangements for employees impacted.**

In the event that there are insufficient volunteers, assignment to Contact Station duty will consider ~~be resolved by~~ using inverse seniority of qualified employees. ~~DELETE HIGHLIGHTED PART.~~

**REPLY: If the Union agrees to language no stronger than “will consider”, why are we bothering to negotiate at all? Exactly what criteria will management consider? What, exactly, is the problem with the Union’s proposed language? Good faith bargaining requires an explanation of why language isn’t agreeable so we know how to argue to convince you it is, or propose counter language, or decide to call in a mediator and maybe take the disputed language to impasse. Explanations are vital to the bargaining process which is why mail / email bargaining is so time consuming and difficult. Management’s claim of “assignment of work” often falls to a Union explanation that it is an appropriate arrangement that doesn’t “impermissibly” interfere with management’s right to assign work.**

3. The decision to volunteer or not to volunteer will neither advantage nor disadvantage the bargaining unit employees in the Enid Field Office  
The decision to unvolunteer will neither advantage nor disadvantage the bargaining unit employee in the Enid Field Office.

The decision to volunteer or unvolunteer is a situation in which a subsequent expectation session should be conducted, pursuant to Article 21, Section 5.F.

Employees may volunteer or unvolunteer at any time.

**REPLY: The Union does not believe that “unvolunteering” can be a non-negotiable infringement upon management’s right to assign work since it is the flip side of “volunteering” which management is NOT claiming is a non-negotiable infringement upon its right to assign work. Now that we are “talking”, however, management is on notice that the Union is concerned about how employees get out of having to work ALONE at the Woodward Contact Station once they have volunteered. What does SSA propose to address the Union concern?**

If SSA management decides to offer any incentives for volunteering to Enid employees to volunteer for Contact Station duty, including, but not limited to, extra considerations for awards or award amounts, ALL Enid Bargaining Unit employees will be notified of the incentives, at the same time. **DELETE ALL HIGHLIGHTED – NOT NEGOTIABLE – ASSIGNMENT OF WORK**

**UNION REPLY: GOT'CHA!**

**In UNION RIGHTS, Proposal # 3, the Union repeated the language:** “If SSA management decides to offer any incentives for volunteering including, but not limited to, extra considerations for awards or award amounts, the Union shall be given appropriate notice **pursuant to Article 4**, to the extent required by 5 USC 71”

**Management did NOT declare that repetition non-negotiable! Management merely wrote **DELETE HIGHLIGHTED**.**

**(Also, the Union believes SSA’s non-negotiable declaration in one instance of this language and not another demonstrates their failure to bargain in good faith in this matter. It appears to the Union that management is knee-jerk reacting and “just saying, ‘NO!’” without really thinking through the Union’s various proposals).**

**Additionally, the Union does not believe that *offering incentives* for volunteering is assignment of work. Would you mind explaining that? Is it so unclear to SSA that the Union is concerned that SSA will target some employees whom it would really like to volunteer with special incentives that are only offered to them, to induce them to volunteer? But, assuming *in arguendo* that was unclear to SSA before, it is now clear. What does SSA propose to address that concern?**

4. It is agreed that all bargaining unit employees will be provided an ergonomic chair, the necessary office supplies, and a laptop to perform the assigned duties at the Contact Station. Employees will be given one of the office’s cell phones to have with them and to use in case of emergency at the Contact Station.
5. Management will provide appropriate training for those employees who volunteer for Contact Station Duty.
6. In accordance with Article 3, Section 2.F, Management will make reasonable efforts to provide in-contact station security to protect employees’ personal belongings. **NOT NEGOTIABLE – INTERNAL SECURITY**

**UNION REPLY: You’re kidding, right?**

**Please explain to the Union how that language is not negotiable based on management’s rights to determine internal security in the above proposal, when it was fully negotiable and passed head-of-agency review in Article 3, Section 2.F which quoted exactly in relevant part: “Management will make reasonable efforts to provide in-office security to protect employees’ personal belongings.”**

**Please, PLEASE, we are NEVER going to finish this bargaining, unless someone with some common sense, with some Field Office experience who wants this to work and who will compare the Union's proposals and the language in these proposals with the current contract in hand and the various MOUs on SSA OLMER website (which, for the record, have all passed head-of-agency review, which wouldn't have happened if the proposals were non-negotiable, covered by, etc.).**

**So, what exactly is SSA trying to say, "Employees who volunteer to work the Woodward Contact station shall have no expectation that SSA will make any efforts to protect their personal belongings while at the contact station AND, if SSA did in fact have plans or make any efforts to protect their personal belongings, SSA will not tell the Union or the employees what those plans and efforts are. Trust us that SSA will always do the right thing, insofar, as it does not create any obligations towards employees that may be in conflict with any law, rule or regulation which may subsequently be identified."? Okay, put that in as a proposal and then have the staff meeting at which National, Region, Area and Local management tell employees that they are SSA's greatest asset and then, after the laughter dies down, ask the employee if they wish to volunteer!**

7. Travel expenses will be reimbursed in accordance with government travel regulations. Employees will receive appropriate training on the use of automated travel systems. Employees will travel during normal duty hours in accordance with Article 8. In the event that excess tour hours have to be worked, employees will be entitled to FLSA overtime or comp time for travel, as appropriate. That does not preclude employees from requesting credit hours for the excess tour hours worked, in accordance with Article 10 **DELETE REFERENCE TO CREDIT HOURS. CREDIT HOURS NOT PERMITTED FOR TRAVEL.**

**UNION REPLY: The Union does not agree. Credit hours are permitted when the traveler begins work at their duty station during their regular tour and ends their work day at their duty station, as Field Representatives and Public Affairs Specialists, do. Enid employees will begin their day in Enid, travel to and from the Woodward Contact Station and end their day in Enid.**

**If an employee travels to the Woodward Contact Station and finds the building closed, SSA will still reimburse the employee's travel expenses in accordance with to the extent required by government travel regulations. DELETE COVERED ABOVE**

**UNION REPLY: In proposal 7, immediately preceding?**

8. Employees may park in the space located on the Westside of the building.
9. SSA will provide appropriate training on PII for **travelers**.

**UNION REPLY: The Union is concerned about special PII procedures for employees who travel with work and Agency computers. Such procedures are only fleetingly touched upon in regular PII training. For instance, management always**

tells the story, to emphasize, that one traveling employee who was involved in a car accident, would NOT let the ambulance take her away without her Agency laptop and paperwork. That is an amusing story and certainly emphasizes the seriousness which our Agency and employees take PII. All personal safety experts who make visits to SSA Field Offices periodically tell employees when faced with a robbery threat, give UP the purse, laptop, wallet, etc. They can be replaced; you life cannot and “things” are not worth the risk of serious, personal injury. So, you see that employees have been given conflicting information. The Union believes that travelers need additional PII training. SSA now knows the Union’s concerns: what is SSA’s proposal, since it doesn’t like the Union’s?

10. Employees are expected to take their morning break in Woodward prior to 10 a.m. They are expected to take their afternoon break after 2 p.m., prior to departing Woodward.

11. Employees are not responsible if, in accordance with SSA instructions, they put the agency laptop in the trunk of their vehicle and it melts or is otherwise rendered inoperable because of the heat in the trunk **DELETE HIGHLIGHTED – AGENCY SECURITY.**

UNION REPLY: Again, the concern is PII. SSA instructs employees to secure the laptop in the truck. That is SSA’s right, internal security and all that. BUT, in the Oklahoma summer where temperatures can reach in excess of 100 degrees Fahrenheit, the temperature in a locked car and / or locked trunk can reach over 150 degrees Fahrenheit. If the employee in Woodward wants to go out for lunch, since the employee will NOT be given a key to the building and will be locked out for an hour, since SSA is NOT providing covered parking for the employee, this kind of disaster can reasonably be anticipated, if the employee is following Agency instructions. SSA now knows the Union’s concerns: what is SSA’s proposal, since it doesn’t like the Union’s?

12. The building is closed from 12 - 1 p.m., Management will notify contact station employees if the employee leaves for lunch, they will be unable to get back in during that hour.

13. Employees who volunteer to work at the Woodward Contact Station are not required to use their POV to travel to the Woodward Contact Station.

## UNION RIGHTS

1. All documents provided to the Contact Station employees will be provided to the Union. **DELETE ALL – OVERLY BROAD**

UNION REPLY: The Union agrees. Help us out: What we are looking to address is floor plans, emergency evacuation plans, lists of emergency contacts/phone numbers, any written operating procedures, anything special concerning completion of travel vouchers, etc. What language would you propose to address this concern?

2. Management has determined the day and hours of operation and the types of work which will not be performed by contact station employees. SSA will give the Union appropriate notice pursuant to Article 4 of the National Agreement fulfill any obligations under 5 USC 71 should management determine to change the day and hours of operation and the types of work which will not be performed by contact station employees. **DELETE HIGHLIGHTED – NOT NEGOTIABLE – MANAGEMENT’S RIGHT TO ASSIGN WORK**

**UNION REPLY: Please explain how a statement that management has determine the day and hours of operations and the types of work will not be performed violates management’s rights to assign work? Please explain how SSA giving the Union appropriate notice pursuant to Article 4 of the National Agreement violates management’s right to assign work? Got any FLRA cases to share which are on point?**

3. If SSA management decides to offer any incentives for volunteering including, but not limited to, extra considerations for awards or award amounts, the Union shall be given appropriate notice pursuant to Article 4. to the extent required by 5 USC 71 **DELETE HIGHLIGHTED**

**UNION REPLY: Why?**

4. Incidents at the Woodward Contact will be reported to the Union in accordance with Article 9, Section 1.B. **DELETE HIGHLIGHTED – COVERED BY CONTRACT**

**UNION REPLY: GOT’CHA! (See below)**

5. SSA shall notify the Union or its designated a health and safety official for the Woodward Contact Station who shall carry out the functions identified in Article 9, Section 3. **DELETE HIGHLIGHTED – NOT SSA INSTALLATION**

**UNION REPLY: GOT’CHA! The Union does not believe SSA can have it both ways. In proposal 4 above, SSA says it is covered by the contract. The Union understands that could be found guilty of bad-faith bargaining and an Unfair Labor Practice, to go to impasse over language which is already in the contract. HOWEVER, in proposal 5, immediately preceding, SSA does NOT say, “covered by”; SSA says the contract does NOT apply because the Woodward Contact Station is not an SSA facility.**

**So, which is it: Does the contract apply, which means all the Union proposals that reference the contract can be deleted because they are “covered by”; or, in the alternative, does NONE of the contract apply because the Woodward Contact Station is not an SSA Facility; or, in the alternative, do some parts of the contract apply and some parts NOT apply because the Woodward Contact Station is not an SSA installation...in which case we need to clearly state which contract articles and**

**sections apply and which do NOT (which means, SSA can't tell the Union to drop certain proposals because they are "covered by" the contract.**

**The Union would honestly prefer that ALL Articles and all sections and all memorandum of understanding and letters of understanding contained in of the 2005 AFGE-SSA National Agreement and all other MOUs and LOUs that are in effect apply to the Woodward Contact Station, despite the fact that it is not an SSA installation.**

6. Management will provide the Union with appropriate advance notice of any subsequent changes concerning the scope of this agreement, and fulfill any bargaining obligation to the extent required by 5 USC 71.

**UNION REPLY: Why? Is SSA already anticipating subsequent changes over which SSA will not give the Union notice alleging: assignment of work. Management rights, internal security, covered by, etc? The Union notes that SSA in its counterproposal eliminated almost everything from the proposed Letter of Intent. Without such a Letter of Intent delineating what SSA told the Union at the briefing, how are the parties going to avoid endless future disputes over whether something was a subsequent change?**

#### **HEALTH AND SAFETY**

1. A copy of the Woodward County Health Department's emergency evacuation plan, ~~if one exists~~, shall be given to all bargaining unit employees who work at the Contact Station.

If there is a building lock down code or signal, all Contact Station employees must be advised of such ~~.DELETE HIGHLIGHTED – COVERED BY ARTICLE 9 SEC 14A~~

**UNION REPLY: See the Union Reply in GOT'CHA! above**

2. A copy of the floor plan will be given to all employees who work at the Contact Station. Subject to the County's Floor Plan, it will identify location of the first aid kit, fire extinguishers, smoke detectors, fire alarms, panic buttons, emergency exits, restrooms, kitchen facilities, water fountains, employee parking, tornado shelter areas, etc. ~~DELETE HIGHLIGHTED – USING ONE ROOM OF COUNTY BUILDING – SEE #1~~

**UNION REPLY: See the Union Reply in GOT'CHA! above**

3. The Woodward Contact Station shall have an emergency preparedness plan. This plan will publish the chain of command, which will identify a member of SSA management or designee who will be physically present for employee direction during all scheduled work hours in each permanent installation. The plan will also cover employee procedures in the event of fire, earthquake, bomb threat, tornado, flood, or similar emergency. Evacuation drills will be

conducted semiannually .DELETE HIGHLIGHTED – COVERED BY  
ARTICLE 9 SEC 14A

**UNION REPLY: See the Union Reply in GOT’CHA! above**

4. The Agency will provide a first aid kit for Contact Station travel.
5. Consistent with its right to determine internal security practices: SSA will equip the Woodward Contact Station with appropriate security devices, to ensure, to the maximum extent possible, employee safety. All telephones in the Woodward Contact Station will be labeled with appropriate emergency numbers. .DELETE HIGHLIGHTED – COVERED BY ARTICLE 9, SEC 12 E AND F

**UNION REPLY: See the Union Reply in GOT’CHA! above**

6. In the event of inclement weather in Enid and/or Woodward, management will determine whether the Contact Station will open and/or close early .DELETE HIGHLIGHTED – MANAGEMENT DETERMINATION

**UNION REPLY: The Union believes that SSA knows that the Union is concerned about dealing with a weather situation that will close Enid and / or Woodward, maybe NOT at the same time. How will management notify the employee who has left for Woodward or who is returning from Woodward? Is the employee to proceed directly to the residence? What about the PII? How will management make a determination and share that timely with the employee who is traveling to/from Woodward or is in Woodward?**

In the event that the Contact Station employee is not able to return to Enid because of the weather, SSA will authorize an overnight stay. SSA will provide all Contact Station employees with a Shelter-in-Place Plan for the Contact Station. .DELETE HIGHLIGHTED – NO NEGOTIABLE  
MANAGEMENT DETERMINATION

**UNION REPLY: How does management want to handle the situation where the employee is in Woodward and the forecast is for ice and/or a tornado in Woodward or on the highway between Woodward and Enid that could prevent the employee from getting home that evening? You know the issue, if you don’t like our language, why don’t you propose something? You know this is NOT the kind of thing that a lawyer on the OLMER’s CO staff who has never worked in a rural field office can address. You might want to consider relying on the expertise of your long-time managers who have been dealing with those situations for their entire career. They may not write the neatest and sweetest language; however, we can address this concern and put it to bed without needing many more exchanges of proposals and a mediator!**

The Agency will work out an agreement with the Woodward County Health Department to notify SSA if the building will be closed for any reason.  
.DELETE HIGHLIGHTED – NOT NEGOTIABLE

**UNION REPLY: See the above two Union REPLIES. SSA is in someone else's space. If you want to keep employee morale up and keep the volunteers happy, SSA cannot send them on a 100 mile, one-way trip on a two-lane highway through towns, slow speed school zones and speed traps only for them to find the building which houses the contact station is closed and some one forgot to tell SSA. Re-write the Union proposal to make it negotiable. What exactly is non-negotiable, the word "will"? How about "make every reasonable effort and notify the employees and Union about the procedure"?**

7. SSA will provide a mouse for the laptop, if requested. Requests for detachable keyboards for the laptop will be handled in accordance with Article 18, Section 10, even if the employee does not have a disability or special need as defined in Article 18, Section 10. SSA will provide a footrest, if requested. **DELETE HIGHLIGHTED – UNNECESSARY – COVERED BY ARTICLE 18 (SPECIAL NEEDS)**

**UNION REPLY: See the Union Reply in GOT'CHA! above**

#### **EFFECTIVE DATE, DISTRIBUTION, AND IMPLEMENTATION**

1. The parties agree to reopen negotiations of any items in the MOU that is/are rejected upon the Employer's Agency Head Review pursuant to 5 USC 7114c. **DELETE HIGHLIGHTED – COVERED BY CONTRACT**

**UNION REPLY: See the Union Reply in GOT'CHA! above**

2. A copy of this agreement will be posted on the AFGE Intranet Website at ssa.gov **DELETE HIGHLIGHTED – IF REQUESTED, WE CAN FORWARD REQUEST TO OLMER**

**UNION REPLY: The Union, AFGE Local 2505, has decided we want the MOU posted. The contract is silent regarding who must ask whom and when to get it posted. Rather than endless back and forth after head of agency review and membership ratification, this provision insures the parties do not have to engage in gamesmanship which will be detrimental to the labor-management relationship regarding who must ask whom and when to get it posted.**

3. Management will provide copies of this MOU to all employees, within 30 days after it is approved. **DELETE HIGHLIGHTED – COVERED BY ARTICLE 4 – WILL BE POSTED TO OLMER WEBSITE**

**UNION REPLY: See the Union Reply in GOT'CHA! above**

FOR THE AGENCY:

FOR THE UNION:

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Richard C Black  
District Manager,  
Enid OK

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Mitzi Brooks  
1<sup>st</sup> Vice President,  
AFGE Local 2505

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Melinda Vann  
Management Support Specialist,  
Stillwater OK

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Ralph de Juliis  
President  
AFGE Local 2505

\_\_ APRIL 2008

**SUBSTANCE OF THE MANAGEMENT BRIEFING REGARDING FOR  
THE UNION REGARDING THE CREATION OF THE  
WOODWARD CONTACT STATION**

**UNION COMMENTARY: The Union has changed this from a Management Letter of Intent since Management removed almost everything from the Letter of intent proposed by the Union.**

**The purpose of this section was NOT to get management to negotiate over the substance of its management rights.**

**The purpose of the section was to memorialize the Union's understanding of what management was proposing; and, through a written document, insuring that the Union had not misunderstood what management was proposing and implementing.**

**Why is this important to the Union?**

**Because future changes are inevitable as new employees come on board, members of management and the bargaining unit who are currently in the mix will some day retire and hope someday to be promoted.**

**This document memorializes, in writing, what the parties understood for the information of subsequent members of management, Union representatives and employees. That does NOT mean this cannot be changed; that is NOT the intent. A mutual understanding is necessary so that neither management, nor the Union nor the employees will feel like some thing is being put over on them. Depending on what is changed – and the only thing certain in Social Security is that things change – the parties can avoid future disputes over *deminimis*, covered-by, etc**

Management has determined that the Contact Station will be operated from 10 a.m. to 2 p.m. Due to these limited hours of operation, management does not intend that benefit applications be taken or adjudicated at the Contact Station.

Management has decided that the Contact Station will be closed on federal and/or state holidays that fall on those Thursdays.

Management has determined that Contact Station employees will have a laptop. Management has determined that each Contact Station employee to have main frame access via the laptop, each employee who volunteers and accepted must be issued a VPN Card.

Management has determined that the Woodward County Health Department Building in which the Contact Station is located is a non-smoking facility. Management has determined that the Woodward County Health Department Building does not permit visiting members of the public to carry weapons into the building.

Management has determined that Contact Station employees will escort visitors to and from the reception area to the SSA interviewing area.

Management will request guard service on the Thursdays when the Contact Station is being manned by Enid Field Office employees. If SSA will not provide a guard, management will request that the Woodward County Health Department provide a guard for the same hours of operation.

Management will request the Woodward Health Department modify the space provided SSA for the Contact Station to provide a second door as a means of egress in the event of emergencies.

Management will request an increase in the Enid budget so that the additional travel monies expended to man the Contact Station will not result in the Enid office running out of paper, toner, pens, and necessary office supplies before the end of the fiscal year.

One of the criteria Management considers in determining qualified Enid employees is that the employee is not a trainee.

When the designated employee is unexpectedly unable / unwilling to go to the Woodward Contact Station on his or her assigned day, it is management's intent, if possible, to have the first back up be a member of management so that management doesn't have to go crazy adjusting the appointment schedules, etc.

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Richard C Black  
District Manager,  
Enid OK

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Mitzi Brooks  
1<sup>st</sup> Vice President,  
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\_\_\_ APRIL 2008