

OHgrievance

OCSEA Rev.3 7/21/14

What is OHgrievance?

- ▶ Electronic system that will allow bargaining unit employees and representatives to file and track grievances
- ▶ Agency Human Resources designees will respond in this system after meeting with impacted personnel
- ▶ System will send notifications of actions taken to each grievance
- ▶ Union representatives may propose grievances to be heard at mediation and arbitration
- ▶ Union representatives may submit issues or questions regarding the system to the system administrator

Why OHgrievance?

- ▶ One system for all unions, agencies and OCB
- ▶ Minimize time spent recreating facts of grievance
- ▶ Minimize time and money spent tracking grievances in multiple forums
- ▶ Consistent set of information


Website Address

Current website:

<http://oh-grievance.force.com//AppLogin>

Future website:

OHgrievance.ohio.gov



Login

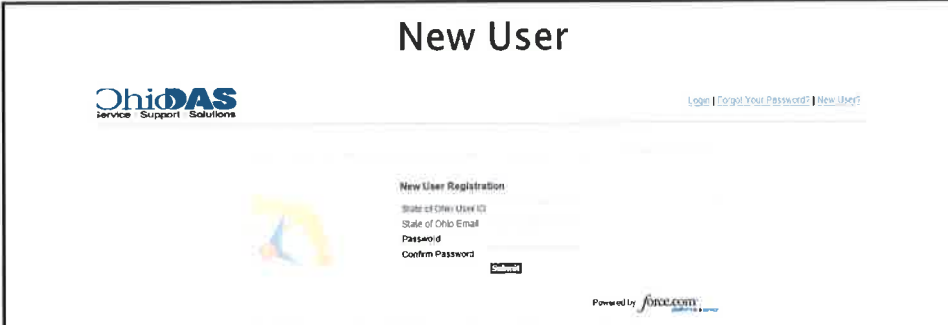
State of Ohio ID

Password

[Login](#) [Forgot Your Password?](#) [New User?](#)

Powered by **force.com**
platinum service

When logging in for the first time, please select “New User”



New User

OhioDAS
service Support Solutions

[Login](#) | [Forgot Your Password?](#) | [New User?](#)

New User Registration

State of Ohio User ID

State of Ohio Email

Password

Confirm Password

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- Must enter State of Ohio User ID
- Must enter the recognized State of Ohio Email address
 - If email address submitted is not recognized as email on OAKS, an error message will advise the user he/she cannot file and to contact union representative
 - If user does not have an email address, an error message will advise the user he/she cannot file and to contact union representative
- Must create a password that is 8 characters long


Forgot Password?



The screenshot shows the OhioDAS login page. At the top left is the OhioDAS logo with the tagline "Service Support Solutions". At the top right are links for "Login" and "Forgot". The main content area has a "Login" section with two input fields: "State of Ohio ID" and "Password". Below these fields is a "Login" button. A red arrow points from the "Forgot Your Password?" link to the "Forgot Your Password?" text. Below the link are two other links: "New User?" and "Already logged in? Click here!". At the bottom right of the login area, it says "Powered by force.com".

Click on "Forgot Your Password"

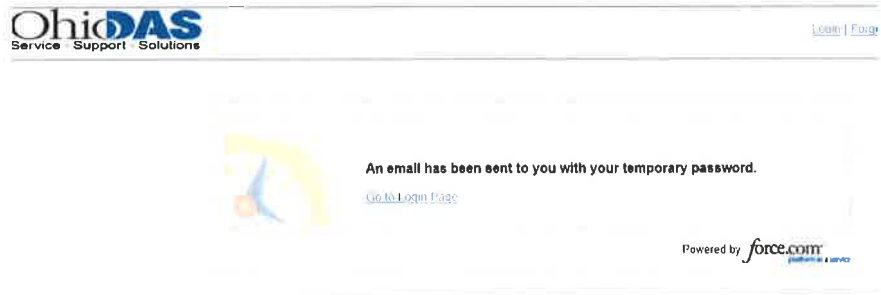
Forgot Password?



The screenshot shows the OhioDAS forgot password page. At the top left is the OhioDAS logo with the tagline "Service Support Solutions". At the top right are links for "Login" and "Forgot". The main content area has a heading "Did you forget your password? Please enter your STATE OF OHIO ID below." followed by an input field for "STATE OF OHIO ID" and a "Submit" button. A red arrow points to the "Submit" button. At the bottom right of the page, it says "Powered by force.com".

Enter STATE OF OHIO ID and **click** submit

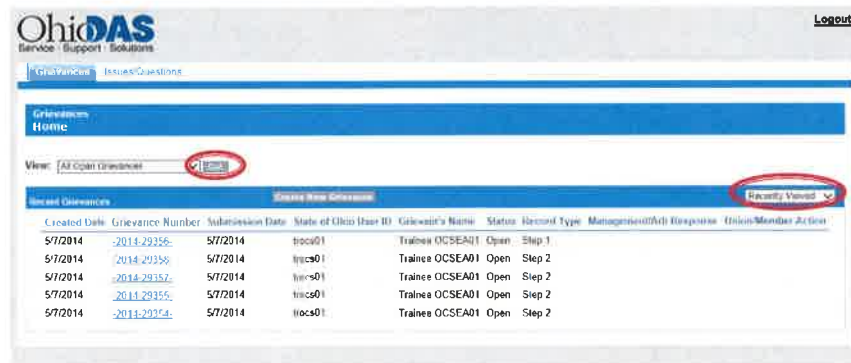
Forgot Password?



Temporary password will be sent to State of Ohio email address

Return to Login page

Grievances Home Screen



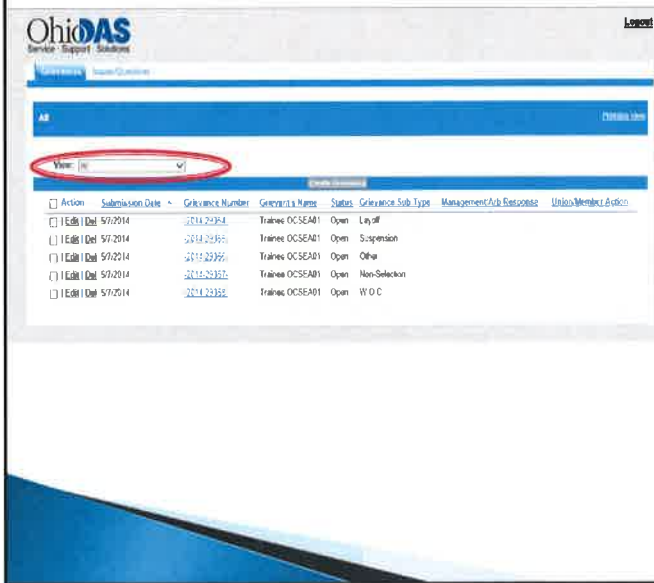
Home screen will display all recently viewed, created or modified grievances the user has authorization to see.

- User can select which view they prefer by selecting from the drop down menu

User must always select "Go" to refresh as the screen that first comes up will not show all items.

List Views

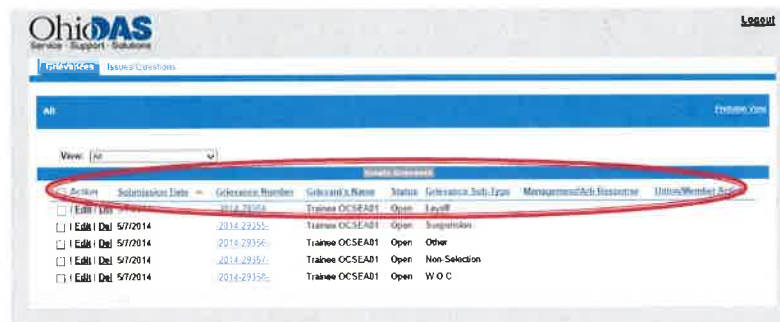
User must always select "Go" to refresh WHEN YOU LOG IN.



User can further filter grievances selecting a "List View"

- ADR
- All01
- All Closed Grievances
- All Grievances No Training
- All Open Grievances
- Cross Agency Grievances
- Discipline Open Grievances
- Issues Open Grievances
- Open Grievances Appealed
- Open Grievances Arbitration
- Open Grievances at Step 1
- Open Grievances at Step 2
- Termination Open Grievances
- WOC Open Grievances

Summary of Cases



User may sort grievances listed on screen by clicking on the title of the column.

- ▶ Created Date
- ▶ Submission Date
- ▶ Grievant's Name
- ▶ Record Type (Step)
- ▶ Union/Member Action
- ▶ Grievance Number
- ▶ State of Ohio ID
- ▶ Status
- ▶ Management/Arb Response

Searching for Grievance



User may click on “CTRL” “F” to search for specific information (e.g., grievant name, agency, etc.)

Show me [more](#) records per list page

Be sure to use the “show me more” option at the bottom of the page to expand your list.

Creating a Grievance

Action	Submission Date	Grievance Number	Grievant's Name	Status	Licensee Sub-Type	Management/Art. Response	Union/Member Action
<input type="checkbox"/> Edit Del	5/7/2014	2014-29351-	Trainee OCSEA01	Open	Layoff		
<input type="checkbox"/> Edit Del	5/7/2014	2014-29352-	Trainee OCSEA01	Open	Suspension		
<input type="checkbox"/> Edit Del	5/7/2014	2014-29356-	Trainee OCSEA01	Open	Other		
<input type="checkbox"/> Edit Del	5/7/2014	2014-29357-	Trainee OCSEA01	Open	Non Selection		
<input type="checkbox"/> Edit Del	5/7/2014	2014-29358-	Trainee OCSEA01	Open	W O C		

Creating a Grievance

Ohio DAS
Service · Support · Solutions

Grievances Issues/Questions Resolution Events

Logout

Are you going to file on yourself or under a different Ohio State User ID?

Filing as yourself?

- Applicable Union Logo should appear
- If user is an authorized Union Representative (e.g., steward, delegate, associate, etc.), the system will allow the option to file for another

Ohio DAS
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Grievances Issues/Questions Resolution Events

Logout

The creator of this grievance, union representatives and the grievant's agency labor relations office will receive automatic notification of all grievance submissions and appeals. If you wish to provide the home or work email address of the grievant or the home or work email address of the local union representative, please do so below.

All fields with a red X through them indicate a required field.

Please use the field provided to input the Ohio State User ID of the individual you wish to file the grievance as

Please fill out the following contact information about the grievant. This information will be used to contact them about future updates to their grievance.

Name Home
Email Address


Please fill out the following fields about your union representative. If you are filing without union representation and/or do not know your union representative please skip this page. Emails will be sent to the union representative listed below.

Rep Name
Rep Work Phone
Rep Extension
Rep Home Phone
Rep Email

If a union representative is filing for another member, he/she must indicate member's State of Ohio ID

Automatic Notifications

Grievances
Issues/Questions
Resolution Events



Privacy
Help

The creator of this grievance, union headquarters and the grievant's agency labor relations office will receive automatic notification of all grievance submissions and appeals. If you wish to provide the home or work email address of the grievant or the home or work email address of the local union representative, please do so below.

All grievance updates will go to the following Email Accounts:

- Chapter email
- Agency Labor Relations Administrator or local level designee

Updates will go to the following individuals if information is provided while filing the grievance:

- Grievant Email – personal or work
- Local Steward Email– personal or work

Please fill out the following contact information about the grievant. This information will be used to contact them about future updates to their grievance

Work Phone _____

Ext. _____

Home Phone _____

Email Address _____

Please fill out the following fields about your union representative. If you are filing without union representation and/or do not know your union representative, please skip this page. Emails will be sent to the union representative listed below.

Rep Name _____

Rep Work Phone _____

Rep Extension _____

Rep Home Phone _____

Rep Email _____

Please enter the following fields about your supervisor

Supervisor Name _____

Supervisor Work Phone _____

Grievant and/or local union representative may enter additional contact information if :

- 1) they are not the creator and wish to receive email notifications; and/or ;
- 2) want notifications to go to an email address other than one on record

Please select the type of grievance you wish to file from the options listed below

Grievance Type

- Discipline
- Issue
- WOC

Discipline = Does your grievance involve the issuance of an oral or written reprimand, suspension, working suspension, fine, leave reduction or termination?

Issue = Does your grievance involve the administration of the contract (e.g. layoff, non-selection, union leave, etc.)?

WOC = Does your grievance focus on assigned duties that are not within your current classification?

Previous Next

User must indicate Grievance Type

- Discipline
- Issue
- Working out of Class

Please fill out the following information about the grievance you are filing

Grievance Sub-Type:

Previous Next

If Grievance Type selected was "Discipline" – must enter specific type of discipline:

- Verbal/Oral Reprimand
- Fine
- Suspension
- Working Suspension
- Leave Reduction
- Demotion
- Termination

If Suspension, Work Suspension, Leave Reduction or Fine was selected sub-type, user will be prompted to indicate number of days:

If Termination was selected sub-type, user will be prompted to indicate termination date:

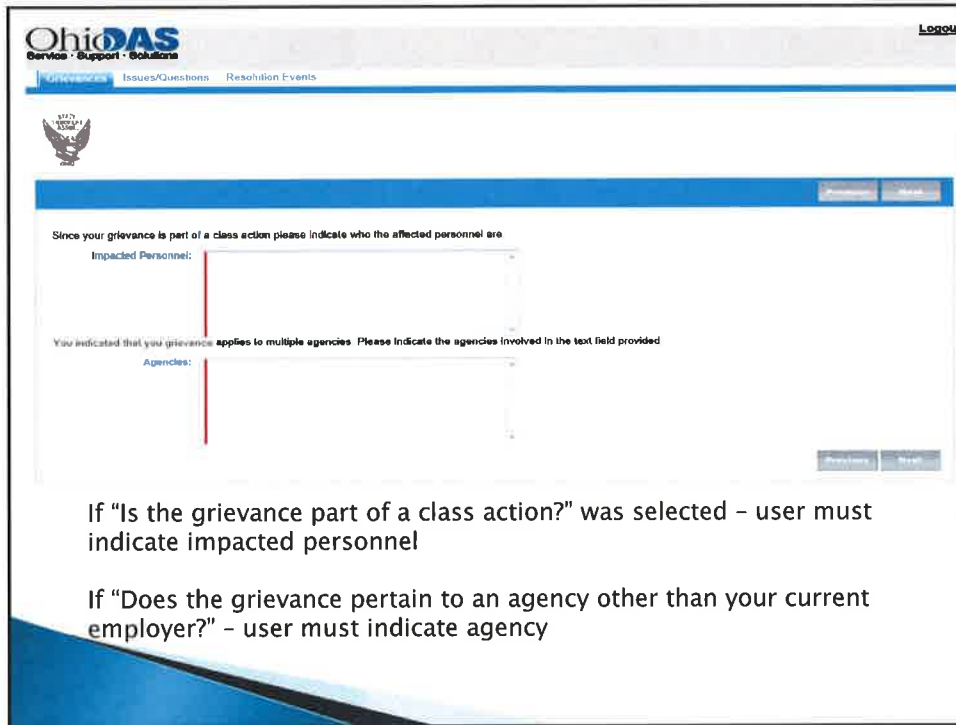
Please fill out the following information about the grievance you are filing

If Grievance Type selected was "Issue" – must enter sub-type

- Issue – must enter type
 - Other
 - Layoff
 - Non-selection
 - Union Leave

Is this grievance a Class Action?

Does the grievance pertain to an agency other than current Employer?



The screenshot shows the Ohio DAS Grievance form. At the top, the logo for Ohio DAS (Service - Support - Solutions) is visible, along with a 'Logout' link. Below the logo, there are navigation links for 'Grievances', 'Issues/Questions', and 'Resolution Events'. The main content area contains the following text: 'Since your grievance is part of a class action please indicate who the affected personnel are'. Below this is a text input field labeled 'Impacted Personnel:'. Further down, it says 'You indicated that your grievance applies to multiple agencies. Please indicate the agencies involved in the text field provided.' Below this is another text input field labeled 'Agencies:'. At the bottom right of the form area, there are 'Previous' and 'Next' buttons.

Since your grievance is part of a class action please indicate who the affected personnel are

Impacted Personnel:

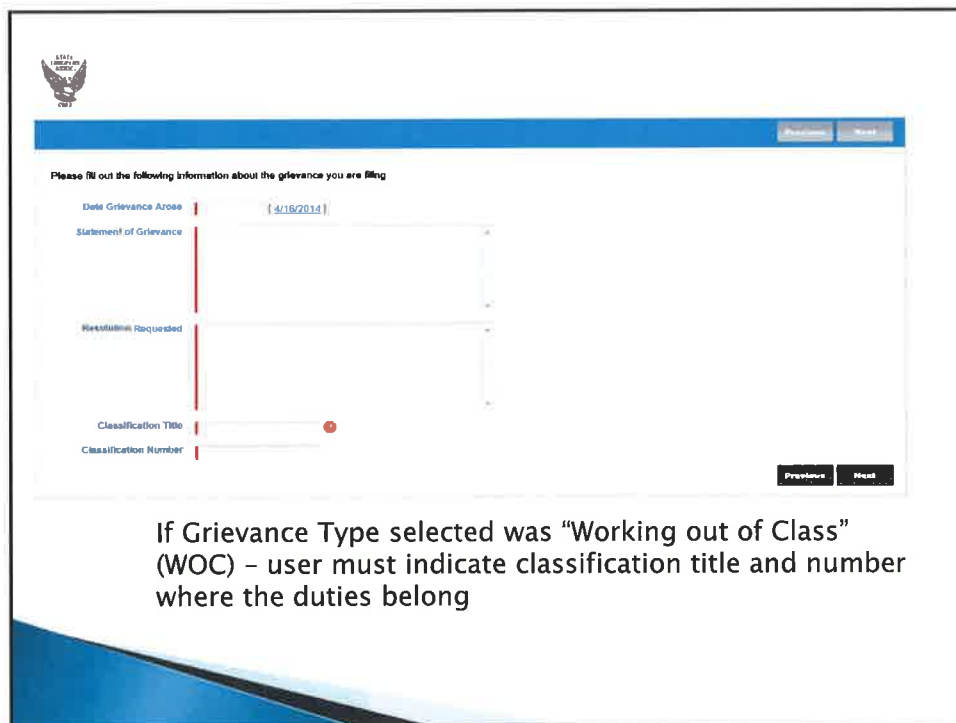
You indicated that your grievance applies to multiple agencies. Please indicate the agencies involved in the text field provided.

Agencies:

Previous Next

If "Is the grievance part of a class action?" was selected - user must indicate impacted personnel

If "Does the grievance pertain to an agency other than your current employer?" - user must indicate agency



The screenshot shows the Ohio DAS Grievance form. At the top, the logo for Ohio DAS (Service - Support - Solutions) is visible, along with a 'Logout' link. Below the logo, there are navigation links for 'Grievances', 'Issues/Questions', and 'Resolution Events'. The main content area contains the following text: 'Please fill out the following information about the grievance you are filing'. Below this is a date input field labeled 'Date Grievance Arose' with the value '4/18/2014'. Below the date field is a text input field labeled 'Statement of Grievance'. Below the statement field is another text input field labeled 'Relief/Action Requested'. Below the relief field is a text input field labeled 'Classification Title' with a red error indicator. Below the classification title field is a text input field labeled 'Classification Number'. At the bottom right of the form area, there are 'Previous' and 'Next' buttons.

Please fill out the following information about the grievance you are filing

Date Grievance Arose 4/18/2014

Statement of Grievance

Relief/Action Requested

Classification Title

Classification Number

Previous Next

If Grievance Type selected was "Working out of Class" (WOC) - user must indicate classification title and number where the duties belong

Please fill out the following information about the grievance you are filing

Grievance Rule Type:

Date Grievance Arose:

Statement of Grievance:

Resolution Requested:

Is this grievance part of a class action?

Does this grievance pertain to an agency other than your current employer?

- Date Grievance Arose - cannot be greater than current date (i.e., cannot use a future date)
- Statement of Grievance - outline grievance details, free text, up to 32,000 characters
- Resolution Requested - outline grievance details, free text, up to 32,000 characters

Ohio DAS
Service Support Solutions

Logout

OHIO DAS
Service Support Solutions

Confirm Grievance Submission

Please enter your full name to sign submission.

Previous Next

- Confirm grievance submission
- Enter full name to sign submission

Once Contract Articles are selected, user will be taken to "Grievance Detail Screen"

- Review Information
- Status – Will remain in "Draft" status until user submits
- Edit, Delete, Submit or Attach Contract Articles

Grievance Detail

Grievant Information:

- Grievance Number
 - Automatically assigned (e.g., DPS-2014-04347-01)
 - Agency – Year – Sequential Number – Bargaining Unit
 - Case numbers assigned upon initial draft
 - Unavailable if grievance is deleted before submission
 - Resets beginning of each calendar year
- Grievant's Name, Work Phone, Agency, Email Address, Union, Worksite, Bargaining Unit & Classification auto-populates
- Grievant's Supervisor and/or Union Representative & Phone – if entered when filing
- Grievance Specifics – Type and Sub-type, Date Grievance Arose
 - Relevant information regarding number of suspension days, termination date and/or grieved classification

Grievance Detail

Statement of Grievance:

- Statement of Grievance
- Resolution Requested

Contract Articles Links:

- Lists all grievances allegedly violated

Notes & Attachments

- Attach relevant documents
- Must be scanned to computer you are working from
 - Schedules, OT Sign up sheets, etc.

Submission:

- Indicates date grievance was submitted, signature and affirmation

System Information:

- Created by, date, time
- Last Modified by, date, time

The screenshot shows a web interface for managing grievances. At the top, there are tabs for 'Grievances' and 'Issues/Questions'. Below that is a 'Grievances Home' section. A filter dropdown is set to 'All Open Grievances'. A table titled 'Recent Grievances' is displayed with the following data:

Created Date	Grievance Number	Submission Date	State of Ohio User ID	Grievant's Name	Status	Record Type	Management/Arb Response	Union/Member Action
5/7/2014	2014-29358	5/7/2014	trocs01	Trainee OCSEA01	Open	Step 2		
5/7/2014	2014-29357	5/7/2014	trocs01	Trainee OCSEA01	Open	Step 2		
5/7/2014	2014-29356		trocs01	Trainee OCSEA01	Draft	New Grievance		
5/7/2014	2014-29355	5/7/2014	trocs01	Trainee OCSEA01	Open	Step 2		
5/7/2014	2014-29354	5/7/2014	trocs01	Trainee OCSEA01	Open	Step 2		

Draft: Will reflect "Draft" and "New Grievance" until user chooses to submit

- Management can not see
- Union/grievant may delete if they choose not to submit

Submitting a Grievance

The screenshot shows a web form for submitting a grievance. A modal dialog box is open in the center, asking the user to confirm submission. The form fields are as follows:

- Grievance Information:**
 - Grievance Number: 2014-29356
 - Grievant's Name: Trainee OCSEA01
 - Grievant's Work Phone: 123-456 7890
 - Ext.:
 - Grievant's Home Phone:
 - Grievant's Agency:
- Grievant's Supervisor/Union Rep:**
 - Grievant's Supervisor:
 - Supervisor's Work Phone:
- Reference Information:**
 - Grievance Type: Issue
 - Grievance Sub-Type: Other
- Classification:**
 - Grievant's Classification: Trainee
 - Grievant's Classification Number: 123
 - Grievant's Classification Title: Trainee
- Other Fields:**
 - Status: Draft
 - Grievant's Email Address: trainee@ocsea01.org
 - Grievant's Union: Ohio Civil Service Employee Association (OCSEA)
 - Workfile:
 - Departing Unit:
 - Union Representative:
 - Rep Home Phone:
 - Rep Work Phone:
 - Rep Email Address:
 - Date Grievance Arises: 5/6/2014
 - Suspension/Fine Days:
 - Date of Termination:

User must confirm they wish to submit

As long as no validation checks fail, user will be navigated back to the Grievances Home Tab

Submitting a Grievance

The screenshot shows the 'Grievances Home' page. A table lists recent grievances with the following data:

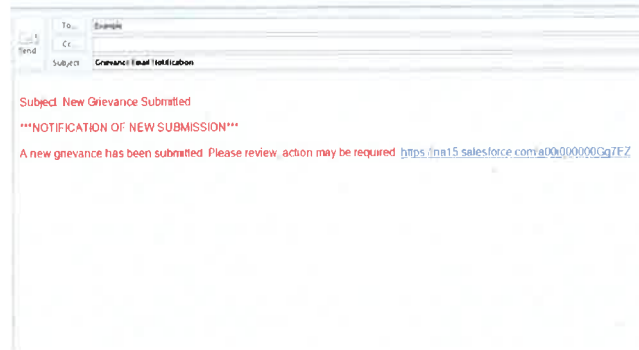
Created Date	Grievance Number	Submission Date	State of Ohio User ID	Grievant's Name	Status	Record Type	Management/Arb. Response	Union/Member Action
5/7/2014	2014-29356	5/7/2014	troca01	Trainee OCSEA01	Open	Step 1		
5/7/2014	2014-29356	5/7/2014	troca01	Trainee OCSEA01	Open	Step 2		
5/7/2014	2014-29357	5/7/2014	troca01	Trainee OCSEA01	Open	Step 2		
5/7/2014	2014-29355	5/7/2014	troca01	Trainee OCSEA01	Open	Step 2		
5/7/2014	2014-29354	5/7/2014	troca01	Trainee OCSEA01	Open	Step 2		

User can see the grievance is now listed as "Open" and the applicable step

Delete option is removed

Union representatives and/or grievant must withdraw if he/she has the authority to close

Example Email Notification of Submission



If a steward is filing on behalf of someone, the member will only receive notice that a grievance has been filed on their behalf if the steward entered the member's email address in the initial steps of the grievance.

Setting a Meeting

Upon notification, Labor Relations designee will log in and review the grievance (read only)

Labor Relations designee will coordinate a meeting date with union representative

Email notification that meeting has been scheduled will be sent to all relevant parties

Union representative and/or grievant should coordinate attendance and release with agency labor relations

Example Email Notification of a Meeting

Send To: Example
Cc:
Subject: Grievance Email Notification

Subject: Grievance Meeting Set - Union Notification

NOTIFICATION

A meeting to discuss your grievance has been set. Please review, action may be required.

[Click here to view the meeting details.](#)

Setting a meeting date

Resolution Step Detail		Submit
Resolution Step Name	Grievance Step	
Meeting Date	Meeting Set by:	
Meeting Time		
Extension Date		

Management Response	
Public Response Detail	Response Due
Result	

Union/Member Response	
Union/Member Respondent	Union/Member Response Due
Union/Member Response Created By	Last Modified By

Example Email Notification of a Meeting Extension

To:	Example
From:	
Subject:	Grievance Email Notification

Subject: Grievance Meeting Extension Required

NOTIFICATION

An extension to your meeting date is required. Please review and note new date.
<https://oh-grievance.secure.force.com/App1Login?Id=000000000GAdG8>

Writing a Response

After the grievance has been discussed, the labor relations designee will issue a response

- Management/Arb Response Detail:
 - Confirm attendance
 - Confirm articles violated
 - Summarize parties' arguments
 - List procedural defects
 - Outline finding
- Management/Arb Response:
 - Settled (signed paperwork attached)
 - Granted (specific remedy is outlined)
 - Denied
- Management Respondent

Appeal Activation

- 1) Upon Denial
- 2) If meeting date, meeting extension date or response has been entered within 15 days of submission at step 1.
 - Only applicable to OCSEA grievances sub-types that include reprimand or issues not pertaining to layoff, non-selection or union leave.
- 3) If no meeting date, meeting extension date or response has been entered within 50 days of submission or appeal at step 2.

Cases will close if no action has been taken within 30 days of activation of the appeal button.

Modifying Grievances

Grievance forms cannot be modified once submitted unless the grievance is eligible for two agency appeal meetings

- ▶ OCSEA Issue grievances not pertaining to layoff or non-selection
- ▶ OCSEA Written reprimands
- ▶ The union may make modifications to the remedy requested or articles cited when appealing the grievance from step 1 to step 2

If additional contract articles are cited or remedy is modified during the step 2 meeting, union must notify labor designee during the meeting and submit attachment to grievance within 24 hours of step 2 meeting

Mediation and Arbitration

Scheduling Proposal from the Union

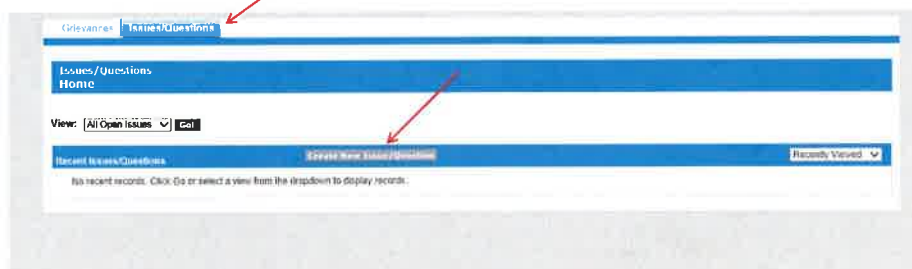
The screenshot shows a web-based form for scheduling a mediation or arbitration session. The form includes several sections with redaction boxes:

- Resolution Event Date:** Includes a dropdown for "Resolution Event Date" (redacted), a "Precedence" dropdown (set to "OCBA"), a "Proposed Date" (2014 04 22 at 06:25), and a "Proposed Address" (redacted).
- Proposed Arbitrator:** A dropdown menu (redacted).
- Proposed Location:** A dropdown menu (redacted).
- Confirmation:** Includes "On Behalf of" and "As Agent for" fields (redacted).
- Class:** Includes "First Chair" (redacted) and "Second Chair" (redacted).
- Charges:** Includes "Arbitration Fee Rate" (\$1,000.00) and "Arbitration Substantive Fee" (\$100.00).

Union Headquarters will submit mediation and arbitration requests

Issues & Questions

Issues/Questions



Additional tab available to union representatives to notify system administrator of functionality concerns with the system

- Only intended to trouble shoot issues related to use of the system or add/remove representatives

Click the Issues/Questions Tab, Create New Issue/Question

Provide short name of issue and detailed description of the question or issue

Click Save

Notification e-mail that issue/question sent directly to system administrator

Notification e-mail that issue/question resolved.

Thank You

Ohio DAS Office of
Service · Support · Solutions Collective Bargaining

