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COMMUNITY BOARD ELEVEN

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Office Oversight Committee Minutes Tuesday, March 24, 2015 – 6:00 PM Board Office

*** Minutes ***

- Present:** Diane Collier, Judith Febbraro, Neil Flynn, Frances Mastrota, Edward Santos, Angel Mescain (staff), Mia Brezin (staff)
- Excused:** George Gallego, La Shawn Henry
- Absent:** None
- Guests:** Matthew Washington, Jose Altamirano, Jewel Jones

1. Call to Order – Adoption of the Agenda

Meeting was called to order at 7:00 p.m. by committee chair Neil Flynn

2. Presentations/Discussions

a. CB-11 Employee Handbook (draft)

The Manhattan Bough President's Office provides Human Resources services to the community boards; however, it has not provided an employee handbook. Using a template provided by CB-10, Angel Mescain compiled an employee handbook.

The employee handbook contains information on the Board's policies and procedures. It is a resource that presents information which employees need to know about their work and workplace. The employee handbook is being issued to:

- Set guidelines for everyone to follow and categorically stating the consequences of violating these rules. The handbook will inform employees of statutory laws regarding workplace behavior with colleagues, management, board members, and constituents reducing workplace conflicts and legal disputes.
- Save managers' time by eliminating the need to explain the same policies every time a new employee joins or answering the same questions.
- Publish information on the Board's policies regarding holidays, leave, work hours, overtime work and pay procedure, dress code, and performance reviews.
- Communicate to the employees about the Board's expectations of them.
- Document the organization's policies on using the Board's technology as well as personal gadgets and other Board equipment.

The initial draft is being reviewed by the Oversight Committee. Recommendations and comments will be incorporated to the subsequent draft. The Oversight Committee anticipates completing the process by the June 2015 committee meeting.

b. CB-11 Constituent Service Guide (Draft)

A well-organized constituent services program can make a positive contribution to the community board's image and popularity. It provides opportunities to help people who are experiencing a crisis or who need access to government services. Citizens who have serious needs often are overwhelmed by the complexity or perceived unresponsiveness of state government. Constituent services activities can help make government more accessible and responsive. The constituent services function in a government office generally includes one or more of the following activities:

- Information and referral to answer public inquiries about the City government and refer citizens to appropriate programs or agencies.
- Casework services to help citizens obtain specific benefits or resolve their problems with government agencies.
- Interest group relations to maintain or develop ties with special constituency groups to ensure the governor is aware of their concerns and they are informed about the governor's programs and priorities.
- Citizen participation programs to encourage and assist citizens and communities in making their views known on government issues.

The initial draft is being reviewed by the oversight committee. Recommendations and comments will be incorporated to the subsequent draft. The Oversight Committee anticipates completing the process by the June 2015 committee meeting.

The CB-11 staff and members of the Oversight Committee discussed the lack of tracking and reporting constituent services. CB-11 staff is working on developing a manual tracking system while working with the City to identify an automated system.

3. CB-11 Website

The Committee reviewed the website design and discussed the potential protocols for each of committee to provide content for their applicable pages.

4. Old/New Business

The Friends of Community Board 11 account has a balance of about \$400. Angel is working with the Manhattan Bough President's office regarding the rules and regulations regarding the use of the funds and report back to the Oversight Committee.

5. Announcements

There were no announcements.

6. Adjournment

A motion was made by Diane Collier and second by Frances Mastrota to adjourn the meeting at 7:50 pm.