

GRIEVANCE STEPS

DEPARTMENT OF PUBLIC WELFARE

NON-CLASSIFICATION

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	Grievant's Supervisor or Office Head
2	15 WORKDAYS	15 WORKDAYS	In writing to: Labor Relations Coordinator or Executive Director
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Ms. Erica Flagg, Chief Dept. of Public Welfare Division of Labor Relations 1 st Floor, Forum Place P.O. Box 2675 Harrisburg, PA 17105-2675 Phone: 717-787-1829 Fax: 717-787-7414
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED		With copies of all documentation to: a. Your Business Agent Intent to Arbitrate – Send to: John Gasdaska, Bureau of Labor Relations from the Business Agent within 20 working days.

★**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS

DEPARTMENT OF PUBLIC WELFARE

CLASSIFICATION

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
1	15 WORKDAYS	15 WORKDAYS	Grievant's immediate Supervisor or Office Head retroactivity to date grievance filed in writing for permanent assignment.
2	15 WORKDAYS	15 WORKDAYS	In writing to: Labor Relations Coordinator or Executive Director
3	15 WORKDAYS	15 WORKDAYS	In writing to: Ms. Christie Kahler, Chief Classification/Pay Division 116 Health & Welfare Bldg. Harrisburg, PA 17120-2675 Phone: 717-783-3385 (network 8-443-3385)
4	15 WORKDAYS	15 WORKDAYS	In writing to: Ms. Melissa Mullen, Grievance Unit Sup. PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED		With copies of all documentation to: a. Your Business Agent Intent to Arbitrate – Send to: Melissa Mullen, Office of Administration from the Business Agent within 20 working days.

GRIEVANCE STEPS

OFFICE OF VOCATIONAL REHABILITATION

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	Orally or in writing (your choice) to: District Administrator/Supervisor
2	15 WORKDAYS	15 WORKDAYS	In writing to: Denise Verchimak, Director of Bureau of OVR 1521 N. 6 th Street Harrisburg, PA 17102 Phone: 717-772-3511
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Cara Krchnar, Acting Employer Relations Coordinator Rm. 1405 Labor & Industry Bldg. 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-9892 (network 8-447-9892) Fax: 717-783-0240 Email: cakrchnare@pa.gov CLASSIFICATION GRIEVANCE ONLY In writing to: Mr. Matthew Stine Bureau of Human Resources Chief of Staffing Services 1418 Labor & Industry Bldg., 651 Boas St. Harrisburg, PA 17121 Phone: 717-787-9892
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) CLASSIFICATION GRIEVANCE ONLY In writing to: Ms. Melissa Mullen, Grievance Unit Supervisor PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED		With copies of all documentation to: a. Your Business Agent Intent to Arbitrate – Send to: John Gasdaska, (Non-classification) or Melissa Mullen, (Classification) by Business Agent within 20 working days.

★**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS

DEPARTMENT OF CORRECTIONS

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	Orally or in writing (your choice) to: Immediate Supervisor (Health & Safety – SEE NOTES)
2	15 WORKDAYS	15 WORKDAYS	In writing to: Your institution's superintendent or designee.
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Ms. Melissa Kracher Chief of Labor Relations Department of Corrections 1920 Technology Parkway Mechanicsburg, PA 17050 Email: mkracher@pa.gov Phone: 717-728-5326 Fax: 717-728-0304
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) CLASSIFICATION GRIEVANCE ONLY In writing to: Ms. Melissa Mullen, Grievance Unit Sup. PA Office of Administration Classification/Pay Division 515 Finance building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED		With copies of all documentation to: a. Your Business Agent Intent to Arbitrate – Send to: John Gasdaska, (Non-classification) or Melissa Mullen, (Classification) by Business Agent within 20 working days.

★**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS

JOB SERVICE CENTERS/CAREER LINKS/ UC OFFICES (NOT UCSC)

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	Local Office Manager and Regional Director
2	15 WORKDAYS	15 WORKDAYS	In writing to: Dmitry Zhmurkin Bureau of Workforce Development Labor & Industry Bldg., 12 th Floor 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-3355
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Cara Krchnar, Acting Labor Relations Coordinator Rm. 1405 Labor & Industry Bldg. 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-9892 (network 8-447-9892) Fax: 717-783-0240 Email: cakrechner@pa.gov CLASSIFICATION GRIEVANCE ONLY In writing to: Mr. Matthew Stine Bureau of Human Resources Chief of Staffing Services 1418 Labor & Industry Bldg., 651 Boas St. Harrisburg, PA 17121 Phone: 717-787-9892
4	15 WORKDAYS	15 WORKDAYS	In writing to: a. John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) ARTICLE 27 CLASSIFICATION GRIEVANCE: In writing to: Ms. Melissa Mullen, Grievance Unit Supervisor PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED Intent to Arbitrate – Send to: John Gasdaska, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.		
			With copies of all documentation to: a. Your Business Agent

★**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days

Revised April 25, 2016

GRIEVANCE STEPS UC SERVICE CENTERS

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	UC Service Center Site Administrator
2	15 WORKDAYS	15 WORKDAYS	In writing to: Marna Duler Office of UC Service Centers 651 Boas Street, 6 th Floor L&I Harrisburg, PA 17121 Phone: 717-705-6459 Fax: 717-705-0792
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Cara Krchnar, Acting, Labor Relations Coordinator Rm. 1405 Labor & Industry Bldg. 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-9892 (network 8-447-9892) Fax: 717-783-0240 Email: cakrchnar@pa.gov CLASSIFICATION GRIEVANCE ONLY In writing to: Mr. Matthew Stine Bureau of Human Resources Chief of Staffing Services 1418 Labor & Industry Bldg., 651 Boas St. Harrisburg, PA 17121 Phone: 717-787-6030
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) ARTICLE 27 CLASSIFICATION GRIEVANCE: In writing to: Ms. Melissa Mullen, Grievance Unit Supervisor PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED		With copies of all documentation to: a. Your Business Agent Intent to Arbitrate – Send to John Gasdaska, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.

★**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS

OFFICE OF INSPECTOR GENERAL

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	Grievant's Supervisor or Office Head
2	15 WORKDAYS	15 WORKDAYS	In writing to: Labor Relations Coordinator or Bureau Director for Region
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Jerry Hetrick, Director, OHR Executive Offices Office of Human Resources 508B Finance Building Harrisburg, PA 17120 Phone: 717-783-5446
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430 ARTICLE 27 CLASSIFICATION GRIEVANCE: In writing to: Ms. Melissa Mullen, Grievance Unit Sup. PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED		With copies of all documentation to: a. Your Business Agent Intent to Arbitrate – Send to: John Gasdaska, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.

★NOTE: Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS PHRC

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	Grievant's Supervisor or Office Head
2	15 WORKDAYS	15 WORKDAYS	In writing to: Regional Director
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: JoAnn Edwards, Executive Director PA Human Relations Commission Pennsylvania Place Suite #300 301 Chestnut Street Harrisburg, PA 17101 Phone: 717-787-4412 (network 8-447-4412)
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430 ARTICLE 27 CLASSIFICATION GRIEVANCE: In writing to: Ms. Melissa Mullen, Grievance Unit Sup. PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED		With copies of all documentation to: a. Your Business Agent Intent to Arbitrate – Send to John Gasdaska, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.

★NOTE: Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS BLINDNESS & VISUAL SERVICES

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	Grievant's Supervisor or Office Head
2	15 WORKDAYS	15 WORKDAYS	In writing to: Joe Strechay, Director BVS 1521 N. 6 th Street Harrisburg, PA 17102 Phone: 717-783-3784
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Cara Krchnar, Acting Labor Relations Coordinator Rm. 1405 Labor & Industry Bldg. 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-9892 (network 8-447-9892) Fax: 717-783-0240 Email: cakrchnar@pa.gov CLASSIFICATION GRIEVANCE ONLY In writing to: Mr. Matthew Stine Bureau of Human Resources Chief of Staffing Services 1418 Labor & Industry Bldg., 651 Boas St. Harrisburg, PA 17121 Phone: 717-787-9892
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430 ARTICLE 27 CLASSIFICATION GRIEVANCE: In writing to: Ms. Melissa Mullen, Grievance Unit Supervisor PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	<p>AS SOON AS STEP 4 RESPONSE IS RECEIVED</p> <p>With copies of all documentation to:</p> <p>a. Your Business Agent</p> <p>Intent to Arbitrate – Send to: John Gasdaska, (Non-Classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.</p>		

★NOTE: Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS

DEPARTMENT OF MILITARY & VETERANS AFFAIRS

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	Grievant's Supervisor
2	15 WORKDAYS	15 WORKDAYS	In writing to: Facility Head/Personnel Office
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Kim Kreiser Labor Relations Coordinator Building P-0-47 Fort Indiantown Gap Annville, PA 17003-5002 Phone: 717-861-6496
3	CLASSIFICATION		Ray Bishop (same address as above) Phone: 717-861-8838
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430 ARTICLE 27 CLASSIFICATION GRIEVANCE: In writing to: Ms. Melissa Mullen, Grievance Unit Sup. PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	AS SOON AS STEP 4 RESPONSE IS RECEIVED		With copies of all documentation to: a. Your Business Agent Intent to Arbitrate – Send to: John Gasdaska, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.

★NOTE: Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS

BUREAU OF DISABILITY DETERMINATION

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
★ 1	15 WORKDAYS	15 WORKDAYS	BDD Site Administrator
2	15 WORKDAYS	15 WORKDAYS	In writing to: Joel Weisberg, Administrator 1171 S. Cameron Street Harrisburg, PA 17104 Phone: 717-783-3620 x400
★ 3	15 WORKDAYS	15 WORKDAYS	In writing to: Cara Krchnar, Acting, Labor Relations Coordinator Rm. 1405 Labor & Industry Bldg. 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-9892 (network 8-447-9892) Fax: 717-783-0240 Email: cakrchnar@pa.gov CLASSIFICATION GRIEVANCE ONLY In writing to: Mr. Matthew Stine Bureau of Human Resources Chief of Staffing Services 1418 Labor & Industry Bldg., 651 Boas St. Harrisburg, PA 17121 Phone: 717-787-9892
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430 ARTICLE 27 CLASSIFICATION GRIEVANCE: In writing to: Ms. Melissa Mullen, Grievance Unit Supervisor PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5	<p>AS SOON AS STEP 4 RESPONSE IS RECEIVED</p> <p>With copies of all documentation to:</p> <p style="padding-left: 20px;">a. Your Business Agent</p> <p>Intent to Arbitrate – Send to: John Gasdaska, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.</p>		

★**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

GRIEVANCE STEPS

STATE SYSTEM OF HIGHER EDUCATION

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
1	15 WORKDAYS	15 WORKDAYS	Grievant's Immediate Supervisor
2	15 WORKDAYS	15 WORKDAYS	In writing to: University President
3	15 WORKDAYS	15 WORKDAYS	In writing to: Lisa Sanno, Director of Labor Relations Pennsylvania State System of Higher Education Dixon University Center 2986 North Second Street Harrisburg, PA 17110 Phone: 717-720-4157
4	15 WORKDAYS	15 WORKDAYS	In writing to: Lisa Sanno, Director of Labor Relations Pennsylvania State System of Higher Education Dixon University Center 2986 North Second Street Harrisburg, PA 17110 Phone: 717-720-4157
5	<p>AS SOON AS STEP 4 RESPONSE IS RECEIVED</p> <p>Intent to Arbitrate – Send to: Lisa Sanno from the Business Agent within 20 working days.</p>		
			<p>With copies of all documentation to:</p> <p>a. Your Business Agent</p>

GRIEVANCE STEPS UC REFEREES

EFFECTIVE: 03/30/2016

STEPS	YOUR TIME LIMIT	MANAGEMENTS TIME LIMIT	FILE WITH
1	15 WORKDAYS	15 WORKDAYS	UCBR Program Manager
2	15 WORKDAYS	15 WORKDAYS	In writing to: Randall S. Brandes UC Appeals System Administrator Room 1116 L&I Building 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-5122 Fax: 717-787-6125
3	15 WORKDAYS	15 WORKDAYS	In writing to: Cara Krchnar, Acting Employee Relations Coordinator Rm. 1405 Labor & Industry Bldg. 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-9892 (network 8-447-9892) Fax: 717-783-0240 Email: cakrchnar@pa.gov
4	15 WORKDAYS	15 WORKDAYS	In writing to: John Gasdaska, Director Bureau of Labor Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514)
5	<p>AS SOON AS STEP 4 RESPONSE IS RECEIVED</p> <p>Intent to Arbitrate – Send to: John Gasdaska, from the Business Agent, within 20 working days.</p>		
			<p>With copies of all documentation to:</p> <p>a. Your Business Agent</p>