

Human Resources Union-Management Consultation Committee Phoenix Update – March 27, 2017

Progress Update

As of March 24th, we have escalated 2007 cases with an overall resolution rate of **38% (or 760 cases)**.

Since mid-January we have had direct access to the Winnipeg satellite office to address return from leave (maternity, parental, illness and disability); LWOP > 5 days and transfers in/out. Since mid-January we have escalated **336 cases** to the Winnipeg office and we have a resolution rate of **45%** (or 152 cases).

ESDC has issued **4,096 ESAs/Priority payments**.

We have received 221 grievances at level 3, of which 43 have had their pay issues resolved and 28 grievances formally withdrawn, and anticipate the additional 15 to be withdrawn.

Claims against the crown process

A Total of 65 claims received: 30 claims paid (\$7600) and 24 cases are pending payment (\$14,300); 8 rejected (\$24,300) and 3 withdraws (\$150). Of these, 16 claims were over \$500 and sent to TBS.

Retro-active Actings

PSPC released a new Phoenix update in late February to address retro-active acting requests. According to PSPC there are approximately 100,000 cases pending processing. While the release was positioned to be all encompassing it in fact is being released in phases with a very staggered approach to processing in small batches in off-cycles or weekends due to capacity issues. PSPC initially processed 5,000 cases, then increasing to 10-15,000 cases. Those processed since February 26th (for payment March 22nd) will see just the adjustment to base-salary only.

In early April there will be another system release which will adjust other elements (BB/OT, allowances etc). So those who received the acting adjustment in late March and/or early April will see another small supplemental deposit.

Those processed after the April release will have everything processed at once – base salary and allowances etc.

Tax Season

Employees are reminded to complete their income taxes with the information provided by PSPC (T4s) by the deadline; even if they are in an overpayment/underpayment situation. Amended T4s started to be issued by PSPC on March 12th and will continue over the following weeks (weekends). If an employee is

anticipating an amended T4 they should continue to consult Phoenix Self-service to verify if it has been processed. For those who have already filed their taxes or do not receive the amendment in time to complete their taxes, they need to respect the deadline and file. CRA automatically advised and those who have already completed their taxes will be automatically be reassessed by CRA in the summer.

TBS is currently reviewing the criteria for “claims against the crown” to see what, if any, financial assistance could be offered to employees impacted by Phoenix and who incur costs in seeking professional advice in the preparation of their 2016 taxes. No decisions as of yet, but we anticipate information in the coming weeks.

Recovery of Overpayments

A number of employees who had agreements with PSPC or hold on the recovery of overpayments have seen them lifted recently and in some cases employees have lost their entire bi-weekly pay. This was a system issue with PSPC which has now been addressed and employees should have the holds back in place (except in the cases of terminations).

New functions being assumed by HR

As of April 3rd ESDC – HRSB will be assuming the responsibility to enter some, **but not all types of the following:**

- Record Leave Without Pay – Greater than 5 Consecutive Working Days;
- Record Return from Leave (for absences greater than 5 working days);
- Record Terminations.

This will be seamless from a manager’s or employee’s perspective, but the intent is to expedite employees back on pay and/or reduce the potential for overpayments.