



## CEU "Breaking the Silence" Bulletin #7

May 13, 2009

### *CMS off to rocky start*

### *CEU encourages members to speak out about concerns*

Since Monday, the union has been flooded with distress calls from members. Yes, CMS went live on Monday and reviews are mixed, but some common themes have quickly arisen!

The number one issue is training. The general consensus is there was **NO JOB SPECIFIC** training. This fact has left people feeling lost and very distressed about how to organize their work day. In some area offices, there is limited onsite help. HR representatives handing out ice cream doesn't help you to figure out "how do I route this claim?"

Members are feeling poorly equipped to navigate through this new and complex system. One member stated, "I am in one screen and realize I want to go check something else out – somewhere in the file. And by the time I find the right information, I have to refocus on what I was looking for and why!"

The passage of time may make things easier for our members. The truth is, nobody knows. But we do know this. Members are very concerned about how long it will take to get the system fully operational. Why the concern?

Summer holidays are just around the corner, pending claims are mounting and new claims are stuck in limbo. The end result, as reported by one member, "The huge backlog of claims is creating fear on the floor. A lot of people are looking stressed, tired and frustrated. We are concerned about the tsunami of injured workers waiting for help, and the lack of service they are getting right now."

CEU members worked many long hours of overtime getting ready for this new system. Now many of you are predicting the need for many more long hours of overtime – to learn the system and to get your caseloads into shape. From a life balance perspective, ask yourself this – how long can I sustain working at this pace? And is the pain of continuous overtime and growing queues simply a way for management to download its responsibility to manage the work onto you?

Many of you identified numerous problems with the system and flagged them for management. Some problems will get fixed. We encourage you to send in your STAR reports for every issue/concern you have. Make sure your frustrations are on the record. Talk to your stewards. We are taking your concerns to management, and we will make training a priority issue.

Even if management does not know how to fix things, they **must** get out onto the floor and start supporting you! What do you do when the system will not let you make payments? What do you do when the system crashes? Management must lead. That means doing more than telling you to "look it up in the book."

Let's keep putting pressure on management. That's where it belongs. Only they can solve the pressure and workplace inequities brought on by CMS.

