

TAG MEETING MINUTES
WASHINGTON, D.C.
NOVEMBER 2-4, 1999

PARTICIPANTS:

Sharon Hoppman, HQ
Olivia Buckley, HQ
Tabbatha Wright, HQ
Tracy Musselman, HQ
Sharon Folgar, HQ
Connie Green, Alaska
Bernice Wyaco, Albuquerque

Romona Bailey, Bemidji
Susan Brintnall, Nashville
Patricia Wilson, Navajo
Carolyn Whitecloud, Oklahoma
Christine Brittel, Portland
Mary Juan, Tucson
Brenda Turner, Phoenix

MEETING SUMMARY

National Technical Advisory Group Planning Session was held for the three day session at FAA Team Technology Center, Washington D.C.

TUESDAY, NOVEMBER 2, 1999

Opening Prayer was by Amos Goodfox, which was also the National American Indian & Alaska Native Heritage Month
Welcome and Introductions - Luana Reye
Introduction of Concept - Bernie Dailboust
Group Systems\Demonstration - Bob Turner

WEDNESDAY, NOVEMBER 3, 1999

The Exceptional Assistant - Fred Pryor Seminars

THURSDAY, NOVEMBER 4, 1999

Travel update was presented by Jacque Osborne
Opening Cermony National American Indian & Alaska Native Heritage Month
The Great Hall - Hubert H. Humphrey Building
Welcome and Introductions - Dr. Trujillo
Facillitator Beverly Compton

OVERVIEW OF 1999 ACCOMPLISHMENTS

Increased communication capability
More effective use of personnel with lower or decreased resources.

Burning Issues:

Time and attendance issues

75% are timekeepers

Getting leave slips back in a timely manner

Tardiness - Employee coming late, leaving earlier and supervisor not doing anything about it

There is no uniform policy. One office does it differently than others.

Some employees are abusing their breaks and lunches. Some employees take up to 2 hours and not submit a leave slip.

Others are very conscientious about their time

No consistency with time\leave. Some are monitored and others can come and go as they please (not held accountable)

Flexi tour - Employees continue to abuse their time. Supervisors don't monitor their work , break or lunch hour.

Supervisors are not getting the information to their workers. Everyone needs to be informed of certain activities.

Monthly meeting are proposed with Supervisors and topics are recommended

Talk to Area Directors's about issues

Encourage staff management participation

Put yourself on AD's calendar to get information you are looking for

Brown bag lunches with support staff

More changes are coming to IHS, which means more work with less resources and decreasing staff

What is working with Areas to improve morale?

Weekly meetings with support staff

Having face to face meetings

Awards to "team" for task projects completed

Promote staff retreats for the support staff

TRAVEL

Abuse of travel days - time and attendance

Abuse of rental cars when not needed.

Who is responsible for rental cars? Travelers are renting cars when not needed.

We need a user friendly system that all employees could use to do their own travel orders and vouchers.

Turnaround time for vouchers

What new issues should we be focusing on?

- Are we working as senior level secretaries?**
- Are we briefing our supervisors before meetings?**
- Are we providing the staff work required to keep them abreast of activities?**
- Rather than handing them a telephone message are we providing all available background information on this call?**
- Do they actually need to take this call?**
- Is it appropriate to meet with this individual?**
- Are we keeping appropriate information confidential?**
- Where are we headed with Group Systems (FAA)**

NATIONAL CHARTER CONSIDERATION

The group discussed the need for a national charter and voted 1-10 for the charter. They also discussed a Headquarters and National Charter.

BENEFITS

- Credibility of the group.**
- Voice of TAG will be recognized by the IHLC bringing out a wider realm of credibility.**
- Hopefully the Area Directors would take the TAG group seriously in that we deal with difficult issues.**

The location for the next TAG meeting was discussed but it was not determined who what or when. Follow-up would be done.

Draft Agenda

Training Improves quality

- Correspondence - Proper format**
- Executive correspondence - guidelines**
- Manual for Indian Health Service**
- Customize manual to each area. Each area should develop their own correspondence manual that extracts from the Headquarters manual only that which applies and customized for area use.**
- Open sessions for Problem Solving**
- Follow-up on Burning Issues**
- Communication - E-mail**

LEADING THE WAY INTO THE NEW MILLENIUM

NATIONAL TECHNICAL ADVISORY GROUP PLANNING SESSION

**FAA TEAM TECHNOLOGY CENTER
WASHINGTON, D.C.**

TUESDAY, NOVEMBER 2, 1999

- 8:15 Coffee
- 8:30 Opening Prayer – Amos Goodfox, *et*
- 8:35 Welcome and Introductions – Luana Reyes
- 8:50 Introduction of Concept – Bernie Daillboust
- 9:10 Group Systems/demonstration – Bob Turner
- 1:45 ~~10:15~~ Coffee Break
- 10:30 Follow-up on line meetings – Bob Turner / *S*
- 12:00 Lunch Break – on your own
- 1:00 Hot Issues/problem solving/video conferencing
more
- 4:30 Adjourn
- tt*

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WEDNESDAY, NOVEMBER 3, 1999

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|--------------|---|
| 8:15 | Coffee |
| 8:30 | The Exceptional Assistant – Fred Pryor Seminars |
| 10:00 | Coffee Break |
| 11:45 | Lunch Break – Planet Hollywood (reservations have been made) |
| 1:15 | The Exception Assistant - Continuation |
| 3:00 | Coffee Break |
| 4:30 | Adjourn |

LEADING THE WAY INTO THE NEW MILLENIUM

NATIONAL TECHNICAL ADVISORY GROUP PLANNING SESSION

**A.M. SESSION: HUBERT H. HUMPHREY BUILDING
(HHH Building Room 640H)**

P.M. SESSION: FAA TEAM TECHNOLOGY CENTER

THURSDAY, NOVEMBER 4, 1999

- 8:30 Travel Update and Q & A's – Jacque Osborne
- 10:00 Opening Ceremony National American Indian &
Alaska Native Heritage Month
The Great Hall – Hubert H. Humphrey Building
(Traditional Dress Welcome)
- 12:00 Lunch
- Dr. Trujillo
- 2:00 Follow-up on Hot Issues/Select Next Meeting
Site/Date/Agenda Items
Facilitator Beverly Compton
- Coffee Break
- 4:30 Adjourn - Safe Journey ☺