

Members getting answers

Real representation starts at toll-free call center

Tens of thousands of members up and down the state are getting fast responses to a range of questions from the Local 1000 Member Resource Center (MRC). In its 18 months of operation, the toll-free call center has handled more than 130,000 calls, resolving 60 percent of member issues and inquiries on the first call.

“We committed to serving our members in a more meaningful and effective way,” said Yvonne Walker, Local 1000 president. “And we’re fulfilling our promise by providing quick and thorough responses to their questions.”

A single toll-free number **[866-471-SEIU (7348)]** connects members with skilled representatives well-versed in issues of importance to state workers and the business of Local 1000—our contract language, current events and representation. Any question—ranging from how to file a grievance, finding the address of the next union meeting, even member benefits—can be answered by calling the MRC.

“We committed to serving our members in a more meaningful and effective way ... by providing quick and thorough responses to their questions.”

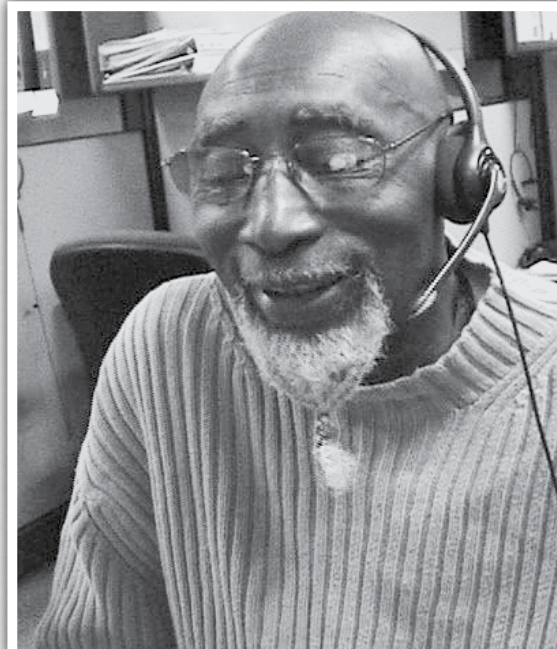
—Yvonne Walker
President, Local 1000

Members’ satisfaction high

Local 1000 conducts an ongoing survey to maintain its high level of customer service. Results show that nearly 80 percent of respondents’ calls were answered “promptly” or “very promptly”. More than 95 percent reported receiving “clear and accurate” information and, overall, 91 percent felt “satisfied” or “very satisfied” with their call center experience.

Service beyond the call

For some, the MRC is just the first step in providing professional representation. Members with workplace issues are referred by the call center to staff in the Union Resource Center (URC) for one-on-one service.



Member Resource Representative Larry Perkins - a former Local 1000 member - is one of five call center operators answering questions from 7 a.m. until 7 p.m. Monday-Friday.

URC staff—located in Sacramento and Local 1000 area offices—file and track grievances and unfair labor practices, and represent members at appeals, arbitrations and administrative hearings.

Elevating issues statewide

Careful tracking of recurrent issues at the URC helps Local 1000 identify larger targets. One example: a recent job classification win at Pelican Bay State Prison—where Library Technical Assistants (LTAs) were judged to be doing the work of Staff Services Analysts. The URC, in concert with Local 1000 legal and contracts departments, has elevated the issue to a statewide grievance for all LTAs working at the California Department of Corrections and Rehabilitation.

Member Resource Call Center

By the Numbers

131,271 calls handled

60% Issues resolved on the first call

8 seconds average hold time

Resource Center

Monday-Friday
7 a.m. to 7 p.m.
866.471.SEIU (7348)

Website

seiu1000.org

Connect with Local 1000

Facebook
facebook.com/seiu1000

YouTube
youtube.com/seiu1000

Twitter
twitter.com/seiu1000



FAQs

Your new union contract:

Q. How do we accrue days under the new Personal Leave Program (PLP)?

- A.** All employees will accumulate one personal leave day (eight hours) per month for 12 months (Nov. 2010—Oct. 2011). In exchange, employee pay will be reduced by 4.62 percent for the same 12-month period, reflected on your paychecks from Dec. 1, 2010 through Nov. 1, 2011.

Employees can bank this time as long as it is all used by June 30, 2013. The PLP leave must be used prior to the use of vacation, annual leave and any other leaves (except sick leave).

Q. Can Professional Development Days be banked for future use?

- A.** No. The two Professional Development Days (PDDs) must be utilized by the end of the fiscal year (June 30), or you lose them.

NOTE: PDD time can be used in one-hour increments—not 15-minute increments, as previously reported.

Q. Does leave time count towards overtime calculation?

- A.** Leave time shall not count for the purposes of calculating a workweek leading to the payment of overtime.

Please contact your steward or the Member Resource Center [866-471-SEIU (7348)] for specific guidelines to each bargaining unit. (See Article 19.2 of your contract.)

Q. Where can I obtain a copy of the new contract?

- A.** Go to seiu1000.org/ratification/tentative-agreement.php to see PDFs of the Master Agreement and language that applies to each of the nine bargaining units.

Local 1000 election ballots mailed April 20 Completed ballots due by May 20

Election ballots for Local 1000 offices, including president and other statewide positions, are being mailed to all members by April 20. The deadline for returning ballots is May 20. Please read the ballot instructions carefully to ensure that your vote is counted.

Ballot count is scheduled for May 21 at 9 a.m., 1321 Howe Ave, Suite 200, Sacramento. Observers are welcome.

Unofficial election results will be posted on seiu1000.org on May 23.

Know Your Rights

Article 6: Grievance and Arbitration

Your union contract contains hundreds of provisions designed to protect your rights. **Article 6—Grievance and Arbitration**—defines a grievance as a dispute involving the interpretation and enforcement of the terms of the contract and guarantees your right to fair and timely resolution.

Grievances should be discussed informally with the employee's immediate supervisor who must give a response within seven calendar days.

Step 1: If an informal grievance is not resolved satisfactorily, a formal grievance may be filed in writing no later than thirty calendar days after the event being grieved.

- Written grievances must include a description of the alleged violation, the specific act(s) causing the violation, and the specific remedy being sought.
- The department must respond in writing within thirty calendar days of receipt of the formal grievance

Step 2: If the grievant is not satisfied with the written response, a written appeal may be filed with the department within thirty calendar days after receipt of the written response. The department must respond in writing to the appeal, with a copy sent concurrently to Local 1000 headquarters.

Step 3: If the grievant is not satisfied with the decision rendered at Step 2, an appeal may be filed within 30 days to the Department of Personnel Administration (DPA). A response is due from DPA within 30 days.

Step 4: If the grievance is not resolved at Step 3, Local 1000 has the right to submit the grievance to arbitration within thirty days. An arbitrator will be mutually selected by DPA and Local 1000.

How to take Action

Contact your Local 1000 steward if you feel your rights have been violated. Your steward will work with you and management to determine the best course of action. Remember—grievances must be filed within thirty calendar days from occurrence in order to be considered.

For more information regarding Article 6—Grievance and Arbitration—review your contract by visiting seiu1000.org