

AFSCME A NEW VOICE

a monthly newsletter for the members of AFSCME Local 2822

Hennepin Health Workers Demand Respect and Equal Pay!

On Tuesday, November 12, Hennepin Health workers addressed the Hennepin County Board of Commissioners, demanding respect and equal pay. Read excerpts of their comments below and watch the video on our website and Facebook page!

Sharaunta: I have worked for Hennepin County for 14 years. My 6 co-workers and I are dedicated employees of Hennepin County and care deeply about the people we serve. Working in the call center can be difficult. We are taking over 4,000 calls a month, calls from members of our health plan, many of whom are homeless and dealing with mental health issues. This work is difficult yet extremely rewarding. Hennepin Health Management should value our work, but instead they have bullied and retaliated against us for demanding respect and fair wages.

In 2016 our new manager decided to split our work into two teams, one team working with members of our insurance plan and one team working with providers. Then she reclassified them into a new higher paying non-union job class as Administrative Assistants. Provider workers now make \$7 more an hour at top pay than me and my co-workers for performing the same job duties.

Recently, when we raised the issue of pay disparity and unequal treatment of member team. Hennepin Health management responded with immediate retaliation including suspension of 2 of my coworkers and demoting one ALL within a two-week period. Meanwhile there has been no discipline or even investigation within the provider team workers.

Member work is equally important and complex as the work of the provider team. We are demanding pay equity now, an end to retaliation for union activity and rescind recent disciplinary actions against member team workers.

We are asking HR director Michael Rossman to re-negotiate wages for our job class of 7 people. We are demanding respect from Hennepin Health Management. We deserve fair treatment. We demand Hennepin Health Management to uphold Hennepin County's core values, of dignity and respect for all. We ask you as our leaders to support us!

Nam: My job is to answer phone calls from our members and help them resolve any problems and assistance they may need as a Hennepin Health insurance recipient. These calls could be a myriad of things such as needing and setting up their transportation, checking their eligibility, explaining their benefits, issues with their claims, helping them with their medical/pharmacy prior authorizations, whatever questions/problems you can think of, we are the first person to hear them and hopefully the first ones to resolve them.

Our CEO at Hennepin Health, Anne Kanyusik Yoakum, stresses that customer service reps are an integral foundation to making Hennepin Health successful, but we have a hard time believing that when our Provider Services reps are getting paid \$7 more than some of our Member services rep that have been working for this company for years.

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December 2019

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

December Membership Meeting
Wednesday, December 4
 Minneapolis Central Library
 Doty Board Room
 6:30PM

January Membership Meeting
Wednesday, January 8
 Minneapolis Central Library
 Doty Board Room
 6:30PM

We want YOU at our meetings! We will accommodate you, pay for parking, transportation, lost time from work, and childcare.



January Membership Meeting Date Change!
 Because of New Year's Day, the January Membership meeting has been changed to the **second Wednesday of the month, Wednesday, January 8**. The meeting will still be held at Minneapolis Central Library in the Doty Board Room.

Service Center Wage Adjustment Proposal

On November 5, the County presented Service Center Stewards, 2822 President Ali Fuhrman, and AFSCME Field Representative Kate Black with a modified salary schedule for Service Center workers based on Article 38, Section 5, page 32 of our Collective Bargaining Agreement with Hennepin County. According to the Employer, the new salary schedule would be more in step with the current job market.

Service Center Representative:

Comparison hourly rates for the six major metropolitan counties in the State of Minnesota (Anoka, Carver, Dakota, Scott and Washington) show that Hennepin County Service Center Reps earn the second to the lowest hourly wages. The Employer is proposing an increase of 4.4% at bottom pay and 11% at top pay (minimum and maximum range) for Service Center Representatives. This increase will not immediately affect current individual pay but would be taken into consideration at time of employee's next performance review. It does however increase the upper limit of the range. Proposed increases are not a raise. New hires would benefit from the higher starting salary.

Senior Service Center Representative:

Comparison hourly rates for the six major metropolitan counties in the State of Minnesota (Anoka, Carver, Dakota, Scott and Washington) show that Hennepin County Senior Service Center Reps earn the third to the lowest

Job Title	Current Minimum	Proposed Minimum	Current Maximum	Proposed Maximum
Service Center Rep	16.56	17.09	23.45	25.63
Service Center Rep, Sr	17.20	18.84	26.44	28.26

hourly wages. The Employer is proposing an increase of 9.5% at bottom pay and 6.9% at top pay (minimum and maximum range) for Senior Service Center Representatives. This increase will not immediately affect current individual pay but would be taken into consideration at time of employee's next performance review but expands the upper limit of the range. Proposed increases are not a raise.

The Employer's proposed increase (based on calculations performed by the compensation department in HR) would still leave us towards the bottom of the market. They also stated that these changes would not be retroactive.

We think this is unacceptable! These increases will not keep people from leaving the service center for other jobs elsewhere. It does not account for the additional tasks and complexity of work we are doing. We deserve more! We can't wait for increases, we need them now! We will be visiting all the Service Centers to get your input and clarify information. Any proposal would need to be voted on by 2822 members. For questions, contact Service Center Stewards LaKeashia Moore or Gertrud Wiesner:

lakeashia.robinson@afscmelocal2822.org
gertrud.wiesner@afscmelocal2822.org

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Our membership has almost doubled since the beginning of 2017 and the last call data collected from January 2019 through August of 2019 the Member Services team has taken 33,683 calls while Provider Services have taken 14,513. That means Member Services takes 70% of all the customer service calls even with less staffing.

We have faced retaliation for 3 of our coworkers all within a short time frame since when we began working with our union.

One of our coworkers has worked in provider services for 3 years but was never reclassified or paid correctly for that work. Not only was his job class not changed with the rest of Provider Services reps, he also did not get the pay raise that the rest of Provider Services received. When our union started advocating for pay equity and between Member and Provider Services, this worker was forced by management to switch back to Member Services, essentially a demotion.

If our jobs are so different that there is a \$7 pay difference, how is management able to use Provider Services reps and Member Services reps so interchangeably?

I'm going to be honest with you, the morale has been very low within the Member Services team, and can you blame us? We are basically being told you are worth less than your peers who work in Provider Services. We are not asking for special treatment; we are simply asking to be paid equally.

We love the job that we do serving the people within our community that need it the most. We know that our work is important, so we implore you to treat the ones serving them to be paid fairly as well.



AFSCME Announcements

Service Center Wage Adjustment Proposal

The County has come to the Union with a proposed market-rate wage adjustment for Service Center Representatives and Senior Service Center Representatives. Read more about the proposal to the left. Questions? Contact Service Center Stewards LaKeashia Moore at lakeashia.robinson@afscmelocal2822.org or Gertrud Wiesner at gertrud.wiesner@afscmelocal2822.org

New Co-Chief Steward

The 2822 Executive Board appointed Regina Jones to fill our Co-Chief Steward vacancy. Regina has been a fierce fighter for workers at Northpoint as an activist and steward. Thank you for being willing to take on this challenging but vital role!

MN AFSCME Council 5 T-Shirt Logo Design Contest!

Council 5 is having a contest for the logo of C5's next t-shirt. Deadline: Tuesday, December 17. Send submissions to: Liza Allen, liza.allen@afscmemn.org

Violent Intruder Trainings Coming Soon

After pressure from the union, Hennepin County will be offering Violent Intruder Training, beginning at select libraries and Human Services locations. Look for trainings on your departmental Share-Point, APEX, and "In the Loop" for a training in your area.

2822 Budget

The 2822 Budget Committee has been working hard on the 2020 budget for our local. They are planning on bringing proposals to the December and January membership meetings to review and vote.

AFSCME Family Scholarship

Applications for the AFSCME Family Scholarship are now being accepted! The scholarship is open to graduating seniors with a parent, legal guardian, or financially responsible grandparent who is an AFSCME member. The deadline is **December 31, 2019**.

<https://www.afscme.org/members/scholarships/afscme-family-scholarship>

Warm Clothing Drive!

Bring quality reliable winter clothing items to the **December 4 membership meeting!** These donations are being collected for St. Stephen's Human services in Minneapolis. (also new members of our AFSCME family!) They are looking for: Underwear and thermals (all sizes & genders), gloves, adult winter coats, wool socks, tarps, and sleeping bags. Read more here:

<https://ststephensmpls.org/donate> Want to help? Contact Brett: brett.schlosser@afscmelocal2822.org

Upcoming Events

(a more complete list is on our website, www.afscme2822.org)

Labor Lunch

Thursday, December 5, 11AM-1PM
Family Justice Center, Conf. Room 172
110 S 4th Street, Minneapolis

Come for the lunch, stay for the solidarity!

HC AFSCME

Education, Engagement, Outreach Committee

Monday, December 9, 5:30-7PM
Health Services Building, Room 110,
525 Portland Ave. S, Minneapolis

Each month, folks from the different HC AFSCME Locals meet and plan ways to inform and connect with our members. Interested? Contact Ali: ali.fuhrman@afscmelocal2822.org

November Meeting Highlights

- ★ Sharaunta Beach was voted to be a new steward! Thank you!
- ★ The membership made a donation to provide food and picket support to United Steelworkers on strike against Carley Foundry in Blaine
- ★ The membership made a donation to Amalgamated Transit Union Local 1005's Black Caucus



Still need to become a member?

Never got around to filling out that membership card? There are several ways to become a member of Local 2822:

- ★ Sign up online at <https://members.afscmemn.org/>
(click on "Sign Up Now")
- ★ Call the AFSCME Council 5 Member Action Network: **651-450-4990**
- ★ Contact our Membership Secretary, Rita Watson by email or send in the card below:
rita.watson@hennepin.us

To sign up as a full union member or to get answers to questions about AFSCME and membership benefits, please fill out this coupon and send to:

Rita Watson
County Attorney's Office
Mail Code 510

Name _____
Job Title _____
Work Location _____
Mailcode _____
Phone _____

I want to sign up as a full member.



AFSCME Dental Plan Contacts

Health Partners:
952-883-5000 healthpartners.com
Group Number: 35991

AFSCME:
651-450-4990
Email: dental@afscmemn.org
<https://members.afscmemn.org/>



A New Voice deadline is December 11, 11:59PM.

Articles should be 400-500 words in length, letters less than 300 words. Send your written contributions to:

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AFSCME Council 5 www.afscmemn.org	651-450-4990 council5@afscmemn.org	Union Dental: dental@afscmemn.org
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Good & Welfare Local 2822 T-Shirts	NaTasha Baker Nelson natasha.bakernelson@hennepin.us	952-288-6134 (cell)
Web Administrator	Melissa Diaz mdiaz@hclib.org	

AFSCME 2822 Steward Assistance

Phone: 612-470-2822 Email: AFSCME2822steward@gmail.com

Weingarten Rights: If you are called to a meeting with a manager, you have the right to have a union representative, officer, or steward present if you feel the discussion could in any way lead to being disciplined or terminated, or affect your personal working conditions. Until a representative arrives, you have the right to not participate in the meeting. Stewards are assigned by the chief stewards.

Shane Clune Chief Steward	sclune@hclib.org shane.clune @afscmelocal2822.org	612-543-8426 (work) 320-224-9344 (cell)
Regina Jones Chief Steward	regina.jones@hennepin.us regina.jones@afscmelocal2822.org	

Sharaunta Beach Hennepin Health	Antoine Moore GC Service Center	Anthony Ware HSPHD
Shari Casso IT/Imaging-GC/NW Hub	Susannah Olson DOCCR	Gertrud Wiesner Midtown Service Center
Ali Fuhrman Mpls Central Library	LaKeashia Robinson Midtown Service Center	Jacky Wilson Public Safety Facility
Dari Kolstad HSPHD/HSB	Brett Schlosser North Regional Library	Daniel Winker IT/Imaging- HCGC
Jayne Mikulay East Lake Library	Robbin Sudduth HSPHD/HSB	

*Steward-in-training