

Contract enforcement our priority at Union Resource Center

Local 1000 works to protect member rights through a comprehensive, ongoing legal effort encompassing nearly 1,000 actions, including civil suits, arbitrations and grievances. The cases range from statewide matters to issues affecting individual members.

“Enforcing the contract—making sure that our members enjoy the hard-earned rights we’ve bargained for—is our primary focus,” said Local 1000 President Yvonne R. Walker. “We’ve committed significant resources to make sure the state keeps its promises.”

Virtually every day, members are represented in meetings with management, at the California Department of Human Resources (the former Department of Personnel Administration), the State Personnel Board, the Public Employment Relations Board and in many jurisdictions of the California courts.

Most representation cases are handled by your union steward or by the Union Resource Center (URC), where trained representatives based all over the state go to bat for our members.

So far this year, the URC has filed more than 900 grievances, unfair labor practices, appeals and griev-

ances. The URC is also handling 400 unemployment insurance appeal cases.

“The bottom line is that we are here to help members. Even if we find that the contract has not been violated, there are still ways that we can help people find a resolution to the problem,” said David Nelson, a steward at the Employment Development Department (EDD) who has worked full time at the URC for the past eight months. “Contract enforcement, education and representation are all wrapped together. We do it all for our members.”

How representation works

Member issues—questions about how your boss or your department is interpreting a particular provision of the contract—can be raised in one of two ways: by contacting your union steward or the Member Resource Center (866-471-SEIU).



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—Yvonne R. Walker
Local 1000 President

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—David Nelson
EDD steward, Unit 4, working at the Union Resource Center.



Your contract, in Article 6, defines a multi-step process used to resolve contract disputes. Read it online at: seiu1000.me/22k8AJK

Contract Enforcement Resources

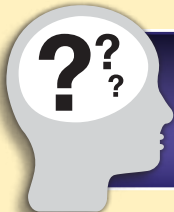
Member Resource Center provides answers, education & assistance

It might be a simple question about the location of a meeting or it could be a workplace nightmare; either way the professionals at Local 1000’s Member Resource Center (MRC) stand ready to help.

“We are the front line of the union, the first point of contact for many members,” said MRC Director Beverley Rose. “Most of what we do is contract education. We explain to our members exactly how the contract ap-

plies to a specific situation or problem. People ask us questions, and we walk them through the contract.”

So far this year, the MRC has handled 70,000 phone calls (and almost 270,000 calls since it opened in 2009). The majority of callers ask questions about our contract or civil service rules that are resolved in the first call.



Questions? Call the Member Resource Center

866.471.SEIU (7348) Mon.—Fri. • 7 a.m. to 7 p.m.

Resource Center

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

Website

seiu1000.org

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“At the resource center, I hear first hand about the problems members have at work, and I’m reminded every day how important it is to have a union.”

—Darlene Estey
Bargaining Unit 1
Franchise Tax Board.



Profile: Darlene Estey

Turning frustration into positive action

Darlene Estey first got active in Local 1000 because she was mad—at her union.

“I used to be a fee payer, and I was angry about a dues increase so I became a member and got active,” said Estey, a Bargaining Unit 1 senior compliance representative with the Franchise Tax Board. “Once I saw how the union worked to help people, I just got more and more involved.”

That was in 2007. Since then she has become a steward, served as District Labor Council 786 president and is currently taking a six-month union leave to represent members in the Member Resource Center (MRC).

“Working on the front lines of the representation process has really opened up my eyes,” Estey said. “At the resource center, I hear first hand about the problems members have at work, and I’m reminded every day how important it is to have a union.”

Helping the disabled

Even though she has been involved in Local 1000 for about five years, she has been an activist all of her life.

“I’ve never been the kind of person who sits on the sidelines and just complains,” said Estey, a 25-year

state employee. “If I want something to improve, I would rather roll up my sleeves and get to work.”

While growing up in the Amador County town of Plymouth, she volunteered at a program for the mentally disabled near her elementary school.

“It instilled in me a sense of wanting to look out for the underdog, to help people who genuinely need help,” Estey said. “Everybody should have a chance to succeed.”

Political action

Her values led her to serve on the Plymouth City Council and then as the city’s mayor. Her political activism continued this fall when Estey phoned voters several nights a week to help us pass Proposition 30 and defeat Proposition 32.

“After working in a call center all day, you’d think I get tired of talking on the phone, but it energized me to help voters understand the issues,” Estey said. “Politics can be frustrating, but it’s rewarding to have a chance to solve problems and make a difference for people.”