

## Member Resource Center adds call center and more staff

A new, statewide member resource center providing greater responsiveness to workplace issues was approved last weekend by the Local 1000 Council. Members can call a single toll-free number to solve representational issues, get answers to other union-related questions and access to union benefits. The anticipated start-up date for the new center is May of this year.

In addition to the call center investment, the Council voted to double the grievance representation staffing in 2008.

"A call center and increased staff is the next phase in our commitment to better and faster professional assistance to members," said Beto Hernandez, DLC 703 president. "This addition allows Local 1000 to focus more on representation while decreasing response time for any question the members may have." Previously, calls were handled in numerous locations, including Local 1000 headquarters in Sacramento and representation center offices across the state.

Since its inception in April 2007, Local 1000's representation centers have processed more than 5,000 calls from members. More than 1,400 of those calls have turned into active cases and more than 400 cases have been resolved.

"We're investing in an already established program that will pay dividends and meet the needs of members from day one," said Marc Bautista, Local 1000 vice-president for organizing and representation. "Members will feel an immediate difference once the call center is fully operational."

## Local 1000 Council approves '08 strategic plan and budget

The Local 1000 Council voted overwhelmingly last weekend to adopt a comprehensive 2008 strategic plan and union budget.

"We've adopted a plan that allows us to organize and protect our members during a year when the state has a huge budget deficit," said Yvonne Walker, vice president for bargaining. "This will be the toughest contract battle in Local 1000 history, but we have the resources to succeed."

The Council evaluated Local 1000's progress in a variety of new programs in 2007, including organizing campaigns in key departments, the launch of the Member Resource Center (MRC), and expanded legal efforts to provide aggressive representation for members.

The 63-member Council built on those successes by adopting a \$58.5 million budget that will continue to build Local 1000 by doubling representation staff at the MRC, continuing departmental organizing, and increasing efforts to fight wasteful outsourcing.

"In this contract year, the battle is bigger and stakes are higher," Walker said. "We have to be absolutely fearless and totally committed to winning."

## 2008 Strategic Goals

- Position Local 1000 as a leader of structural reform of the budget, and as a provider and defender of key services for California ... all while promoting a positive image of state employees.
- Build a stronger union by engaging, training, and evaluating members and staff.
- Win a contract that protects the status quo while achieving important gains.
- Promote legislation, elect and hold politicians accountable to a platform that protects retirement security and social and economic justice

# Council Fully Funds 21st Century Union Programs

Local 1000's 2008 budget fully funds the union's 21st Century programs. The 63-elected members of the Local 1000 Council approved the following major expenditures with only one "No" vote.

## **Improve Member Representation**

This expanded program provides rapid and professional assistance to members when there are problems at the worksite or violations of the contract. In 2008, we'll spend \$3.2 million to double Member Resource Center staff and to add a union call center.

## **Expand Steward Training**

More effective stewards with more training and better support is another key element in ensuring members get the representation they deserve. We're doubling allocations for job steward training and leadership development from \$75,000 in 2007 to \$150,000 in 2008 and we're adding three education and training positions.

## **Create a Contract Fund**

In order to mount the largest contract campaign in Local 1000's history, we're setting aside money to organize workers in all nine Bargaining Units. In 2007, we allocated \$1.5 million, and we're adding \$2 million to this fund in 2008.

## **Increase Strike and Defense Fund**

In preparation for our 2008 contract campaign, and in anticipation of the need to fund campaigns to protect our members' benefits, we put aside \$1 million in 2007 and another \$1 million in 2008.

## **Expand Research Capacity**

Research was a critical element of our negotiating success in 2006 and is essential to our ongoing fight to stop the outsourcing of our jobs, and our ability to influence the state budget process. In support of our research programs, we're adding more research analysts to our staff.

## **Organize State Workers**

By launching strategic campaigns in our largest departments, we've taken another historic step in building our strength. The goal of each campaign is to organize members around major issues and bring pressure on management in these departments. We've budgeted \$1 million for these campaigns in 2008.

## **Build a Political Action Fund**

This fund will be used to increase our capacity to organize around political issues and to help elect candidates that support state services and our union's mission. We allocated \$1.5 million in 2007, and an additional \$1.5 million in 2008.

## **Adequately Fund Worksite and Union Governance Meetings**

Democracy is a cornerstone of our union, and it is only assured when members and their elected union leaders can regularly convene to make key decisions about the current and future direction of the union. We've budgeted nearly \$1 million per year for worksite meetings, and for SBAC, Council and General Council meetings.

## **Create a Contingency Fund**

For the first time, we've set aside funds to provide for emergencies that might arise. Typically, accountants advise that this type of reserve equal two months spending. We've budgeted an initial deposit of \$1 million in 2008.

FOR MORE INFORMATION, CALL LOCAL 1000 TOLL FREE: **(866) 471-SEIU (7348)** or visit our website: **www.seiu1000.org**

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