

# Meeting Minutes

**Meeting:** SEIU & Contra Costa County Eligibility Workers Emergency Meeting **Date:** October 8, 2025 **Time:** Approx. 6:30 PM - 8:00 PM PDT **Location:** Zoom Virtual Meeting

**Attendees:**

- **SEIU Representatives:** Nathan Hansford (Area Supervisor), Angel (Field Representative)
- **Chapter Leadership:** Ashley (Chapter President)
- **Members in Attendance (Partial List):** Kathy, Lakisha, Ailey, Danny, Anjana Singh, Kim, Heather, Meredith, Courtney, and other union members.

## Agenda & Discussion Summary

### 1. Call to Order & Introduction

- The meeting began with technical difficulties, which were quickly resolved.
- Nathan Hansford, SEIU Area Supervisor, started the meeting, noting the hard stop at 8:00 PM.
- Nathan introduced himself and Angel as the union representatives for the chapter.

### 2. Background on SSPA/EW Bargaining

- Nathan provided a history of the bargaining process regarding the Social Services Program Assistant (SSPA) reclassification.
- **What the Union Bargained:**
  - The union successfully bargained for the money on the table to include previous raises, ensuring a meaningful pay increase.
  - The union bargained for the title change from SSPA to Eligibility Worker (EW). This was done to allow for accurate "class and comp" studies by comparing the jobs to similar roles in other counties, as the SSPA title is unique.
- **What the Union Did NOT Bargain:**
  - The union did **not** bargain or agree to the placement of specific employees into the EW 1, 2, or 3 series. This was supposed to be part of an ongoing bargaining process.
  - The union did not agree to any changes in job descriptions, workload, or other working conditions.
- Nathan explained that management made the decision to place employees into the new classifications unilaterally, without completing the bargaining process with the union. He noted this occurred while he was on leave for a family emergency, though management was aware he was still working and available.

### 3. Employer's Unilateral Actions & Legal Violations

- The placement of workers was described as an "arbitrary decision" by management.
- This issue of management making significant decisions without union involvement is reportedly happening county-wide and affecting other unions.
- The union has made repeated requests to meet and confer over the implementation, which have been promised but not scheduled.
- This failure to bargain over wages, hours, and working conditions is a violation of the law, constituting an Unfair Labor Practice (ULP). A ULP charge gives the union the ability to take direct action, including a potential strike.

### 4. Member Concerns & Grievances

Members expressed significant frustration and anger over

several key issues:

- **Improper Classification and Demotions:**
  - Many ongoing workers who handle three or more programs (CalWORKs, CalFresh, Medi-Cal, etc.) were reclassified as EW2s, a role the county defines as handling only two programs.
  - Employees who were previously EW3s were moved to EW2, which members feel is a demotion without due process, regardless of whether pay was immediately lost.
  - Workers who previously had to test and interview for higher-level SSPA positions were also demoted to EW2.
- **Workload and Unfair Job Duties:**
  - Ongoing workers classified as EW2s are being required to review the intake work of EW3s.
  - The workload for MCSC includes fielding calls for Covered California, which members feel is an additional, uncompensated program duty.
  - Management has imposed new, multi-page grading metrics for phone calls without bargaining with the union.
- **Probation Period Inconsistencies:**
  - Newer employees reported receiving inconsistent and misleading information about their probation period. Angel confirmed a class action grievance on this specific issue was filed two weeks ago and has been escalated to the second level.
- **Lack of Union Transparency and Action:**
  - Members voiced frustration that these issues were raised in meetings as early as July, but the changes were still approved by the Board of Supervisors in September.
  - Members stated that requests for meeting notes and follow-up communications have been ignored in the past.

**5. Proposed Plan of Action** A multi-pronged plan was agreed upon to address the county's actions:

- **Formal Filings (Union-led):**
  - An Unfair Labor Practice (ULP) charge will be filed immediately with the union's law firm. The ULP will cover bad faith bargaining, unilateral change, and discipline without due process.
  - A class action grievance will also be filed.
  - The union will request that any remedy be made retroactive.
- **Member-led Direct Actions:**
  - **Work to Rule:** Members will consider performing only the work that corresponds to their official job classification (e.g., an EW2 would only handle two programs).
  - **Board of Supervisors:** Organize a mass attendance at an upcoming Board of Supervisors meeting to raise the issue directly. Members can attend in person or flood the meeting's Zoom call.
  - **All-Staff Meetings:** Members will coordinate to present a unified message of dissatisfaction at upcoming all-staff meetings with management.

## **6. Future Meetings & Communication**

- It was unanimously agreed to hold these meetings **weekly on Wednesdays from 6:30 PM to 8:00 PM** until the issues are resolved.
- The union committed to improving communication by distributing meeting invites to the entire chapter list and sending out copies of meeting notes, the grievance, and the ULP filing.

## Action Items

Action Item	Responsible Party	Deadline
1. File class action grievance regarding reclassification and demotions.	<b>Nathan &amp; Angel (SEIU)</b>	ASAP (by Friday, Oct. 10)
2. Contact attorney Katie McDonough to initiate the Unfair Labor Practice (ULP) charge.	<b>Nathan (SEIU)</b>	Thursday, Oct. 9
3. Distribute copies of the filed grievance and ULP charge to the entire chapter membership.	<b>Nathan &amp; Angel (SEIU)</b>	Upon filing
4. Send members all relevant documentation (demotion letters, new call grading metrics, etc.) to build the case.	<b>All Affected Members</b>	Ongoing
5. Set up and distribute the link for recurring weekly Wednesday meetings (6:30-8:00 PM).	<b>Nathan &amp; Angel (SEIU)</b>	ASAP
6. Work with the communications department to ensure meeting invites are sent to the entire chapter list.	<b>Nathan &amp; Angel (SEIU)</b>	Before next meeting
7. Create and distribute a survey to gather specific details on who was affected by the reclassification for the grievance/ULP.	<b>Angel (SEIU)</b>	Forthcoming
8. Create and distribute a survey to determine the best Board of Supervisors meeting date for members to attend (before Thanksgiving).	<b>Angel (SEIU)</b>	Forthcoming
9. Draft an email "blurb" for members to use when responding to management about changes to working conditions.	<b>Nathan, Angel, &amp; Ashley</b>	Forthcoming
10. Organize a "Work to Rule" action and coordinate unified messaging for upcoming all-staff meetings.	<b>Members</b>	Ongoing