

WFS & SEIU Monthly Meeting- Minutes

Date: October 15, 2025 (assumed) **Time:** 11:00 am

Attendees:

- Angela Bullock-Hayes (Management)
- Ann Barrett (Management)
- Kathy (SEIU)
- Lawnna (SEIU)
- Courtney (SEIU)
- Angel Picon SEIU Representative

Absent:

- Rebecca Darnell

Agenda & Key Discussion Points

1. Opening & Missing Report

- The meeting began with a note that the Call Center Report was not available for this month's review but will be provided in the next meeting.

2. Review of Reports

- **Exemplar Executive Dashboard (September):**
 - Caseload and application data for September were reviewed. Counts have remained steady with minor fluctuations.
 - Compliance and renewal processing are performing well.
 - A concern was raised by the union that CalWORKs application compliance might decline in the coming months due to an inundation of applications for a limited number of intake workers.
- **Intake Counts for Distribution:**
 - This standard report was shared. No major questions or concerns were raised.

3. MCSC All-Staff Listening Sessions

- Management introduced the listening sessions as a way for managers to connect directly with staff, share information, and get feedback.
- **Union Feedback & Concerns:**
 - A significant portion of staff (estimated 75%) did not attend the sessions due to a lack of trust in the current Division Manager (DM).
 - Staff fear retaliation for speaking openly and honestly.
 - Overall morale in the building is extremely low, leading to decreased participation in office activities like holiday decorating and raffles.
 - Employees feel micromanaged and that only negative performance is highlighted, while positive achievements (e.g., successful state reviews, positive client surveys) are overlooked.
 - There's a perception that the MCSC is held to a different, higher standard than other divisions.
 - Staff members feel more like "robots pushing paper" than community workers, leading to high stress and an increase in employees taking leave.

4. Open Discussion on Working Conditions & Management

- The union emphasized the County's obligation to meet and confer before implementing changes to working conditions. They advocated for proactive communication to avoid grievances.
- **Personal examples were shared:**
 - An employee stayed late to assist a homeless veteran, completing a complex RC and ordering a new EBT card. Instead of being thanked, they were questioned by

their supervisor about the overtime and why they performed tasks that could have been left for the assigned worker.

- This led to a broader discussion about employees feeling penalized for going above and beyond to provide excellent client service.
- Management acknowledged the feedback, stated that the management team is relatively new and trying to build a strong team, and expressed a desire to improve the work environment.

5. Upcoming Items & Adjournment

- The discussion on the number of cases being assigned versus the hours available to process them will be carried over to the next meeting.
- The union requested to see the SNOW ticket report at the next meeting.
- Issues with Cal-Saws, particularly for the GA program, were noted.
- The next meeting is scheduled for November 9th.