

Little Hoover Talking Points

Introduction

Topic: SEIU Local 1000 believes that in order to provide excellent services and experiences to Californians we need to:

1. Include state workers in crafting solutions to our problems
2. Have appropriate resources
 - a. Staffing
 - b. Training
3. Improved work culture
 - a. Joint Labor Management Committees

Crafting Solutions

We have seen to many times negative stories in the newspaper and on TV and numerous Legislative Analyst's Office (LAO) or California State Auditor reports addressing problems with Information Technology, Backlogs in services, or other serious issues. We believe that these instances would happen a lot less if the workers providing a particular services were including in crafting a plan or a solution to a problem.

DMV example:

AB60 – licenses undocumented immigrants

EDD Example:

Phone system

Appropriate resources

Covered California example

Year 1 v year 2

EDD Example

Staffing and IT

Work culture

Joint Labor Management Committees

Closing

State employees want to provide excellent services to Californians. They want to help the people who come to them – many who are struggling to make ends meet. There is nothing more frustrating for our members than to face the frustration and anger of Californians who have been trying to get through the phone system for assistance for days or have problems with online interface and to hear the impact of these situations on their lives. Because our members know firsthand the needs of the consumer and work with IT systems or programmatic systems, it simply makes sense to include them in the problem solving, appropriately resource them to do the jobs they were hired to do, and work to keep a good work culture that values their contributions. These things will only help improve the experiences that Californians experience as they consume public services.

I would like to turn it over to Theresa Taylor, SEIU Local 1000 District Labor Council President 786, to talk a little more about Joint Labor Management Committees and how they can be used to solve problems and improve the work culture.