

We need reliable, on-time payroll

We continue to call on Kaiser to immediately resolve any remaining payroll errors

The year 2021 was supposed to be a better year—but for many of us, we started out our year with two paychecks that just didn't add up: \$1.04 for some but \$21,000 for others!

For two pay periods, our hours, PTO, cert pay, and pay slips have been either wrong or missing. We were assured the problems would be fixed, but now, over two weeks later, many of us still haven't been paid correctly. Some of us have gone almost a month now without a correct paycheck. The impact this has on our livelihoods, our families, our futures, and even our credit is too great to ignore. The truth is the new system KP nationally implemented has bugs that were not worked out ahead of the roll-out. While we recognize and appreciate that there are many local individuals in roles in timekeeping and HR who are dedicated to resolving individual issues that come up, it is unacceptable that the larger organization implemented a massive system rollout that severely negatively impacted hundreds and, nationally, thousands of coworkers.

Many of us wrote letters to Susan Mullaney this past week. We wanted her to hear from us directly just how frustrating and belittling it is to spend our time at KP—currently often volunteering for extra shifts to distribute the Covid-19 vaccine and giving up our weekends and evenings with family—only to be paid incorrectly. Paying workers correctly is an essential part of being an employer.

We have been taking action as a union to raise up payroll concerns:

- Upon learning of specific difficulties union members have faced with the payroll system, we have raised every individual example to local HR.
- We have filed an all-affected grievance against KP. This ensures that if there are errors in payroll that Kaiser does not fix, we can hold them accountable up through the arbitration process if necessary.
- We are coordinating with the Coalition of Kaiser Permanente Unions nationally to raise up concerns to national Kaiser administrators.
- Together with our colleagues in UFCW 21 and OPEIU Local 8, we have gathered together the broader concerns about HRConnect like the time it takes to clock in and lack of an adequate number of computer stations in some work areas, and we plan to address and problem-solve these issues with management.

This continued payroll failure is unacceptable and we will hold management accountable.



"The rollout of HR Connect has been a disaster. Many of us have not been paid correctly for two pay periods in a row. We have a coworker that was on hold with the HR service center for nearly five hours and when she finally got through she still couldn't get help. As frontline staff, this is not something we should have to worry about while taking care of patients. We work really hard to provide the best care for our patients. We expect our employer to pay us correctly for our work. Management needs to fix this immediately."

Yian Saechao, MA, Factoria

Next steps:

Did you file a claim through KP and receive a response saying it was resolved/case was closed? Do you have other concerns about your pay?

Please reach out to your delegate or organizer. We are actively reporting to local KP HR individual cases that have not been adequately resolved. If there are remaining cases that are not resolved, we will continue to raise them through the grievance process.

If you have been impacted by any costs due to late fees, overdrafts, or similar charges, KP has committed to covering those costs. Please use the Financial Hardship Form on the HR Connect homepage to submit for reimbursement.