

HR (dis)XConnect

Our pay issues have gone on for too long! We stickered up this week at Capitol Hill and at many of our Spokane clinics to remind management that our pay is the bottom line – when even just one of us is not getting paid, there is injury to all. This new HRConnect system has wreaked havoc on livelihoods for many of us – we cannot wait any longer for management to fix issues as they come up. Management needs to proactively work to rectify all problems we have identified over the past months.

Earlier this year we filed an all-affected grievance after many of us experienced unacceptable pay issues. We also identified additional problems with the system – like errors in accruals for PTO and EIB; wrong allocations to retirement contributions; and missing certification and premium pays. Some folks' FTEs aren't even in the system correctly. This is not OK.

We stood together to demand accountability

In our grievance meetings with management, we told them that our pay slips were confusing. The training they provided is not sufficient. Many of us are still asking the same basic questions about this pay slip: we need to know how to see our biweekly accruals.

We told management that we need to be able to call HR on paid time – and they agreed. We should not have to waste our time at home, with family, sitting on hold! Work with your manager to make these calls on the clock. We also asked for a timeline in which we can expect all these issues to be fixed – KP has not agreed to a timeline so far. We think this is unhelpful and only makes matters worse – we have no idea when a full fix will occur. Why cannot KP make a commitment to their dedicated staff?

We know Certification & Premium pay, PTO, EIB, and retirement contributions are not totally correct yet. We told management about this and requested a system-wide audit from an outside auditor – and so far they said no. KP instructs anyone impacted to schedule a consult meeting with HR to review your pay and accruals. While this 1:1 review may be helpful in identifying individual issues, we still believe they need to do a system-wide audit, through a third party, and will continue to demand this. Without a system-wide audit, KP is putting the burden of their error on us, the staff. This is wrong! We will be advancing our grievance if we cannot fully resolve these issues.



"I'm wearing this sticker to tell KP that they have failed their employees! We show up "on time" for work; they should pay us "on time"!" – **Andrea Oviedo, RN, Capitol Hill Recovery**



"I'm stickering up today to remind KP that our pay issues are still occurring. It's been almost half a year of issues, KP needs to fix HR Connect – it has messed up our payments, PTO, EIB, and retirement contributions. Fix the payroll system issues so that we can all thrive!" – **Jessica Wolfe, RN, Capitol Hill PACU**

Next steps to take

Did you experience any late or bank fees due to missed payments? We believe management should pay you back for any such fees due to their system errors. KP has provided repayment for coworkers who requested this through their process. If you are still experiencing late fees due to missing/partial payments or didn't get paid back yet, please reach out to your delegate or organizer.

Were you overpaid? Some of us were. KP has decided to not collect the first \$500 of overpayment, but anything over that, they intend to collect within 13 pay periods. Does the overpayment repayment amount you were quoted sound incorrect? Reach out to schedule a consultation meeting with HR to review. Some of us have found KP's math is wrong once other missed/unpaid hours are accounted for. It is our position in our grievance that no one should be forced to pay back an "overpayment" until we have all the information and mutually agree that the repayment calculation is correct.

Community Resource Specialists are building power at the bargaining table

We voted to join the union and are bargaining into our new contract

Community Resource Specialists play an important role in our clinics. They connect our patients to the health and wellness resources outside of Kaiser that they need. Kaiser created this role as a non-union role a couple of years ago, and while we believe the role always should have been union, it is a collective win that the Community Resource Specialists were able to use the organizing agreement in the National Agreement to choose overwhelmingly to join in SEIU Healthcare 1199NW. Now, we have started our bargaining!

As we move forward with joining the SEIU Service collective bargaining agreement, we need to define the scope of our bargaining, and the specific areas where we need to call out language separate from what's already in the contract to be clear on how we are incorporated. For example, we will need to develop a wage scale specific to Community Resource Specialists and then decide how we are placed on that scale, and we will need to define what our seniority dates will be and when we start accruing union benefits like EIB. The first step in our bargaining is working with management to decide which areas will be in the scope of our bargaining, and we are pretty closely aligned on the list of areas that are in scope.

We have also raised concerns that as our role has evolved, our job description has not, and much of our work is not captured in the current job description. We proposed, and management agreed, that we would work together to update our job description, so it is accurately capturing the work we do. We presented a draft of a new job description to management that we feel captures all the complexity and skill involved in our roles.

As we continue to move forward in bargaining, we will keep our interests at the forefront of our proposals — transparency, equity, fairness, wages that recruit and retain qualified staff and having a voice in our work.



“Our CRS bargaining team has offered an updated job description to management that illustrates and recognizes all of the work we are doing today. We are excited to see where next session takes us and what they agree to recognize formally and change. We are looking forward to having conversations about wages and getting appropriately compensated for our hard work, and starting new benefits like EIB, daily overtime pay, retiree medical and paid education time that exist under the SEIU contract. Discussions of vacation and seniority are also things we’re looking forward to getting clarity on. We will advocate for equity and bring our voices to the table on behalf of all of us.” -Ruth Winkler, CRS, Silverdale

New information available about how we can advance our careers at Kaiser

One of the shared interests in our national union contract is promoting workforce development – meaning access to continuing education and removing barriers for advancement in jobs at Kaiser. Our Workforce Development Committee at Kaiser, including representatives from our union, OPEIU Local 8, UFCW 21, various areas of management, and our training funds, meets to strategize about how to support all of our coworkers’ moving forward in our jobs at Kaiser. One of our first projects has been creating one set of information about the resources available to us at Kaiser. Check out the new Sharepoint site that has information about:

- The SEIU Healthcare 1199NW Training Fund benefit available to RNs and also Service bargaining unit members (MAs, LPNs, Custodians, surgical techs, and other roles)—including upfront tuition assistance of \$3,500 to \$5,250, certification exam reimbursement, career counseling, foundational workshops, and other resources
- Tuition assistance benefit from our national contract—including \$3,000 per person per year in benefits toward continuing education (conferences, workshops, etc.)
- Other information about career development and planning at Kaiser and our joint workforce development work

Please get in touch with our SEIU workforce development committee representatives with questions:

Carmen Diaz-Reddick, MA, Anticoagulation

Tim Ma, Union Partnership Representative and Physical Therapist

Atalanta Pierre-Louis, RN, Northgate

<https://sp-cloud.kp.org/sites/WWFPD>



By joining together in a union, we speak with a united voice. Be a part of the movement for quality care for our community.

Fill out this form to join!

joinseiu1199nw.org

