

From: [REDACTED]
To: [REDACTED] (DSHS/ALTSA/HCS)
Subject: FW: SEIU and IP contracting questions
Date: Thursday, July 27, 2017 3:42:30 PM
Attachments: [image001.png](#)
[image006.png](#)

Hi [REDACTED] – my responses are noted below. Let me know if you have any other questions. – [REDACTED]

[REDACTED] | **Social Service Supervisor** | [Pierce County Human Services](#)
Aging and Disability Resources
1305 Tacoma Ave S, Suite 104 | Tacoma, WA 98402

cid:image001.png@01D2B213.A13BCFA0



From: [REDACTED] (DSHS/ALTSA/HCS) [mailto:[REDACTED]]
Sent: Thursday, July 27, 2017 9:53 AM
To: [REDACTED] [REDACTED]@co.pierce.wa.us>
Subject: RE: Replying to your voice-mail

Sure [REDACTED], Had hoped to talk since I am sure people are a little tired of transmitting some of this information...but here goes

This is in regard to SEIU and IP Contracting:

1. I have that the contact is the IP Contracting Helpline: 253.798.6900, but I wondered if there was an individual you prefer SEIU talk with if they have questions; rather than the case aides helping with IP contracting?

Our local SEIU reps are used to communicating directly with the staff responsible for the IP contracting, specific to coordinating their attendance at our contracting sessions. I'm not sure what other questions they may have, but if they had an issue outside of that, they may contact [REDACTED], myself or [REDACTED].

- [REDACTED], ADR Program Mgr: [REDACTED] / [REDACTED]@co.pierce.wa.us
- [REDACTED], ADR Social Services Supervisor: [REDACTED] / [REDACTED]@co.pierce.wa.us
- [REDACTED], ADR Social Services Supervisor: [REDACTED] / [REDACTED]@co.pierce.wa.us

2. The schedule I have is Tuesday at 10am and Thursday at 1pm. Just let me know if there is a change

Contracting sessions continue to be regularly held on Tues. @ 10am and Thurs. @ 1pm. We coordinate directly with our SEIU reps to notify them of schedule changes due to staff leave or other circumstance.

3. Can you let me know how it is going with SEIU from the AAA perspective?

To my knowledge, SEIU reps generally attend contracting sessions as expected, but I am aware there have been times when the rep has not attended and did not notify us in advance.

Our staff have voiced concerns about what information SEIU reps have communicated to IPs, including concerns that IPs express feelings of being pressured to sign the union card right away and lack of full disclosure about the voluntary union contribution being a monthly contribution (rather than one time) that is in addition to their regular union dues. IPs often ask our staff questions about these issues following the SEIU presentation, which staff are unable to respond to.

Staff have also commented that after receiving the SEIU presentation it is not unusual for IPs to express frustration, confusion and sometimes anger at the contracting process, etc. which is then often directed at our staff. Staff have indicated concerns about what SEIU reps may be communicating to IPs that frequently results in IPs responding in a hostile or negative way and in turn makes the contracting process more challenging.

4. What is the IP contracting traffic flow like?

During the period Jan-July 2017:

- ***51 total group contracting sessions / ave 7 sessions per month***
- ***339 total IPs scheduled for group sessions / ave 48 IPs per month***
- ***307 total IPs attended as scheduled (90.5%) / ave 44 IPs per month***
- ***Average session attendance size is 6 IPs per session / Range of 3 to 14 IPs per session depending upon demand***
- ***1-2 IP one-on-one contracting appointments per month as needed***

Thanks for any info you can provide,

██████████

██████████ / CLC PROGRAM MANAGER and AAA SPECIALIST / Home & Community Services
Aging & Long-term Support Administration
Washington State Department of Social and Health Services

██████████ / (Toll-free) ██████████ / ██████████ [@dshs.wa.gov](mailto:██████████@dshs.wa.gov)

Transforming Lives

From: [REDACTED] [[mailto:\[REDACTED\]@co.pierce.wa.us](mailto:[REDACTED]@co.pierce.wa.us)]

Sent: Thursday, July 27, 2017 9:41 AM

To: [REDACTED] (DSHS/ALTA/HCS) <[\[REDACTED\]@dshs.wa.gov](mailto:[REDACTED]@dshs.wa.gov)>

Subject: Replying to your voice-mail

Hi [REDACTED] – I received your voice-mail message, but am in meetings all day today & unable to return your call. If you could send your questions in e-mail I will try to respond ASAP. Thanks -ck

[REDACTED] | **Social Service Supervisor** | [Pierce County Human Services](#)

Aging and Disability Resources

1305 Tacoma Ave S, Suite 104 | Tacoma, WA 98402

[REDACTED] | [REDACTED]

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