

For Local 8 Members at Crisis Connections

March 6, 2024

Screener Schedule Changes

OPEIU LOCAL 8 was informed via email on Friday, March 1st that CC was planning to implement substantial changes to the Screener’s schedule that would require a shift rebid among those currently working the day and swing shift. Unfortunately, this decision was made entirely by management without consultation or communication with the Union and without any meaningful consultation with Screeners. We share your confusion and frustration with the situation.

While we understand this restructure is CC’s attempt to meet business needs and address call volume coverage by staggering shifts, it includes several significant changes, including:

- 1. The number of Screeners working per shift.** In comparing the current schedule to the future proposed schedule, it appears as though there will be a reduction in the total number of Screeners scheduled to work on the majority of shifts:

	# of Day Shift Screeners		# of Swing Shift Screeners	
	<i>Current</i>	<i>Proposed</i>	<i>Current</i>	<i>Proposed</i>
Sunday	5	5	6	3
Monday	7	5	7	5
Tuesday	7	5	7	5
Wednesday	7	5	7	6

Thursday	7	5	7	5
Friday	7	5	7	4
Saturday	5	4	6	4

2. **The start and end times of Screener shifts.** CC indicated that FTE levels wouldn't be impacted by the rebid, but it appears that some employees may see a reduction in hours (and therefore FTE). For example, an employee moving from four 8-hour shifts to either three 8-hour shifts or three 10-hour shifts would effectively have their hours reduced, and their benefit eligibility impacted.
3. **The process by which regular schedules are created.** We have heard from many of you that the new and limited schedule options simply do not work with your other existing commitments (school, second jobs, standing medical appointments, other familial obligations, etc.) and how this could impact your ability to remain at CC. CC is following the seniority and notification timelines outlined in the contract for the shift rebid, but they have not answered why they will not allow employees to bid on individual shifts but rather are forcing predetermined schedules.

We believe CC could allow employees to bid on individual shifts (within their current FTE and shift) rather than offering predetermined schedules. This process would meet business needs but also offer greater flexibility and choice to employees.

On Monday, we reached out to management in the Operations Department and HR with questions and concerns regarding the shift bidding process and offered to schedule a time to talk but as of the writing of this update we have not received any response.

We will continue to press for answers, voice concerns, and offer alternatives. We are here to support you and hope to work with CC toward a mutually agreeable resolution.

As always, please contact your Union Representatives

Valarie@opeiu8.org and Phoebe@opeiu8.org with any questions or comments.



OFFICE AND PROFESSIONAL EMPLOYEES INTERNATIONAL UNION LOCAL 8

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