

**PROUD TO MAKE AMERICA WORK**

**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES (AFGE) -AFL-CIO  
LOCAL 3599**

**Sharon Baker, President, (502) 582-5810 - (502) 582-5435/fax  
2241 Amboy Drive, Louisville, KY 40216**

**PLEASE POST**

**Greetings Union Members:**

**June 3, 2005**

**This is my third letter since I was elected President August 2004. It has indeed been a very busy year. The Agency has put several major projects in action that has and will change how we perform our jobs.**

**Let me start with the National Call Center (NCC). We have heard that according to reports from headquarters the NCC has reduced the number of calls that the offices have previously been receiving and that the NCC is a success. My questions are; (1) what is the measurement criteria being used to determine if the number of calls have been reduced? (2) Has there been an accounting for the 1-800# that was on office correspondence as well as being given to Charging Parties who lived outside of the local calling area? (3) What is the quality of the service by the NCC to PCP's; (4) What is the true cost savings and the criteria used to make that assessment?**

**The reason why I propose the above questions is that I believe that any statements that are issued stating the success of the NCC would be premature speculation. What we know is that there is \$4.5M+ that could have been more effectively used by offices to hire ISA's and/or train OAAs to become ISA's and upgrade them as well as filling vacant positions that have impacted the offices by shifting duties of the vacant positions to the remaining employees. An ISA is a more useful and profitable expenditure. An ISA can answer telephone calls, screen for PCP's, and take charges. A NCC worker for the moment can answer telephone calls. The proposal is to expand the duties of the NCC worker to take charges and even close category "C" charges during the intake process. This will impact and take away from the work of the office enforcement staff. I see it as a covert way to contract out investigative work. I want to raise your level of concern regarding the NCC and encourage you to provide any information regarding your experience with the information you receive from the NCC and how the NCC has impacted you in the performance of your job duties. There is a questionnaire available for you to provide response on the [www.council216.org](http://www.council216.org) website. I have also asked Beth McGill, steward in the Greenville Area Office to develop a questionnaire that our Local can use to obtain more specific and detailed information regarding the NCC. We will be discussing the NCC at the upcoming annual meeting mid August 2005.**

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**Our staffing level has been severely impacted as a result of the hiring freeze by the Chair.**

**The proposed Repositioning of the EEOC does not give details on how the Repositioning will be implemented nor does it address the staffing issues. Yes, the Chair states that no-one will lose their job or position, however, what it does not say is "where" your position may be. For example, if it is determined that your office has too many staff then in order for someone to maintain their position they may have to be assigned to work in another office in somewhere USA.**

**It may not be safe for one to think that since I will have a job it really does not bother me. For example: My current territory is the state of Kentucky. Under the "repositioning" structure the northern part of Kentucky will no longer be within the offices jurisdiction. However, as a mediator, I conduct at least 25% of my mediations based on cases from that area resulting in an impact on my workload of cases.**

**Other projects that are a part of the Repositioning is the Agency's rebirth of the "systemic unit." We have been there and done that before. Reactivating the systemic unit within the offices may have an impact on our fight for upgrades for the investigators. Currently all investigators have the opportunity to develop class (systemic) cases. I also have a concern about the workgroup assigned to this project and how serious their input will be considered by the ultimate decision maker. How do you feel about the reactivation of the Systemic Unit?**

**Another part of the staffing issue is the Agency's exclusive use of "Term appointments." An agency may make a "term" appointment for a period of 1 year but not more than 4 years to positions where the need for an employee's service is not permanent..." I am aware that the Directors have been instructed that they could only hire "term" or "temporary" replacements for vacant positions. So, my concern is if the agency is trying to ooze us into accepting these "contract" term employees as a solution to the staffing problems and a way to test contracting out of these positions. Government workers use to be able to work knowing that if they performed their job they were secured in their employment with their respective agency. The EEOC's emphasis is that they no longer want employees from "cradle to grave." To my knowledge this agency has not established a staffing plan that considers the lost of employees within the next five years to retirement. Within the same five year period , any term employee's contract will be up. The agency does not seem to care that by continuing to hire exclusively term employees they will lose the knowledge and level of expertise that long term employees provide.**

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**So, what is your take on the “repositioning” plan? I encourage you to look beyond the repositioning plan and consider the possible impact the repositioning may have on your job, where you may be working, and the geographical source for your work and provide input, if warranted to council216 and myself. If your geographical area is reduced, it is likely that your source of work will also be reduced which may affect the size of your office. I also encourage you to respond to as many inquiries for your input from the Local and Council216. I know you are very busy with the added work, but that is what they are probably counting on.**

**The Agency is throwing their weapons of mass destruction at the workforce. We may not have the same type of weapons that they have, but we have a more powerful weapon when all the parts are working together. That weapon is YOU! Yes, YOU! The Field is like the Marine Force. During times of imminent war the Marines are first to respond. They take on the initial impact of the adversaries attack. Based on the strength of the marines’ resistance and the power of their stand, they are capable of redirecting the weapons of mass destruction. All is needed is “a few good men.” We have seen this happen when Council216 went to battle to stop the vote on the Repositioning without input from the stakeholders. We [union] need a “few good members” to respond to our requests for input regarding the NCC, repositioning, audits, performance plans, etc. This means YOU rather you are a paid member or not. If not a paid member, we need your membership to add to our strength.**

**In closing, I am not against change. Change can bring about positive outcomes. However, change for the sake of change is destructive. Also, changing all when only a part may require change is also destructive. I also believe that positive change cannot occur when it is surrounded by secrecy and decisions are made without receiving input from the parties that will be involved in the change making and the change itself. To have a vision/mission and then direct it “to be” leaves a lot of room for mistakes with the interpretation and implementation of the vision. It signifies that there is a vision without a plan on how to make the vision become a reality. This is where I see the Commission today.**

**Positive change may occur when those targeted to be affected by the change are part of the changing process from the beginning to the end giving valuable input on what would be the most effective way to come about the change and what would not be effective. This is where I see the union.**

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**Ltr to Union Members**

**Where are YOU? We need to hear from YOU. Respond to our requests for information. Write your congresspersons and stakeholders. When you fail to stand for something, you fall for everything. The following web sites are useful for those of you interested in making comments: [www.council216.org](http://www.council216.org) (select "action fax", select "take action on call center (will have congress contacts for repositioning); [www.eeoc.gov](http://www.eeoc.gov) or [Cari.Dominguez@eeoc.gov](mailto:Cari.Dominguez@eeoc.gov) )**

**Solidarity**

**/s/**

**Sharon D. Baker, President  
Local 3599**