

FORWARD TOGETHER



2016 ANNUAL REPORT

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SEIUHealthcare®
United for Quality Care



MEET OUR NEW OFFICERS TEAM!

FRONT ROW

Jesse Wilderman
Executive Vice President
& Director of Innovation

Sarah Fishbein
Vice President &
Assistant Organizing Director

Morgan Linsey
Executive Vice President
& Organizing Director

Matt Yarnell
President

Amanda Lapina
Vice President,
Health Systems

BACK ROW

Zach Zobrist
Secretary-Treasurer

Wendell Royster
Vice President,
Long Term Care

Lisa Frank
Vice President,
Strategic Campaigns

Kevin Hefty
Vice President, Health Systems,
Commonwealth Professionals



EXECUTIVE BOARD

Susan Blaskowitz, Beaver Valley Nursing and Rehab Center
Paulette Bobersky, Moses Taylor Hospital
Jennifer Burkett, Mountain View Specialty Care
Craig Connor, Wernersville State Hospital
Cathy Curtin, Berwick Hospital Center
Connie Cwikla, Lackawanna Health and Rehab Center
Brenda Fields, Washington Hospital
Sarah Fishbein, SEIU Healthcare PA Officer
Lisa Frank, SEIU Healthcare PA Officer
David Green, Pocono Medical Center
Linda Heater, Pottstown Memorial Medical Center
Kevin Hefty, SEIU Healthcare PA Officer
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Amy Kepple, Allegheny Valley Hospital
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Andrea Leach, Oak HRC—Broad Mountain
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Tonya Morrow, SEIU Healthcare PA Staff
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Jeanette Oakley, Chestnut Hill Hospital
Linda Parlett, JC Blair Memorial Hospital
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Maria Razanauskas, Allegheny General Hospital
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Kathy Shaner, Washington County Home

Tina Siegel, GLC Clarion
Paula Stellabotte, UPMC Altoona
Tynia Stevens, Bryn Mawr Extended Care Center
Cathy Stoddart, Allegheny General Hospital
Evelyn Thoroughgood, Addus Philadelphia
Ruth Visintainer, Geisinger Wyoming Valley Medical Center
Steven Walls, Tripil
Gail Wharfe, Express Scripts
Jesse Wilderman, SEIU Healthcare PA Officer
Sandy Williams, Church of the Brethren Home
Matt Yarnell, SEIU Healthcare PA Officer
Scott Young, Mount Nittany Medical Center
Erica Zimmerman, Canonsburg General
Sandy Zimmerman, Chambersburg Hospital
Zach Zobrist, SEIU Healthcare PA Officer

GET CONNECTED

SEIU Healthcare Pennsylvania
1500 N. 2nd Street, Harrisburg, PA 17102
www.seiuhcpa.org

Member Resource Center: 1-800-252-3894 or 412-222-9514 (if you are out of PA)



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We're Fighting Forward—Together

2016 WAS A YEAR OF TRANSITION AND CHANGE FOR SEIU HEALTHCARE PENNSYLVANIA. As the new president of our union, I can speak to those changes firsthand.

After eight years of dedicated leadership as our local's president, Neal Bisno had the honor of accepting a nomination from our SEIU convention delegates to become an International Executive Vice President. Neal's visionary leadership helped our union soar to new heights and helped thousands of Pennsylvania nurses and healthcare workers unite for a voice at work and in their communities.

We also bid farewell to two other foundational leaders who have moved on to new challenges—Kim Patterson, our former Secretary Treasurer and Cathy Brady, Vice President for Long Term Care. We will miss them but know that they will carry on the legacy and spirit of SEIU wherever they go.

Now, as the newly elected President of SEIU Healthcare Pennsylvania, I am excited to lead a new team that can help nurses and healthcare workers fight and win. Their confidence in us and the opportunity to work with caregivers across Pennsylvania is a profound honor—and a great challenge.

Healthcare is changing fast and the problems facing us, as caregivers and as working people, are mounting. We see health systems consolidating and nursing homes changing corporate ownership at a rapid pace. Increasingly, reimbursement for service in healthcare is tied to quality and outcomes. Too many corporate executives are responding to these shifts by pushing caregivers to do more with less for lower compensation. Meanwhile, profound political changes and increasingly divided communities make much needed reforms harder to win. How can we preserve our caring profession and lift up our communities when the pressures seem greater than ever?

The answer, as always, lies in our commitment to each other. Organizing a powerful and effective union depends on all of us working together. We can unite in strong workplace organizations and speak up for ourselves and our patients. We can reach out and join with nurses and healthcare workers who don't have unions but share our concerns and our values. We can raise our voices in partnership with friends and allies across our communities, demanding that politicians make good jobs and quality affordable care a real priority, not just a campaign promise. Experience teaches us that together, we can do more than we can by ourselves.

The unfair reality for so many working families and the bitter, negative direction of politics is disheartening. But I'll tell you what keeps me going: it's the power of nurses and healthcare workers standing together. SEIU Healthcare Pennsylvania is not about fighting back. Now more than ever, we're about fighting forward to the more just and humane future our families deserve.

In Solidarity, Matt Yarnell

THE MEMBER RESOURCE CENTER: Empowering Members to Stand Up for Their Union Rights

The Member Resource Center (MRC) is our union's 21st century member support team dedicated to assisting union delegates and empowering members to stand up for themselves by helping navigate workplace issues and grievances. MRC staff work closely with delegates and are available to answer any questions about our contract, our rights, and our union in general.

2016 was a busy year and a successful one:

- In 2016 the MRC opened 3,908 new cases or about 326 new cases each month.
- We resolved 3,689 by the end of the year.
- We won 11 arbitrations and reached settlements for 48 others.
- We helped members win \$405,953 in grievance awards and settlements.

If you have a question or concern about your contract, our union, or an issue in your workplace, contact the MRC for assistance at 1-800-252-3894 (in PA) or 412-222-9514 (out of state) between 9:00 a.m. and 5:00 p.m. Monday through Friday.





THE NURSE ALLIANCE Leading the Way for Quality Patient Care

The Nurse Alliance of SEIU Pennsylvania unites nearly 10,000 RNs and LPNs across the state and 85,000 nurses nationwide to combine our strength, talents and expertise to move our industry forward for our patients and our profession.

In 2016, the Nurse Alliance facilitated numerous continuing education forums, including trainings on Act 31 requirements for mandatory reporting of child abuse in conjunction with SEIU Healthcare PA's Training and Education Fund and an Act 102 training session to give nurses and direct caregivers the tools to stop mandatory overtime.

We made exciting headway on the legislative front as well. In May 2016, we marked Nurses Week not only by honoring the contributions of nurses across the state, but by renewing the fight for safe nurse staffing. On Tuesday, May 10, hundreds of nurses and other caregivers traveled to Harrisburg to advocate for Senate Bill 1081, the Hospital Nursing Staff Report Card Act. SB 1081 would create a public reporting system for nurse staffing in hospitals and other acute care facilities aimed at giving patients and their families greater access to information they need to make important choices when it comes to potentially life-saving medical care.

2017 promises to be an exciting year of unprecedented growth and progress in our efforts to establish safe staffing, quality care and healthy communities for all.



HOSPITAL WORKERS RISING

2016 was a watershed year in the Fight for \$15 as underpaid workers all across the country pushed their employers, legislators and the public to accept that all full time jobs should provide workers with family-sustaining wages and the right to organize. Here in Western Pennsylvania, hospital workers were able to claim their own powerful victory as well.

In March 2016, UPMC workers won a path to \$15 and elevated the local and national conversation about how a union helps restore a path to the middle class in cities across America. Then in April, UPMC workers went on strike for the first time in Pittsburgh—marking the first hospital workers strike in the Fight for \$15. Meanwhile, Pittsburgh City Council's Wage Review Committee forced city officials to deeply understand improvements in hospital jobs—including the first union contract at AGH—and the need to improve jobs at UPMC. Council Member Rev. Ricky Burgess said, "We know that until workers have \$15/hour and a voice on the job and that these anchor institutions are true partners with our communities, we won't have a real city for all."

As a result of this work, UPMC workers continue to gain growing recognition for their leadership. Nila Payton, who lives in East Liberty and works at UPMC as a pathology department receptionist, was recently honored by The Incline as one of the city's leading community activists.

NURSING HOME WORKERS

Thousands of Nursing Home Workers Win Path to \$15 and Move the Industry Forward

2016 was a landmark year for Pennsylvania nursing home workers. On the heels of major Fight For \$15 victories in California, New York and at Pennsylvania's largest private employer (UPMC), thousands of nursing home workers at facilities all across Pennsylvania stood strong and won a path to \$15 an hour in their new union contracts.

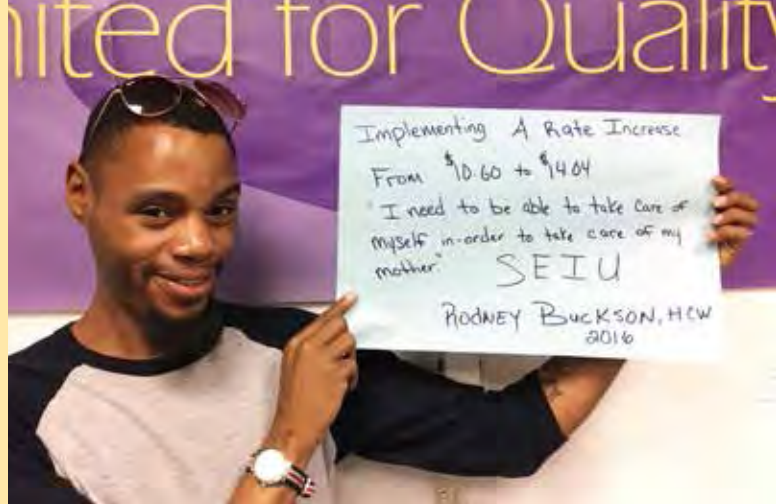
For over a year, SEIU Healthcare PA nursing home workers had been speaking out about the need to raise wages to improve quality care by holding community actions, talking to lawmakers and working to raise standards at the bargaining table.

And finally all their hard work paid off—on March 14, workers at **Saunders House and Bryn Mawr Terrace** nursing homes near Philadelphia achieved a groundbreaking victory by winning a path to \$15 an hour in their new four year contract, boosting wages as much as 19%.

Then in April, nearly **5,000 PA nursing home workers at 42 facilities** followed suit—with most CNAs achieving \$15 an hour and most housekeeping, laundry, and dietary workers achieving between \$13 and \$14 an hour in their new contract agreements. Together, their wage increases injected more than \$40 million into communities across Pennsylvania.

Finally, in July workers at **Brookside Nursing and Rehabilitation Center** claimed their own Fight for \$15 victory—CNAs, van drivers, and cooks got to \$15 an hour and activity aides and dietary workers to \$13 an hour over the course of their contract.

2016 wound down on a challenging note for nursing home workers as many long-time employers sold their facilities and members were forced to bargain with new employers to maintain what they achieved at the table. There is much to be done, but workers are ready to continue advocating for their residents' care and fighting for better standards in the nursing home industry.



HOME CARE WORKERS

Making Huge Strides

In 2016, Pennsylvania home care workers across made huge strides in their efforts to make home care jobs good jobs with a living wage, expand access to care for more seniors and people with disabilities, and ensure a voice for consumers and workers in the future of home care.

We started the year by winning the right to overtime, putting \$12 million into the pockets of Pennsylvania home care workers in last year alone.

Hundreds of our home care members won significant wage increases through negotiations with our allies and partners at Voices for Independence and Tri-County Patriots, and we helped hundreds more consumer directed home care workers implement wage increases they didn't know they were eligible for—Like Rodney Buckson, who went from \$10.60 to \$14.04!

We won a 6% increase in home care funding in the Pennsylvania budget—an important step in the right direction. We didn't stop there either, we stepped it up! Working with elected leaders like State Reps. Ryan Bizzarro and Leanne Krueger-Braneky and allies like AARP Pennsylvania and Voices for Independence, we worked to raise awareness of Pennsylvania's growing care crisis and the need to invest in home care and home care workers to meet growing demand.

Most of all, home care workers across Pennsylvania stepped up our Fight for \$15, stepping out of the shadows and onto the national stage! In November, one worker, Avonne Hargrove, was even written about in TIME after getting arrested while protesting for a \$15 minimum wage!



Our Union is Strong—And Growing!

In February, SEIU Healthcare Pennsylvania welcomed hundreds of new members who formed their unions to create better jobs and build healthier communities for themselves and their patients.

Housekeepers and dietary workers from **Hospital Housekeeping Systems (HHS)**, who are contracted to provide services at

CHS-affiliated Chestnut Hill Hospital near Philadelphia, voted 63-to-1 to join our union. HHS employees work side-by-side with CNAs, transporters, unit secretaries, surgical technicians and other workers who joined SEIU Healthcare PA in 2013.

On the very same day, 96 LPNs and service workers at **Whitestone Care Center** in East Stroudsburg voted overwhelmingly to unite

with SEIU Healthcare PA. In both elections, members from all over Pennsylvania helped pave the way to victory by encouraging HHS and Whitestone workers to get out and vote.

2017 promises to be a year of uncharted growth for our union to help unorganized healthcare workers all over Pennsylvania unite for a better future.



Heritage Valley Beaver Nurses Strike for a Fair Contract

On July 19, Heritage Valley Beaver RNs held a one day strike in response to management's outrageous proposals to increase the number of patients for nurses and to drastically raise healthcare costs despite their 2015 profit of over \$15 million.

Negotiations continued to break down through the summer, prompting nurses to again vote to strike. But by staying united, they were ultimately able to settle a contract that provided affordable health insurance, guaranteed raises of two percent each year of the contract, and key staffing improvements.

Chestnut Hill Hospital Workers Hit the Picket Line for a Better Future

On July 23, Chestnut Hill Hospital service workers braved the record temperatures and hit the picket line for a one-day strike, calling on their employer to provide family-sustaining



wages. Many workers at the hospital were paid dollars less an hour than others hospital workers in Philadelphia.

Their hard work and unity paid off—in September, workers achieved a new three year contract that provides fair wage increases, measures to control healthcare costs, and important job protections.

1,400 Allegheny General Hospital Workers Ratify First Contract

In May 1,400 AGH workers in the service, clerical and tech bargaining units at AGH voted overwhelmingly to ratify their first contract, moving workers, the hospital, and all of Pittsburgh forward. Having organized less than a year ago, AGH workers' historic achievements, including wage scales, secured benefits and healthcare, and scheduling protections underscore the growing momentum of workers from Pittsburgh's largest hospitals who are working to hold our state's largest employers accountable to all residents in the region.



Other Contract Victories

AGH—RN, BOC, Service Unit, Technical Unit
Aramark at WPIC
Berwick Hospital
Canonsburg Hospital—RN, Service
Chambersburg
Chestnut Hill
Clearfield Hospital
Easton Hospital
Fulton County Medical Center
Geisinger Lewistown Hospital
Heritage Valley Beaver
HHS at Chestnut Hill
Jennersville
Lehigh Valley Hospital—Pocono
Moses Taylor

Mount Nittany Medical Center
Penn Highlands Brookville Hospital
Regional Hospital of Scranton
Tyler Memorial Hospital
Washington Hospital
WPIC
Bethlen Home
Blair County
Brookside
Bryn Mawr Terrace
Chester Valley
Consulate Healthcare of Cheswick
Consulate Healthcare of North Strabane
Dunmore
Genesis Master—Chapel Manor,

Crestview, Garden Springs,
Powerback and Somerton Center
GLC Master Agreement
Guardian—Beaver Elder Care, Nanticoke
Guardian Eldercare—Take over of 12 GLC facilities: Western Reserve, William Penn, Oil City, Haida, Kinzua, Richland, Meyersdale, Uniontown, Clarion, Waynesburg, Titusville, and Walnut Creek
Hamilton Arms
Hearthside
Henry Clay Villa
Hillsdale

JFK Medical
Lafayette Manor
McMurray Hills Manor
Morrison at Redstone
Mountain View Nursing and Rehabilitation Center
Mt. Carmel
Oak HRC: Beaver Valley, Broad Mountain, Langhorne, Meadowcrest, Mountain City, Slate, Spruce
Park Avenue
Phoebe Ministries
Redstone Highlands
Ridgeview
Riverside

Saunders House
Susque-View
The Gardens at Lititz/Audubon
The Gardens for Memory Care at Easton/Praxis
The Grove at Harmony
The Grove at Irwin
The Grove at New Castle
The Grove at Washington
The Williamsport Home
Westgate Hills
Westmont Woods
Westmoreland Manor
Whitestone Center
Commonwealth of Pennsylvania
Express Scripts

THE SEIU HCPA TRAINING AND EDUCATION FUND

Leading Change

In 2016, the Training and Education Fund launched new grant-funded projects and more online opportunities.

Quality: Three nursing homes participated in a grant-funded project to improve quality in their facilities—Richland Health and Rehab, Waynesburg Health and Rehab and Mt. Lebanon Rehab. Front line staff worked with management to reduce the med-pass time for LPNs, ensure residents get their meals on time, and improve infection control.

Accessibility: New online programs made it easier for members to go to school while working and caring for their families. CE Direct and Guild Education provide thousands of continuing education and degree programs online.

Opportunity: Wouldn't it be nice to earn a new degree or certification WHILE you are at work? That's what the Training Fund's work to expand Apprenticeship is all about. Projects are being launched at Pocono Medical Center and statewide with the United Homecare Workers.

Moving UP!

Nearly 700 members used the Fund in 2016.

- 218 members used Tuition Assistance
- 89 members attended a Skills Enhancement Course
- 76 members became CNAs
- 26 members got their ServSafe Certification
- 203 members earned their CPR Certification
- 50 members took courses online to prepare for school



Each and every day, the 1,500 nurses who work for the Commonwealth of Pennsylvania provide essential services that keep our communities safe and healthy. But for too long, politicians in Harrisburg have used public workers as a scapegoat for structural budget woes and anti-worker policies attacking their hard-earned wages and benefits.

Despite the many challenges, state nurses were able to unite this year and ratify a strong three year contract agreement with the Commonwealth by an overwhelming 97%.



2016 GENERAL ELECTION

A New Chapter in our Nation's History

2016 was a year like no other in politics. SEIU Healthcare PA members devoted countless volunteer hours to support Hillary Clinton as our first woman president and as a candidate whose record supported many key issues our healthcare union has fought for—including raising wages for working people.

In the end, American voters opted for a different candidate to become our nation's next leader. But regardless of who is in power, the strength of our unity as SEIU Healthcare PA members will always overpower our differences and allow us to build an even stronger union. For each of us, this experience provided an opportunity to gain new insights into the values and priorities of working families and challenged us to think differently about how we chart the course ahead.

Electing The People's Attorney General

We endorsed Josh Shapiro for Attorney General in April because he vowed to un-rig the system for regular people by holding mega-charities—like hospitals and nursing homes—accountable, protecting every child's right to a public education, and by standing up to discrimination.

Then we hit the ground running, knocking thousands of doors across the state and supporting his campaign through our voluntary COPE contributions. And Shapiro was with us every step of the way—from marching with our union in the Pittsburgh Labor Day Parade to meeting our member leaders at our fall Executive Board meeting.

Our hard work and Josh's people-centered message paid off on election day, when he won with more votes than any other statewide candidate for office!

State Nurses Stand Strong and Win New Three Year Contract

Nurses achieved solid raises—11.75% over the life of the contract, hold down and even decrease healthcare costs and secure strengthened paid time off policy, more access to compensatory time and greater protections for seniority.

With a solid contract uniting them, state nurses that work for the Department of Health, the Department of Corrections, the Department of Human Services and the Department of Military and Veterans Affairs will have a firmer foundation to stand on in the midst of the everchanging nature of Harrisburg.

UNDERSTANDING WHERE OUR DUES GO

By pooling our resources, we build the strength we need to win good jobs, quality care, and healthy communities. Here is a summary of where our dues dollar goes:



BECK NOTICE

Under the National Labor Relations Act, employees covered by a collective bargaining agreement requiring the payment of union dues as a condition of employment have the right to be or remain a non-member of the union subject only to the duty to pay a monthly representation fee equal to union dues. If you elect not to join the union and limit your obligation to the union to the payment of these fees, you will lose all the rights of union membership, including the right to attend union meetings, the right to vote for union officers, and to take advantage of other privileges of union membership. If you wish to so limit your obligation, you must send written notice of your decision to the Secretary-Treasurer, SEIU Healthcare Pennsylvania, 1500 N. Second Street, Suite 12, Harrisburg, PA 17102. You should include your name, address, last 4 digits of your social security number, employer and work location.

If you elect or have elected not to be a member of the union and to limit your obligation to the union to the payment of fees equal to periodic dues, you have the right to object to paying for union activities which are not legally considered to be germane to the union's duties as a collective bargaining agent. If you object, the union will reduce your payment proportional to the percentage of the union's total expenditures that are not legally considered germane to collective bargaining. For 2016, the union has determined that this reduced fee for non-members, known as the fair share fee, is equal to 72.85% of regular union dues. This rate was in effect through December 31, 2016. For 2017, the union has determined that this reduced fee for non-members, known as the fair share fee, is equal to 78.109% of regular union dues. This rate will be in effect through December 31, 2017.

The fair share fee amount has been calculated based on the union's expenditures for collective bargaining, grievances and arbitrations, as well as other representational activities affecting the terms and conditions of employment, and excluding non-representational expenditures. We believe that all of the union's expenditures benefit you. We therefore believe it is in your interest not to object. If you wish to object as described above, you must mail written notice of your objection to the Secretary-Treasurer, SEIU Healthcare Pennsylvania, 1500 N. Second Street, Suite 12, Harrisburg, PA 17102. You should include your name, address, employer and work location. Your objection must be postmarked no later than thirty (30) days after the mailing of this notice in order to be valid. If you do not send such a letter, we will presume that you have no objection to being charged a fee equal to full membership dues. If the union receives an objection, you will be provided with financial information sufficient for you to assess whether the union has correctly calculated its fair share fee and on your rights to challenge such calculations.



1500 N. 2nd Street, Harrisburg, PA 17102