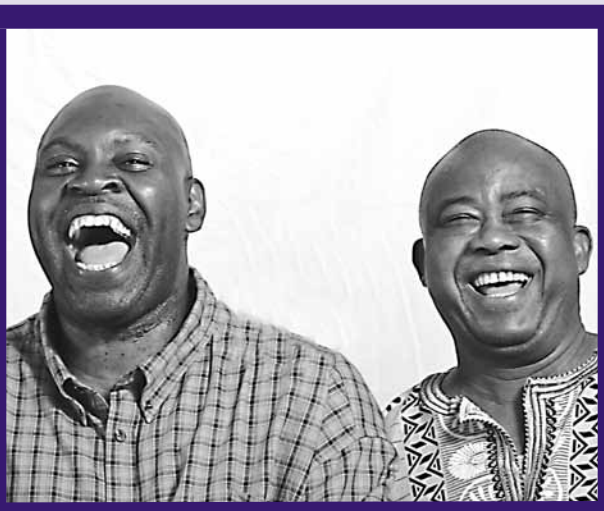
THE STATE OF THE UNION

SEIU 509 Annual Report 2010



A Year in Review

With one of the toughest state budgets that Massachusetts has experienced in many years, 509 faced many challenges this year. Members have seen layoffs, change in policies and work practice in both our public and private sector. Newly appointed Senator Scott Brown challenged the release of federal funding instrumental to funding the human service programs that employee 509 members.

Despite the challenges, the Alliance contract was finalized with bargained pay increases and minimal furloughs. With the help of federal funding, the Department of Transitional Assistance and Massachusetts Rehabilitation Commission have hired new employees and increased the 509 membership.

SEIU 509 continues to support workers in private sector agencies who are seeking to have a voice on the job and form a union at their worksite. This year brought the addition of the workers from Delta Projects into our union and finalized first contracts, with improved working conditions, at the Hampshire Educational Collaborative and the Brien Center.

The members at DOR Salem experienced a major victory for those employed at this location. After a health and safety investigation, the Commonwealth committed to full relocation of the office. After experiencing the privatization of DMH case work, the members at DMH were pleased when the Auditor of the Commonwealth concluded that "at least a portion of public services was moved from state employees to private contractors without following the provisions set forth in M.G.L., c. 7, sections 52-57," and "this matter will be forwarded to the Office of the Attorney General for review."

The year's victories are a result of the energetic focus and dedicated determination of the SEIU 509 membership. 509 members are more actively involved than ever before. Over 100 members have been trained to support and communicate their own experiences to not yet unionized workers at private agencies in an effort to form unions at their worksites . The 509 staff and officers have held over 200 relational meetings with fellow members to discover their goals and common interests.

It is encouraging that many 509 chapter boards have few vacancies. The 509 Health and Safety Committee and Organizing Committee meetings have been widely attended this year. We had great attendence at the Governor's Forum in May to listen to the candidates in the upcoming Governor's election.

In the early spring and fall, Stewards gathered for two well attended Steward Assemblies.

Members carried their passion and commitment out into various communities this year. SEIU 509 celebrated the 20th Anniversary of the Americans with Disability Act with other human service, social justice and advocate organizations. Members came together with NAMI and Mpower to form "Mental Health Advocates United for Better Communities", a coalition focused on advocacy and change for the mental health community.

Within the walls of the SEIU 509 office, there have been some changes as well. Both the Watertown and Western Mass offices have moved locations. This year saw the retirement of 509 member, activist and staff member Ed Donnelly. Recording Secretary Kay Williams retired after years of service. In March, former DPH Chapter President Marianne Kiely was elected to union leadership and is our current Recording Secretary.

This upcoming year is presenting itself with its own challenges. Members will face a ballot question calling for a rollback of the state taxes. They will also face Gubernatorial Candidates who are promising to lay off 5,000 state workers and cut funding for private agencies. Both would leave Massachusetts human services in an extremely vulnerable position going into 2011. With the increased involvement and input of members, SEIU 509 is prepared to fight, push back and challenge all the potential road bumps and adversity in the year ahead.

My Last Annual Report

Michael Grunko

Running a union can be a fun-filled way to spend six years. After all, what else does one have to do?

First, we had to fight with an unfriendly Romney administration. He had brilliant ideas about eliminating state worker pensions. That is, until he realized that it would cost more to pay Social Security (6.2%) than the nearly zero percent that the state now pays for most workers hired after 1995.

As Romney started to slip over the horizon (long before the end of his term) we started to look for our own candidate. We wanted someone who would be a champion for our clients and our members. We found our hero in Deval Patrick, but we were standing on economic quicksand as state revenue (built on multiple Republican inspired tax cuts) stalled and sank into the depths.

During the same time, I was your new president. One of the first messages I received was that 509 would soon be merged with NAGE. SEIU conducted a survey and found that the 509 members would fight it. With your help, we convinced the national leadership that merger would be a bad idea. Today, as a result of that effort we are the toast of the public sector, a model of successful organizing and mobilizing of members.

Six years later, I will be happy to hand to my successor (there are 3 candidates running) the reins of power. The skills needed to be effective in this job go far beyond the mix of a loud voice and generalized anger that may first grab your attention. Members are angry, but they are also realists. Our members are pissed at Gov Patrick, but smart enough to know that he is only one who had the courage to raise taxes to save services and jobs. He is not building his campaign on a promise of more lay-offs.

I leave behind a larger Local 509, with nearly 12,000 members. Despite tough times, we are politically more powerful than ever. We stand as the keystone of my successful attempt to build an effective SEIU State Council. The five Massachusetts locals with 60,000 members work well together. We have turned back tax cut referendums before and we will do it again this fall. The Massachusetts progressive community and politicians eagerly seek our support.

Better times will come. Your next president will have the opportunity to take advantage of them, if she/he can build bridges rather than burn them.

There is so much talent on our Local 509 staff. I need to thank so many of them for making sacrifices to do the many things we have demanded of them. We have sent staff out for weeks (and sometimes months) to change the political face of America. Change it we did. Support from Vanessa Story, Cliff Cohn, Treasurer Stephen Lewis, Erin Shackelford, Fred Trusten, Rick Cooney, Chris Condon and Tonya Ellison made doing my job possible. Marianne Kiely our new recording secretary has brought great energy to this positon. We did not do everything right, but we did our best.

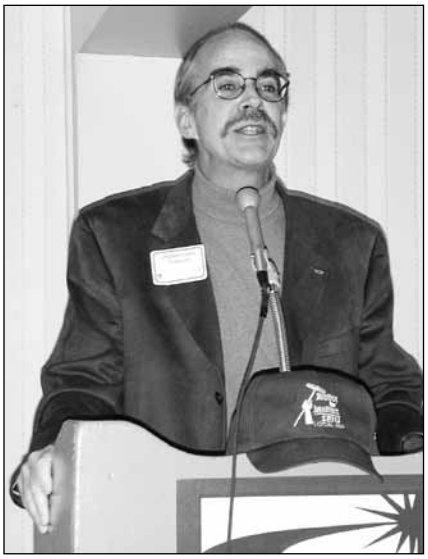
A lot has changed. We have two new offices. We soon will have a new membership information system. In December, when the Unionware is up and running we will be able to answer your questions much more quickly. We will be able to track grievances and keep better track of returned phone calls.

I'm sure I will miss being your president. I love to help people. I will not miss the last couple of years when members' pain was great and resources were scarce. As the captain of this ship, I believe that we have navigated a lot of rough seas and in a year or so my successor will able be find favorable weather.

Thank you for the opportunity.

Treasurer's Report

Treasurer's Annual Report
Stephen Lewis



This is a year of many changes for our union. Our sub-lease expired at our former location in Watertown. We signed a 10 year lease for new space at 100 Talcott Ave, just two buildings over from our prior space. The physical move was accomplished in late spring. To facilitate our organizing efforts, we have just signed a lease for new office space in western MA. By the time you read this article, the office that was located in Amherst will have relocated to Holyoke. The new space will accommodate the Amherst staff, our organizing team and a staff person from our sister union, SEIU Local 888.

We will shortly be holding our general elections. This happens every three years. All offices of the union will be up for election. Because of term limits for the Presidency, Mike Grunko will be unable to run for re-election. This will end a thirty year span where, except for a three year break by choice, Michael has not been either Treasurer or President of Local 509. The members of Local 509 owe a tremendous amount to Michael. As Treasurer, he helped develop the infrastructure that makes Local 509 a recognized leader in union transparency, democracy and progressive thinking. As President, he has helped lead us while the national and international economic structures have imploded. Thanks to his efforts with the Patrick administration, many members continue to have jobs in spite of severe budget cuts, and although a year later than planned, our state employee contract was funded.

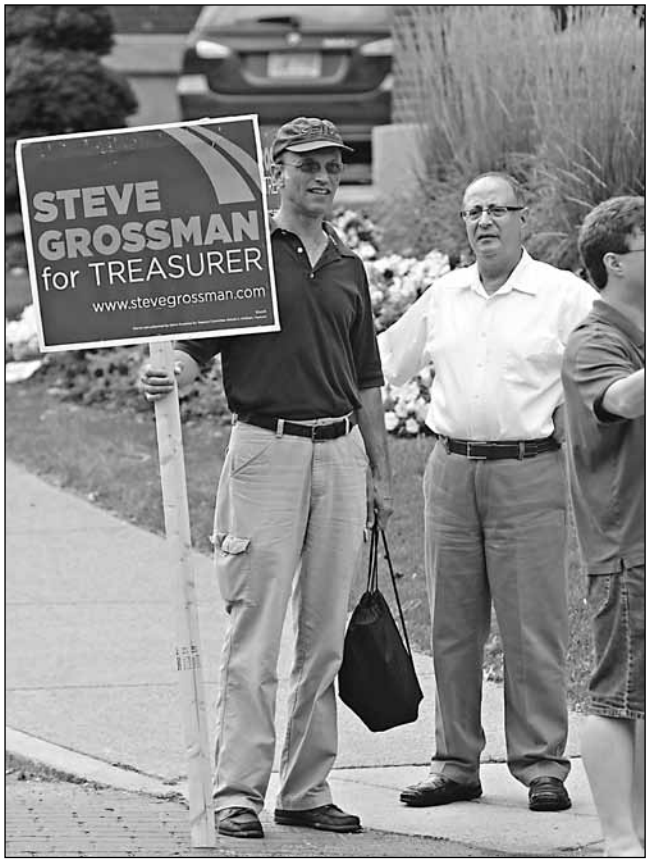
The union has also seen the addition of several hundred workers from the Hampshire Educational Collaborative and from The Brien Center become members of Local 509. We hope the workers of Delta Inc. will also be joining us soon as they continue their negotiations for a first contract.

We continue to live within our budget. Elsewhere in this issue, you can view the financial report from our Auditors. As per good financial management, we have a certified audit of the union's finances performed every year.

The 2010 Trustee's Report

Trustees: Pat Barry, Bruce Callahan, Phillip Leduc

The 2009 audit of SEIU Local 509's finances was completed by Chris Barrett. Chris reported continued improvement in our financial and accounting procedures and practices. We have been following the Investment Policy passed by the Joint Executive Board in 2003. We continue to be challenged on the expenditure side because of SEIU's COPE requirements and additional spending to fight the state budget cuts in our agencies. Our Local has organized new workers so that revenues have increased and additional members have been recruited for COPE Check-Off (voluntary salary deductions that go towards political activity). The Local has put away money for possible strikes in the private sector. During the year we oversaw the balloting for Joint Executive and Chapter Board elections.



We meet monthly at Local 509's headquarters to review the financial records and reports. Keeping in line with accepted accounting practices in the computer age, many of our financial reports and records are now on-line. We continue to work with Treasurer Stephen Lewis to explore ways to increase the Local's yield on its reserves. Some of our designated reserves have been invested in CDs. Our reserves and most of our current operating revenues continue to be managed by RBC Dain Rauscher. Their financial advisors have been helpful and informative. We have had productive and informative face-to–face meetings with them that helped to answer many of our questions. Their advice has generally served us well. As a result we have generally obtained higher yields with only a small increase in risk by heavily investing in bonds. The majority of our banking is with the union bank, First Trade Union Bank.

MRC member Patricia Commane speaks to 509 members about her race for State Representative.

We look forward to working diligently towards assuring SEIU Local 509's financial soundness and security. Strong financial health coupled with steady revenues, prudent expenditures and investments are of paramount importance in supporting the Local's members, officers and staff. During these trying financial times you can rest assured that we will continue our efforts to assure the financial security of the Local.
We appreciate the opportunity to serve you, the members.
Our thanks to Treasurer Stephen Lewis, Joyce Lui and Rick Cooney for their guidance and expertise

Local 509,
Service Employees International Union

STATEMENT OF FINANCIAL POSITION

As of December 31, 2009

	2009			(Summarized)
	Unrestricted	Temporarily Restricted	Total	Total 2008
CURRENT ASSETS				
Cash and cash equivalents	$ 935,823	$ 87,879	$ 1,023,702	$ 863,592
Investments	337,732	-	337,732	287,587
Dues receivables	113,530	-	113,530	26,916
Other receivables	-	-	-	237
Prepaid expenses	125,775	-	125,775	40,104
Total current assets	1,512,860	87,879	1,600,739	1,218,436
PROPERTY AND EQUIPMENT				
Computer equipment	202,345	-	202,345	193,716
Office equipment	190,687	-	190,687	168,486
	393,032	-	393,032	362,202
Less: accumulated depreciation	(362,459)		(362,459)	(356,019)
Property and equipment, net	30,573	-	30,573	6,183
OTHER ASSETS				
Building lease deposit	81,251	-	81,251	31,200
TOTAL ASSETS	$ 1,624,684	$ 87,879	$ 1,712,563	$ 1,255,819
CURRENT LIABILITIES				
Accounts payable	$ 289,453	$ -	$ 289,453	$ 204,776
Accrued payroll and payroll taxes	26,246	-	26,246	22,597
Accrued expenses	394,096	-	394,096	365,551
Total current liabilities	709,795	-	709,795	592,924
NET ASSETS				
Unrestricted	914,889	-	914,889	607,479
Temporarily restricted	-	87,879	87,879	55,416
Total net assets	914,889	87,879	1,002,768	662,895
TOTAL LIABILITIES AND NET ASSETS	$ 1,624,684	$ 87,879	$ 1,712,563	$ 1,255,819

The accompanying notes are an integral part of the financial statements.

Local 509,
Service Employees International Union

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

For the year ended December 31, 2009

	2009			(Summarized)
	Unrestricted	Temporarily Restricted	Total	Total 2008
REVENUE				
Dues revenue	$ 7,327,348	$ -	$ 7,327,348	$ 6,829,418
COPE revenue	-	135,626	135,626	133,154
Agency fee revenue	3,993	-	3,993	6,837
	7,331,341	135,626	7,466,967	6,969,409
Less: national fees	(1,786,176)	-	(1,786,176)	(1,747,253)
Net revenue	5,545,165	135,626	5,680,791	5,222,156
Net assets released from restrictions	103,459	(103,459)	-	-
EXPENSES				
Program services	4,413,760	-	4,413,760	4,398,767
Management and general	1,140,393	-	1,140,393	1,113,037
Total expenses	5,554,153	-	5,554,153	5,511,804
Increase (decrease) in net assets from operations	94,471	32,167	126,638	(289,648)
NON-OPERATING REVENUE (EXPENSES)				
Interest income	27,012	297	27,309	36,325
Dividend income	5,371	-	5,371	14,321
Realized /unrealized gain (loss) on investments	31,646	-	31,646	(111,863)
International subsidiaries	69,000	-	69,000	-
Other income	79,909	-	79,909	119,421
Total non-operating revenue	212,938	297	213,235	58,204
Change in net assets	307,409	32,464	339,873	(231,444)
Net assets, beginning of year	607,480	55,415	662,895	894,339
Net assets, end of year	$ 914,889	$ 87,879	$ 1,002,768	$ 662,895

The accompanying notes are an integral part of the financial statements.

Local 509,
Service Employees International Union

STATEMENT OF CASH FLOWS

For the years ended December 31, 2009

	2009	2008
CASH FLOWS FROM OPERATING ACTIVITIES:		
Change in net assets	$ 339,873	$ (231,444)
Adjustments to reconcile change in net assets to net cash provided (used) by operating activities		
Depreciation	6,439	4,849
Unrealized (gain) loss on investments	(104,690)	62,632
Realized loss on investments	72,167	49,231
(Increase) decrease in receivables	(86,377)	15,819
(Increase) decrease in prepaid expenses	(85,671)	16,978
Increase (decrease) in accounts payable	84,679	(84,726)
Increase (decrease) in accrued payroll and payroll taxes	3,649	(70,026)
Increase in accrued expenses	28,545	18,404
Net cash provided (used) by operating activities	258,614	(218,283)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of fixed assets	(30,830)	-
Payment of security deposit	(50,051)	-
Sale of investments	465,321	140,858
Purchase of investments	(482,944)	(167,235)
Net cash used by investing activities	(98,504)	(26,377)
Net increase (decrease) in cash and equivalents	160,110	(244,660)
Cash and cash equivalents, beginning of year	863,592	1,108,252
Cash and cash equivalents, end of year	$ 1,023,702	$ 863,592

The accompanying notes are an integral part of the financial statements.

Recording Secretary's Report

Recording Secretary's Annual Report

By Marianne Kiely

In reflecting over the last year as it relates to our organization both on the national level and the local level, all that comes to mind is the word WOW! The sudden retirement of SEIU President Andy Stern in April 2010 followed by the election of Mary Kay Henry from the International Executive Board to succeed Stern rather than Secretary Treasurer Anna Burger seemed shocking enough. However, the imminent retirement of Ana Burger on August 11, 2010 presents a national union focusing it's new leadership and setting it's sails towards the things that make our union so great... the members.

In a similar fashion Local 509 has been concentrating on it's organizing efforts with the National Organizing Corps (NOC) as one approach to utilizing our membership in a rewarding and meaningful fashion. I have participated in many opportunities to meet members from the private sector chapter and the public sector members. It's always a pleasure to be part of a group who digs deep into their life experiences to share their "stories." I really believe that this experience is one way our membership can move closer to bridge the gap across the private / public sector divide.

This last year also has been a deeply sobering year as we look at how the economy has impacted every facet of not only our membership's lives but in the lives of the populations we respectfully serve. As a case manager with pediatric patients families have made major sacrifices in order to have the basic things for their families. Some families have to choose between paying utilities or doing the laundry. We know there are hard choices that are being made by families as we understand the culture of poverty.

It may seem like we are not too far from where our clients are these days in terms of the overall impact this economy has had on our pocketbooks. We have endured layoffs, furloughs, increases in our health insurance costs and co-pay increases are looming. Make no mistake that as bad as things are they will get much worse if our members feed into the "angry frenzy" dominating the country. We can not allow our members to essentially write their own pink slips by casting votes for a candidate for Governor who has already told you he will immediately layoff 5000 state employees. Our members are smarter than this. We need to talk to our colleagues, families and friends to remind them that it can get worse! We need to be smart and Vote No on all 3 ballot initiatives.

In closing, I want to thank our current President Mike Grunko for his leadership during especially difficult times for our membership. He has served this union for many decades and despite any differences we may share we owe him our thanks.

2010 Political Year in Review

Chris Condon, Political Director

Here's the truth of the matter. This column has not been written.

It will be written over the next couple of weeks and on Election Day – Tuesday November 2nd.

Will we have a Governor (Baker or Cahill) who promises to slash the state budget – decimating vital state services?

Will the Legislature appropriate $400 million in FMAP funds, saving vital services in jobs across state government, notably in DDS?

Will Question 3 pass, forcing $2.5 billion in budget cuts?

Will Local 509 and MRC Chapter member Pat Commane win her race for State Rep?

Will we return our friends to Congress, where they can continue to fight on our behalf?

These are all questions to be answered in the coming weeks and days.

Will you get involved? Will you do what you can?

To get involved, please contact Chris Condon (ccondon@509seiu.com or 617-924-8509 x515) or Melody Hugo (mhugo@509seiu.com or 617-924-8509 x514).

Chapter Annual Reports

Department of Children and Families

Zevorah Bagni

2007 meant a sad "goodbye, Harry Spence." Although no one really knew a lot about the new guy coming in from New Jersey, we still held hope for a positive experience. For the first time in the history of the agency, the new Commissioner was bringing a degree in Social Work along with him. That had to be to our advantage, right?

The past year has been an increased version of the nightmare that started two years ago with Commissioner McClain.

The Commissioner announced his disapproval of pilots. He further disapproved of conventional training for employees. To this end, the sweeping changes started, without instruction, clarity, or regard for the current assignments and responsibilities. Managers were ordered to close cases as often as possible. The fact that many of the families promptly fell apart or harmed their children again was acceptable. This was acceptable because the statistics had already predicted for a percentage of recidivism.

The past year has given every DCF social worker more than a passing familiarity with statistics, percentages, flow-charts, powerpoint presentations, and the unholy of all horrors, the Webinars. It is amazing that social workers, some with more than twenty years of education and as much on-the-job experience, have been shown pictures. That's right pictures. They have been given pictures of varying degrees of cluttered homes to help them comprehend what a dirty house looks like. They have time to look at the pictures and compare them to the house that they are sitting in because they have just finished filling out the risk tool, the danger tool, the safety tool, the plans for safety, the safety map, and all of the referral forms. And, this is BEFORE the marathon series of Family Networks meetings needed to just get a service to a family.

Yet, the reason that we are employed here seems to get put further down the list of importance. For those who dare mention the enormity of filling out forms while actually trying to help families, they get one or several comebacks. "Be grateful that you have a job." "You, can't keep up? Then quit".

The lack of empathy has not been far from the lack of sympathy for those whose worst nightmare comes true. To lose a child to the violence of their caretaker is horrible. For our staff to wait out the internal investigation that feels like everyone is looking to blame you, produces acid-searing stress that can only be called PTSD. (Still waiting on those Trauma Support Teams the Commissioner mentioned in 2007, by the way.)

In the face of all of the changes, pressures, and confusion, we don't quit with the frequency that you might expect. We return to work, take solace from the administrator, manager, or supervisor that remembers to give support, praise or recognition of our efforts. We do the job that our hearts and education prepared us to do.

Every Christmas, a woman comes to my office with a gift. The irony is I worked long and very hard to have her children permanently removed from her care and custody. She thanks me for saving her children. We hug. She leaves me feeling grateful and proud of my profession even in the face of chaos.

Department of Developmental Services

Stu Dickson

Our Chapter has endured a year of seemingly endless onslaughts. I am proud to have been a part of the spirit and determination that has weathered us through. No Chapter President can succeed without the help and commitment of a great team. I have been very fortunate and appreciative of the yeoman efforts provided by the State Labor/Mgt team of Central/West (Chris McLaughlin, Deb Benoit), State Ops (Mike Donovan), Metro Region (Ernie Tarquinio), Facilities-(Joe Kot), Northeast Region-(Mike Fitzpatrick, Mike Donovan, Gerry Villani) and Southeast Region-(Pat Macy.)

Our year, since October 2009, began with leading the state with voluntary furloughs to save the jobs of our brothers and sisters. This was cited by Commissioner Elin Howe as an impressive effort. We followed this with mandatory furloughs shared by all. We mounted a Lobby Day in March to save jobs. But the FY11 budget singled out Service Coordination for almost 70 layoffs while doing almost nothing about the

Department of Developmental Services contiinued

hordes of retirees, consultants and managers that infest our agency. This is all the more difficult to deal with when DDS can afford to perpetuate a high priced "retiree consultant" from Florida for a few days a month while covering their airfare and cell phone. We await the fate of FMAP funds to see whether no further job loss occurs. Yet despite these challenges, the spirit of Service Coordination and our other 509 members at state operated homes and facilities endures. To strive, and seek, and find and not to yield. To do what we got into this work to do: Help others and make a difference. Despite the toughest times in state government since the Great Depression, our Chapter achieved some notable successes.

Hours Agreement-The Chapter was able to negotiate a grievance settlement addressing a unilateral improvement in hours for the agency to 9-5pm from what was imposed in a number of places to 8:30-5pm. This has resulted in much needed sleep, childcare improvements for our workers in Area Offices and Intake/Eligibility Teams. Speaking up about this and being active on your own behalves was the most powerful part of this union success.

Group 2 Improvements-We now have over 20 Service Coordinators having achieved Group 2 status since 2008. Our Chapter is the only Chapter to have had a retirement law passed in 2006 with 03/07 buyback for 4 years of creditable service. This is hard to achieve. Our Chapter alone in the Local has achieved Group 2 for workers which is the Holy Grail for many state workers.

Pension Reform 2- We worked very hard to research and organize a package of Pension Reform 2 recommendations to the legislature. While we agree on the worst aspects of pension abuse being fixed, altering our highest 3 years to highest 5 is unacceptable. Especially when Group 1 workers fund

96% of their retirement (with newer workers paying for more the their own retirement.) It was powerful to remind the legislature that the Group 1 women (near 70%) shoulder the burden for much of the Group 2 (mostly men) and as such, should be spared pension reductions.

State Service Coordinator Support Brokers-The Chapter was able to reach agreement with DDS that state funded Service Coordinator Brokers is an option for people seeking a self-determination model of services. This would not have been possible without the inspired efforts of Buddy Bostick's advocacy with the highest levels of DDS, the legislature and advocacy groups. Special thanks is further merited to the Committee work and detailed information/analysis provided by Deb Foster-Smith and Joe Bockman. The Chapter hopes to work with existing State SC Support brokers in theBostonand Northeast Areas to craft a statewide future for Service Coordination within this expanding model of services.

Facilities Closures-The Chapter has been working hard to craft a Facility Closures agreement and hopes to save jobs and find new employment opportunities if facility workers will not carry out their current jobs in community settings. Special thanks is in order for the efforts of Joe Kot, Deb Callahan and Sherron Stawiarz.

In the coming year even greater FY12 challenges await. But I can think of no better band of brothers and sisters then we have in DDS to face this and prevail in the future.

Department of Early Education and Care

Mimi Gordon

As we approach the end of another year, I first want to acknowledge and thank our remarkably hard working and dedicated Chapter Board members: Charlotte Clarke, Renee Desrosiers, Ellen Foley, Lorenzo Mateo, and Phyllis Shimer. Six people is a small number, but it is larger percentage of our membership than almost any other agency. I trust that all of our members join me in thanking the entire Chapter Board. I want to especially acknowledge and thank Phyllis Shimer who has represented Family Child Care on our Chapter Board and on our Labor Management team for many years. She is retiring at the end of October. I wish her happiness. We will miss her.

Department of Early Education and Care continued

Thanks to our right to negotiate, we have reached several negotiated agreements for our agency this year:
EPRS: For licensing members in Unit 8, we made it through the first year of EPRS since1993. I have not heard of any problems; the smooth implementation is to the credit of our hard working members and a thoughtfully negotiated agreement.

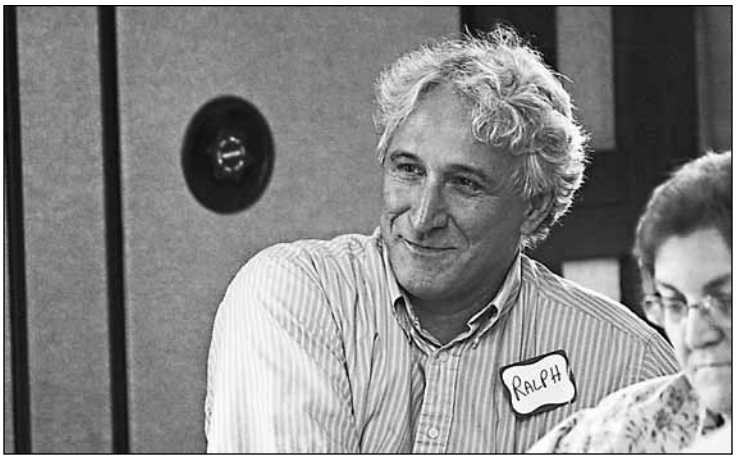
"REORG" We have been through the first year of the re-organization of Education Specialist Unit 10 job functions. This was an initiative of the Commissioner and was surely not the choice of our members. However we fortunately were able to negotiate job protections.

LICENSING REGS: A negotiated agreement has given us protection against negative performance evaluations resulting from increased workload. It has also preserved a process to address ongoing issues with implementation of the "new" regulations.

OFFICE HOURS: We reached a Settlement Agreement following litigation filed years ago when some regions restricted working hours. The agreement allowed offices to be open during the same hours as our flexible hours agreement,7:00 a.m. to 7:00 p.m.We still have litigation pending about the requirement for two people to be present.

Above is a sampling of what can be accomplished with persistence, team work and input from our membership. Imagine how much more we could accomplish with more and more active members.

Many of you know that my term as your Chapter President is coming to an end. The Local 509 Constitution allows Chapter Presidents to serve only two consecutive three year terms. I hope someone will be willing to be the next Chapter President. It is a wonderful experience to serve with many wonderful dedicated people. I have been proud and honored to serve for the past six years.



Please remember to vote twice this year: once in the union election, and once in the general election on November 2nd.

Mass Health Chapter

Bernard Smith

The annual meeting takes place this year on October thirtieth. It's a good time for attending the meeting if you've never done so. Important issues are discussed and voted on. This year there will be nominations for all officers in our Local and its various chapters. Customarily in this report, the stewards and chapter officers are named and thanked. They serve such a vital function in our chapter that it goes without saying that they are deeply appreciated. Yet rather than review the year I'm going to address our current situation and what the future may hold.

All of us have had some unpleasant experience in dealing with Maximus, but UMASS was planning to take over that contract. We have recently got word that UMASS cannot complete their plan in time, and Maximus will maintain the agreement, but how will that agreement change? That is cause to wonder what they will be doing. Our workers have been recognized as *the* eligibility experts, but in many ways there is a hint that much of our work will be shadowed by the new arrangement. They want to "help" us do our work. UMASS was going to hire a whole set of managers and over 400 workers, twice our number for their new Worcester location. Management has assured us that we won't be getting any new workers. What does that say to you? If our jobs are to be replaced by creeping escalations, isn't it time that an effort is made in our local office catchment areas to let the nursing homes, clinics, the advocates, and the local politicians know what is possible?

No money to hire workers, but have you noticed that many offices are overstaffed with assistant directors, team managers, PC-2s and other sundries, doing our jobs, or little work at all.

Mass Health Chapter continued

If you see managers hanging around chatting in the afternoon on a daily basis, you'll know there's corruption in your office. These people make far more money than we do. It will take a group of dedicated people working closely together to clean this up. We never had a large workforce and as people leave they have not been replaced. The stress, pressure and anxiety that this causes are the unseen hazards of our work. Working together ass a Union we must begin to correct these unfair working conditions. It will take more union activists than we now have to clean this up.

Also, if there is no money for overtime. What good is there in allowing compensation time? The problem is too few workers, and too much work. Giving some workers comp time just places a greater burden on those who cannot or will not work it. It's unjust and if you're doing this you're not working in concert with your fellow workers. As pressure builds, they'll go after the low producing workers, thus creating an atmosphere of fear. It's time for all of us to get involved and pull together. Your future depends on it.

Department of Mental Health

John Labaki

First, I'd like to acknowledge all of the DMH Chapter Board Executives including Brian Morrison, Sheelagh O'Connor, Mary Stanton, Ralph Nalbandian, Jane Malkiewich, Marlyn Pucillo, Kimberly Anderson, Elaine Alpert, Peter North, Philip Mente, Colleen Doherty, Andrew kohlhofer, Ellyn Titterington, Bruce Grunwald, Sheryl Ethier, and Linda Tallman. I want to thank you all for the time and work they have devoted on behalf of our members during the past year. Their commitment and dedication are very much appreciated and valued. Special thanks as well to Noel Johnson, Cassandra Sampas, Robert Carey, and to all members who have served on committees (Technology, Safety, Supplemental N, CBHI, CBFS, and Mental Health Advocates for Better Communities). I am also grateful and indebted to all the Stewards, Field Representatives, Union Officials, Colleagues and Advocacy Groups who lent a helping hand and supported us unreservedly.

Next, some business items:

The Supplemental N Committee and DMH Management began reviewing the contract language that "discuss job functions and case assignment practices for Social Workers titles within DMH and develop guidelines and criteria for case assignment." The committee presented an outline of its concerns and recommendations. Management agreed to work with the committee to address these concerns over the coming months.

The Safety Committee made an initial presentation to DMH management. DMH policy and regulations were reviewed. Management agreed to establish a working committee with 509 and to set up a state wide safety task force.

We learned from Management that implementation of in-patient beds reduction has been put on hold for now. The plan is still at the Governor's Office "undergoing internal review." Commissioner Leadholm intends to visit every site and facility over the next year.

There are ongoing discussions with Management to change the job titles of the current Children's Crisis Clinicians staff to adequately reflect their work duties.

Negotiations with OER have begun to discuss the establishment of Mental Health Peer Specialist series.

The Unit 8 and 10 contract has been sent to the printer. It is now on the website. Hope you know by now that the "use or lose" date has been moved from December 31 st, 2010 to July 2 nd, 2011 for both vacation time and personal furlough leave.

Long awaited news: The General Counsel of the Auditor of the Commonwealth has concluded that "at least a portion of public services was moved from state employees to private contractors without following the provisions set forth in M.G.L., c. 7, sections 52-57," and "this matter will be forwarded to the Office of the Attorney General for their review."

Once more, thank you for all the work, time, and contribution you have made to this great Chapter during past year.

Department of Corrections

Ken Gorman

This past year has been an active one. The Chapter has engaged a number of concerns and issues facing the members. We have also worked to open the Chapter and its activi-

Department of Mental Health continued

ties to the member's. The chapter conducts monthly open meeting so members can attend. Updates on current activities are posted on the union's "Intranet" site and will looking to have those postings included on the Local's web site in the future. We will continue to look for ways to expand communication.

This past year we have made progress in establishing regular institutional or work site labor/management meetings. By no means are we where we want to be but a good start is in progress. I would encourage those facilities that do not conduct regular meetings to call.
We will work with you and attend meetings to get a process going. The Chapter has initiated monthly statewide labor/management meetings as well. Those meetings are held on the first Wednesday of each month. We have also met and established regular communication with Sandra McCoom, Undersecretary of Public Safety, on an Ad Hoc basis to discuss members concerns.

The Chapter has engaged in a number of Demands to Bargains regarding facilities mission change. We have kept them open to insure continued involvement in the process. We continue to work on a number of fronts to address both institutional and Chapter wide concerns. Probably the biggest and most difficult fight has been to insure proper staffing.

Although commitments have been expressed no actions have been forthcoming. We have worked continually and lobbied for staff. Not only member's safety but the public safety suffers when this matter is left un-addressed.

Additionally workload is of increased concern. The agencies have a real disconnect with online staff. This will be focus in the coming months. We would welcome members' thoughts on how we can best address this matter. Finally we will look to engage the Commonwealth on its present investigation process when it come to members. The Department's heavy-handed tactics must and shall be addressed. Any member feeling that they have been the subject of this type treatment should contact the union immediately.

In closing I would like to thank the executive team, Chapter Board members, stewards and members for their involvement and assistance this past year. Unfortunately I'm not given the space to mention all individually but your help and understanding has been invaluable. I would also encourage all members to involve themselves, even in some small way when it comes to the union. The best and most effective union is on build from the ground up and not from the top down.

Professional Education & Librarian Chapter

Peter Cirioni

It's been a long year; we've dealt with everything from the typical chicken waste management that working in a bureaucracy provides employees to furloughs and involuntary layoffs.

The voluntary layoffs option negotiated with the Commonwealth by Local 509 eased ESE's money pressures. Nonetheless, think about leaving a secure job for the uncertainty of the employment line when employment is the highest it's been since the depression. A comment on the climate created during this commissioner's tenure?

More than one voluntary layoff resulted from the assault on our Alternative Work Option Policy: child care, a long commute and the prospect of not being able to have a seven to three work day said "move on" to an employee whose EPRS was Meets and Exceeds.

There has been good news:
Voluntary layoffs/retirements and the internal job postings meant that no laid off Unit 10 member who wanted to stay at ESE left.

No layoffs are planned, but if ESE sees additional cuts to state

Professional Education & Librarian Chapter continued

accounts, RTT positions will provide a safety net. If a member is laid off and has sufficient seniority she/he can move into an RTT position.

Bette Siegel, State Library Steward, has instituted Labor/Management meetings at the State Library in the hope of improving communication with State Library management.

Local 509 training continues: Jay Swanson, Ellen Convisser, Kevin Matthews Jean Anthony, Meg Murphy, Gary Gomes, Mary Rauh, who also received member strength training, and Bette Siegel attended 509 Steward Assemblies.

Given our schedules, we can't all get in the same room for meetings, but you have told me that my "Member Updates" are an effective communication tool – they'll continue.

Continuing the personal/family friendly AWO Policy in spite of this commissioner's directives – that we can't seem to get in writing – is our big hurdle this fall.

It's election season at 509. Local and Chapter Officers will be nominated at the Annual meeting – more on that later.

Then there's the Commonwealth. Questions 1 and 3 ensure service cuts and layoffs. Not good. I'll vote 'no.' How about that Charlie Baker who'll layoff 5,000 state employees and give the rest a wage freeze? I may have issues with Governor Patrick but intend to follow 509's endorsement of him with a vote to reelect. Consider doing the same.

I end by thanking Dean Paolillo, Meg Murphy, Donna Traynham, and Ruth Derfler for the support and counsel they give me, especially that most important counsel, telling me what I don't want to hear. Thanks to all the Stewards and Chapter Board members, especially for getting to the impromptu "issue" meetings – your input is important and adds to the process of developing the Chapter's chicken waste management plans.

In the October Issue of the 509 News, the Professional Education and Librarian Chapter report was cut off and part of the report was placed in the Department of Revenue report. The SEIU 509 Communications Department deeply regrets this error and extends their apologies to Peter Cirioni and John Tortelli.

Department of Revenue

John Tortelli

It's hard to believe another year has passed. Hopefully it was a good one for everyone. Here at DOR the Union had some major accomplishments.

After Local 509 hired an outside attorney and medical expert, along with proposing a public rally, we managed to secure the relocation of the workers at our Salem office. For too long, our workforce had complained of the conditions and possible medical problems related to this questionable work site. We achieved a great victory that was made possible by the solidarity of all.

Bilingual pay has now become a reality at DOR. This is an issue we had consistently requested management rectify. Our new Commissioner Bal and Deputy Reynolds and McGrath should be commended for working with us to solve this and other problems . In the past our arguments fell on deaf ears. It's nice to have a management team willing to listen and try to resolve outstanding issues.

Transfers from one work location to another had been blocked in the past; now we see management willing to take a serious look at transfers. Hopefully they will allow workers to move to other sites as new hires come on board. Unfortunately, due to the state budget, new hires are few and far between.

We have also seen an expansion of flex time this past year making it easier to take time off at the beginning of the work week.

Significant progress in cleaning up the Chapter's pending grievances has also been made. At this time our backlog should have been taken care of. Unfortunately, all grievances are not winnable due to contract language, but we have had some major victories here as well. In one case, management denied Union representation to a member at an inquiry that could have resulted in discipline; in another case, management denied a retiring member the promised retirement bonus because he had been out on leave. In each case we prevailed - gaining one member a new hearing and the other his retirement bonus.

We have also been able to promote Union activity and fill

Department of Revenue continued

all the vacancies on our Chapter Board, as well as increase the number of stewards in each office. Visits to offices, local labor management meetings, and an overall increase in Union awareness are the result of a strong Chapter Board, trained stewards, and an active membership. Your Chapter Board deserves a big "thank you" for all the hard work, much of it on their own time. Please join me in thanking Keven Milan, Gardner Chace, Mary Brawn, Derek Goodwin, Jack Martin, Ed Kiley, Gwen Eaton, Laura Adams, Joe Imperato, Chris Landry, and Lauren Connolly .

If you are not active in the Union please consider participation at some level, opportunity and satisfaction await.

Remember: no matter how hectic it may seem you are paid to work exactly 37.5 hours.

Have a safe and healthy year.

Department of Transitional Assistance

Ken Ramsay

This year DTA has hired more employees than any other public sector agency. The need for new workers is obvious to your Chapter leadership and members alike. Caseloads are exploding as the economy on Main Street continues to implode. With funding from the Department of Defense and stimulus money along with our advocacy, DTA has hired about 140 new workers in the last two months. We will continue our advocacy for more.

New workers are also needed in DHCD. The workload and application rate for housing is tremendous. I believe that the fledgling agency is trying - but more funding is required to achieve adequate staffing levels.

Being responsible for representing workers in two agencies has led me to the question of DHCD workers having their own Chapter. My concern is numbers. There is strength in numbers and the number of DHCD workers is small. Will workers be better served as a small group in a large Chapter or in a small Chapter dealing exclusively with their own issues? We need a thoughtful analysis before drawing any hasty conclusions.

This year has brought much confusion to the DTA Chapter as well as others. The Public Sector, which DTA is a part of, did a furlough, ratified by membership to help save money. This helped prevent layoffs and minimize health care costs. The DTA Chapter leadership won the fight for overtime, promotions and new hires while simultaneously experiencing furloughs. Some of our sister agencies experienced layoffs. Was everyone on the same page? Probably not!

We have also heard a lot about business processes and technology helping workers with the ever increasing volumes of work.

Early in July, Beacon 3 was released, only to crash after the first couple of hours. We immediately went back to Beacon 2. Two months later, Beacon 3, like a monster, was released again bringing its horror and hell to workers and clients alike. Beacon 3 is an expensive (profitable to some) embarrassment to all involved. We have asked the Department to temporarily go back to Beacon 2 or grant voluntary overtime to workers so that they can provide services in a timely fashion. The cost of this debacle ought to be paid by the company responsible.

With the announced closings of the North Adams (11/10) and the Milford (5/11) offices, one wonders if these cost saving measures affecting workers and clients alike would be necessary if we had not wasted so much money on the aforementioned inappropriate technological deployments.
As my three year term as your Chapter President winds down, I want to thank all members for your forbearance. You have endured much. Thanks to those who were patient as we worked to stop the SNAP processing centers, those who helped negotiate the MOU for the new DHCD, getting overtime, advocating for more workers, preventing layoffs that have caused havoc in some other agencies and the battles that continue. Most of all, Thank you for allowing me to serve.

Department of Public Health

Taiye Anjorin

It's hard to believe that it has been six months since my election as President of the Public Health Chapter. I continue to learn from all of the more experienced leaders on the Joint Executive Board and at the President's Advisory Meeting. President Grunko has been very supportive of me as I continue to transition into my role.

The most enjoyable part of this experience has been my ability to meet with all of our members across the state in the Public Health Chapter. I have been impressed with the commitment to the services our members provide like the chaplains who work in the state prisons in Massachusetts. These dedicated workers spend each day with people who most of society really doesn't care about. The chaplains work to provide some spiritual happiness to those who have little to be happy about. The same can be said for the members at the Shattuck Hospital who provide services for the chronically medically and mentally ill clients. Members working with people in need of care coordination, case management, and benefits eligibility assistance. Our other members work in Early Intervention Programs, assist families with medically complex children, and yet others who provide services at Tewksbury and Western Mass Hospital. These are only a few of the many examples of our dedicated members at work.

I continue to be committed to the National Organizing Corps as a Member Organizer. I gained a lot of knowledge about the real need to organize and why we as members make such a difference to an Organizing Campaign. Many thanks to the excellent training done by Dennis MacDonald for the NOC.

I want to also mention the successful Steward's Assembly held in September where I met more people dedicated to keeping our members rights safe at the workplace. These are important roles for us to show the bosses we are UNION. Welcome aboard to newly trained Stewards Erica Piedade and Neil Broom from the western part of our state. I look forward to continuing to work as your President and appreciate all of your support.

I wish everyone a wonderful fall season and hope to see more of you attend our Annual Meeting on Saturday October 30th in Westboro. Our membership meetings continue to be held on the 3rd Tuesday of each month at the union office in Watertown @ 6:30 P.M. Also VOTE NO on Question 1 and Question 3.

Blessings to all

IST Chapter

Robert O'Haver

This year's annual meeting takes place on Saturday, October 30th. Homeland security sets our level of Awareness at "Elevated". Given that my twin boys are in themselves "Terrorists", I thought to threaten the local with the notification that unless they cancelled this year's Saturday obligation I will in fact bring them to this year's festivities. Local 509 didn't blink. And so, we will be attending (God, forgive me).

It is my hope that as many IST's Librarians and Vocational Instructors will attend well. It's a most important time because I'll be stepping down as Chapter President and nominations for this as well as other Chapter Officer's seats will be heard. The democratic process is afoot…. Let the games begin!

As state employees, we have had to really kick in to help the Commonwealth with their severe budget problems this past year. Management and union protected employees alike cooperated with the numbers crunchers and furloughs have been our common reality. The fiscal landscape still looks scary. Unemployment numbers as of this writing have begun to stop their freefall, and we have a Governor to elect. SEIU Local 509 has endorsed Deval Patrick in his run for the corner office. While I will fall short of trying to tell you who to vote for, might I be so bold as to suggest that Baker's announcement that job #1 if he is elected would be to dismiss 5,000 state workers unceremoniously, might suggest he's a little bit reckless and most assuredly not our friend. Also, we need to educate taxpayers that might not know that repealing the Alcohol Tax (question 1) and slashing the Sales Tax from 6.25% to 3% (question 3) is fiscal suicide for Massachusetts human service programs, families and communities at large.

I want to thank once again Sue Southey, your VP, for covering for me when I had heart surgery earlier this year.

Thanks also go out to Linda Delman for her work on Single Payer Health Initiative. To say nothing of how well they maintained the union page of our DOC internet. And as always I look back to the earnestness of my chapter board members who keep coming to meetings and whether it's been Department of Ed IST issues or DOC, have helped me make

IST Chapter continued

our representation of members fair and inclusive.

There's so much more work to do. So, let's hang tough.

Massachusetts Commission for the Blind

Cheryl Rivers

First, I would like to express my gratitude to Gerriann Butler, JEB; Jennifer Daly, Secretary of Grievances; Lauren Starr, Recording Secretary and Roberta Perry, MCDHH. Very special thanks to Gail Denman, Mimi Flanary, Lesli Gazerro, Sengil Inkiala, Stephanie Mattuchio and Steve Moniz for being dedicated Chapter Board members. And, Ellaina McDowell, your knowledge as a field rep has been invaluable.

My deepest thanks and appreciation to the members of Local 509, my colleagues.

Michele Bovenzi was the Recording secretary for a good part of this year. Thank you, Michele. We miss you and wish you the very best. And thank you, Lauren, for taking on the position so effortlessly.

The Stewards at MCB are: Jennifer Daly, Sengil Inkiala, Erin Pluto and Lauren Starr.

Thank you for supporting the members of SEIU Local 509.

This has been a very interesting year with many challenges. We've had to deal with the question of our contract being funded, furloughs GIC benefit changes and the GIC reimbursement program. Happily, we are still standing. I feel that we are still standing because we are able to obtain real information from the SEIU staff, process it, digest it and make every endeavor to be flexible. There have been times when we did not like what we heard, but, communication is most effective. Another very important reason that we are still standing is unity. As a group, we are able to support each other and work to keep our Union strong. So, please remember the National Organizing Corp (NOC) as well as the Member Strength Program.

At our August Chapter Board meeting, we welcomed Christine Crean and Stephen Lewis, both are self declared candidates for Treasurer. In September, Stu Dickson, Ken Ramsay and Susan Tousignant also self declared candidates for the SEIU 509 president attended. The candidates showed themselves to be reliable and conscientious. Thank you for stepping up to the plate.

A few years ago, I attended a class at the Labor Guild. A handout was given to us regarding listening skills, an integral component of communication. One page was made up of Chinese characters, which make up the verb "to listen". The characters are:

"Ears"
"You"
"Eyes"
"Undivided attention"
"Heart"

On behalf of the MCB Chapter, I would like to send warm wishes and say thank you to Michael Grunko for his years of service as President of Local 509.

Massachusetts Rehabilitation Commission Chapter

Judith Costello

I am just completing my first quarter as the Chapter President and let me tell you, it has been a very frustrating three months. There are VR Division specific concerns regarding work conditions such as cubicles in EHS centers, inability to protect client confidentiality, low pay grades, large workloads including some caseloads and supervisory ratios and the continuation of transferring Unit 8 work to Unit 6 employees.

We have filed complaints with the relevant Commissions. There are some of the same issues in DDS which we are also trying to address. The Administrative Offices have been reduced to just a few remaining 509 members. In all three divisions, there continues to be a large number of highly paid managers passing the buck to either EOHHS or to each other, resulting in many professional, compassionate, responsible employees either retiring or seeking other employment and a demoralized workforce left behind.

One situation which was especially egregious could have

Massachusetts Commission for the Blind continued

been easily rectified by reassigning duties from one of these over paid managers to another. I had a commitment from Kasper Goshgarian that this would be done. Three weeks later, I was told that the Commissioner, Charles Carr had not "signed off". It is depressing that something so simple should require so much of my time. Unfortunately, this is how the MRC management conducts itself. Shame on them!

On the plus side, we are fortunate to have the following dedicated Chapter Board and Joint Executive Board members many who are working on subcommittees regarding Alternative Work Options, EHS Centers, EPRS's, use of technology and more. We should all say thanks to Corey Durham, Dick Gates, Aja James, Cindy Sweetser, Lynne McDonald, Matt Dichard, Mike Tomasko, Pat Chabot, Paul Davenport, Jamie Leader, Rick Hanauer and Alan Dennen for their tireless efforts on our behalf. Also, we would be lost without the support of Susan Tousignant , Fred Trusten and others at Local 509 who are there when we need them.

Finally, every location needs a steward who serves as a vital link between the Union and the members. We will continue to invite stewards from across the agency to attend the monthly Labor Management and Chapter Executive Board meetings. Please contact me if you are interested so that I can request paid union leave for your time.

Private Sector Human Services Chapter

Kathy Whitman

It sure has been a year of success in many ways. We were able to win elections at three agencies to increase our membership in the Private Sector, and more are on the way. Our own Israel Pierre (EliotCHS) was so successful in his work with the International in New Hampshire that he was offered a permanent job in organizing. And, just when he got the dust settled on that offer; he was hired in the Organizing Department of Local 509 so we could keep him here working for us instead of losing him out of state. Our own Dennis MacDonald (EliotCHS) has been well known for his long lasting hours to benefit COPE, NOC, and Member Strength. We have been working long and hard to get more folks willing to take a "leave of absence" from their agencies to do temporary work for the Local and the International. I think the only down turn has been to go back to the way it was after having all the excitement of campaigning.

We have lost a few members from the Chapter Board and got some new members. We said goodbye to Cheryl Thomas because of a layoff, to Allie Wendell who returned to school, and to Julia Williams who changed agencies. We said welcome aboard to Sandra Andrade, Susan Kyte and Jaynelle Landy. At the upcoming Annual Meeting in October we look forward to representatives from HEC and Brein to join us; and before the year is up we hope to have Delta Projects on board as well. We added new seats to cover all these new agencies by adopting new Appendix language which will be voted on at the Annual Meeting.

We did not hold a "Super Steward's Training Retreat" this year. The women from WILD were booked on the dates we could get the hotel, so plans are to see if it can be worked out in the spring of 2011. We have managed to increase our strike fund considerably each year. The Local voted at the Join Executive Board level to fund us with $200,000 each year, and our Chapter Board voted to put any unused funds from our budget at the end of 2010 to that fund as well.

We said goodbye to one of our Field Reps. David Dimaria and we said hello to two new field reps for the private sector; John Magner and Tony Fernandes join us to cover our existing agencies and the new agencies. Jon Grossman is doing the contract negotiations for Delta Projects and we hope it will be finished soon. We still have Rick Paige, Mo Penn, Brian Wilder and Ruth Moskowitz carrying the work load of over 4000 members in over 34 agencies.

When all is said and done 2010 has been a very busy year.

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DON'T FORGET TO VOTE ON NOVEMBER 2ND!

On November 2nd, please say NO to Questions 1,2 and 3.

SEIU 509 asks for your support on November 2nd to re-elect Governor Deval Patrick, Lt. Governor Tim Murray, Martha Coakley, Attorney General and William Galvin, Secretary of State.
Please support Steve Grossman for Treasurer and Suzanne Bump for Auditor.