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March 16, 2016

Yadira Villa, Social Services Director
SEIU Local 721
1545 Wilshire Boulevard
Los Angeles, CA 90017

Dear Ms. Villa:

This correspondence is in response to our Level B hearing for a grievance general in character filed June 17, 2015, on behalf of Eligibility Workers (EWs) at the Department of Public Social Services (DPSS). We met on February 11, 2016, to discuss the grievance concerns about caseload/workload.

During the hearing your team discussed how the implementation of the Leader Replacement System (LRS) has changed the work performed by EWs. They further addressed concerns around the equitable distribution of cases and volume of cases assigned to approved and Spanish file workers. Your team also addressed issues resulting from the implementation of the model office concept.

Based on the information discussed and my additional research, in accordance with the Memoranda of Understanding (MOU) for Bargaining Unit 731, I support the request to convene the DPSS Committee to specifically address the stated concerns. I will be in contact with the Department to secure a date to schedule the Committee meeting within the next 45-days. I appreciate that your team was solution oriented and offered support for the improved technological efficiencies which have been initiated by the department. I would further encourage them to share the many viable recommendations proffered during our meeting when the committee is convened.

Sincerely,

A handwritten signature in blue ink, appearing to read "Marcha A. Stevenson", is written over the word "Sincerely,".

Marcha A. Stevenson, Analyst
Employee Relations Section

RM:MAS:mlj

Caseload GGIC 2016

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