



## **October President/Business Manager's Report Barbara Carson**

On September 30 I attended the quarterly call sharing meeting. The data presented showed we are taking our contractual percentage of calls, however the unions requested more information on abandoned calls and online chat usage. The Regional Work and Family Committee has raised reimbursement on Health and Wellness as well as Dependent Care. This is wonderful news for our members. Please remember to take advantage of all of your union negotiated benefits! Do we have your current contact information? Since we've been working from home our primary means of communication is email, texts and social media. Please make sure you are getting our weekly newsletters!

In Solidarity,

Barb