



**Congrats**  
to everyone receiving  
service awards &  
retiring. Thanks for  
keeping our union  
strong, p. 4.



**The kids are  
coming**  
Check out our  
calendar. Take Your  
Child to Work Day  
is April 26, p. 8.



**Members meet**  
Spring into action.  
Attend your  
April 24  
Membership  
Meeting, p. 8.



# CT news

The voice of the Clerical-Technical Union of Michigan State University

March/April 2018



*The Joint Health Care Committee  
explores and approves innovations to  
increase health care quality and save dollars —*

## Health care updates

In keeping with our health care contract (See the box on page 6.), the eight unions covered under the contract meet regularly with management to discuss current health care trends and innovations for curtailing costs while im-

proving health care quality. This is important for union members because the contract also provides a formula whereby lower increases in health care costs result in higher salaries.

**JHCC** continued on p. 6

### President's corner

## The paycheck / health care cost connection

President Deb Bittner

As we have discussed several times in recent months—and a lot last year as we bargained and ratified a new health care agreement—extraordinarily large increases in health care costs in the last year of our old agreement (2017) means that our April 2018 pay checks don't include a general wage increase. Some unions had their "zero" year last summer. Others still have it to look forward to this fall.

This is not good news. And as the saying goes, I'm reminding you of the bad news first.

I acknowledge that this is a hardship and that it places a burden on us. We do good work, and now all the circumstances of this year make the work harder. We are working in an increasingly stressful environment that we had no part in creating. Add to the mix that everywhere we look prices are going up. But this year, our wages are not.

So, you ask, where is the good news? Is there any positive news to be found in this situation?

**Connection** continued on p. 3

# CTnews

The voice of the Clerical-Technical Union  
of Michigan State University

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2990 East Lake Lansing Road  
East Lansing, MI 48823-2281  
(517) 355-1903  
[www.ctumsu.org](http://www.ctumsu.org)  
[ctu@ctumsu.org](mailto:ctu@ctumsu.org)



Organized and  
independent  
since 1974!

## CTU Executive Board

### President:

Deb Bittner [Deb@ctumsu.org](mailto:Deb@ctumsu.org)

### Vice President:

Rosario Garcia [garciar@msu.edu](mailto:garciar@msu.edu)

### Treasurer:

Tracy Rich [Tracy@ctumsu.org](mailto:Tracy@ctumsu.org)

### Secretary:

Michelle Jenkins [jenki285@msu.edu](mailto:jenki285@msu.edu)

### Directors:

Pamela Brock [brockp@msu.edu](mailto:brockp@msu.edu)  
Carmen Elliott [caguire@msu.edu](mailto:caguire@msu.edu)  
Liz Owen [owene@msu.edu](mailto:owene@msu.edu)  
Stacey Patton [pattons2@msu.edu](mailto:pattons2@msu.edu)  
Pam Sloan [pamsloan@msu.edu](mailto:pamsloan@msu.edu)  
Stephen Stofflet [stoffle1@msu.edu](mailto:stoffle1@msu.edu)  
Jan Wallace [wallac12@msu.edu](mailto:wallac12@msu.edu)

## CTU Staff

### Communications Specialist

Cherylee Finney [Cheryl@ctumsu.org](mailto:Cheryl@ctumsu.org)

### Contract Administrator

Meredith Place [Meredith@ctumsu.org](mailto:Meredith@ctumsu.org)

### Financial Manager

To be announced

### Organizational Manager

Barb Harris [Barb@ctumsu.org](mailto:Barb@ctumsu.org)

## Editorial Policy:

The CT News is the voice of our union. It is our vehicle for communicating, on a regular basis, the issues that confront us as workers. Through this newsletter we explain union policies, show how dues are spent, and explain the views and actions of the elected leadership for evaluation by the members.

The CT News is the voice of the membership. We welcome articles from members and stories about members.

While contributions are welcome, they should be constructive and contribute positively to the welfare of our union.

We will accept no attacks on any union leader or member. We will accept thoughtful discussion of all related issues in the letters section, and reserve the right to reply to those that seem to reflect a misunderstanding of the union and its policies.

Direct ideas, letters, questions and comments to Cherylee Finney.

# CTclassifieds

## For sale:

### ▼ Young Adult and Kid's Books:

Lori Alden Holuta is a CT at MSU and also the author of a young adult novel, three short story books for kids (Grades 4-6) and a cookbook, all available on Amazon. Her books are set in a Victorian-esque world filled with fantastical inventions, technology, adventure, and comedy. Signed paperbacks can be purchased directly from her. Email [lori@ceejaywriter.com](mailto:lori@ceejaywriter.com) for more information or to purchase a signed book. Lori's Author Page at Amazon: <https://www.amazon.com/Lori-Alden-Holuta/e/B00QZ9E4CA>.



Novel by CT Lori Alden Holuta: *The Flight to Brassbright*.

## Services:

▼ **Quality Carpet and Upholstery Cleaners:** This winter has been too long, dirty, and cold. Believe it or not Spring is here, which brings flowers, but also our Spring cleaning chores. Quality Carpet

and Upholstery Cleaners would love to help ease some of that cleaning burden for you; whether you would like to spot clean certain areas from winter wear or begin your full Spring cleaning. Give Quality Carpet and Upholstery Cleaners a call to meet your cleaning needs. Reasonably priced, owner operated, free phone estimates. Please call us at 517-694-0497.

▼ **Skills assessment software:** The CTU makes the software and a work station available to members to practice for the university's skills assessment tests. This is the same software that Human Resources uses to evaluate skills in Word, Excel, PowerPoint, Access, and more. Call 355-1903 to make an appointment.

## Free:

▼ **CTU Conference Room:** Available free to members (with deposit). For non-members, \$25/hour plus deposit. Contact the CTU office at 355-1903 for questions, reservations, etc.

▼ **Advertise** to your colleagues in the *CT News*. Send the ad to [Cheryl@ctumsu.org](mailto:Cheryl@ctumsu.org). We accept ads from CTU members for items and/or services provided by CTU members and/or their household family members. See the guidelines at [www.ctumsu.org/news/ct-classifieds](http://www.ctumsu.org/news/ct-classifieds).

## Membership Meetings

The remaining 2018 CTU Membership Meetings will take place in Room 1310 Anthony Hall on Tuesday, April 24; Thursday, July 12; and Wednesday, October 24. Meetings start at 5:20 p.m., but doors open at 5 p.m. so come early to socialize. Membership meetings are for making decisions about the Union, asking questions and receiving updates about Union activities.

\*\*\*\*\*

### Executive Board Meetings

Although the constitution requires at least one executive board meeting per month, they usually are held twice a month on first and third Tuesdays.

**CTU Office  
5:15 p.m.  
Members welcome!**

**Quote:** "I respectfully request a CT Union Representative or officer be present at this meeting."

—Statement from the back of your CTU membership card, to be invoked if you are called by supervision to participate in an investigation or other discussion that you believe may lead to discipline or discharge.

The ability of workers to request union representation is known as "Weingarten" rights after a 1975 U.S. Supreme Court in favor of sales clerk Leura Collins and her union, the Retail Clerks, in *NLRB v. J. Weingarten Inc.* This case established that workers have a right to request the presence of their union representative if they believe they are to be disciplined for a workplace infraction.

# Connection continued from p. 1

## A great benefit

I believe so.

While our health care costs went up, those “extraordinarily high increases” are due to the fact that one of the labor folks on campus needed to use the health care for which we have fought and sacrificed *for that very purpose*. It also means that our colleague had the ability to access affordable, quality health care for themselves or family members at some of the most difficult times in their lives. [Karen Deweerd]

Just knowing that this benefit is available provides peace of mind to those of us who have been more fortunate—so far. What a relief it is to know that adequate insurance coverage and care is available in case our families ever face such circumstances. It is an incredibly important benefit.

Back in 2012, when we ratified the agreement that led to this year’s 0%, we looked around at the health care insurance environment and took the risk of zero raises if costs soared. Costs had been contained for the most part for many years. Unfortunately, that trend didn’t continue at MSU in 2017.

## The current contract

Okay, on to better news: last year we ratified a new health care/wages contract that covers 2018-2022, and this current contract features a formula more favorably weighted toward raises.

We still take a risk—the higher the increase in health care costs, the lower our raises—but we’re factoring in some measurement variables that more accurately reflect true health care cost increases and should push the formula toward higher wages.

Also, the formula does not include a “zero” raise year. Instead, it finds ways to factor in some form of a raise. A general increase is guaranteed in each of the four years of our current contract.



## The CLO & JHCC

The CTU has worked with other campus unions in the Coalition of Labor Organizations at MSU (CLO) since the mid ’90s to help control the costs of health care. Since that time, the CLO has focused on finding ways to keep high quality, affordable health care while fighting off the concessions that have ravaged other workers. The CLO has tied raises to increases in the cost of health care throughout most of the years since 2002.

Under the terms of our health care contract, union representatives to the CLO meet twice a month with management representatives to monitor our health care programs and investigate new ways to increase the quality of health care while holding down the costs. The representatives of the unions and management constitute the Joint Health Care Committee (JHCC).

## Innovations

Which leads me to more good news: JHCC is introducing several programs that resulted from our joint efforts. For examples of how we are continuing our highly successful collaborative process, check out the article on the first page. Our diligence continues to pay off. I think you will like some of the improvements.

## And...

Wanting to end on even better good news, congratulations to our members listed on page 4, especially the retirees. CTs do good work and deserve great next-life adventures!

While it doesn’t feel too much like spring, it is. Which means our April Membership meeting is on deck—April 24. Come join in the discussion.

And spring means summer is right around the corner! Plan now to attend the annual member picnic on June 7 at Patriarche Park in East Lansing.

And don’t forget to start planning your summer vacation. It is well deserved.



CTs Brenda Franklin and Michelle Jenkins helped serve food at our picnic last summer. Make sure you can attend this year: Mark your calendar now for June 7, 2018. Every year we host members and their friends and families. Come for the food and the fun!



# Congratulations

Our congratulations and best wishes go out to the CTU members being honored this year for retirement and years of service to Michigan State University.

We appreciate your membership and participation in strengthening CTU so that we are able, as a union of employees, to better advocate for the interests and security of the clerical and technical workers who help maintain the standards, values, and mission of our university.

This year's service awards program takes place at the Kellogg Center on Monday, May 21, 2018, starting at 4:30 pm.



## Fifty years

Ninfa Caillouette  
Lillian Fox  
Keitha Kasel

Gerald Gardner  
Deborah Gillett  
Karen Gray  
Karla Hague  
Donna Henning  
Lisa Hurley  
Quintella Jackson

Michelle Brown  
Laura Carter  
Nanette Costello  
Susan Dies  
Rosario Garcia  
Kaye Gardner  
Marcia Hanson

## Forty years

Erlinda Colon  
Kimberly Crain  
Julie Detwiler  
Kathy Ganser  
Debra Greer  
\*Cecelia Highstreet  
\*Ann Lamar  
Debra Lecato  
Marcelle Macdonald  
Sherry Mulvaney  
Laura Murchison  
Lois Siefring  
Richard Thomas II

Andrea James  
Debra Kolk  
Kathleen Luce  
Mary McAuliffe  
Tonya McFadden  
April Moore  
Lisa Myers  
Linda Oesterle  
Nancy Perkins  
Julie Pozega  
Phyllisia Pryor-Taylor  
Cynthia Sanford  
Julie Schafer

Lori Holuta  
Denise Hugenot  
Antoinette Jones  
Ernestina Lamb  
Sunita Mahdavi  
Kelly Malloy  
Lori Mann  
Tobin Mellberg  
Denise Miller  
Aida Montalvo  
Joelle Mulder  
Cheryle Nelson  
Jennifer Nelson  
Deborah Pintarich  
Roslyn Riddle  
Michelle Ross  
Brenda Samson

Debra Scherer  
Susan Schmidtman  
Jill Simon  
L Stuber-Powell  
Hope Wolcott  
Danielle Woodbury

Amelia Hull  
Shona Key  
Mary Keyes  
\*Jan Kirchen  
\*James Laforgia  
Luz McClees  
\*Karen Moser  
Rhonda Mullen  
Aaron Pollyea  
Marguerite Quine  
Laurene Rashid  
Carolyn Sekedat  
Elizabeth Stanton  
Laura Stevens  
Bonnie Wigman

## Thirty-five years

\*Cindy Garrison  
Daurice Lewis  
Melody Lundeen  
Darlene Mennare  
Karen O'Connor  
John Stone  
Patricia Walters  
Debra Waters  
Lori Young

Pamela Sieb  
Anne Simon  
Nancy Smith  
Cindy Taphouse  
Lisa Vanwelsenaers  
Kelly Weiler

## Fifteen years

Jeffery Bissonette  
Leslie Blonski  
Thomas Cook  
Patricia Dunn  
Dannielle Fraga  
John Garcia  
Teryl Hall  
Deanne Hubbell

*\*Members whose names are marked with an asterisk, along with those listed below have officially retired.*

## Thirty years

Blair Bullard  
Joyce Crandell  
Rose Curtis  
\*Katrina Dodson  
Martha Duarte  
Susan Dysinger  
\*Julie Foster

## Twenty-five years

\*Reva Coats  
Mary King  
Kimberly Nichols  
Sally Zetzer

## Twenty years

Judy Allen  
James Andrews  
Marion Benac  
Heather Brown

## Retirees

In addition to the CTU members being recognized for their years of service, we also want to wish the best to the members who retired in the past year:

Carol Ann Adado  
John Bice  
Sharen Cork  
Connie Crew  
Bethany Dow  
Elvira Gomez  
Jaime Gonzalez  
Elaine Harrington Sklar  
Jacquelyn Hohenstein

Randie Lotridge  
Juli Mack  
Helen Mueller  
Elaine Natoli  
Alice Nobis  
Patricia Peterson  
Judy Reginek  
Laraine Reynolds  
Jeanette Robertson

Janeen Rouse  
Lisa Ruess  
Diana Shank  
Penny Unger-Brookens  
Catherine Vaughn  
Marsha Walsh  
Kimberly Wheeler  
Janet Winsor  
Lucille Yurgelaitis

# My supervisor deserves . . .

**A**n award?  
Do you have the best boss on campus?

Do they encourage the use of flexible work schedules?

If so, perhaps you should consider nominating your supervisor for the 2018 Outstanding Supervisor Award.

The MSU WorkLife Office is seeking nominations from the MSU community for supervisors and/or administrators who consistently support the WORK/LIFE (professional/personal) needs of their employees/staff through positive leadership and managerial practices.

If the following characteristics fit

your supervisor, please complete the nomination package at [form.jotform.com/80603725224147](http://form.jotform.com/80603725224147) by **Friday, June 29, 2018**.

Does your supervisor...

- ▼ understand work/life balance?
- ▼ allow flexible schedules?
- ▼ treat everyone with dignity, respect, and integrity?
- ▼ promote teamwork while supporting individuals' well-being?
- ▼ humanize the work environment and treat employees as people first?
- ▼ have a positive leadership style which empowers others?

Is your supervisor...?

- ▼ familiar with University work/life policies and procedures?
- ▼ sensitive to individual needs?
- ▼ familiar with the MSU WorkLife Office's services and other campus support programs?

All staff, faculty, and students may nominate their supervisors who have been in their position for more than two years.

The nomination package must include the nomination form, nomination letter, plus two to four letters of support. Celebrations will occur around National Bosses Day, October 16. Remember, the process is more fun for everyone if you **KEEP IT A SECRET!**

Questions? Contact the MSU WorkLife Office via phone at 517-353-1635 or via email at [worklife@msu.edu](mailto:worklife@msu.edu).

## Goodbye to MSU work and life balance advocate

We want to say thank you to Lori Strom, who retired from her position as Coordinator of the Life Span and Family Services program at the end of March.

Strom and her programs appeared in our newsletter many times over the years.

Under her leadership, her office coordinated classes and workshops on finances, elder care, child care, etc. She introduced the annual Supervisor Recognition Award. Until the Capital Area Transportation Authority got its act together, her office facilitated a ride share service to help employees and others at MSU find ways to commute. She advocated for departments to provide breast feeding and expressing spaces and provide other support for new parents. When she saw a need in our community, she stepped up.

Above all, she was an advocate for work/life balance.

"If our employer is to attract and retain quality employees, it has to be sensitive to the fact that we have lives outside of work," Strom said at a CTU training workshop in 2002. "We all have a need for flexibility," Strom said.



## Retiring? Keep in touch with your union

**B**ecause of your participation over the years, the CTU is well positioned for a successful future.

CTU is your legacy, and as you head into retirement, we want to express our heartfelt "thank you."

Continue to receive the CT News by emailing [Cheryl@ctumsu.org](mailto:Cheryl@ctumsu.org) or call 517-355-1903 to request a subscription. Copies are also available at [www.ctumsu.org](http://www.ctumsu.org), and you can like us on facebook at [www.facebook.com/CTUofMSU](http://www.facebook.com/CTUofMSU).

Our efforts are paying off. Through the Joint Health Care Committee (JHCC), the unions and management have spent the last few months investigating products on the market and are now ready to introduce three options that promise to increase health care quality while lowering costs.



## Diabetes management

If you or someone on your health care plan is being treated for diabetes, you have or soon will receive information about **Livongo**, a diabetes meter and coaching service scheduled to launch in April.

Those who sign up for Livongo will receive a meter, information, tools, and real-time support and counseling via their computer or other electronic devices.

Livongo will be free to MSU staff employees who wish to participate.

Based on its investigations, JHCC expects Livongo to result in better outcomes both financially and clinically.

And that means more money in our paychecks.



## Drug discounts

Although MSU employees pay a \$20 copay for a three-month supply of generic drugs and \$40 for those on the formulary, expensive specialty medications can cost us up to \$50 each per month.

It's worse for people who don't have good insurance. Some consumers can face out-of-pocket costs of hundreds, even thousands, of dollars for specialty drugs.

To offset the prohibitive costs, drug makers often offer discounts to cover part or all of the cost, and these discounts also can be used toward copays.

Manufacturers' discounts can be huge, but an MSU employee benefits only from the copay amount that is covered. The remainder of the discount is returned to the manufacturer.

JHCC is working with **Caremark**, our pharmaceutical insurer, to apply

the remainder of any discount to our health care plan, thereby decreasing our spend. And we know what that means. [Monique Mataya-Trevino]

Currently, members eligible for a discount discover it on their own. Under the new process, Caremark will contact members who are eligible for a discount, and help them access it if they agree to participate.

Health continued on next page

## Know your health care contract

*Excerpt from the*

### **Memorandum of Understanding between Michigan State University and the Coalition of Labor Organizations at MSU**

#### **Section 5. Continuation of Joint Labor/Management Cooperation on Health Care**

- A. All parties understand and agree that joint discussions between the Coalition and the University's administration are mutually beneficial and productive, and that such discussions warrant continuation in the future. To continue the successful work achieved through the joint health care committee, the parties will have the president and/or their designees, not to exceed two per union, attend official JHCC meetings to achieve these goals.
- B. From January 1, 2018, until December 31, 2021, . . . the University shall continue to acknowledge and work with the Coalition concerning health care issues. The parties shall continue to meet, discuss and negotiate, as necessary or appropriate, concerning all aspects of the University's health care plan for the purpose of identifying and implementing necessary and beneficial changes. The parties shall have the authority to implement changes concerning the health care provisions of this Agreement. There shall be no changes to the wage related provisions of this Agreement without ratification by the memberships of each individual bargaining unit of the Coalition. The University shall continue to share data relating to health care plans with the Coalition and direct that carriers and other health care plan vendors share information concerning the program with the Coalition, and the Coalition shall continue to participate in discussions regarding any and all changes to the current programs that may come under consideration as well as annual rate renewal discussions.

*<http://www.ctumsu.org/wp-content/uploads/2018/03/CLOmsu2018-2021.pdf>*



# Eternal Vigilance is the Price of Liberty

**D**on't make the mistake of thinking that the existence of rights on a page somewhere means that you'll always be able to count on those protections. Rights that aren't exercised can in fact disappear over time; you can lose what you don't protect. So you need to know where your rights come from, and how to use your union to protect them. In practical terms, this means that when your employer breaks the rules, you need to make sure that your Union Representative knows about it. A UR's job is to be the "eyes and ears" of the union, but a UR can't be everywhere at once, and that's why individual members have the responsibility to alert the UR if they see a problem. That way, the union/employer structures that are in place can be used to prevent changes for the worse in the day-to-day conditions of the workplace.

—Adapted from *The Union Member's Complete Guide*, by Michael Mauer

## Health continued from previous page



### Telemedicine

- ▼ Your child develops a fever in the middle of the night.
- ▼ You're wondering how concerned you should be about a persistent rash.
- ▼ All you need is an antibiotic for a recurring infection, but you're on vacation.

We've all been there—when we can't judge the seriousness of a medical situation ourselves, or we need basic meds, or we require immediate medical advice.

JHCC is working to introduce a telemedicine program that will allow individuals the option of speaking to a licensed doctor by web, phone, or mobile app within minutes.

Intended to supplement our current health care options, a telemedicine program will give participants 24/7 access to medical assistance.

The physicians will be able to diagnose and treat many health issues: cold and flu symptoms, migraines, allergies, skin problems, sprains, etc. Psychiatrists, psychologists, licensed clinical social workers, and counselors also will be available to treat behavioral conditions like addiction, depression, and family difficulties. Except for controlled substances, the doctors will be able to write prescriptions.

A telemedicine program would cost the plan significantly less than a visit to a primary physician, urgent care facility, or emergency room. JHCC plans to introduce the program with a zero copay for participants.

More information will be distributed when program details are finalized.

### Autism coverage expanded

In addition to the three new health care options that are being introduced, JHCC has also decided to improve coverage for autism.

Visits for physical, speech, and occupational therapy are currently limited to 60 per member, per calendar year.

Children with autism, however, can benefit from much more extensive early treatment. [Megan Spaulding]

JHCC has decided, therefore, to remove the 60-visit physical, speech, and occupational therapy limitation for autistic children under 19 years of age.

Effective May 1, 2018, occupational therapy, physical therapy and speech and language pathology services for the treatment of autism will not be subject to annual visit limitations.

JHCC is composed of representatives from MSU management and the unions covered by the health care contract between MSU and the Coalition of Labor Organizations at MSU (CLO). JHCC meets regularly "for the purpose of identifying and implementing necessary and beneficial changes."

## URdistricts

**B**eginning with this issue, the CT News will discontinue publishing the names of members who have submitted petitions for appointment or reappointment to Union Representative positions. Instead, the information will be sent directly to members of the districts affected.

We will continue to print the names of any member appointed or elected to a UR position.

**Interested in becoming a Union Rep?**  
Contact Vice President **Rosie Garcia** at 355-9672x273 or [garciar@msu.edu](mailto:garciar@msu.edu) for more information.

## Back to school with your union



**I**t's time to register for CTU's Gerri Olson Educational Loan for summer semester.

Under this program, CTU pays the tuition up front. Members are responsible for reimbursing the union after the class is completed.

Contact Barb Harris (355-1903, [barb@ctumsu.org](mailto:barb@ctumsu.org)) before 5 p.m., April 27, in order to participate in the loan program.

Registrations received after April 27 will be considered as space permits.



CTU OF MSU  
2990 E. LAKE LANSING ROAD  
EAST LANSING, MI 48823-6219

CHANGE SERVICE REQUESTED

## CTcalendar

**April 17, May 1.** Executive Board meetings. 2990 East Lake Lansing Road. [Stacy Hollon]

**April 27.** Deadline to apply for CTU's educational loan, page 7.

**April 25.** Administrative Professionals Day. [Renee Chapman]

**April 26.** Take your child to work day.

This year's theme is "Spartans of Positive Change. Events are intended for children 8 to 14 years of age.

Details at [worklife.msu.edu/events/take-your-child-work-day-0](http://worklife.msu.edu/events/take-your-child-work-day-0).

**April 30.** Relax under the stars in the middle of the day. Abrams Planetarium, 12:10 p.m. 12:50 p.m. Free. Register at <http://www.health4u.msu.edu>.



After a difficult season. . . .

CTU members are **SPRING**ing into action with our

### ***April Membership Meeting***

**Room 1310 Anthony Hall**

**Tuesday, April 24, 2018**

**5:20 p.m.**

*(doors open at 5 p.m. so come early to socialize)*

*Membership meetings are for making decisions about the Union, asking questions and receiving updates about Union activities.*

*Our annual audit and budget will also be presented.*

