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To: [Jalipa, Brent \(BOS\)](#)
Subject: Felton Union Busting Cost and Personal Experience
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Hello Devin, Supervisor Kunins, and esteemed Board Members,

I am so grateful for your willingness to speak with the direct service workers and to hear the painful and illegal actions done on behalf of Felton management on our dime and under contract with SF county. As you see how Felton responded in the board meeting on 10/26/22, they are not willing to have any discussion, only offer generic platitudes and provide no back-up to their stated claims. They couldn't be bothered to come to speak to you all while on a workday where they were collecting a salary paid by our tax money with plenty of notice from the Board that they should participate.

This email includes my experience in 2 parts. First, how Felton's union-busting practices are directly hurting current SF BHS clients and costing the city a massive amount of money. The second part will include my experience while working at Felton as a Behavioral Health Clinician doing Intensive Case Management (ICM) for Adults with a serious mental illness, behavioral needs, poor community functioning and many with a history as a high user of multiple services (HUMS) aka very costly repeat crisis services as tracked by SFDPH.

The current impact of Felton anti-union activities using taxpayer money which should go to services does the following.

1. Currently, there are multiple clients that are waiting for ICM services. To give an example - SF Healing Center clients are forced to remain in that locked facility at a cost of \$519 a day. THE ONLY BARRIER to their release is waiting for their name to come up on a months long ICM program waitlist to enroll in ICM before they can be discharged into a program like Clay/Loso (Clay street clients assigned to Felton for ICM for one example) or enhanced board and cares, etc. I currently have clients waiting to get into healing center for over 6 months but can't transfer there because we can't discharge a SF Healing Center client until we have them enrolled in ICM. Consider the thousands of dollars A DAY it costs when ONE person is at SFGH medical or psychiatric departments, and how that adds up when they are forced to stay in the hospital because we can't discharge the client. There are new programs like Office of Coordinated Care at SFGH which are meant to be bridge case management, but with a months long waitlist they can't cover these clients that long, it's supposed to be a short support and would be unnecessary if Felton focused on getting Clients enrolled.

2. The costs are not as important as the fact that we are legally and ethically required to support Clients into "the least restrictive level of care" and "causes the least restriction on a person's civil rights". It is beyond unacceptable that our service providers are spending tax payer money to actively work against their employees instead of putting that funding into client care and getting people enrolled in services so they can move into the appropriate setting meeting the "least restrictive" requirement.

Management's bad practices and how we were powerless to assist due to lack of union backing to hold managers accountable for their actions. All of the incidents I highlight below occurred at the 650 Bush @ Franklin location between March 2020-April 2021.

1. Their low staffing is a form of union busting. People get so burned out they leave. Please look at their employee turnover rate as a guideline for how much they care about their employees. Also I would request they prove they gave the wage increases because when I was there and requested a cost of living raise after working a year, they gave me \$0. I cited a huge cost of living increase, covid expenses and risk of death for ourselves and family members as we were forced to provide services in the community, as well as consistently working over 50 hours a week. I also brought up the fact that I was being unfairly paid as I was making \$63,000, worked at Felton 1 year and came with 2.5 years experience, but when they hired someone with no experience fresh out of school and paid her \$72,000 simply because we were understaffed.
2. We all advocated for an awning for Clients stuck outside in line daily in April right after COVID started. As the rain began in November we pushed harder but Albert Gilbert's responses in large team meetings at the location above were "it might be stolen by homeless people", "we don't know who could set up and take down a canopy tent" in our parking lot like mission mental health did. I and others volunteered to take care of the canopies, and then the response was "we need another bid (after waiting months! March 2021 clients were still forced to wait in lines outside and there was no coverage from the weather and no privacy from the community when getting mental healthcare.
3. I guarantee if you could look at the of the emails they send you will have documented time-stamped corroboration of the employees anti-union experiences and manager actions. Consider the marketing guy who spoke, he came in person instead of writing a statement and having someone else read it as if Felton is pleading the 5th.

Please also consider that most of the happy call-in employees were there less than 1 year and how the language they used was so generic and repetitive. "i can go to my manager" "I feel supported" and "the unionizers harassed me" w/ very few examples of these events. I'm not saying folks feel perfectly comfortable, but I did outreach for unionizing efforts while at Felton and we were always encouraged to be kind and supportive (hard to get people on board if

we're mean so it's a honey-not-vinegar approach). I would accept a simple no and move on to the next person I wanted to outreach. I would also love to see the reports from the police about calls because I'm certain it will also back the claims of folks like Courtney Lorraine.

I would be happy to speak with you about any of these topics at any time. Again thank you for all you do to take care of SF!

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