



Union Operations (UO #4)

1 **Subject:** Expanded Access to Worker Records through Salesforce
2 **Authored by:** Andrea Kennedy-Smith
3 **Submitted by:** Local 200

4
5 **WHEREAS,** it is critical that our union consistently increase membership unionwide by
6 engaging the current workforce.

7 **WHEREAS,** it is important that each sub-local be provided with a list of non-members,
8 to include the employee’s agency, email, phone number, and worksite each month, where
9 applicable.

10 **WHEREAS,** it is important for each sub-local to be informed of who the non-members
11 are so outreach can be coordinated.

12 **WHEREAS,** Salesforce is updated by Workday periodically and we know that some
13 information/data is not accurate.

14
15 **BE IT RESOLVED** that SEIU Local 503, OPEU shall give sub-local Presidents and
16 sub-local executive leadership access to Salesforce.

IMPACT STATEMENTS

Financial: We currently pay \$137 per person/per month for full access to Salesforce. There is also a \$30 per person/per month for lower access to Salesforce. We have 361 sublocal presidents and executive officer team members of sublocals. Which license people would need is not clear in the resolution. The cost for the full access would be \$593,484 (\$137 license x 361 sublocal officers x 12 months). The cost for the limited access would be \$129,960 (\$30 license x 361 sublocal officers x 12 months).

Currently 503 has two staff who manage Salesforce and our data, to add 361 officers it would triple the number of users that currently have Salesforce and would need support. We would need a minimum of three staff to be able to support the users and provide the ongoing training. Three additional staff would cost \$300,000-\$480,000 depending on the classification, step and health insurance costs.

For the full access the cost per year with staff support would be \$893,484-\$1,073,484
For the more limited access the cost per year with staff support would be \$429,960-\$609,960.

Equity: Negative impact due to potential for misuse of confidential information. Also, it could disproportionately impact members from historically oppressed communities by outing information they might not be comfortable sharing (example; sexual orientation).

Legal: Expanding access to Salesforce expands access to sensitive or confidential worker information. There is a high potential for misuse of Salesforce data in multiple contexts

(member elections, member grievances, members/staff complaints, and more). Misuse or unauthorized distribution of sensitive worker data could result in liability for the Union.

Political: No impact