

**Congress of the United States**  
**Washington, DC 20515**

June XX, 2024

Bruce Caswell  
President and CEO  
Maximus  
1600 Tysons Boulevard  
Tysons, Virginia

Dear Mr. Caswell:

We are writing regarding the efforts of Maximus employees to organize a union with the Communications Workers of America (CWA) and to encourage Maximus to respect the voices of your employees by pledging not to interfere in any union organizing activities and adopting a neutrality agreement. Given the work stoppages that have recently occurred at Maximus, we believe a neutrality agreement from Maximus is necessary to ensure that our constituents can rely upon the continuous provision of call center services for various federal programs.

We understand that workers at the call centers operated by Maximus under contract with the Centers of Medicare and Medicaid Services (CMS) answer calls from millions of Americans seeking help with accessing health coverage through Medicare and the Affordable Care Act (ACA), and that these workers were instrumental in helping to break all previous records for ACA enrollment during the 2024 open enrollment period.<sup>1</sup>

Workers at Maximus' federal call centers began organizing to form a union in 2017, more than a year before Maximus acquired the call center business from their previous employer, General Dynamics Information Technology (GDIT).<sup>2</sup> Nearly seven years later, workers at Maximus continue to organize to demand improvements at work, including affordable health coverage for themselves and their families, job security, living wages, and the ability to form a union free from interference by their employer. In November 2023, 700 workers walked off the job in the largest federal call center strike in history, including workers from seven states.<sup>3</sup>

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<https://www.cms.gov/newsroom/press-releases/celebration-10-years-aca-marketplaces-biden-harris-administration-releases-historic-enrollment-data>

<sup>2</sup> <https://www.nlr.gov/case/15-CA-211652>;

<https://www.govconwire.com/2018/11/maximus-completes-400m-purchase-of-general-dynamics-citizen-engagement-centers-bruce-caswell-quoted/>

3

<https://cwa-union.org/news/releases/700-obamacare-and-medicare-workers-stage-largest-federal-call-center-strike-history>

We were happy to see President Biden take executive action early in his administration to raise the minimum wage for federally contracted workers to more than fifteen dollars per hour and to protect current workers from displacement when new contractors are selected.<sup>4</sup>

Unfortunately, we have heard from call center workers themselves that Maximus has responded to their efforts to organize their union with a campaign of intimidation aimed at silencing workers, resulting in numerous unfair labor practice (ULP) charges. These ULP charges include allegations that Maximus discharged employees in retaliation for engaging in protected concerted activity and union activity (including speaking out against racial disparities at Maximus), and threatened employees with layoff and worksite closure in connection with employee protected union activity; granted special benefits to non-striking employees while depriving strikers of those same benefits because they chose to engage in strike activity; coerced and threatened a union supporter; summoned the police on workers while they were engaging in a lawful strike and disciplined an employee in retaliation for participating in the strike; and retaliated and discriminated against a union supporter.<sup>5</sup>

Maximus states in its own Human Rights Principles that “[r]especting human rights means more than simply following particular rules or laws. Being aware of and considering human rights means making a shared commitment to hold each other accountable to the highest standards of business conduct.”<sup>6</sup> A neutrality agreement simply consists of an employer agreeing not to engage in unfair activities that are intended to influence workers’ decision to form a union. We believe that a neutrality agreement is critical to protecting workers’ freedom of association and collective bargaining rights.

All workers should have the free and fair choice to join a union, as is required by law. We strongly urge you to adopt a neutrality agreement with regards to any efforts by your employees to unionize and to commit to negotiating in good faith if your employees do choose to form a union.

Thank you for your time and attention to these important issues.

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<https://www.federalregister.gov/documents/2021/04/30/2021-09263/increasing-the-minimum-wage-for-federal-contractors>;

<https://www.federalregister.gov/documents/2021/11/23/2021-25715/nondisplacement-of-qualified-workers-under-service-contracts>

<sup>5</sup> Case #15-CA-292735; Case #15-CA-301668; Case #05-CA-301812; Case #05-CA-301812; Case #15-CA-305277; Case #15-CA-306438; Case #15-CA-318724

<sup>6</sup> MAXIMUS, Inc., MAXIMUS Human Rights Principles, [https://maximus.com/sites/default/files/documents/MAXIMUS\\_Human-Rights-Statement\\_2020.pdf](https://maximus.com/sites/default/files/documents/MAXIMUS_Human-Rights-Statement_2020.pdf)