
CWA Issue Brief

Work/Family Programs

CWA Goals

Many call center employees are parents with children at home and many also have responsibilities caring for elderly, disabled, or ill family members. Provisions that help employees balance their work with family responsibilities have proven to be a win-win for employees and employers. Significant research documents that work/family programs improve productivity and job satisfaction while reducing absenteeism, tardiness, job turnover, and stress. (See also “CWA Negotiated Provisions on Flexible Scheduling”)

CWA has negotiated provisions that help employees balance work and family responsibilities. These provisions supplement federal and state Family and Medical Leave Act (FMLA), temporary disability, and other statutory protections that allow employees to take job-guaranteed leave to care for newborn and adopted children and seriously ill family members. CWA negotiated provisions include:

- New child and family care leave with job guarantees, benefits, and service credits
- Work/family resource and referral programs
- Gradual return to work after new child leave
- Family care fund
- Adoption assistance
- Tax-Exempt Dependent Care Assistance Account
- Labor/management family care committees

Provisions in CWA Contracts

Century Link (formerly Qwest)

New Child and Family Care Leave: Up to 12 months unpaid leave for new child or family care. The leave can be taken intermittently over a two-year period, and employees are guaranteed job reinstatement at the end of each period of leave.

Resource and Referral Service: CWA has negotiated a Child and Elder Care Resource and Referral Service.

Family Care Fund: The Company will provide a Family and Work Development Fund of \$100,000 per year administered by a joint union-management committee.

Adoption Assistance: The Company will provide \$2500 of adoption assistance for each adopted child.

AT&T Legacy T

New Child and Family Care Leave: Up to one year unpaid new child or family care leave, with company-paid medical and dental benefits, and job reinstatement guaranteed for one year.

Resource and Referral Service: The Company shall provide 24-hour access to child care, elder care, adult disability care, and adoption referral services, including a SchoolSmart Educational Resource Initiative and ‘Caring for Self’ Consultation Service

Gradual Return to Work: Employees are also provided a six-month gradual return to work after new child or family care leave.

Adoption Assistance: \$3,000 per child

Tax-Exempt Dependent Care Assistance Account: Up to \$5,000

AT&T West

New Child and Family Care Leave: Up to one year unpaid new child or family care leave, with company-paid medical and dental benefits for first six months and 50 percent for next six months, and job reinstatement guaranteed for one year. The initial four months of leave may be taken in increments of two weeks or more. The eight-month balance must be taken in one continuous period of time.

Employees shall receive service credit for the first 30 days of leave.

Resource and Referral Service: Child care, elder care, adoption, school-age children resource and referral service

Adoption Assistance: \$2,000 per child

Tax-Exempt Dependent Care Assistance Account: Up to \$5,000

AT&T Midwest

New Child and Family Care Leave: Up to one year unpaid new child or family care leave, with company-paid medical and dental benefits for first six months (except in Wisconsin, where it is for the entire leave, by state law), and job reinstatement guaranteed for one year.

Resource and Referral Service: Child care, elder care, teen resource and referral service

Adoption Assistance: \$5,000 per child

Tax-Exempt Dependent Care Assistance Account: Up to \$5,000

AT&T Southwest

New Child and Family Care Leave: Up to one year unpaid new child or family care leave, with company-paid medical, dental, and vision benefits for first six months and 50 percent for next six months, and job reinstatement guaranteed for one year.

Adoption Assistance: \$5,000 per child

Tax-Exempt Dependent Care Assistance Account: Up to \$5,000

AT&T East

New Child and Family Care Leave: Up to one-year new child and family care leave, with company-paid medical, dental, and vision benefits for six-months, and job reinstatement guaranteed for one year.

Family Care Fund: The Company provides \$300,000 to the Family Care Committee over the three-year life of the contract to disperse for family care subsidies.

Adoption assistance: \$2,500 per child, lifetime maximum of \$7,500

Verizon Northeast

New Child and Family Care Leave: Up to one year of new child and family care leave, with company-paid medical, dental, and vision benefits, and job reinstatement guaranteed for one year.

Gradual Return to Work: Employees may gradually return to work within 12 months of a new child or family care leave with a reduced work schedule.

Family Care Fund: The Work and Family Committee is funded at \$6 million (\$1.5 million annually, including 2011) through the life of the contract.

Verizon Mid-Atlantic

New Child and Family Care Leave: Up to one year unpaid new child or family care leave, with continued company-paid medical and dental benefits, and job reinstatement guaranteed for one year.

Dependent Care Leave: Employees can take up to 24 months unpaid leave over the life of their career.

Resource and Referral Service: Child care, elder care, teen resource and referral service

Family Care Fund: The Advisory Council on Family Care is funded at \$1.28 million per year. The Council provides funding for child care and resource and referral programs.

Adoption Assistance: \$10,000 per child

Tax-Exempt Dependent Care Assistance Account: Up to \$5,000

Verizon California

New Child and Family Care Leave: Employees may request a leave of up to 12 months for personal reasons. The Company will keep the job open until the employee on leave has been offered reemployment. Employees who have exhausted their allowable time off as permitted by the FMLA who still need additional time off related to the serious health condition of an immediate family member may request such additional time.

FairPoint

Family Care Fund: Funded at \$100,000 over five years (the life of the contract) to the union-management Work and Family Committee to support child and elder care subsidies, the Kids in the Workplace Program, and other Work and Family projects authorized by the Work and Family Committee.

New Child and Family Care Leave: Up to one year of new child and family care leave, with company-paid medical, dental, and vision benefits; job reinstatement guaranteed for one year.

Adoption Assistance: Up to \$10,000 per child.

Bloomberg BNA

Work and Family Joint Committee: A joint committee, composed of members from the union and management, explores issues pertaining to work and family, including ways of assisting employees regarding the provision of care for their children and for their elderly and/or ill parents. Reasonable and necessary costs for such exploration will be paid by the Publisher.

Adoption Assistance: \$4,000 per child

Tax-Exempt Dependent Care Assistance Account: Yes