

NEWSLETTER

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Top News

Governor Newsom Signs Important New Legislation into Law

Last month was the deadline for Governor Newsom to sign a wave of new state legislation into law. Here are some of the key ones protecting employees.

Temporary Public Employees (AB 1484): Amends the Meyers-Milias-Brown Act, Gov't Code Section 3500 et seq., to require public agencies who hire temporary employees to perform the same or similar type of work that is performed by permanent employees represented by a recognized employee organization to:

- At the request of the recognized employee organization, automatically include temporary employees in the same bargaining unit as the permanent employees, if the temporary employees are not already in the bargaining unit.
- At the request of the recognized employee organization, promptly engage in collective bargaining to establish wages, hours and terms and conditions of employment for the newly added temporary employees, if the parties' current MOU does not address them.

- Upon hire, provide each temporary employee with their job description, wage rates, and eligibility for benefits, anticipated length of employment, and procedures for open, permanent positions.
- Provide the same information to the recognized employee organization within five business days of hiring the temporary employee.
- Provide the recognized employee organization with the anticipated end date of employment for each temporary employee or the actual end date if the temporary employee has been released from service since the last list was provided.
- Bargain with the recognized employee organization that represents the permanent employees as to whether a temporary employee who subsequently obtains permanent employment receives seniority or other credit or benefit for their time spent in temporary employment.
- Bargain with the recognized employee organization that represents the permanent employees as to whether a temporary employee receives a hiring preference over external candidates for permanent positions.

Violations are enforceable as unfair practice charges with the Public Employment Relations Board (PERB) pursuant to Gov't Code Section 3509. This law significantly strengthens the rights of temporary employees and public employee organizations that represent permanent employees who do the same work. The law makes it far less likely that public agencies will use temporary employees to perform bargaining unit work.

Leave for Reproductive Loss (SB 848): Last year, Governor Newsom signed AB 1949, which amended the California Fair Employment and Housing Act ("FEHA") to require employers to provide for up to five days of bereavement leave per occurrence upon the death of a family member. This bill fills a gap left from last year's law. It requires employers to provide up to five days of reproductive loss leave following a reproductive loss event, which is defined as the day or, for a multiple-day event, the final day of a failed adoption, failed surrogacy, miscarriage, stillbirth, or an unsuccessful assisted reproduction.

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Failed adoption, failed surrogacy, miscarriage, stillbirth, and unsuccessful assisted reproduction are specifically defined in the law. It includes intrauterine insemination (IUI) and other assisted reproductive technology (ART), like in vitro fertilization (IVF). The law applies to a person who would have been a parent of a child but for the reproductive loss event. The five days do not have to be taken consecutively.

The law makes it an unlawful employment practice for an employer to fail to provide or refuse to grant a request by an eligible employee to take up to five days of reproductive loss leave following a reproductive loss event. As with AB 1949, the law only covers employees who have worked for their employer for at least thirty days, and the leave must be taken within three months of the event. But, unlike AB 1949, which provides for five days of bereavement leave per occurrence with no cap on the number of occurrences per year, this law says that if an employee experiences more than one reproductive loss event within twelve months, the employer is not obligated to grant a total amount of reproductive loss leave time of over twenty days within a twelve-month period.

As with AB 1949, the leave is unpaid. However, employees may use certain other leave balances otherwise available to the employee, including accrued and available paid sick leave. The law makes leave under these provisions a separate and distinct right from any right under the FEHA. It makes it unlawful for an employer to retaliate against an individual because of the individual's exercise of the right to reproductive loss leave or the individual's giving of information or testimony as to reproductive loss leave, as described. The law does not specifically authorize employers to require medical documentation as a condition for granting leave, but it does require employers to maintain employee confidentiality relating to reproductive loss leave, as specified.

Paid Sick Days (SB 616): This is the first significant expansion of the Healthy Workplaces, Healthy Families Act of 2014, which was a landmark law that required California employers to provide paid sick leave to employees. This bill provides the following:

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- Extends paid sick days in California from three days to five days.
- Requires an accrual rate that is not less than one hour per thirty hours worked.
- Extends the amount of sick leave that can be carried over to the following year of employment from three days (or twenty-four hours) to five days (or forty hours).
- Says employees must be eligible to earn at least five days or forty hours of sick leave or paid time off within six months of employment.
- Raises the minimum cap from forty-eight hours (six days) to eighty hours (ten days).

The law excludes specified employees from its provisions, including employees covered by a valid collective bargaining agreement (described as CBA employees). Many full time permanent public employees are currently covered by MOUs or sick leave policies that provide for more than what is required under the Healthy Workplaces, Healthy Families Act of 2014, and these MOUs or policies may currently provide even more than what is required under SB 616. However, public sector agencies will likely revise their sick leave policies in the months ahead to ensure compliance with this latest expansion.

Employers may allow employees to use paid sick days from their future leave accruals. Employers shall provide employees with the amount of sick leave available on their itemized wage statement. Employees may determine how much paid sick leave they anticipate using. However, employers can set a reasonable minimum increment, not to exceed two hours, for the use of paid sick leave. If the need for paid sick leave is foreseeable, the employee shall provide reasonable advance notice. If the need is not foreseeable, the employee shall provide notice of the need as soon as practicable.

Other Important Legislation: Governor Newsom signed many other bills that strengthen general workplace protections. Those include:

- **AB 1** – Enacts the Legislature Employer–Employee Relations Act to provide employees of the State Legislature, except certain specified categories of excluded employees, the right to form, join, and participate in the activities of employee organizations of their own choosing for the purpose of representation on all matters of employer–employee relations. The Act will parallel those of the Ralph C. Dills Act, which applies to state employees. The Act also vests PERB with jurisdiction over enforcement.

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- **AB 96** – The law places two important requirements on public transit employers. First, the employer must provide written notice to the exclusive employee representative of the workforce affected by autonomous transit vehicle technology of its determination to begin a procurement process. The notice must be at least ten months before beginning the procurement process. This requirement applies when a public transit employer seeks to acquire or deploy any autonomous transit vehicle technology for public transit services that would eliminate job functions or jobs of a workforce. Second, the law requires an employer, upon written request from an exclusive employee representative, to commence collective bargaining within a specified time on certain subjects, including creating plans to train and prepare the affected workforce to fill new positions created by autonomous transit vehicle technology. The law vests PERB with jurisdiction over enforcement, but only as to public transit district employers where PERB currently has jurisdiction to process unfair practice charge
- **AB 520** – Provides that any public entity, defined as a city, county, city and county, district, public authority, public agency, and any other political subdivision or public corporation in the state, is jointly and severally liable for any unpaid wages for employees of any individual or business entity that contracts for services in the property services or long-term care industries.
- **AB 933** – Protects survivors of sexual assault, harassment, and discrimination from meritless defamation lawsuits by (1) clarifying that statements made in good faith about their experience are a form of protected speech, and (2) permitting survivors to obtain reasonable attorneys' fees and damages for successfully defending against meritless defamation lawsuits.
- **AB 1228** – Requires the hourly minimum wage for fast food restaurant employees to be \$20 per hour effective April 1, 2024. The law then authorizes the Fast-Food Council to establish minimum wages for fast food restaurant employees annually.
- **SB 365** – Protects workers and consumers from delay tactics employers and businesses use when a trial court rules that a forced arbitration agreement is invalid. The current law had allowed corporate defendants to effectively pause a worker or consumer's case, sometimes for years at a time, by simply filing an appeal. This bill allows a worker or consumer's case to move forward even if an appeal is filed, instead of putting the case on hold.
- **SB 461** – Authorizes state employees to elect to receive eight hours of holiday credit for observance of a holiday or ceremony of the state employee's religion, culture, or heritage in lieu of receiving eight hours of personal holiday credit.

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- **SB 497** – Establishes a ninety-day rebuttable presumption for retaliation claims brought under Labor Code Section 98.6 (retaliation claims filed with the Labor Commissioner) and Labor Code Section 1197.5 (the Equal Pay Act). This means an employer is presumed to have acted with retaliatory intent if it takes a personnel action against a worker who made a claim or complaint within the last ninety days.
- **SB 525** – Enacts a phased in multi-tiered state minimum wage of \$25 per hour (starting June 1, 2026) for health care workers employed by covered facilities.
- **SB 553** – Requires employers to implement an effective workplace violence prevention plan, including training employees, an incident log, other recordkeeping responsibilities, and to include the plan as part of its injury prevention program. Allows the collective bargaining representative to seek a temporary restraining order on behalf of affected employees at a workplace.
- **SB 699** – Any contract that is void under California’s restraint of trade law is unenforceable regardless of where and when it was signed. Allows an employee, former employee, or prospective employee to sue to enforce these provisions. Prohibits an employer from entering into a contract with an employee or prospective employee that includes a provision that is void as described therein.
- **SB 700** – Makes it unlawful, on or after January 1, 2024, for an employer to request information from an applicant for employment relating to the applicant’s prior use of cannabis, as specified. Under the bill, information about a person’s prior cannabis use obtained from the person’s criminal history would be exempt from the above-described existing law and bill provisions relating to prior cannabis use if the employer is permitted to consider or inquire about that information under a specified provision of the California FEHA or other state or federal law. A bill signed last year (AB 2188) made it unlawful for an employer, on or after January 1, 2024, to discriminate against a person based on the person’s use of cannabis off-the-job and away from the workplace or upon an employer-required drug screening test that has found the person to have non psychoactive cannabis metabolites in the hair, blood, urine, or other bodily fluids.

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·AB 2188 did not invalidate pre-employment drug screening and it exempted employees in the building and construction trades and applicants and employees in positions requiring a federal background investigation or clearance. AB 2188 also did not preempt state or federal laws requiring applicants or employees to be tested for controlled substances as a condition of employment, receiving federal funding or licensing-related benefits, or entering into a federal contract.

- **SB 885** – Makes various changes to public employees’ retirement law, including changing the age for required distributions from a defined contribution plan from age 72 to the age specified by federal law. Beginning in 2023, the SECURE 2.0 Act, a federal law, raised the age that an individual must begin taking required minimum distributions (RMDs) from age 72 to age 73.

Legislation Governor Newsom Vetoed: This year, some of the biggest headlines were bills that Governor Newsom vetoed, including:

- **AB 524** – The purpose was to prohibit discrimination against family caregivers and add “family caregiver status” to the list of protected categories under the Fair Employment and Housing Act (FEHA). It defined family caregiver as a person who is a contributor to the care of one or more family members.
- **AB 1356** – Was proposed to strengthen California’s Worker Adjustment and Retraining Notification Act by expanding protections for workers impacted by mass layoffs and require employers to give ninety days’ notice prior to a mass layoff, guarantee that workers do not have to waive their legal rights to be protected, and extend mass layoff protections to contract workers.
- **SB 403** – Would have defined “ancestry” for purposes of the Fair Employment and Housing Act (FEHA) to include “caste,” as defined.
- **SB 686** – Would have established health and safety protections for domestic workers under California’s Occupational Safety and Health Act (Cal/OSHA), including a financial and technical assistance program for domestic service employers and provide for health and safety outreach and education for domestic service workers and employers.

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- **SB 731:** Would have made it an unlawful employment practice for an employer to fail to provide to an employee who is working from home at least thirty calendar days' advance notice before requiring the employee to return to work in person.
- **SB 799** – Would grant striking workers in an authorized trade dispute to collect unemployment (UI) benefits after a two-week wait period while they are on strike.



News Release - CPI Data!



The U.S. Department of Labor, Bureau of Labor Statistics, publishes monthly consumer price index figures that look back over a rolling 12-month period to measure inflation

3.7% - CPI for All Urban Consumers (CPI-U) Nationally

3.9% - CPI-U for the West Region

3.2% - CPI-U for the Los Angeles Area

3.4% - CPI-U for San Francisco Bay Area

4.9% - CPI-U for the Riverside Area (from July)

4.7% - CPI-U for San Diego Area (from July)

You've got questions? We have answers!

Questions & Answers about Your Job

Each month we receive dozens of questions about your rights on the job. The following are some GENERAL answers. If you have a specific problem, talk to your professional staff.

Question: I work as a Parks Facilities Maintenance Worker II. For the longest time, my job description and the job descriptions of many other employees here has included this wording: "Standby assignment is at the discretion of the Division Head." I have been required to be on call while other employees have not. I have had to answer calls during non-working hours to react to issues that do not pertain to my regular duties during normal working hours. For example, irrigation issues (I'm not an Irrigation Maintenance Worker), ballfield issues (I'm not a Groundskeeper), and reservation lighting issues (I'm not involved in setting those up). I know one person is not required to be on call since he had a second job during non-working hours. Our previous irrigation worker was excused because he did not want to be on-call. When HR uses language like that in the job description, how legal is it? And with the examples I've listed, is the Parks Department management practicing favoritism?

Answer: Many organizations have standby and callback assignment policies to address emergency situations and work that cannot wait until an employee's next scheduled shift to be performed. If your job description states your position may be required to be on standby, then your employer is allowed to assign it. If you are being asked to do work without proper training, or you do not possess the required certificates or licenses to perform those tasks, contact your supervisor. They should be able to find another person to perform the work. You can ask your supervisor to arrange for any training you need to perform the job in the future. Keep track of the type of jobs you are called out for, and if they are frequently outside of your skill set or qualifications, speak with your employee organization representative. It may be necessary to revisit the standby policy to add personnel based on expertise.

You've got questions? We have answers!

There may be legitimate reasons why some people in your department do not work standby. People may have obligations that conflict with their ability to work standby, including being a caregiver, having disabilities, living too far away, or having a second job. Supervision or HR may have excused them from standby because of these reasons. Check your MOU and the organization's policy regarding standby or on-call assignments. There may be a process for making standby assignments, such as through volunteers, a set rotation, or inverse seniority. There may also be a limit on how often an employee can work standby, which helps reduce fatigue and burnout. If you are working too often, you may have an increased risk of making a mistake or getting hurt. If you find that the policy is not being followed, or that you need help with the standby workload, talk to your supervisor and let your employee organization know.

Question: I'm looking to retire and want to know when is best. If I retire by the end of the calendar year, I believe I'll be eligible for a COLA on my CalPERS sooner than if I retire next year. However, I have a lot of leave accruals that will be cashed-out, and if I retire in December after a full year of earnings, I'll be taxed on the cash-outs at a much higher rate. Can I wait until January 1 and still be eligible for the CalPERS COLA? How do other people who are looking to retire handle this?

Answer: Planning for retirement is one of the most important things you can do. Sometime before retirement, the earlier the better, a great first step is to speak with a financial planner to set financial goals and estimate what you will need to save along the way. When you get closer to retirement, consider setting up a meeting with CalPERS to calculate your expected retirement income.

A member who retires on December 31 may receive their cost-of-living adjustment (COLA) one year earlier than someone who retires on January 1 of the following year. For example, a member who is retiring on December 31, 2023, is eligible for a COLA in May of 2025 (about 16 months after retirement), whereas a retirement date of January 1, 2024, makes them eligible for a COLA in May of 2026 (about 28 months after retirement). A member's earliest retirement date must be the day after their last day worked or compensated by their employer. For example, if a member's last day worked is December 31, then the earliest retirement date is January 1. Talk to a CalPERS representative to figure out which retirement date would be best for you. When leave accruals are cashed out, they are taxed like supplemental income.

You've got questions? We have answers!

Before you cash out, you should speak with a tax professional on how best to minimize the leave cash-out tax liability. One method could be to roll the leave accrual cash-out into your deferred compensation account or other retirement account. Depending on your age and previous years' contributions, you may be eligible for the catch-up provision that allows you to contribute more than the current 2023 annual limit of \$22,500 for deferred compensation accounts. Speak with HR about the timing of the cash out (e.g., whether the cash out is paid in December or January) and when and how to change your deferred compensation election.

Question: If you approach a supervisor or manager with concerns, and they proceed to talk about it with a colleague or engage in discussions with other coworkers that can be considered gossip, is there a neutral individual who you can confide in? Is there a way to address this situation to prevent its recurrence? Do we have a designated safe and confidential space for this?

Answer: Supervisors and managers are often entrusted with information about staff or the organization that should only be revealed to parties with a need to know and a specific business purpose. No one wants their private personal information shared with others needlessly.

You should review your organization's policies regarding confidentiality and proper reporting procedures. It is possible that your supervisor has not received adequate training on proper procedures or confidentiality. It may be useful to show your supervisor copies of relevant policies. Express your interest in keeping any communication confidential and confirm that he or she will adhere to the policies of confidentiality you outlined. If the supervisor or manager continues to share private information with others who do not have a need to know or valid business reason, document the incidents and speak directly to HR. Even if you request that information be kept confidential, sometimes a supervisor or manager will have an obligation to report and share the information with a director or HR. This can happen, for example, if you tell a superior something involving alleged discrimination or harassment.

Question: I recently took a significant pay cut from my part-time job here at the City to become a full-time employee. I thought if a full-time employee changes position, the City would bring them in at the closest step to their current pay or a 5% higher step.

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The promotion increase language says, "Any employee receiving a promotion shall receive a salary increase equivalent to one pay step (5%) or shall be placed on the first step of the salary schedule for the class to which he/she is promoted, whichever is greater." I requested to start at a higher step and was denied. Is there anything I can do?

Answer: It depends. Different rules may apply to an employee depending on their part-time or full-time status. First check your MOU to determine if you were covered by it when you were a part-time employee, as some will only apply to regular full-time employees. If you were covered by the MOU, and it includes the promotion language, you should speak with HR about getting your pay rate corrected. If HR refuses, contact your employee organization. You may have grounds for a grievance. If you were not covered by the MOU when you were a part-time employee, other City policies or personnel rules may be in effect that would apply to your situation. If there is language that states that when a part-time employee is promoted, they shall receive a step increase or raise, then you should talk to HR about getting your pay rate corrected. Some agencies will allow employees to request a higher pay rate when they hire in or promote.

When making the determination, the City may look to criteria including the employee's experience, education, or skills. It is important to negotiate the pay rate before accepting the position because otherwise you may be left without recourse. Some employees may be open to accepting a lower hourly rate in exchange for a better benefits package (medical insurance, retirement plan, leave accruals). Ultimately, you will have to decide which option is best for you.

Question: I am resigning and retiring. I wasn't planning on providing a two-week notice. I spoke with HR, and they told me that because I am choosing not to provide a two-week notice, my release records will say "not rehirable." Can they do this? I haven't had a performance review in the last 3+ years and I am resigning from employment with 17 years with the employer.

Answer: If an employer has a legitimate non-discriminatory or non-retaliatory reason for refusing to rehire, the employer can do so. However, because of AB 749, which was enacted in 2019, no-rehire provisions are generally void in settlement agreements entered on or after January 1, 2020. This is now codified as Code of Civil Procedure Section 1002.5.

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Although the law does not prohibit use of the no-hire designation outside of the settlement agreement context, many employers have since moved away from using this terminology internally, particularly with respect to job reference checks. Your MOU or organization's personnel rules may have a provision regarding resignation, which states that, to maintain eligibility for rehire, an employee is required to give two weeks' notice. Since you are retiring, getting rehired at the organization is not an issue. An organization uses the not eligible for rehire designation internally when reviewing job candidates. To avoid the designation, some people may provide two weeks' notice and use paid time off for that period.

If you are applying for another job, a potential employer may ask your current or most recent employer questions to verify your position, salary, and dates of employment, which the current or most recent employer can provide. If the potential employer asks if your current or most recent employer would re-hire you, they will probably refrain from answering. Employers tend to have policies in place that limit what is disclosed about both current and former employees. This helps reduce the possibility of saying something defamatory and getting sued. If you are asked by a potential employer on an application or during an interview if you are eligible for rehire, you should answer honestly and provide an explanation regarding your retirement, if asked.



To apply for an internal opportunity as a public sector employee, there are typically a few steps you will need to follow. Here is a general guide to help you get started:

1. Research the opportunity: Start by identifying the internal opportunities available within your organization. This can usually be done through your organization's intranet, job boards, or internal communication channels. Look for positions that match your skills, qualifications, and career goals.

2. Review the requirements: Once you have found an opportunity you are interested in, carefully read the job description and requirements. Understand the qualifications, experience, and skills needed for the role, as well as any specific application or eligibility criteria.

3. Prepare your application: Update your resume or curriculum vitae (CV) to highlight relevant skills, experiences, and achievements. Customize your resume to align with the requirements of the internal opportunity you are applying for. Pay attention to any specific forms or documents that may be required and gather them in advance.

4. Connect with relevant contacts: Reach out to the hiring manager or the department offering the internal opportunity. Express your interest, inquire about any additional information or requirements, and ask questions to gain clarity on the application process. Demonstrating your enthusiasm and initiative can make a positive impression.

5. Submit your application: Follow the specified instructions to submit your application. This may involve submitting your resume, completing an online application form, or providing supporting documents. Ensure that you meet the submission deadline and include all the requested information.

6. Prepare for an interview: If your application is shortlisted, you may be invited for an interview. Research the role further, practice answering common interview questions, and prepare examples that demonstrate your experience and skills. Be ready to discuss how your current experience as a public sector employee aligns with the new opportunity.

7. Attend the interview: Show up for the interview on time, dressed professionally, and well-prepared. During the interview, highlight your relevant qualifications, experiences, and skills. Be sure to communicate your enthusiasm for the organization and the opportunity.

8. Follow up: After the interview, send a thank-you note or email to the interviewer, expressing your appreciation for the opportunity and reiterating your interest in the position. It is also a suitable time to ask about the next steps in the selection process.

Remember, the specific application process may vary depending on your organization, so it is always helpful to consult your internal HR department, or any application guidelines provided for detailed instructions. Good luck with your internal opportunity application!

SCHOLARSHIP



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Delores Autry West Award

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Let us know what you're interested in so we can ensure you're seeing the perks you'll most enjoy, front and center on your Discount Program Home Page.



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Support*

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Books, Movies, Music



Real Estate & Moving

"I received 8% off my Verizon bill!"
-Michael W.



Cell Phones



Sports & Recreation

I saved 30% on movie tickets on date night with my husband. -
Janet P.



Electronics



Tickets & Entertainment



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Enjoy preferred member pricing on some of your favorite brands and services.



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A Team Of Lawyers

LegalShield has a network of dedicated law firms in 50 states and all Canadian provinces and territories made up of seasoned lawyers with an average of 22 years' experience. Our Provider Law Firms provide legal protection to over a million members, even in covered emergency situations, 24/7/365 days a year.

Why LegalShield

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What Your Legal Plan Covers

Advice, Consultation & Representation

Landlord not treating you fairly or maybe getting the run-around on an insurance claim? Your team of lawyers can help with these services:

Advice

Phone consultations with your law firm for any personal legal matter, even pre-existing matters.

Letters and Phone Calls on Your Behalf

Available at the discretion of your provider lawyer

Contract and Document Review

Contract/document review up to 15 pages each

Representation

Representation from law firm of lawyers if you or your spouse are named defendant/respondent in a covered civil action is just another way your legal plan protects you.

YEAR	PRE-TRIAL TIME	TRIAL TIME	TOTAL
1	2.5	57.5	60
2	3	117	120
3	3.5	176.5	180
4	4	236	240
5	4.5	295.5	300

24/7 Emergency Assistance

Legal Emergency? Yes, your legal team even services you 24/7/365 days a year in the following emergency situations:

- Arrested or detained
- Seriously injured in an auto accident
- Served with a criminal warrant
- State attempts to take your child(ren)

Family Matters

Relationships can be complicated so let your team of lawyers work out the details.

Uncontested Name Change Assistance*

Preparation and if required, representation at the initial hearing by your provider law firm for uncontested name change.

Uncontested Adoption Representation*

Representation by your provider law firm for uncontested adoption proceedings

Uncontested Separation/Divorce Representation*

Representation by your provider law firm for uncontested legal separation, uncontested civil annulment and uncontested divorce proceedings

Document Preparation

Let your law firm assist with getting your legal paperwork in order before a problem arises. Your membership provides document preparation from a lawyer for:

Standard Will Preparation

- Will preparation/annual reviews and updates
- Living Will
- Health Care Power of Attorney
- Financial Power of Attorney

Residential Loan Document Assistance

Mortgage documents (as required of the borrower by the lending institution) prepared by your provider law firm for the purchase of your primary residence

Traffic

Accidents happen. So do speed traps. Your LegalShield Membership provides lawyer assistance when you are faced with the following situations:

Moving Traffic Assistance

- Non-criminal moving traffic violation assistance
- Motor vehicle-related criminal charge assistance for manslaughter, involuntary manslaughter, negligent homicide or vehicular homicide.
- 2.5 hours to help with driver's license reinstatement
- 2.5 hours to help with property damage collection assistance of \$5,000 or less per claims
- Available for members with a valid driver's license and driving a non-commercial motor vehicle

IRS

IRS and taxes don't have to be frightening with a team of lawyers on your side.

IRS Audit Assistance

- 1 hour of advice, consultation and assistance when notified of an audit
- 2.5 hours of additional assistance if a settlement is not achieved in the first thirty days
- 46.5 hours of assistance if your case goes to court
- Coverage for this service begins with the tax return due April 15th of the year you enroll

Additional Benefits

Additional legal coverage needed? Don't worry, your legal membership has that too!

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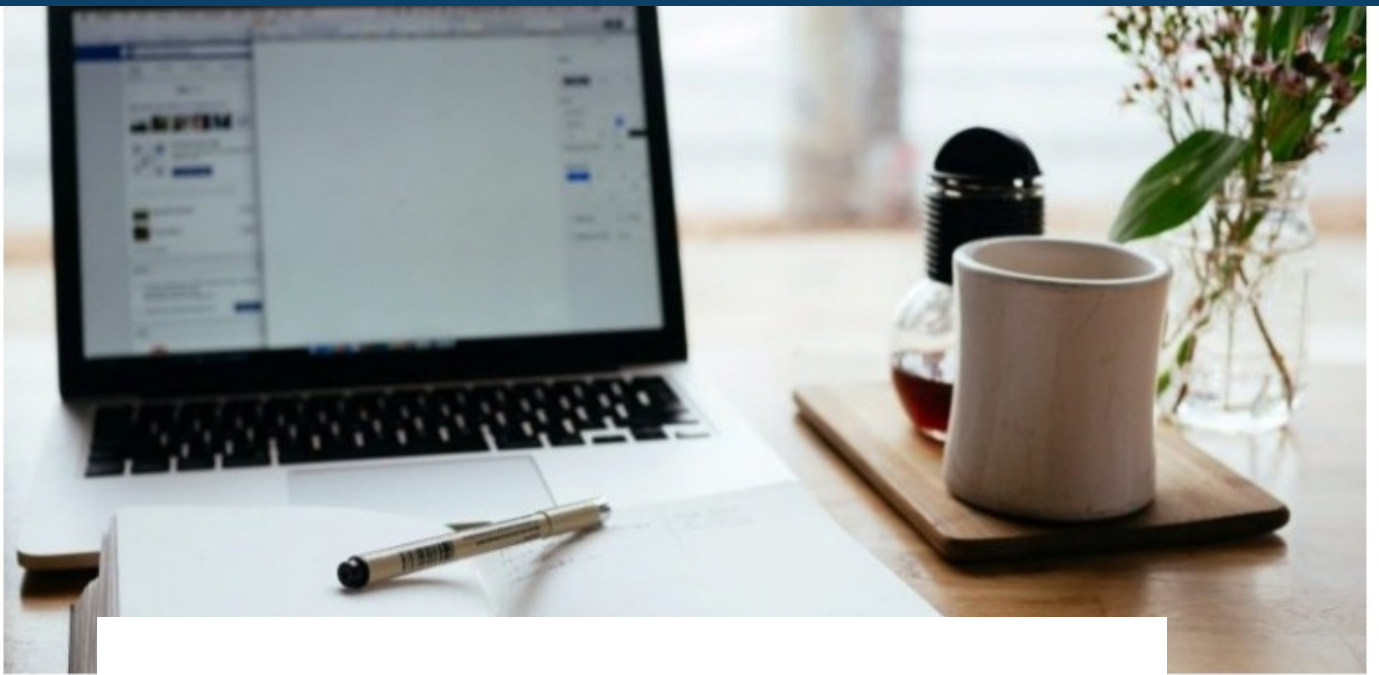
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10 Tips to Advance Your Career in Public Service

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[\(https://www.govloop.com/category/govloop-spotlight/\)](https://www.govloop.com/category/govloop-spotlight/)The only thing you can expect from your career is unexpected twists and turns. You may end up surprised to see where you land, like Dave Uejio, Acting Director of the Consumer Financial Protection Bureau (CFPB). He was tapped by President Biden in January.

A third-generation immigrant from Garden Grove, California, Uejio comes from a family of public servants – a professor and teacher – but never considered entering public service himself until Sept. 11, 2001.

“9/11 was a moment that made me pause and consider where my career was going,” Uejio said at the [2021 NextGen Government Training Virtual Summit](https://www.nextgengovt.com/) (<https://www.nextgengovt.com/>). “I concluded I had a responsibility to do more on behalf of other people.”

Mary Abbajay, author of “Managing Up” and Asha Aravandikshan, a vice president at Sprinklr, spoke in the opening session with Uejio.

The following is some career advice from NextGen’s first day of opening keynotes that can help you advance your calling in public service.

1. Be humble, hardworking and people-centering in everything you do.

“We’re eager to talk about the impact we have as public servants. What we may do less frequently is talk about the responsibility,” Uejio said. If it’s true that public servants make a great impact, it’s also important to approach the work with humility and an eagerness to learn from the people you serve.

2. Ensure you know why you’re in public service.

For Uejio, knowing why he was a public servant helped him make defining career decisions: whether he should remain or transition, and the metrics of success he set for himself to be effective for the public. If you know your “why,” others will notice it too.

3. Have a grateful attitude.

Being grateful will help “turbocharge” your work – and you’re likely to be better at your job day-to-day. Consider the opportunities you have to help many people in meaningful ways. This mindset will bring value to any agency you are part of.

Bonus tip: For example, professional presentations are performances at the service of your audience.

The first thing that Abbajay wants leaders to understand about public speaking is this: "If you are ever going to be a public speaker, you must be ready to perform." Whether you are presenting balance sheets or vision strategies, you present at the service of your audience. The audience's experience matters most. So, in the next public speaking opportunity that comes your way, consider how you can serve your audience.

4. Keep your head down and do good work – the work will speak for itself.

"Throughout my career, this has been a piece of advice that has scaled," Uejio said. Your work builds your reputation, not the other way around. Uejio recommended taking on challenges to which everyone else may have said no. Say yes to those challenges, and then figure it out. Get used to working in ambiguity.

5. Be kind and don't take relationships for granted.

This is another piece of advice that has applied to all seasons of Uejio's career. You never know if your next coworker or supervisor may be the person you ride the elevator with. "Take the time to build relationships across levels," Uejio said. "These are the people you lean on when work is toughest or riskiest."

6. Listen.

Hearing is one thing, but listening is what builds relationships for the long haul. It entails "learning, internalizing and empathizing," which are all key to understanding. At CFPB, listening is the glue that holds the interdisciplinary, diverse teams together. And it's key to gaining the respect of peers, even if they may not agree with leaders' decisions.

Bonus tip: Listen to the people you serve through insights.

Due to increasing digital channels, agencies can gather immense volumes of data on constituent experiences. But it doesn't necessarily mean agencies are listening to them. It's the difference between having ingredients and making a meal: "Most firms are feasting on data, but starving for insights," Aravindakshan said. When agencies invest in tools that can draw actionable insights from data, they will see growth in their performance.

7. Respect and foster organizational tension.

A diverse organization naturally has tension – and a strong organization builds tension into its structure. Leaders should want different teams and individuals to prioritize diverse values to make the best decisions. “I encourage you to promote real discourse in your decision-making process,” Uejio said. “The final results will be stronger.”

8. Build trust.

Trust goes both ways – you need to be trusted, and you need to trust others. Once you reach the upper echelons of public service, only select problems will land on your desk. Trust that others are being resolved, and invest in being trusted to work out difficult challenges as well.

9. Always continue learning about your organization.

“We don’t work in a vacuum,” Uejio said, which is why it’s important to keep learning about your organization’s mission, business and success. Know the ways your work intersects with others. Learning about the intersections is what prepared Uejio to transition from six years in talent acquisition to front-facing agency strategy. It often means learning more than your role requires, but you’ll be extremely valuable to your team.

10. Stay resilient amid transitions.

The constant change in government can be overwhelming. The primary challenge before public servants is to be resilient amid change. “The American public deserves civil servants that are experts in their fields and continue to work through transitions,” Uejio said. He encouraged collaboration with elected leaders as they’re “reflections of the democratic process.” “Millions of people depend on our work no matter who is in office. It’s our duty to center the public in what we do,” Uejio said.

To catch up on additional sessions and content from NextGen, check out our coverage [here \(https://www.govloop.com/tag/nextgen2021/\)](https://www.govloop.com/tag/nextgen2021/).

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