



CAPE

California Association of Professional Employees
 VOLUME 22 ISSUE 2 FALL 2016 EDITION www.CAPEunion.org

PRESIDENT'S MESSAGE

CAPE Support for Janice Hahn Advances a Legacy of Good Government and Cooperation

By Carlos Clayton, CAPE President



CAPE President Carlos Clayton, P.E. Unit 501, DPW

Our Association has stood in strong and active support for County supervisorial candidates since our 2008 effort on behalf of Mark Ridley-Thomas. The fact that we have won every time is good news for CAPE members (we're 3 for 3 so far), but it's also good news for Los Angeles County residents and businesses. Our candidates become County officials who get the job done. That's why we support smart government candidates.

This Fall, we are supporting a candidate for the 4th Supervisorial District who has the best 'good government' legacy of any elected official. Aside from her own celebrated career in elected office, U.S. House Representative Janice Hahn is the daughter of former Los Angeles County Supervisor Kenneth Hahn. Those of us who were around when Mr. Hahn held County office recall the no-nonsense approach that won him broad recognition as one of the best Stewards of the South Los Angeles Supervisorial District. Mr. Hahn had a way of getting it done, quietly, effectively and efficiently.

Janice Hahn has an approach very similar to her father's. She has a tremendous ability to capture an issue and work towards a solution. In the confusion of modern politics, she has a clear mission to improve the quality of public services for Los Angeles
(Continued on page 2)

CAPE Represented GIS Employees at Assessor's Office Win 'Out-of-Class' Pay Victory

by Tim Ferrell and Blaine Meek

Sixteen CAPE-represented Assessor Survey Mapping Techs—SMT's—requested either a promotion or Out-of-Class (OOC) Bonus in June of last year for performing GIS Tech work without proper compensation. CAPE represented the professional employees in a grievance that was partially granted in December 2015, promoting 9 and granting the Out-of-Class Bonus to 7 SMTs. Retroactivity was granted but 1 month short of the requested remedy to June 12, 2015.

However, there are now 9 new GIS Techs, in addition to the seven already receiving the OOC Bonus after CAPE intervened and facilitated 16 grievances.

Those now receiving the OOC Bonus were subsequently informed that each of them will be required to pass an open competitive exam to be promoted. The members were also informed that if they decided not to take the open competitive exam, they would be required to repeat the OOC process to continue receiving the OOC Bonus pay.

Unfortunately, three CAPE activists who were leading the effort to file the grievance, and had trained SMTs in their GIS duties, were unilaterally excluded from promotion after the exam. There is concern among many involved that the Assessor's Office managers will continue their resistance to promoting these CAPE grievance leaders.

Many question the "open competitive" status of the next exam which allows the Assessor's Office managers to promote from a much larger list, possibly leading to favoritism at the expense of the highly competent employees who are leading the effort to make sure promotions and bonuses are conducted fairly and in accordance with the MOU. A much better GIS promotional process would restrict the exam to Assessor's Office employees. Only Assessor's Office employees have been subjected to this treatment. Every other department, including the Department of Public Works, has handled the GIS transitional process efficiently and fairly.

CAPE-represented SMT ranks are growing! Last year's multi-department job title reclassifications led to many shifts in bargaining unit representation, especially for GIS employees. The process is now complete and CAPE is pleased to report that all formerly CAPE-represented SMTs have been accreted back into CAPE, along with several higher level SMT/GIS classifications previously represented by SEIU. ■



ISD CSA Staff Relocation Pains

by Tim Ferrell

Sandra Mosley is one of the many CSAs uprooted from her longtime office space in Downey. She and her ISD colleagues were moved on short notice to the Eastern Avenue Complex.



The workspace of Communications Services Analyst Zita Ruiz, seen in photo, after ISD agreed to redesign the layout for the entire room. CAPE representatives organized "Meet and Confer" to address the workspace concerns for CAPE ISD employees at their new location at the Eastern Avenue Complex.

Mosley and her coworkers were understandably concerned about securing an adequate, safe workspace at the new location. At the request of CAPE, Mosely, Telecom Services Engineer Steve Tran and CAPE representatives met with ISD Management to discuss the some obvious issues related to the Eastern Avenue site.

Good faith efforts by CAPE and ISD Management minimized the impact of the most troubling aspects of the move. For CAPE-represented ISD employees, the overall results following the discussions with management are mixed.

Although most would agree that ISD management has made an attempt to address the concerns raised by CAPE representatives, some ISD employees are still unsatisfied with the efforts by ISD management to fully address the concerns. ■

CAPE Board Election Results; Andres, Decker, Volz and Lindner Re-Elected



CAPE members cast their ballots for the 2016-17 Board of Directors elections. Seven candidates ran for 4 Board positions. Nearly 400 members returned ballots.

All of the incumbent Board members were re-elected to the Board of Directors

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IN THIS EDITION

MEMBERSHIP UPDATE!

CAPE's Board, staff, and members welcome all the new members of CAPE. Thank you for making your Union even stronger!

FIRST NAME	LAST NAME	UNIT	JOIN DATE
RUY	AMEZCUA DE LEON	501 - Professional Engineers	3/16/2016
AREN	AVAKIAN	131 - Appraisers	5/3/2016
HARMIK	BAZIK	511 - Engineering Technicians	3/16/2016
PHYLLIS	BORDENAVE-PRIESTLEY	511 - Engineering Technicians	2/18/2016
NONNA	BULKIN	511 - Engineering Technicians	3/9/2016
LANIE	CABAMONGAN	511 - Engineering Technicians	7/14/2016
JORDAN	CATANESE	511 - Engineering Technicians	3/16/2016
JIMMY	CHANG	511 - Engineering Technicians	5/18/2016
RYAN	DOMINGUEZ	131 - Appraisers	5/3/2016
WILLIAM	EDWARDS	511 - Engineering Technicians	3/16/2016
ABRAM	ESTRADA	511 - Engineering Technicians	7/14/2016
JOSEPH	FOBI	511 - Engineering Technicians	4/14/2016
SERAH	GHARIB	131 - Appraisers	5/3/2016
OSCAR	GILL	511 - Engineering Technicians	4/19/2016
MINA	HAMILTON	131 - Appraisers	6/6/2016
SHU-LIN	HSUEH	131 - Appraisers	5/3/2016
JOSE	HUAZ SIAM	511 - Engineering Technicians	7/14/2016
ANTHONY	KNIGHT	131 - Appraisers	5/3/2016
YEGISHE	KUKURYAN	131 - Appraisers	5/3/2016
POLLY	LAI	511 - Engineering Technicians	2/16/2016
DEBORAH	LEE	131 - Appraisers	5/3/2016
WILLIAM	LIU	511 - Engineering Technicians	7/14/2016
JAMES	LUNA	512 - Supervisory Engineering Technicians	4/25/2016
DONALD	MCCORD	512 - Supervisory Engineering Technicians	4/25/2016
NICHOLAS	MILES	512 - Supervisory Engineering Technicians	4/25/2016
KAMYAR	MIREMADI	511 - Engineering Technicians	2/16/2016
RICARDO	MORALES	131 - Appraisers	5/3/2016
ALAN	MURPHY	511 - Engineering Technicians	3/1/2016
UCHECHUKWU	NDUPU	131 - Appraisers	5/3/2016
THONG	NGOV	501 - Professional Engineers	8/24/2016
CHINWEZE	NNODIM	131 - Appraisers	2/18/2016
ARMANDO	ONATE JR	511 - Engineering Technicians	4/1/2016
MICHAEL	ORCHARD	511 - Engineering Technicians	3/16/2016
GABRIELA	ORELLANA	131 - Appraisers	5/3/2016
SARAH	PEREZ	511 - Engineering Technicians	6/14/2016
BERNIE	RODRIGUEZ	511 - Engineering Technicians	5/18/2016
SAMUEL	SEPETJIAN	131 - Appraisers	5/3/2016
ASHLEY	SMITH	511 - Engineering Technicians	4/4/2016
ADAM	SOLIS	501 - Professional Engineers	2/11/2016
ALLEN	SU	131 - Appraisers	5/3/2016
CHIH-HAO	TSANG	132 - Supervisory Appraisers	2/16/2016
KARL	UHLIG	511 - Engineering Technicians	7/14/2016
FATIMA	VALDEZ	511 - Engineering Technicians	2/18/2016
ARMEN	VARDANYAN	131 - Appraisers	5/3/2016
CHRISTOPHER	WOO	511 - Engineering Technicians	7/14/2016
JIEZHEN	WU	511 - Engineering Technicians	6/28/2016
SERGIO	YESCAS	512 - Supervisory Engineering Technicians	3/15/2016

President's Message

(continued from page 1)

County residents and businesses. During our many discussions, I've learned that she has incorporated her father's sensibilities when it comes to labor-management relations. We can expect her to pursue a course for fair, equitable exchanges with management in the coming years.

For all of these reasons, and more, our CAPE leadership decided to endorse Ms. Hahn early in the Primary Election. In a crowded Primary Election field, she missed securing a victory to avoid a November runoff by less than 2%. In the months that followed, many more organizations have jumped on board to support Janice Hahn for the 4th District Supervisorial District. The CAPE leadership is actively campaigning in support for Ms. Hahn, including a district-wide mailer sent out to 4th District households in early September.

If you live in one of the 4th District cities on the adjacent list, you'll have the opportunity to vote for Ms. Hahn, and I hope you do. Tell your family and friends; we have a rare opportunity to support smart government by voting for Janice Hahn for LA County Supervisor.

Cities and Communities Within The Fourth District

Cities	Signal Hill
Artesia	Torrance
Avalon	Whittier
Bellflower	
Cerritos	Unincorporated Areas
Diamond Bar	Cerritos Islands
Downey	East La Mirada
El Segundo	East Whittier
Hawaiian Gardens	Hacienda Heights
Hermosa Beach	La Habra Heights
La Habra Heights	La Rambla Long Beach
La Mirada	Los Nietos
Lakewood	Marina del Rey
Lomita	Northwest Whittier
Long Beach	Rowland Heights
Los Angeles (portion)	Santa Catalina Island
Manhattan Beach	South Whittier
Norwalk	West Whittier
Palos Verdes Estates	Westfield
Paramount	
Rancho Palos Verdes	Los Angeles City
Redondo Beach	Harbor City
Rolling Hills	Playa del Rey
Rolling Hills Estates	San Pedro
Santa Fe Springs	Wilmington



From left, CAPE Counsel Blaine Meek, Representative Janice Hahn, CAPE President Carlos Clayton, CAPE Board Member Peter Thomas, celebrate Ms. Hahn's Primary Election victory in June.

CAPE Welcomes New DPW Members



From left, back row: CAPE President Carlos Clayton, Armando Onate Jr., William Liu, Karl Uhlig, Christopher Woo, Abram Estrada, CAPE Board Member Nelson Manabat
From left, front row: CAPE Board Member Barbara Volz, Grace Bou (non-member), Lanie Cabamongan

Why I Joined CAPE



"I joined CAPE because we all know, organized workers have more power as a cohesive group than by acting individually. It's important for labor-management exchanges to be on a level playing field. Full support from membership is the only way to make that happen."

James Luna

512 - Supervisory Engineering Technicians
Joined CAPE 4/25/2016

TO CONTACT CAPE

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ABOUT CAPE

The California Association of Professional Employees represents more than 2700 employees of the County of Los Angeles. CAPE's representation extends into the areas of collective bargaining of Memorandum of Understandings (work contracts), collective bargaining of Fringe Benefits, Grievances, Legal Advice, and Health Benefits. CAPE, the Union, was formed in 1964 by professional employees of the County of Los Angeles, who recognized the need for fair and effective representation.

CAPE IS AFFILIATED WITH MEBA (MARINE ENGINEERS' BENEFICIAL ASSOCIATION) AND THE AFL-CIO (AMERICAN FEDERATION OF LABOR—CONGRESS OF INDUSTRIAL ORGANIZATIONS).

CAPE IS ALSO A MEMBER OF THE COALITION OF COUNTY UNIONS (CCU), AN ALLIANCE OF LOS ANGELES COUNTY UNIONS THAT COLLECTIVELY BARGAIN FOR THE HEALTH AND RETIREMENT BENEFITS OF ALL COUNTY "CHOICES" PARTICIPANTS.

UPDATES

CAPE Members Mourn Loss of Board Member Brent Decker



With tremendous sorrow, we announce the passing of one of CAPE's strongest organizers, CAPE Director Brent Decker. Brent died on Thursday, September 22, from injuries sustained in an automobile accident on September 4, 2016.

Brent's service with the Office of the Assessor began in 1989 as an Appraiser Trainee. His first assignment was at the former Pasadena regional office, where his abilities and strong work ethic caught the eye of Assessor management. After subsequent assignments in other regional offices and Major Real Properties, Brent was sent to the Assessment Appeals (AAB) section, where he volunteered as an Assessor's Representative, a position that represents the Assessor and its appraisers at the Assessment Appeals Board. At this time, the AAB section was undergoing restructuring, but, as always, Brent stepped up and helped work to bring about lasting changes. Prior to returning to a regional supervision assignment, Brent's expertise and professionalism were again noticed by management, and he was sent to the Training section, where he oversaw the education of new classes of Appraiser Trainees. As a 13 year member of the International Association of Assessing Officers (IAAO), a professional organization for those employed in the assessment field, Brent was always actively involved in promoting the continuing education and advancement of the appraisal profession, and it showed in every assignment he undertook. Brent dedicated 28 years to his career with the Assessor's Office.

As a CAPE volunteer, Brent tirelessly pursued equity for all of his fellow employees. He was a CAPE member for 24 years, and in that time, he volunteered to serve on numerous committees and salary contract negotiations on behalf of Appraiser and Supervisory Appraiser units. Brent's desire was to see management treat employees fairly and professionally. He was elected to the CAPE Board of Directors in 2014, as he wanted to take a more active role in serving CAPE and making this union even stronger. Along the political front, Brent was also quite active in Democratic politics, a role that goes hand in hand with union advocacy. He had run for State Assembly at one point, coming in second, but still determined to make a difference.

Outside of his professional life, Brent was an excellent musician and an avid USC fan. During his military service in the United States Air Force, he played brass in the 562nd Air Force Band. When he attended USC, his enthusiasm and talent for marching bands made it the natural choice to join the USC Trojan Marching Band. Music was very important to Brent, and he was still actively playing with local big bands on a regular basis, so much so that one of his bands had recently went into the studio and recorded some demo projects. As usual for Brent, he wanted to pass on his passion and expertise to less experienced musicians and was working with local community college students to help them achieve their own goals and dreams.

Brent's family and friends have set up a fund to assist with uncovered expenses like medical bills, transportation, funeral and legal fees. See the attached link for more information. <https://brentdecker.org/donate/>

Brent will be missed. ■

Benefit Trust Update: Mark Your Calendar



Annual Enrollment is Here!

The Choices Annual Enrollment is here and CAPE members are encouraged to review the 2017 health enrollment options. The open enrollment period is through Oct. 31.

CAPE member meetings to discuss these options are currently taking place. If you missed your meeting, need assistance or more information on the offerings under the Choices Annual Enrollment and on our CAPE/Blue Shield Classic and Lite POS Plan, contact the dedicated CAPE Benefit Trust customer service team at (800) 487-3092.

Introducing the Blue Shield of California Mobile App

Many of us today are on the go, and our fast-paced lives now require ready access to information. As a CAPE/Blue Shield Classic and Lite POS Plan participant you have available to you the Blue Shield of California Mobile App.

The Blue Shield of California Mobile App delivers anytime, anywhere access to key health plan and healthcare services information. Because you are more likely to leave home without your wallet than without your mobile device, you will always have the information you need, when you need it.

CAPE/Blue Shield Classic and Lite POS Plan participants can access the Blue Shield of California Mobile App through iTunes and Google Play. Downloading the app to your tablet or smartphone is quick and easy access to provider/facility and urgent care location information, instant access to plan information such as claims, and much more. You may also access the CAPE/Blue Shield mobile website by typing blueshieldca.com/cape into your device's web browser.

Smart Tools On Your Smart-Device

Find Urgent Care

Save time and money by avoiding trips to the ER. Get real-time, turn-by-turn directions to the closest urgent care center nearest you under your plan.

View Plan Summary

You will always know what care is covered, what your copay costs are for your doctor's visits and other covered services.

View Claims

No time to shuffle through paper bills? See your recent claims, even while you're sitting in the waiting room with extra time on your hands.

View ID Card

Forget your member ID card? No problem - access it on the go. It should be as much a part of you as your mobile phone.



Not registered yet? It's easy! All you need to create your account through the mobile app or website is your CAPE/Blue Shield POS Plan participant ID number, which you can find on your CAPE/Blue Shield ID card.

Need assistance or more information on the CAPE/Blue Shield POS Plan, please contact the dedicated CAPE Benefit Trust Customer Service team at (800) 487-3092. ■

Appraiser Field Trainer ARB Victory

In a move typical of Assessor's Office managers, the Field Trainers for Class #73 were shorted pay for their Additional Responsibilities Bonus (ARB) for the final days of their Supervisory work done on behalf of the Class.

CAPE representatives were notified and subsequently addressed this issue as a Paycheck Error and requested a correction in the form of payment of the ARB for that period. Also typical of Assessor's Office managers, the correction took nearly 8 months to complete.

CAPE representatives are pleased to announce that the Field Trainers did finally receive the ARB to which they are contractually entitled for supervising their trainees through certification and beyond.

Field Trainers familiar with the workload describe the intense supervisory work as "supervision on steroids".

Although this may not be a big monetary issue, it is a very important matter of compliance with the terms of the Appraiser MOU. It demanded persistence and patience from CAPE and our Field Trainers for the Assessor to understand and appreciate the nature of the work of Appraiser Field Trainers too fully support our claim.

CAPE representatives persisted in making sure the Trainers' rights under the terms of the MOU were fully enforced. In the end, this victory validated the fact that the Additional Responsibilities Bonus is well earned by Appraiser Field Trainers for the service they provide to the Department. It also demonstrates the value of a Union Contract and its enforcement by CAPE, beginning with CAPE members asserting their rights. ■

CAPE BOARD OF DIRECTORS

PRESIDENT Carlos Clayton Public Works (626) 458-6358	SECRETARY Nelson Manabat Public Works (626) 300-3348	DIRECTOR Kevin Petrowsky Public Works (818) 880-4150
VICE PRESIDENT Lisa Andres Assessor (626) 258-6157	DIRECTOR Jonathan P. Bell Regional Planning (213) 974-6453	DIRECTOR Peter Thomas Assessor (213) 974-3169
TREASURER Barbara Volz Public Works (626) 458-6369	DIRECTOR Brent Decker Assessor (213) 974-3138	DIRECTOR Carl Lindner Assessor (213) 974-1730

The CAPE Board meets regularly the second Thursday of every month at the CAPE office. Members are welcome to attend, and may address the Board at 6:30 pm.

Officer positions are determined annually, each September, by the Board.



THIS NEWSLETTER IS
AN OFFICIAL PUBLICATION OF CAPE

Barbara Volz, Editor

BENEFIT TRUST BOARD OF TRUSTEES 2016

CHAIR Nelson Manabat Public Works (626) 300-3348	TREASURER Barbara Volz Public Works (626) 458-6369	TRUSTEE Ray Castellanos Public Works (626)458-6352
VICE CHAIR Lisa Andres Assessor (626) 258-6157	SECRETARY Barbaree Hardy Assessor (626) 258-6159	

CAPE 2016 Retirees

Thanks for your membership in CAPE and best wishes in your retirement!

FIRST NAME	LAST NAME	DEPARTMENT	AGENCY	RETIREMENT DATE
DONALD	BEGINES	Public Works Department	Los Angeles County	3/31/2016
CARL	BETTS	Public Works Department	Los Angeles County	3/31/2016
MARK	BRUSCHABER	Public Works Department	Los Angeles County	7/15/2016
MARIO	CAMPDONICO	Internal Services Dept	Los Angeles County	3/31/2016
HAMID	EMAMI	Public Works Department	Los Angeles County	3/31/2016
WILLIAM	GELPI	Public Works Department	Los Angeles County	3/31/2016
LILLIAN	GORDON	Probation Department	Los Angeles County	6/15/2016
ANNE	GRAAS	Assessor	Los Angeles County	3/31/2016
VANCE	HUSBANDS	Public Works Department	Los Angeles County	3/31/2016
SUZANNE	JOHNSTON	Assessor	Los Angeles County	3/31/2016
JOSINE	JONES	Fire Department	Los Angeles County	5/31/2016
GABOR	KOZINC	Public Works Department	Los Angeles County	3/31/2016
TERRY	MACALALAD JR.	Assessor	Los Angeles County	4/30/2016
CHRISTINE	MEYERS	Public Works Department	Los Angeles County	4/30/2016
PAUL	MONROY	Public Works Department	Los Angeles County	2/29/2016
VERONICA	MOSER	Assessor	Los Angeles County	2/15/2016
JACOB	PADILLA	Public Works Department	Los Angeles County	3/31/2016
FELICISIMO	REYES	Assessor	Los Angeles County	3/31/2016
FARHAD	SHOJAI	Public Works Department	Los Angeles County	3/31/2016
ELAINE	TAFESSE	Public Works Department	Los Angeles County	4/30/2016
WILFORD	THOMAS	Public Works Department	Los Angeles County	3/31/2016
CHI	TRAN	Public Works Department	Los Angeles County	3/31/2016
DONALD	WATTS	Public Works Department	Los Angeles County	3/31/2016
MARK	WHITE	Public Works Department	Los Angeles County	2/15/2016



[CAPE MEMBERS]

Please distribute this important information to non-members at your work location.

CAPE MEMBER PERKS

DISCOUNT MOVIE TICKETS

CAPE offers members movie tickets at a reduced rate from box office prices. Prices are set by the theatres and are subject to change. Some theaters may charge a location surcharge to your ticket. CAPE now offers three ways to purchase movie tickets:

- For online purchases, PayPal/Debit or Credit Card visit our new Online CAPE Web Store at www.CAPEunion.org.
- For mail-in check payments, download a movie ticket order form from the CAPE website and mail it in with a check payable to CAPE. Alternatively, you may call and request to have a form emailed to you.
- For in-person purchases, visit the CAPE office. Cash, check or credit/debit card payments are accepted.

Tickets will be mailed upon verification of membership status and receipt of payment. All sales are final. No exchanges or refunds. Orders over \$75 will be mailed to you via certified mail.



Theatre	Price
AMC Black Unrestricted	\$10.25
Pacific (restricted – may not be used for special engagements)	\$8.00
Regal (incl. Edwards & United Artists)	\$8.50
New! AMC Popcorn Snack Ticket (One small popcorn or credit toward larger size)	\$3.00

ENTERTAINMENT PACKETS

Available to CAPE members upon request, Entertainment Packets include discount coupons and web links for various attractions throughout Southern California. Availability of individual discounts is subject to change. Currently, the Entertainment Packet includes discounts to the following:

- Aquarium of the Pacific
- Knott's Berry Farm
- Medieval Times
- San Diego Zoo
- Six Flags Magic Mountain
- Six Flags Hurricane Harbor
- Legoland Theme Parks
- Disneyland
- Disney California Adventure Park



* Discounts to these great theme parks and others are available at www.unionplus.org
Call CAPE at (626) 243-0340 to request your entertainment discount packet today!

CALENDAR—UPCOMING EVENTS

NOVEMBER 2016

Thursday, Nov. 3, 2016

Table at Department of Public Works HQ

Courtyard from 10:30 a.m.-1:30 p.m.

Wednesday, Nov. 9, 2016

Table at Hall of Administration

2nd Floor Foyer from 9:30 a.m. - Noon

Thursday, Nov. 10, 2016

CAPE Board of Directors Meeting

CAPE office at 2 p.m.

Friday, Nov. 11, 2016

Veterans Day

CAPE office closed

Wednesday, Nov. 16, 2016

New Employee Orientation

DPW HQ from 11:30 a.m. - 1:30 p.m.

Thursday, Nov. 17, 2016

Table at Department of Public Works HQ

Courtyard from 10:30 a.m. - 1:30 p.m.

Wednesday, Nov. 23, 2016

Table at Hall of Administration

2nd Floor Foyer from 9:30 a.m. - Noon

Thursday, Nov. 24-25, 2016

Thanksgiving Holiday

CAPE Office closed

DECEMBER 2016

Thursday, Dec. 1, 2016

Table at Department of Public Works HQ

Courtyard from 10:30 a.m. - 1:30 p.m.

Thursday, Dec. 8, 2016

CAPE Board of Directors Meeting

CAPE office at 2 p.m.

REDUCE PAPER CLUTTER!

REQUEST CAPE COMMUNICATIONS BY EMAIL IN THREE EASY STEPS:

- 1) visit the CAPE website at www.capeunion.org/news
- 2) click the "Go Green" link on the right-side column
- 3) provide your name, employee ID, and home and work email addresses then click "Submit".

It's that easy to Go Green with CAPE!