

Congress of the United States
Washington, DC 20515

August 11, 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. As you know, it is the policy of the United States to encourage collective bargaining and to allow workers to organize without interference under the National Labor Relations Act, and we believe that a neutrality agreement is the best path forward to advance these goals. Additionally, we have heard from our constituents about the importance of ensuring reliable call center services for Federal programs, and, given the number of recent work stoppages at Maximus, we believe a neutrality agreement would ensure reliability going forward.

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.¹

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).² 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

¹ <https://www.cms.gov/newsroom/press-releases/celebration-10-years-aca-marketplaces-biden-harris-administration-releases-historic-enrollment-data>

² <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/>

2023, 700 workers walked off the job in the largest federal call center strike in history, including workers from seven states.³

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.⁴

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.⁵

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.”⁶ 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 will ensure that Maximus respects workers’ statutory rights to freedom of association and collective bargaining.

³ <https://cwa-union.org/news/releases/700-obamacare-and-medicare-workers-stage-largest-federal-call-center-strike-history>

⁴ <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>

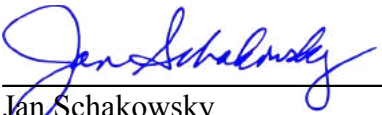
⁵ Case #15-CA-292735; Case #15-CA-301668; Case #05-CA-301812; Case #05-CA-301812; Case #15-CA-305277; Case #15-CA-306438; Case #15-CA-318724

⁶ MAXIMUS, Inc., MAXIMUS Human Rights Principles, https://maximus.com/sites/default/files/documents/MAXIMUS_Human-Rights-Statement_2020.pdf

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.

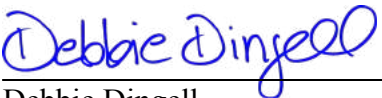
Sincerely,



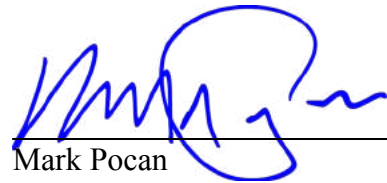
Jan Schakowsky
Member of Congress



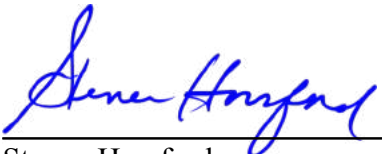
Donald Norcross
Member of Congress
Co-Chair, Congressional
Labor Caucus



Debbie Dingell
Member of Congress
Co-Chair, Congressional
Labor Caucus



Mark Pocan
Member of Congress
Co-Chair, Congressional
Labor Caucus



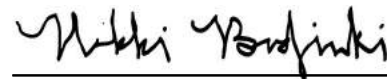
Steven Horsford
Co-Chair
Congressional Labor Caucus



Pramila Jayapal
Member of Congress



Ilhan Omar
Member of Congress



Nikki Budzinski
Member of Congress



Shri Thanedar
Member of Congress



Marilyn Strickland
Member of Congress



Jamie Raskin
Member of Congress



Andre Carson
Member of Congress



Seth Magaziner
Member of Congress




Rashida Tlaib
Member of Congress



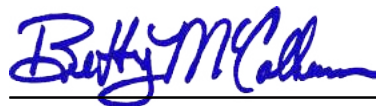
Alexandria Ocasio-Cortez
Member of Congress



Eleanor Holmes Norton
Member of Congress



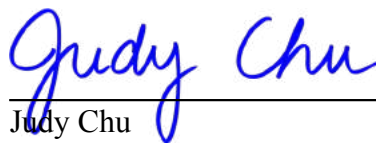
Greg Casar
Member of Congress



Betty McCollum
Member of Congress



Kevin Mullin
Member of Congress



Judy Chu
Member of Congress



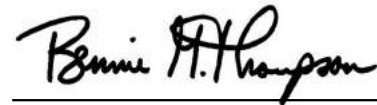
Val Hoyle
Member of Congress



Gwen S. Moore
Member of Congress



Rosa L. DeLauro
Member of Congress



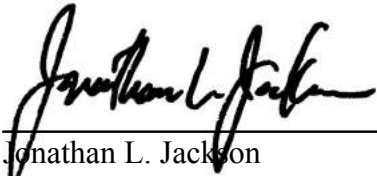
Bennie G. Thompson
Member of Congress



Eric Swalwell
Member of Congress



Patrick K. Ryan
Member of Congress



Jonathan L. Jackson
Member of Congress



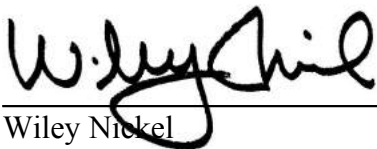
Jamaal Bowman, Ed.D.
Member of Congress



Timothy M. Kennedy
Member of Congress



Katie Porter
Member of Congress



Wiley Nickel
Member of Congress



Adam B. Schiff
Member of Congress



Deborah K. Ross
Member of Congress



Haley M. Stevens
Member of Congress



Lloyd Doggett
Member of Congress



Angie Craig
Member of Congress



Cori Bush
Member of Congress




Joyce Beatty
Member of Congress



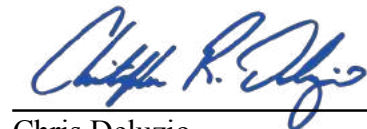
Kathy Castor
Member of Congress



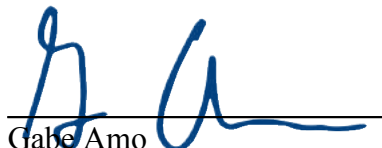
Melanie Stansbury
Member of Congress



Brittany Pettersen
Member of Congress



Chris Deluzio
Member of Congress



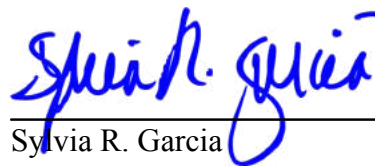
Gabe Amo
Member of Congress



Danny K. Davis
Member of Congress



Lauren Underwood
Member of Congress



Sylvia R. Garcia
Member of Congress



Adriano Espaillat
Member of Congress



David Scott
Member of Congress



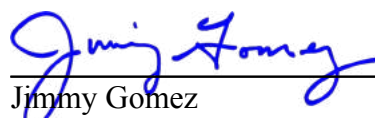
Brendan F. Boyle
Member of Congress



Ro Khanna
Member of Congress



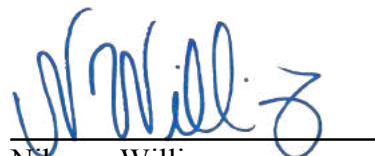
Stephen F. Lynch
Member of Congress



Jimmy Gomez
Member of Congress



Debbie Wasserman Schultz
Member of Congress



Nikema Williams
Member of Congress



Susan Wild
Member of Congress



Julia Brownley
Member of Congress



Henry C. "Hank" Johnson, Jr.
Member of Congress



Nydia M. Velázquez
Member of Congress



Delia C. Ramirez
Member of Congress



Dan Goldman
Member of Congress



Zoe Lofgren
Member of Congress



Barbara Lee
Member of Congress



Summer L. Lee
Member of Congress



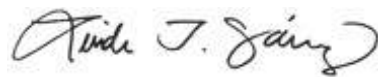
Raja Krishnamoorthi
Member of Congress



Emilia Strong Sykes
Member of Congress



Elissa Slotkin
Member of Congress



Linda T. Sánchez
Member of Congress



Daniel T. Kildee
Member of Congress



Yvette D. Clarke
Member of Congress



Ayanna Pressley
Member of Congress



Chellie Pingree
Member of Congress



Dina Titus
Member of Congress



Jason Crow
Member of Congress



Ritchie Torres
Member of Congress



Grace F. Napolitano
Member of Congress



Robert Garcia
Member of Congress



Frederica S. Wilson
Member of Congress



Robin L. Kelly
Member of Congress



Steve Cohen
Member of Congress



Bill Foster
Member of Congress



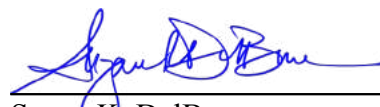
Jesús G. "Chuy" García
Member of Congress



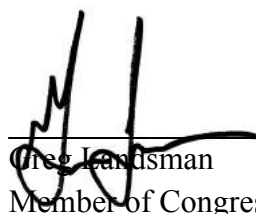
Josh Gottheimer
Member of Congress



Robert J. Menendez
Member of Congress



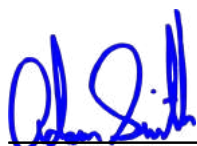
Suzan K. DelBene
Member of Congress



Greg Landsman
Member of Congress



Frank Pallone, Jr.
Member of Congress



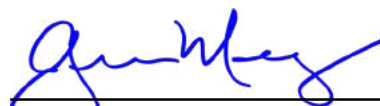
Adam Smith
Member of Congress



Maxwell Alejandro Frost
Member of Congress



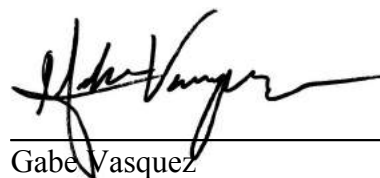
Mark Takano
Member of Congress



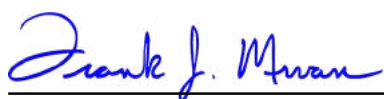
Grace Meng
Member of Congress



Jerrold Nadler
Member of Congress



Gabe Vasquez
Member of Congress



Frank J. Mrvan
Member of Congress



Al Green
Member of Congress



Bonnie Watson Coleman
Member of Congress



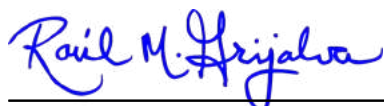
Sean Casten
Member of Congress



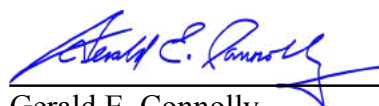
Yadira Caraveo, M.D.
Member of Congress



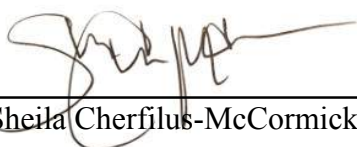
Eric Sorensen
Member of Congress



Raúl M. Grijalva
Member of Congress



Gerald E. Connolly
Member of Congress



Sheila Cherfilus-McCormick
Member of Congress



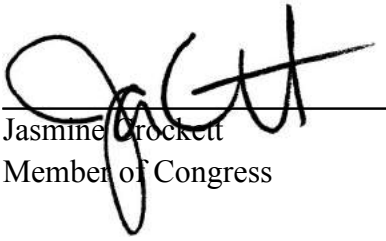
Ruben Gallego
Member of Congress



Lois Frankel
Member of Congress



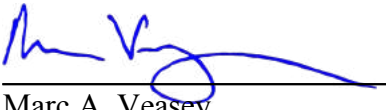
Jared Moskowitz
Member of Congress



Jasmine Crockett
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Lori Trahan
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Marc A. Veasey
Member of Congress



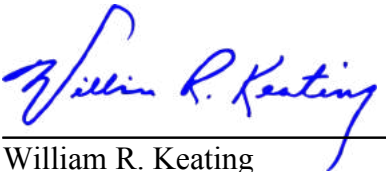
Emanuel Cleaver, II
Member of Congress



Darren Soto
Member of Congress



Andy Kim
Member of Congress



William R. Keating
Member of Congress



Mikie Sherrill
Member of Congress



Rick Larsen
Member of Congress



John Garamendi
Member of Congress



Ted W. Lieu
Member of Congress




Mark DeSaulnier
Member of Congress



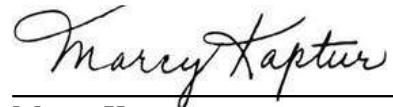
Andrea Salinas
Member of Congress



Diana DeGette
Member of Congress



Derek Kilmer
Member of Congress



Marcy Kaptur
Member of Congress



James P. McGovern
Member of Congress



Thomas R. Suozzi
Member of Congress



Becca Balint
Member of Congress



Kim Schrier, M.D.
Member of Congress