

MEMORANDUM OF AGREEMENT

Disaster Resource Center / Emergency Shelter Operations Staffing

I. Parties to the Agreement

The parties to this Memorandum of Agreement (hereinafter referred to as "MOA") are Local 48, of the International Brotherhood of Electrical Workers (IBEW), AFL-CIO (hereinafter referred to as the "Union") and Multnomah County, Oregon (hereinafter referred to as the "County").

II. Background

The County and Union have a mutual desire to incentivize employees to staff Disaster Resource Centers (hereinafter referred to as "DRCs") during emergencies, including but not limited to excessive heat and cold events, in order to stabilize staffing for these critical County services. In a typical year, the County opens shelters between eight (8) and fifteen (15) days often on a twenty-four- (24-) hour basis. In an unusual year shelters may be open for more than twenty (20) days. Staffing needs vary depending on the specific situation and become more difficult the longer the event duration.

THEREFORE, the parties have reached the following Agreement:

III. Agreement


- A. This MOA will be retroactive to July 1, 2024 and continue through June 30, 2027, in order to create a Shelter Staff Operations Program through the duration of the current Collective Bargaining Agreement (hereinafter referred to as "CBA").
- B. The County will solicit volunteers willing to staff DRC or Emergency Operations Center (hereinafter referred to as "EOC") operations. Those who volunteer for DRC operations shifts or EOC support positions, will receive a twenty percent (20%) premium for hours worked in addition to any contractual overtime, shift differentials, and Work-Out-of-Class (hereinafter referred to as "WOC") pay required when an employee voluntarily accepts additional shifts.
- C. The County assigned pay ranges for each type of DRC and EOC position are contained in Attachment A to ensure employees working at a higher level than their home position is compensated appropriately. For purposes of setting pay, the County will follow regular WOC procedures. An employee at a higher level of pay in their home position, than the DRC or EOC position they fill, will receive no change in pay.

- D. Attachment A will be updated by applying the agreed upon Cost of Living Adjustments (COLAs) in each year of the MOA.
- E. All IBEW Local 48 employees are designated as Operationally Essential Employees. Only employees who are not already scheduled for a regular shift or On-Call Duty, will be considered an Eligible employee to sign up for a DRC or EOC operations shift, but would not be subject to the five (5) shift sign up requirements.
- F. Supervisor approval is required. Eligible employees who wish to sign up and are not approved will receive an explanation in writing identifying the specific reasons why the request was not approved, a statement only identifying "business reasons" is not sufficient. Employees may appeal to their Department Director for review. The final approval of employees volunteering to staff DRC or EOC operations shall be at the Department Director's sole discretion. In addition, managers are encouraged to release employees from their regular assignment whenever possible to allow the employee to sign up for the maximum number of shifts during the emergency.
- G. If the County determines it is necessary to open a DRC or EOC operations, employees may be required to sign up for the needed shifts as they are posted for sign up, unless the employee(s) are already scheduled for a regular shift or On-Call Duty.
- H. It is understood that there may be exigent circumstances for which an employee would be excused from signing up for or accepting a shift. Circumstances may include, but are not limited to, being on a leave, ill, or unable to arrange for childcare.
- I. An employee will receive one (1) day of saved holiday at the number of hours described in Article 7.I.B.1, for every thirty-two (32) hours worked during the term of this Agreement as a bonus, in addition to the twenty percent (20%) premium. Saved holidays earned under this Agreement, must be used by June 30, 2027, or they will be forfeited. The saved holiday will be added to the employee's Saved Holiday bank the pay period following the completion thirty-two (32) hours.
- J. IBEW Local 48 employees already designated as Operationally Essential Employees are eligible for all the compensation identified in this Agreement in addition to their existing two (2) saved holidays.

- K. When practicable, efforts will be made to equitably allow for shift sign up when fewer shifts are available than willing employees.
- L. Employees will not be required accept shifts which do not allow adequate time to sleep. An employee working swing and/or graveyard shift will be allowed to flex their time so that they are not required to work their next day shift, unless it is mutually agreed with their supervisor there is adequate time to sleep. Managers are encouraged to allow employees to flex their time whenever possible in order to facilitate staffing DRC or EOC operations.
- M. The County will provide training to staff who sign up to staff DRC or EOC operations.
- N. It is understood that if the County is not able fill needed shifts through this voluntary program, nothing precludes the County from utilizing other means within contractual requirements to staff the DRC and EOC operations, including but not limited to involuntary assignment.
- O. Any dispute related to enforcement of terms of this agreement is subject to the grievance procedure as described in Article 17 of the IBEW Local 48 2023-2027 CBA.
- P. This MOA shall not be deemed to set a precedent and shall not be raised in any future labor relations setting except for the enforcement or defense of its terms.

Agreed to this 11th of February, 2025.

For the Union:



Kelly Bond
Business Representative
IBEW Local 48

For the County:



James J. Opoka
Labor Relations Manager
Multnomah County

Attachment A

DRC or EOC	Section	Working Title	Job Profile (from Class/Comp)	Salary Grade	Where is Work Performed	Base 204 Link
DRC	ESF 6	Sheltering Lead	<p>Program Specialist</p> <p>Position supports PICs and General Staff; triages all PIC calls and questions; serve as program SME to staff; assist in developing policies and procedures; represent program with agencies, jurisdictions and organizations.</p>	<p>29</p> <p>\$38.00-\$46.70</p>	Remote	https://docs.google.com/document/d/1CGvYjiUYXZQESOtOZ6dXyMh7_wCT-QoF/edit
DRC	ESF 6	Outreach Coordinator	<p>Program Specialist</p> <p>Position provides program coordination and acts as a SME; partners with organizations; represents the program to organizations, the public and jurisdictions; develops informational materials; provides technical consultation and assistance to departments and the public; conducts analysis on best practices and trends.</p>	<p>29</p> <p>\$38.00-\$46.70</p>	Remote	https://docs.google.com/document/d/1T_miPXVhJYps80tIHxUsdbGH9pXqzK0P/edit?usp=sharing&oid=114140226265122158604&rtpof=true&sd=true
DRC	ESF 6	Person in Charge (PIC)	<p>Program Technician</p> <p>Position oversees operations of a shift and the General Staff (Program Aides) in a facility; host shift briefings with general staff including intros, phone numbers and cleaning protocols; delegate administrative support roles out such as feeding, cleaning, sleeping and bathroom areas; ensure guest needs are met.</p>	<p>18</p> <p>\$27.64-\$33.85</p>	Onsite	https://docs.google.com/document/d/1DqWl_GZcUfEY_zm9pndPWs7xZ63d6TsqkV7ycGrW1yE/edit
DRC	ESF 6	Behavioral Health Support Staff	<p>Case Manager 1</p> <p>Position provides emotional and psychological first aid; provides support services such as active listening and screening for referrals; and initiating contact with guests and staff to offer support. CM2 and Senior perform comprehensive needs assessments with families, detailed service plans and determination of eligibility for programs like Medicaid. This is not included in this 204. CSS and MHC perform clinical assessments and administer behavior assessments at a level not expected of this 204.</p>	<p>16</p> <p>\$26.08-\$31.94</p>	Onsite	https://docs.google.com/document/d/10VniT0HIK47AT70eMYD0jI0xwL6w0QUfbgkr7mnnad4/edit

Attachment A

DRC	ESF 6	General Staff	Program Aide Consistent with other general staff shelter positions. Positions ensure guest needs are met; notify PIC when supplies are low; assist in set up and tear down; assist in areas of greeter, food and beverage, safety and bathroom monitoring.	7 \$20.22-\$24.60	Onsite	https://docs.google.com/document/d/1updBLLH-G0F9oaLnpG3NsiCLKPBeq1qcRvdQ4FaU3tU/edit
DRC	ESF 6	General Staff - Feeding	Program Aide Same 204/expectations of General Staff, broken out to have a more accurate title for the position's focus of feeding.	7 \$20.22-\$24.60	Onsite	https://docs.google.com/document/d/1NBINsvA3Ka_tBNNgHuCxEGgG2qcb71AgpFsJJ7bvCig/edit?usp=sharing
DRC	ESF 6	General Staff - Shelter Breakdown	Program Aide Same 204/expectations of General Staff, broken out to have a more accurate title for the position's focus of breakdown.	7 \$20.22-\$24.60	Onsite	https://docs.google.com/document/d/1suSWXJNSf96eD9jKC1_4EircYK-iMDZmBCEZdYsle58/edit
DRC	ESF 6	General Staff - Shelter Setup	Program Aide Same 204/expectations of General Staff, broken out to have a more accurate title for the position's focus of setup.	7 \$20.22-\$24.60	Onsite	https://docs.google.com/document/d/1pd1uNy5znEsRacJJjdp-ERnhbSeJHxTGkrYX9_7d1a0/edit
DRC	ESF 8	Medical Support Staff & Medical Reserve Corps	Community Health Nurse Position at minimum needs to be an RN to provide on site assistance/comprehensive community health nursing services when/if situations arise. Main focus will be triage and first aid.	6315 \$46.41-\$59.65	Onsite	https://docs.google.com/document/d/1_gA7TTKviqZfhZE9vqLaBDkvsyv_6ijUhfKDfP6iA/edit?usp=sharing
EOC	Admin	Staffing Coordinator	Office Assistant Senior Position creates tracking systems for scheduling, provides assistance to employees, and maintains calendars and schedules for the program. Performs highly complex office support.	15 \$25.34-\$31.03	Remote	https://docs.google.com/document/d/1aXN1MGvEwBP4J-t-6Edo3qHAFALIC_Vck3VhD4kQy-w/edit?usp=sharing
EOC	Admin	Volunteer Coordinator	Office Assistant Senior Position serves as main point of contact for volunteer management, data collection and record maintenance; fulfills training schedules for the program. Performs highly complex office support.	15 \$25.34-\$31.03	Remote	https://docs.google.com/document/d/1qmRy_wem9kLmPGx62iNsKWX9I1AEUEya0pddkNlyO9M/edit?usp=sharing

Attachment A

EOC	Logistics	Driver/ Materials Handlers	<p>Driver</p> <p>Position drives people/materials; picks up orders; unloads large deliveries; gets gas in vehicle; tracks mileage.</p>	<p>11</p> <p>\$22.58-\$27.64</p>	Onsite	https://docs.google.com/document/d/1y4ayOdn0ow6o31TJ9zkiW0eMR03tLI6w6eXVcCsDCU/edit?usp=sharing
EOC	Logistics	Logistics Assistant	<p>Office Assistant Senior</p> <p>Position monitors resource requests; documents actions; takes meeting notes; monitors email boxes; identifies process improvements; organize google drive; assists in staff scheduling; compiles reports; tracks invoices and projects such as to-do lists and notifying leads of upcoming due action items.</p>	<p>15</p> <p>\$25.34-\$31.03</p>	Onsite	https://docs.google.com/document/d/1eD9YbZd6rtaPwly7OOicgsB6jIX-uCOs18elhW01FIE/edit?usp=sharing
EOC	Logistics	General Logistics Coordinator	<p>Program Specialist</p> <p>Position identifies and coordinates logistical needs; coordinates the work of a team; identifies vendors to use; oversees contractor work; serve as a SME to staff; assist in developing policies and procedures; represent program with agencies, jurisdictions and organizations.</p>	<p>29</p> <p>\$38.00-\$46.70</p>	Onsite	https://docs.google.com/document/d/133RpGBQ0fy-PHS7M7zHFcVUZEpQCs9z299VGeeCuZhE/edit?usp=sharing
EOC	PIO	Graphic Design	<p>Creative Media Coordinator</p> <p>Position designs and produces complex graphics and creative media materials (printed, audio, video and electronic); research and create designs; produce complex concepts and layouts; evaluates and selects appropriate communication styles.</p>	<p>25</p> <p>\$33.85-\$41.51</p>	Remote	https://docs.google.com/document/d/1o3Rb-NDBJTKBrYmgZRfmEzNY_O3JF7pSVPZ_82C5Clw/edit?usp=sharing
EOC	PIO	Content & Social Media Creator	<p>Program Communications Specialist</p> <p>Position drafts social media messaging; monitors news and hashtags relevant to incidents; uses creative means to create content; develop and modify media, web and communication strategies; evaluates appropriate communication style; conducts research; determines methods and vendors.</p> <p>Prog Comm Coord sets the communication strategic direction which is higher than duties of this position.</p>	<p>25</p> <p>\$33.85-\$41.51</p>	Remote	https://docs.google.com/document/d/1Br5lofsf94Xd7e2kfBfAt8zxU56qZ9H91q0VjjaTUXw/edit?usp=sharing

Attachment A

EOC	PIO	PIO Assistant	Office Assistant Senior Position gathers and documents actions and decisions; takes meeting notes; monitors email boxes; identifies process improvements; organize google drive; assists in staff scheduling; compiles reports; makes phone calls to verify info; coordinated intake of requests and prioritizes with supervisor; tracks invoices and projects such as to-do lists and notifying leads of upcoming due action items.	15 \$25.34-\$31.03	Remote	https://docs.google.com/document/d/1FyZh4K12jMWTDrhK3cMSduFI0pXnAFMoiZfZ9FYMDs0/edit?usp=sharing
EOC	Planning	GIS Unit	GIS Technician Position develops maps and spatial resources; creates heat maps of Multnomah County based on weather incidents in relation to cooling/heating center locations; provides maps and instructions to each location using GIS software. GIS Tech Sr performs complex, advanced and specialized duties often involving tax boundaries and performing complex analyses and database queries.	22 \$31.03-\$38.00	Remote	https://docs.google.com/document/d/14dGYUgpeYtoEwiJrN_PDtdHCy2Q2vFAMlpGxdnIlxAk/edit?usp=sharing
EOC	Planning	Situation Unit Coordinator	Program Specialist Position assists in developing goals and objectives; serves as program liaison providing program expertise; provides technical and program leadership; and monitors local, national and global news.	29 \$38.00-\$46.70	Remote	https://docs.google.com/document/d/1Tyk2aA4qfAB-64KL15FYxk-eKjYkDU8UMXqYQPwkD_s/edit?usp=sharing
EOC	Planning	Documentation Unit Coordinator	Program Technician Position provides technical and administrative assistance by collecting, entering and maintaining data and documentation related to the incident; follows storage and archival laws, rules and regulations; documents incident response events; assist in collecting and organizing incident metrics; scans and archives documents.	18 \$27.64-\$33.85	Remote	https://docs.google.com/document/d/1kD_qV3CTq4svYupeCAEBdrZxBk2HwQ3yJSa_z0lx850/edit?usp=sharing