

MEMORANDUM OF AGREEMENT

I. Parties to the Agreement

The parties to this Memorandum of Agreement (MOA) are Multnomah County, Oregon, hereinafter referred to as the "County," and Local 88, of the American Federation of State, County and Municipal Employees (AFSCME), AFL-CIO, hereinafter referred to as the "Union."

II. Policy:

The Mental Health Call Center is a unique program that provides crisis services on a 24/7 basis, year-round. In order to provide uninterrupted, high-quality services to the public, it is necessary for the Call Center to maintain minimum staffing levels at all times. To this end, it administers a special vacation/holiday/compensatory time-off request policy and procedure. This policy does not apply to sick leave.

III. Procedure:

- A. Within a minimum of fourteen (14) calendar days prior to the anticipated time off, Call Center employees submit a time-off request (minimum four (4) hours) via the Call Center electronic scheduling application, which date-stamps the request. The Call Center Office Assistant Senior (OA Sr.) tracks the request by printing out and submitting all current requests to Program Supervisor for review, once a week.
- B. Once received the Program Supervisor processes the time off request in the scheduling application and returns the hard copy to the OA Sr. The OA Sr. then makes a copy for their files.
- C. The Program Supervisor normally responds to vacation requests within fourteen (14) calendar days, barring scheduling/workload anomalies. If the Program Supervisor needs more time to consider a request's impact on operations, they advise the employee of the reason for the delay and provide an approximate date by which they will respond.
- D. If a response to a time-off request is required prior to when it would normally be provided per the schedule above, the employee e-mails the Team Lead Group to advise them of this need. This e-mail serves to trigger an expedited response to the request.
- E. A request for vacation/holiday/compensatory time off is not officially approved until it is reflected as approved in the scheduling application. Employees may not take time off before approval is reflected in the application, unless prior verbal approval from the Supervisor is obtained, on an exceptional basis. In this case, the employee submits a request for time off in the scheduling application, as soon as practicable.
- F. Standby availability is due to be entered by all staff in the scheduling application on the first (1st) of each month for the entire following month. For example, on August 1st, each staff should enter their availability to work/not work, for the full month of September.
- G. If a request is date-stamped at least fourteen (14) calendar days in advance, and fewer than two Acute Care Coordinators (ACCs) are already scheduled to be out (regardless of number of hours per request), the Program secures a replacement for the vacated shift(s). In addition, Supervisors have discretion to approve requests even when more than two (2) employees are already out, depending on business needs, as evaluated on a case-by-case basis.

H. If standby availability is not yet due for the team, the Supervisor approves the first two requests off. After that, the "Special Conditions" section below, may apply.

IV. Special Conditions

A. Management and staff work collaboratively to maximize frequency of approved requests. However, when submitting requests meeting any of the criteria below, the requesting staff is ultimately responsible for securing his/her own replacement.

1. When requests are submitted less than fourteen (14) calendar days in advance.
2. When there are already two or more staff scheduled to be off that day, not including vacant shifts.
3. When requesting staff will not have sufficient leave time accrued by target time-off date.

B. In the event that a staff wishes to cancel a previously approved time-off request, they may do so at any time if another staff member has not been assigned to the shift(s). If another staff member has been assigned, a cancellation will be allowed only if initiated seven (7) calendar days in advance.

V. Seniority Rights

In accordance with the current Local 88 Agreement, a staff member may exercise their seniority for preference for time off, up to two (2) times in a calendar year. This right may not be exercised if attempt is made less than sixty (60) days from the first day of the time-off request date.

VI. Holiday Scheduling

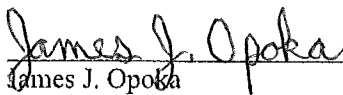
Regarding holiday-scheduling policy, see Call Center Holiday Scheduling Policy CC-137.

VI. Termination

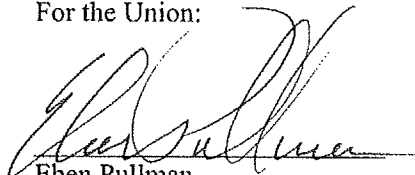
This MOA shall be automatically renewed year-to-year unless either party provides written notice to the other party, by no later than the anniversary of the signing of this MOA, of its desire to modify this Agreement. The MOA will be on-going until superseded.

Agreed to this 15th date of November 2016.

For the County:


James J. Opoka
Labor Relations Manager

For the Union:


Eben Pullman
Council 75 Representative