

# Memorandum of Agreement

(Shelter Operations Staffing)

## I. Parties to the Agreement

The parties to this Memorandum of Agreement (hereafter referred to as "MoA") are Multnomah County, Oregon, (hereinafter referred to as the "County"), and Local 88 of the American Federation of State, County and Municipal Employees, AFL-CIO, (hereinafter referred to as the "Union"). This agreement applies to the General Unit 88-0, the Physicians Unit 88-2, the Pharmacist Unit 88-4, the Dentists Unit 88-5, and the JCSS Unit 88-6.

## II. Background

The County and Union have a mutual desire to incentivize employees to staff Disaster Resource Centers operations (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, like this past 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 in place from November 1, 2022, to September 30, 2023, in order to create a Shelter Staff Operations program. Unless mutually agreed otherwise, effective October 1, 2023, the provisions of the collective bargaining agreements will revert to prior contract language and this MOA will expire. Nothing in this MOA is intended to imply that this Shelter Staffing Operations agreement is status quo for the sake of future negotiations.
- B. The County will solicit volunteers willing to staff DRC operations. Those who volunteer for DRC operations shifts or emergency operations center (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 pay required when an employee voluntarily accepts additional shifts.
- C. The County assigned a pay range for each type of DRC and EOC position ([Attachment A](#))<sup>1</sup> to ensure employees working at a higher level than their home position are compensated appropriately. For purposes of setting pay, the County will follow regular work-out-of-class procedures. An employee at a higher level than the DRC operations position they fill will

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<sup>1</sup> Attachment A List is revised to include 5 Additional assignments that were created for the DRC after the execution of the 2021-22 MOA: 1.) Planning Lead, 2.) PIO Media, 3.) Support Logistics Lead, 4.) Liaison Officer, 5.) Operations Lead.

receive no change in pay. After the execution of this Agreement, if a new assignment is created or an existing assignment is identified that is not listed in Attachment A, the Union and the County may seek to modify this list through mutual agreement.

- D. Supervisor approval is required with the understanding this is a top priority for the County and all requests should be approved unless the employee is scheduled for a fixed post shift or a staffing hardship exists. Employees who wish to sign up and are not approved may appeal to their Department Director for review. The approval of employees volunteering to staff DRC operations shall be at the 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.
- E. By volunteering, the employees become "ad hoc essential workers." If the County determines it is necessary to open a DRC, the employees will be asked to sign up for needed shifts as they are posted for sign up.
- F. Employees who work eight (8) or more shifts during the term of this Agreement, will receive one (1) day of saved holiday at the number of hours described in Article 7.I.B.1, as a bonus, in addition to the twenty percent (20%) premium. Saved holidays earned under this Agreement or the original Agreement dated November 4, 2021, must be used by December 31, 2024, or it will be forfeited. The saved holiday will be added to the employee's paid leave bank the pay period following the completion of the eighth shift.
- G. It is understood that many employees are already designated as essential based on the nature of their work. If possible, they may also sign up to volunteer for this trial program. Employees already designated as essential are eligible for all of the compensation identified in this Agreement in addition to essential employee compensation described in their applicable Collective Bargaining Agreement.
- H. When practicable, efforts will be made to equitably allow for shift sign up when fewer shifts are available than willing employees.
- I. Employees will not be required to 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 operations.
- J. The County will provide training to staff who sign up for this trial program.
- K. It is understood this agreement may be edited, added to, or further modified upon mutual agreement of both parties. Ongoing discussions to improve the shelter staffing process are encouraged. The parties intend to review the effectiveness of this MOA and consider potential changes to the DRC including reviewing relevant data and employee experiences by June 1, 2023.
- L. Any dispute related to enforcement of terms of this agreement is subject to the grievance

procedure as described in AFSCME collective bargaining agreements.

- M. 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.
- N. The parties further understand that this MOA only addresses compensation for employees and that if the County introduces a new mandatory subject of bargaining during the term of this agreement, the Union reserves the right to bargain over the matter.

AGREED to this date, November 22, 2022.


For the Union:



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Eben Pullman, Bargaining Manager.  
Oregon AFSCME Local 88

For the County:



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Cessa Diaz, Labor Relations Director  
Multnomah County

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| 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>\$33.37-\$41.01</p> | Remote                  | <p><a href="https://docs.google.com/document/d/1CGvYjUUYXZQESOIQZ6dXyMh7_wCT-QoF/edit">https://docs.google.com/document/d/1CGvYjUUYXZQESOIQZ6dXyMh7_wCT-QoF/edit</a></p>   |
| 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>\$33.37-\$41.01</p> | Remote                  | <p><a href="https://docs.google.com/document/d/1T_miPXVhJYps80jIHxUsdbGH9pXqzK0P/edit?usp=sharing&amp;oid=T14140226265122158604&amp;rtoref=true&amp;sd=true">https://docs.google.com/document/d/1T_miPXVhJYps80jIHxUsdbGH9pXqzK0P/edit?usp=sharing&amp;oid=T14140226265122158604&amp;rtoref=true&amp;sd=true</a></p> |
| 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>\$24.28-\$29.72</p> | Onsite                  | <p><a href="https://docs.google.com/document/d/1DqWl_GZcUfEY_zm9pndPWs7yZ63d6TsqkV7ycGrW1yE/edit">https://docs.google.com/document/d/1DqWl_GZcUfEY_zm9pndPWs7yZ63d6TsqkV7ycGrW1yE/edit</a></p>   |
| 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>\$22.90-\$28.05</p> | Onsite                  | <p><a href="https://docs.google.com/document/d/10VnlT0HIK47AT70eMYD0jI0xwI_6w0QUfbgkr7mnnad4/edit">https://docs.google.com/document/d/10VnlT0HIK47AT70eMYD0jI0xwI_6w0QUfbgkr7mnnad4/edit</a></p>   |

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|-----|-------|---|---|-------------------------|--------|---|
| DRC | ESF 6 | General Staff                                 | Program Aide<br>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<br>\$17.75-\$21.60    | Onsite | <a href="https://docs.google.com/document/d/1updBLI-H-G0F9oaLnpG3NsiCLKPBeq1qcRvdQ4FaU3tU/edit">https://docs.google.com/document/d/1updBLI-H-G0F9oaLnpG3NsiCLKPBeq1qcRvdQ4FaU3tU/edit</a>                       |
| DRC | ESF 6 | General Staff - Feeding                       | Program Aide<br>Same 204/expectations of General Staff, broken out to have a more accurate title for the position's focus of feeding.   | 7<br>\$17.75-\$21.60    | Onsite | <a href="https://docs.google.com/document/d/1NBNsvA3Ka_IBNNGHuCxEGgG2qcb7IAgpFs.U7bvClg/edit?usp=sharing">https://docs.google.com/document/d/1NBNsvA3Ka_IBNNGHuCxEGgG2qcb7IAgpFs.U7bvClg/edit?usp=sharing</a>   |
| DRC | ESF 6 | General Staff - Shelter Breakdown             | Program Aide<br>Same 204/expectations of General Staff, broken out to have a more accurate title for the position's focus of breakdown.   | 7<br>\$17.75-\$21.60    | Onsite | <a href="https://docs.google.com/document/d/1suSWX.JNSI96eD9jKC1_4EircYK-IMDZmBCEZdYsle58/edit">https://docs.google.com/document/d/1suSWX.JNSI96eD9jKC1_4EircYK-IMDZmBCEZdYsle58/edit</a>                       |
| DRC | ESF 6 | General Staff - Shelter Setup                 | Program Aide<br>Same 204/expectations of General Staff, broken out to have a more accurate title for the position's focus of setup.   | 7<br>\$17.75-\$21.60    | Onsite | <a href="https://docs.google.com/document/d/1pd1uNy5znEsRAC.Ijdp-ERnhbSeJhXrTGkrYX9_7d1a0/edit">https://docs.google.com/document/d/1pd1uNy5znEsRAC.Ijdp-ERnhbSeJhXrTGkrYX9_7d1a0/edit</a>                       |
| DRC | ESF 8 | Medical Support Staff & Medical Reserve Corps | Community Health Nurse<br>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<br>\$39.18-\$50.36 | Onsite | <a href="https://docs.google.com/document/d/1_a7TTKviqZfhZE9vqLaBDkvsyv_6jUjUeFKDf6iA/edit?usp=sharing">https://docs.google.com/document/d/1_a7TTKviqZfhZE9vqLaBDkvsyv_6jUjUeFKDf6iA/edit?usp=sharing</a>       |
| EOC | Admin | Staffing Coordinator                          | Office Assistant Senior<br>Position creates tracking systems for scheduling, provides assistance to employees, and maintains calendars and schedules for the program. Performs highly complex office support.   | 15<br>\$22.25-\$27.25   | Remote | <a href="https://docs.google.com/document/d/1aXN1MGvEwBP4J-t-6Edo3qHAFALIC_Vck3VhD4kQy-w/edit?usp=sharing">https://docs.google.com/document/d/1aXN1MGvEwBP4J-t-6Edo3qHAFALIC_Vck3VhD4kQy-w/edit?usp=sharing</a> |
| EOC | Admin | Volunteer Coordinator                         | Office Assistant Senior<br>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<br>\$22.25-\$27.25   | Remote | <a href="https://docs.google.com/document/d/1qmRy_wem9kLmPGx62iNskWX9I1AEUEya0pddkNlyQ9M/edit?usp=sharing">https://docs.google.com/document/d/1qmRy_wem9kLmPGx62iNskWX9I1AEUEya0pddkNlyQ9M/edit?usp=sharing</a> |

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| EOC | Logistics | Driver/ Materials Handlers     | Driver<br>Position drives people/materials; picks up orders; unloads large deliveries; gets gas in vehicle; tracks mileage.   | 11<br>\$19.83-\$24.28 | Onsite | <a href="https://docs.google.com/document/d/1y4ayOdn0ow6o31TJ9zkIW0eMR03iILj6w6eXVcCsDCU/edit?usp=sharing">https://docs.google.com/document/d/1y4ayOdn0ow6o31TJ9zkIW0eMR03iILj6w6eXVcCsDCU/edit?usp=sharing</a> |
| EOC | Logistics | Logistics Assistant            | Office Assistant Senior<br>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.   | 15<br>\$22.25-\$27.25 | Onsite | <a href="https://docs.google.com/document/d/1eD9YbZd6rtaPwly7OOcgsB6jIX-uCOs18elhW01FIE/edit?usp=sharing">https://docs.google.com/document/d/1eD9YbZd6rtaPwly7OOcgsB6jIX-uCOs18elhW01FIE/edit?usp=sharing</a>   |
| EOC | Logistics | General Logistics Coordinator  | Program Specialist<br>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.   | 29<br>\$33.37-\$41.01 | Onsite | <a href="https://docs.google.com/document/d/133RpGBQ0fy-PHS7M7zHFcVUZEpQCs9z299VGeCuZhE/edit?usp=sharing">https://docs.google.com/document/d/133RpGBQ0fy-PHS7M7zHFcVUZEpQCs9z299VGeCuZhE/edit?usp=sharing</a>   |
| EOC | PIO       | Graphic Design                 | Creative Media Coordinator<br>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.  | 25<br>\$29.72-\$36.45 | Remote | <a href="https://docs.google.com/document/d/1o3Rb-NDBJTKBrYmqZRfmEzNY_Q3JF7pSVPZ_82C5Clw/edit?usp=sharing">https://docs.google.com/document/d/1o3Rb-NDBJTKBrYmqZRfmEzNY_Q3JF7pSVPZ_82C5Clw/edit?usp=sharing</a> |
| EOC | PIO       | Content & Social Media Creator | Program Communications Specialist<br>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.<br><br>Prog Comm Coord sets the communication strategic direction which is higher than duties of this position. | 25<br>\$29.72-\$36.45 | Remote | <a href="https://docs.google.com/document/d/1Br5lofsf94Xd7e2kfBfAt8zxU56qZ9H91q0VjaTUXw/edit?usp=sharing">https://docs.google.com/document/d/1Br5lofsf94Xd7e2kfBfAt8zxU56qZ9H91q0VjaTUXw/edit?usp=sharing</a>   |

|     |            |                                |   |                       |        |   |
|-----|------------|--------------------------------|---|-----------------------|--------|---|
| EOC | PIO        | PIO Assistant                  | Office Assistant Senior<br>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<br>\$22.25-\$27.25 | Remote | <a href="https://docs.google.com/document/d/1FyZh4K12jMWTDrhK3cMSduFI0pXnAFMoiZfZ9FYMDs0/edit?usp=sharing">https://docs.google.com/document/d/1FyZh4K12jMWTDrhK3cMSduFI0pXnAFMoiZfZ9FYMDs0/edit?usp=sharing</a> |
| EOC | Planning   | GIS Unit                       | GIS Technician<br>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.<br><br>GIS Tech Sr performs complex, advanced and specialized duties often involving tax boundaries and performing complex analyses and database queries.                         | 22<br>\$27.25-\$33.37 | Remote | <a href="https://docs.google.com/document/d/14dGYUgpeYtoEwiJrN_PDIdHCy2Q2vFAMpGxdnlixAk/edit?usp=sharing">https://docs.google.com/document/d/14dGYUgpeYtoEwiJrN_PDIdHCy2Q2vFAMpGxdnlixAk/edit?usp=sharing</a>   |
| EOC | Planning   | Situation Unit Coordinator     | Program Specialist<br>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<br>\$33.37-\$41.01 | Remote | <a href="https://docs.google.com/document/d/1Tyk2aA4qfAB-64KL15FYxk-eKjYkDU8UMXqYQPwkD_s/edit?usp=sharing">https://docs.google.com/document/d/1Tyk2aA4qfAB-64KL15FYxk-eKjYkDU8UMXqYQPwkD_s/edit?usp=sharing</a> |
| EOC | Planning   | Documentation Unit Coordinator | Program Technician<br>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<br>\$24.28-\$29.72 | Remote | <a href="https://docs.google.com/document/d/1kD_qV3CTq4svYupeCAEBdrZxBk2HwQ3yJsa_z0lx850/edit?usp=sharing">https://docs.google.com/document/d/1kD_qV3CTq4svYupeCAEBdrZxBk2HwQ3yJsa_z0lx850/edit?usp=sharing</a> |
| EOC | Planning   | Lead                           | Program Specialist Sr   |                       |        |   |
| EOC | PIO        | Media Support                  | Staff Assistant   |                       |        |   |
| EOC | Logistics  | Lead                           | Program Specialist Sr   |                       |        |   |
| EOC | Liaison    | Officer                        | Program Specialist Sr   |                       |        |   |
| EOC | Operations | Lead                           | Program Specialist Sr   |                       |        |   |