

Memorandum of Agreement

(Shelter Staffing Trial)

I. Parties to the Agreement

The parties to this Memorandum of Agreement are Multnomah County, Oregon (hereinafter "the County") and the Oregon Nurses Association (hereinafter "the Association").

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, 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, 2021, to September 30, 2022, in order to create a Shelter Staff pilot program. Unless mutually agreed otherwise, effective October 1, 2022, the provisions of the collective bargaining agreement will revert to prior contract language and this MOA will expire. Nothing in this MOA is intended to imply that this Shelter Staffing agreement is status quo for the sake of future negotiations.
- B. The County will solicit volunteers willing to staff the DRCs. Those who volunteer for DRC shifts 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 position (Attachment A) 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 position they fill will receive no change in pay.
- 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 the DRCs 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 required to sign up for needed shifts as they are posted for sign up.
- F. It is understood 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.
- G. By volunteering, employees agree to sign up for at least five (5) needed shifts during the trial period. Employees who work eight (8) or more shifts during the trial period will receive one (1) day of saved holiday at the number of hours described in Article 7.1., as a bonus, in addition to the twenty percent (20%) premium, which must be used by June 30, 2023, 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.
- H. 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, but would not be subject to the five (5) shift sign up requirements. Employees already designated as essential are eligible for all of the compensation identified in this Agreement in addition to their existing two (2) saved holidays.
- I. When practicable, efforts will be made to equitably allow for shift sign up when fewer shifts are available than willing employees.
- J. 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’s.
- K. The County will provide training to staff who sign up for this trial program.
- L. 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.
- M. It is understood that if the County is not able to fill needed shifts through this voluntary trial program, nothing precludes the County from utilizing other means within contractual requirements to staff the DRCs including but not limited to involuntary reassignment.
- N. Any dispute related to enforcement of terms of this agreement is subject to the grievance procedure as described in the ONA collective bargaining agreement.
- O. 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.
- P. 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 24, 2021.

For the Association:



Jocelyn Pittman (JP)
Labor Representative

For the County:



Shelly Kent
Labor Relations Director

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>	29 \$33.37-\$41.01	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>	29 \$33.37-\$41.01	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>	18 \$24.28-\$29.72	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>	16 \$22.90-\$28.05	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 \$17.75-\$21.60	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 \$17.75-\$21.60	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 \$17.75-\$21.60	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 \$17.75-\$21.60	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 \$39.18-\$50.36	Onsite	https://docs.google.com/document/d/1_gA7TTKviqZfhZE9vqLaBDkvsyv_6ijUhEfKDfP6iA/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 \$22.25-\$27.25	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 \$22.25-\$27.25	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>\$19.83-\$24.28</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>\$22.25-\$27.25</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>\$33.37-\$41.01</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>\$29.72-\$36.45</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>\$29.72-\$36.45</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 \$22.25-\$27.25	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 \$27.25-\$33.37	Remote	https://docs.google.com/document/d/14dGYUgpeYtoEwiJrN_PDtdHCy2Q2vFAMpGxdnllxAk/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 \$33.37-\$41.01	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 \$24.28-\$29.72	Remote	https://docs.google.com/document/d/1kD_qV3CTq4svYupeCAEBdrZxBk2HwQ3yJsa_z0lx850/edit?usp=sharing

Memorandum of Agreement

(Shelter Staffing Trial - Extension)

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 the Oregon Nurses Association, AFL-CIO (hereinafter referred to as “ONA”).

II. Background

The County and ONA have a mutual desire to incentivize employees to staff the 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.

ONA and the County entered into a MOA on November 4, 2021, establishing the Shelter Staffing Trial. Based on a number of factors including the pandemic, staffing shortages and increased workload, the County was unable to fully evaluate the Shelter Staffing Trial before its agreed upon expiration on September 30, 2022.

THEREFORE, the parties have reached the following Agreement:

III. Agreement

- A. The MOA signed on November 4, 2021, will be extended and will remain in place until September 30, 2023, in order to maintain the Shelter Staffing Pilot for an additional year. Unless mutually agreed, effective October 1, 2023, the provisions of the ONA Collective Bargaining Agreement (hereinafter referred to as “CBA”) will revert to prior contract language and this MOA will expire. Nothing in this MOA is intended to imply that this Shelter Staffing agreement is status quo for the sake of future negotiations. The original MOA is further modified as follows in this agreement.
- B. The assigned pay ranges for each type of DRC position contained in the original MOA’s Attachment A will be updated by applying the agreed upon Cost of Living Adjustment (hereinafter referred to as “COLA”) in successor negotiations.
- C. Saved holiday earned from the previous year’s MOA provisions will not be forfeited

MOA - ONA Shelter Staffing Trial Extension


on June 30, 2023, as previously agreed, but instead must be used by December 31, 2023, or it will be forfeited. Any saved holiday earned after this MOA is executed will be entered into the employee's bank for use within one month of being earned and must be used by December 31, 2024, or it will be forfeited.

- D. All other provisions of the MOA dated November 4, 2021, will remain in force until expiration.
- E. Any dispute related to enforcement of terms of this agreement is subject to the parties' grievance procedure as described in Article 21 of the ONA Collective Bargaining Agreement.
- F. 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.

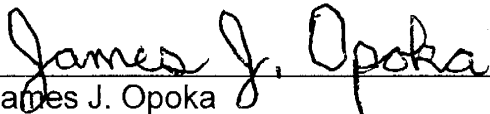
AGREED to this date, November 4, 2022.

For ONA:

For the County:



Jocelyn Pitman
Labor Representative
Oregon Nurses Association



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
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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>	18 \$24.28-\$29.72	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>	16 \$22.90-\$28.05	Onsite	https://docs.google.com/document/d/10VniT0HIK47AT70eMYD0jI0xwL6w0QUfBgkr7mnnad4/edit

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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 \$39.18-\$50.36	Onsite	https://docs.google.com/document/d/1_gA7TTKviqZfhZE9vqLaBDkvsyv_6ijUhEfKDfP6iA/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 \$22.25-\$27.25	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 \$22.25-\$27.25	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>\$19.83-\$24.28</p>	Onsite	https://docs.google.com/document/d/1y4ayOdn0ow6o31TJ9zkiW0eMR03tILl6w6eXVcCsDCU/edit?usp=sharing
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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 \$22.25-\$27.25	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 \$27.25-\$33.37	Remote	https://docs.google.com/document/d/14dGYUgpeYtoEwiJrN_PDtdHCy2Q2vFAmIpGxdnIlxAk/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 \$33.37-\$41.01	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 \$24.28-\$29.72	Remote	https://docs.google.com/document/d/1kD_qV3CTq4svYupeCAEBdrZxBk2HwQ3yJSa_z0lx850/edit?usp=sharing

Memorandum of Agreement

(Shelter Staffing Trial - Extension)

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THEREFORE, the parties have reached the following Agreement:

- A. This MOA will be in place from November 1, 2023 through June 30, 2025 in order to maintain the Shelter Staffing Pilot through the duration of the current collective bargaining agreement. The parties mutually intend on bargaining this issue and incorporating agreed language during the 2025 successor CBA negotiation
- B. The County will solicit volunteers willing to staff DRC or emergency operations center (EOC) operations. Those who volunteer for DRC operations shifts (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 assigned pay ranges for each type of DRC and EOC position contained in the original MOA's Attachment A will be updated by applying the agreed upon COLAs in successor negotiations on an annual basis on July 1st of each year.
- 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 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 approval of employees volunteering to staff DRC or EOC 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. An Employees 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, the previous Agreement dated November 22, 2022 or the original Agreement dated November 4, 2021, must be used by December 31, 2024 2025, or it will be forfeited. The saved holiday will be added to the employee's paid leave bank the pay period following the completion thirty-two (32) hours.
- F. 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.
- G. All other provisions of the MOA dated November 4, 2021, will remain in force until expiration.
- H. Any dispute related to enforcement of terms of this agreement is subject to the grievance procedure as described in Article 21 of the ONA Collective Bargaining Agreement.
- I. 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 date, January 8, 2024.

For the Union:



Daisy Hernandez
Labor Relations Representative
Oregon Nurses Association

For the County:



Elizabeth Calixtro
Labor Relations Manager
Multnomah County