

**Letter of Agreement
Stanislaus County
And
Service Employees International Union, Local 521**

Whereas, Stanislaus County (County) and Service Employees International Union (SEIU), Local 521 entered into the current Memorandum of Understanding (MOU) on July 1, 2021; and

Whereas, SEIU represents all regular full-time County employees in the Community and Health Services bargaining unit; and

Whereas, the Memorandum of Understanding recognizes compensation under Article 5; and

Whereas, the County and SEIU recognize the significant off-hours burden placed on Social Workers in the Community Services Agency (CSA) and the mandated callback for all qualified CSA Social Worker IV/Vs; and

Whereas, on July 19, 2023, the County and SEIU reached a tentative agreement on the new on-call process at the Community Services Agency to ensure Child Welfare Emergency Response duties are sufficiently staffed; and

Whereas, on September 12, 2023, the Stanislaus County Board of Supervisors approved a Board Agenda Item authorizing the Chief Executive Officer to execute an agreement with SEIU Local 521 to implement all provisions of the Emergency Response On-Call process for Social Workers at the Community Services Agency; and

Therefore, the County and SEIU Local 521 agree the following terms in Article 5, Section O of the current MOU are changed by this Letter of Agreement, to be effective the first full pay period after all parties sign the Letter of Agreement, and expiring June 30, 2025.

O) ON-CALL PAY:

Unless otherwise specified herein, on-call compensation for bargaining unit employees formally assigned by the Department Head to remain available to return to work shall be compensated at the rate of \$4.00 per hour for each hour of on-call service performed.

In recognition of the significant off-hours burden place on Animal Services Officers on-call compensation for Animal Services Officers formally assigned by the Department Head to remain available to return to work shall be compensated at the rate of \$5.75 per hour for each hour of on-call service performed.

In recognition of both the significant off-hours burden place on Social Workers in the Community Services Agency (CSA) and the mandated callback for all qualifying CSA Social Workers as set forth below, on-call compensation for CSA Social Workers formally assigned by the Department Head to remain available to return to work shall be compensated at the rate of \$7.00 per hour for each hour of on-call service performed.

Social Workers who are not assigned to ER shall receive the ER differential pay of 5% for their on-call ER backup shift(s) served under this provision.

On-call compensation is discontinued when an employee physically reports to a work location and is receiving call-back pay. Employees handling work related telephone calls while on-call will be compensated in accordance with the call-back pay provisions of this agreement (Section P).

On-call duty is mandatory for Community Services Agency Social Worker IV's and V's in Child & Welfare Services, Emergency Response Unit; and for Social Worker II's, III's, IV's and V's in Adult Services.

The following process will be followed when assigning qualified employees from outside of the ER Unit to Child Welfare ER On-call assignments:

I. INITIAL MONTHLY LIST:

- Step 1: At the time the ER On-Call calendar is created, all qualified ER Social Worker IV/V's assigned to work in the Emergency Response Unit be required to sign up for and perform a minimum of two (2) on-call shifts per month.
- Step 2: If, Step 1 is completed, there are still shifts to be filled, the Department will solicit volunteers including all qualified ER Social Worker IV/V's and qualified Child Welfare Social Worker IV/V's.
- A qualified Child Welfare Social Worker IV/V is an employee who was assigned to the ER Unit within the last two (2) years or has completed the ER training, has one (1) year of experience in Child Welfare, and has completed the Social Worker Training Academy.
- Step 3: If after Steps 1 and 2 are completed there are still shifts to be filled, the Department will schedule qualified Child Welfare Social Worker IV/V's outside of ER to serve in those remaining shifts, utilizing a Mandated Schedule List to cover the remaining shifts.
- The Mandated Schedule List consists of qualified Child Welfare Social Worker IV/V's in alphabetical order by first name. Newly qualified Child Welfare Social Worker IV/V's will be added to the end of the list. Mandated qualified Child Welfare Social Worker IV/V's from the Mandated Schedule List will be given first priority to select their desired on-call shift when creating the ER On-Call Calendar followed by qualified Child Welfare Social Worker IV/V volunteers, then qualified ER Social Worker IV/V's and qualified ER Social Worker IV/V volunteers.
- The schedule, will be shared with all impacted social workers no later than the 15th of the month preceding the scheduled month (e.g. the schedule for February 2023 will be shared no later than January 15, 2023).

II. COVERING SHIFTS AFTER INITIAL MONTHLY SCHEDULE IS SET:

If a Social Worker assigned back up call on the initial schedule is unable to complete their assigned shift, they may trade shifts with another scheduled social worker or get another qualified social worker to cover their shift.

If they are unable to trade their assigned shift or find another qualified social worker to cover their shift, the following process will apply:

- Step 1: Their name will be added to a Mandated Make Up Forced List.
- The Mandated Make up Forced List is a list of any qualified social worker who volunteered for or was assigned an on-call shift as part of the initial list (as outlined above) and who does not fulfill that shift.
- Step 2: The Emergency Response Unit Supervisor will seek volunteers from any qualified ER or Child Welfare Social Worker IV/V.
- Step 3: If no qualified social worker volunteers to fill the shift, the shift will be filled utilizing the Mandated Forced List.
- Step 4: If there are no names on the Mandated Forced List, the shift will be filled utilizing the Mandated ER List and the mandated ER Social Worker will only cover one (1) on-call shift the following month.
- The Mandated ER List is a list of all qualified ER Social Worker IV/V's assigned to work in the Emergency Response Unit.

Social Workers from Child Welfare Services who are mandated to cover on-call shifts in the Emergency Response unit as a result of this process will be allowed to request and be provided assistance via phone by the ER on-call supervisor or manager when responding to an immediate response call. When Social Workers are required to report to these situations during the night shift, they will turn over their file and all work associated with the response to the Emergency Response Field Worker and return to their regular department after completion of the mandated shift. At no time, will a Social Worker outside of Emergency Response, be mandated to take on primary responsibility for any cases commenced during their on-call shift unless the case involves a child for whom the social worker already has primary responsibility as part of their regular assignment

In the event that Social Workers from the Child Welfare Services departments are mandated to work an on-call shift in the Emergency Response Department and a conflict arises between their obligations of this shift and the responsibilities of their home unit such as but not limited to: on-call shift assigned in home unit, emergency out of state or city travel, request to attend hearings, the employee will raise the conflict with their immediate supervisor in their home unit and that supervisor will contact the Emergency Response Department to resolve the issue.

SWs outside of ER, who are required to perform an on-call mandated shift, shall have the option to access an ER On Call Social Work Supervisor by phone during an immediate response call.

The Community Services Agency and representatives of SEIU will convene a working group to engage in good faith discussions over the content of a training program for all Social Worker IV/V's who are not qualified to expand the pool of qualified social workers IV/V's who can serve on-call in Emergency Response and will provide such trainings to those employees. If the working group is unable to reach resolution on the content of the training materials, the County reserves the right to implement an Emergency Response Training program covering the topics outlined below.

Emergency Response Training will cover the following topics:

- Orientation Overview
- Receiving and Documenting Emergency Hotline Calls, which will include information on the following topics (among others):
 - Preliminary Screenings
- Assessing for Safety and Risk
- Completing a SDM Family Risk/Safety Assessment Form
- Conducting an ER Investigation, which will include information on the following topics (among others):
 - Working with law enforcement and safety organizations
 - Writing warrants
 - Hospital Settings
- Responsibilities for Dependent Children

In addition to the above topics, Social Worker IV/V's will shadow ER Social Worker(s) on no fewer than two (2) Immediate Response referrals in the field, and one full eight (8) hour day shift on Intake calls.

Employees who are not assigned to mandatory on-call shift in the Emergency Response Unit for a period of six (6) months or more will have the option to request additional training to maintain competencies.


All other provisions in Article 5 of the current MOU will remain in full force and effect. This agreement will be finalized and considered fully executed after signatures by all parties.

For the County:

For SEIU:


[Jody Hayes \(Sep 28, 2023 17:59 PDT\)](#)

Jody Hayes, CEO


[Karyn Clark \(Oct 2, 2023 08:54 PDT\)](#)

Karyn Clark, SEIU President