

ARTICLE 24 – DELIVERY OF QUALITY PUBLIC SERVICES FOR COUNTY RESIDENTS

Section 24.1 – Quality Public Service Unit Based Teams (UBTs)

The County recognizes engaging workers in designing and implementing their work can create a healthy work environment that can improve and sustain delivery of quality and efficiency of public services.

The County shall work with the Union to implement, support, and expand Unit Based Teams in the Health and Hospital System. The parties agree to implement, support and expand additional UBTs in Social Services Agency, the Finance Agency Department of Revenue, Library, Department of Environmental Health, Vector Control, 911 Dispatchers, Planning Department, Parks and Recreation, County Clerk-Recorder's Office, Registrar of Voters, Tax Collector, Facilities and Fleet and Procurement. Other Unit Based Teams may be established by mutual agreement of the Administration of an Agency or Department and the Union.

A Unit Based Team's scope of work may include any or all of the following:

- Day to day operations
- Performance improvement
- Implementing key initiatives

A Unit Based Team shall be defined as a natural work group of frontline workers and managers who work collaboratively to solve problems, improve performance, and enhance quality for measurable results. The Unit Based Team shall use the rapid improvement model or any other mutually agreed upon improvement model to execute the work of the team.

The County and Union recognize that including other County Labor Organizations, where applicable and necessary, is the desire of both parties.

Each Union participating in the Unit Based Team shall have the right to choose one (1) co-chair, one (1) co-sponsor, and participants in the Unit Based Team to represent the Union. Each Union shall have the right to replace its co-chairs and co-sponsors.

A Unit Based Team's scope of work does not include: Labor Relations, Contractual Issues (i.e. SEIU Local 521 Contract, Departmental Agreements, or any other agreements) or Meet and Confers.

A Department or Agency and the Union who agree to start a new Unit Based Team shall meet to establish an oversight process for resolving issues that may arise in the course of the Unit Based Team.

A worker who is a participant in a Unit Based Team in his/her own department shall be given release time for the time he/she is participating in the Unit Based Team. A worker may participate in a Unit Based Team that is in a department other than his/her own department on release time with prior approval of his/her supervisor.

5/4/23



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