

Negotiations between Service Employee International Union, Local 521 and  
County of Santa Clara  
Master Table

DATE: June 1, 2023  
TIME: 2:09 p.m.

ARTICLE 3 3.8	UNION SECURITY <i>Third-Party Requests</i>	UP 5/4/23 TA MP 5/2/23
ARTICLE 4 4.1 (a)	OFFICIAL REPRESENTATIVES, STEWARDS AND NEGOTIATING COMMITTEE <i>Official Representatives - Meeting with Management</i>	UP 5/30/23 TA MP 5/2/23
ARTICLE 6 6.11	PERSONNEL ACTION <i>Performance Appraisal Program</i>	UP 5/30/23 TA MP 4/14/23
ARTICLE 7	PAY PRACTICES	UP 5/25/23
ARTICLE 8	HOURS OF WORK, OVERTIME, PREMIUM PAY	UP 4/14/23
ARTICLE 9.3	SAFETY SHOES	UP 5/9/23
ARTICLE 10	HOLIDAYS	UP 4/14/23
ARTICLE 12 12.7 12.11	LEAVE PROVISIONS <i>OTHER FAMILY LEAVE</i> <i>BEREAVEMENT LEAVE</i>	UP 5/2/23 <i>NO CHANGE - CCL</i> <i>NO CHANGE - CCL</i>
ARTICLE 13	BENEFIT PROGRAMS	UP 5/2/23
ARTICLE 15	PERS	TA - MP 5/2/23
ARTICLE 19	GRIEVANCE PROCEDURE	SEE ATTACHED
ARTICLE 20	CLASSIFICATION	TA - MP 5/2/23
Article 21	RE-ORGANIZATION	NO CHANGE CCL
ARTICLE 24	DELIVERY OF QUALITY PUBLIC SERVICES FOR COUNTY RESIDENTS	TA - MP 5/2/23
ARTICLE 26	STRIKES AND LOCKOUTS	NO CHANGE CCL
NEW	MANAGEMENT RIGHTS	NOT INTERESTED

TERM OF AGREEMENT	OPEN
APPENDIX A – SALARY SCHEDULE	Open
APPENDIX K – CONTRACTING OUT	UP 4/14/12
APPENDIX L – EXTRA HELP AND INTERMITTENT WORKERS	UP 4/14/23
APPENDIX M – GUIDELINES FOR DEPARTMENTAL SAFETY COMMITTEES	UP 5/30/23
Side Letter Regarding Classification and Staffing (Including Vacancies)	Reject Co. Proposal No Change – CCL
Side Letter on Educational Leave Support Program Committee	OPEN
Side Letter Agreement on 2020 Lump Sum (CalPERS)	TA MP 4/20/23
Side Letter Agreement on Deferred Compensation Committee	UP 4/25/23

ALL OTHER ARTICLES NOT SPECIFICALLY MENTIONED ABOVE WILL BE NEGOTIATED AT A LATER DATE OR WILL REMAIN AS UNION'S POSITION IN IT'S INITIAL PROPOSAL, NO CHANGE OR HAVE BEEN T.A.'D. UNION RESERVES THE RIGHT TO MODIFY AND/OR AMEND IT'S PROPOSALS.

## ARTICLE 19 – GRIEVANCE PROCEDURE

### SEIU 521 Union Counter Proposal – June 1, 2023

#### Section 19.1 – Grievance Defined - CCL

The County and the Union recognize early settlement of grievances is essential to sound employee-employer relations. The parties seek to establish a mutually satisfactory method for the settlement of grievances of workers, the Union, or the County. In presenting a grievance, the aggrieved and/or his/her representative is assured freedom from restraint, interference, coercion, discrimination or reprisal.

- a) **Definition** A grievance is defined as an alleged violation, misinterpretation or misapplication of the provisions of this Memorandum of Agreement, Department Memoranda of Agreement and/or Understanding Merit System Rules, or other County ordinances, resolutions, Policy and/or Procedure Manuals, or alleged infringement of a worker's personal rights (i.e., discrimination, harassment) affecting the working conditions of the workers covered by this Agreement, except as excluded under Section 19.1(b)
- b) **Matters Excluded From Consideration Under the Grievance Procedure**
1. Disciplinary actions taken under Section 708 of the County Charter.
  2. Probationary release of workers.
  3. Position classification.
  4. Workload/Caseload.
  5. Merit System Examinations.
  6. Items requiring capital expenditure.
  - ~~7. Article 2 – No Discrimination~~
  8. Items within the scope of representation and subject to the meet and confer process.

#### Section 19.2 – Grievance Presentation - CCL

Workers shall have the right to present their own grievance or do so through a representative of their own choice. Grievances may also be presented by a group of workers, by the Union, or by the County. No grievance settlement may be made in violation of an existing rule, ordinance, memorandum of agreement or memorandum of understanding, nor shall any settlement be made which affects the rights or conditions of other workers represented by the Union without notification to and consultation with the Union.

The Union shall be provided copies of individual or group grievances and responses to same. Such grievances may not proceed beyond Step One without written concurrence of the Union.

The Union shall have the right to appear and be heard in all individual or group grievances at any step. Upon request by County, the Union shall appear and be heard in such grievances at any step.

### **Section 19.3 – Procedural Compliance -CCL**

Union grievances shall comply with all foregoing provisions and procedures. The County shall not be required to reconsider a grievance previously settled with a worker if renewed by the Union, unless it is alleged that such grievance settlement is in violation of an existing rule, ordinance, memorandum of understanding, or memorandum of agreement.

### **Section 19.4 – Time Limits -CCL**

Time limits may be extended or waived only by written agreement of the parties. If either party fails to comply with the grievance time limits, the grievance shall be settled in favor of the other party. If, as a result of such action the parties are unable to reach agreement or an appropriate remedy, the matter may be referred to an arbitrator as provided below and the arbitrator shall fashion an appropriate remedy.

### **Section 19.5 – Informal Grievance Step -CCL**

It is agreed that workers will act promptly through an informal meeting with their immediate supervisor outside of the bargaining unit on any act, condition or circumstance which is causing worker dissatisfaction and to seek action to remove the cause of dissatisfaction before it serves as the basis for a formal grievance.

A meeting should take place whenever requested by either party to assist to clarify or resolve the grievance. The worker may be accompanied by his/her steward, Assistant Chief Steward or Chief Steward at the informal meeting.

Any resolution reached at the informal step must be in accordance with the provisions of this agreement, or other rule or ordinance and shall not set precedent.

### **Section 19.6 – Formal Grievance Procedure**

a) **Step One** - Within twenty (20) working days of the occurrence or discovery of an alleged grievance, the grievance shall be presented in writing to the appointing authority. A copy of the grievance will be sent to Labor Relations and this copy shall dictate time limits. The grievance form shall contain information which identifies:

1. The aggrieved;
2. The specific nature of the grievance;
3. The time or place of its occurrence;

4. The rule, law, regulation, or policy alleged to have been violated, improperly interpreted, applied or misapplied;
5. The consideration given or steps taken to secure informal resolution;
6. The corrective action desired; and
7. The name of any person or representative chosen by the worker to enter the grievance.

A decision shall be made in writing within twenty (20) working days of receipt of the grievance. A copy of the decision shall be directed to the person identified in (7) above and grievant, or in the case of a group grievance, to the grievant listed first in (1) above. A copy shall be sent to the Union and this copy shall dictate time limits.

b) ~~**Step Two** — If the aggrieved is not satisfied with the Step One decision, they may, within fifteen (15) working days after receipt of the first step decision request to meet with the Director of Labor Relations or designee and present a written presentation to review. Unless mutually waived, the Director of Labor Relations or designee shall meet with the grievant/Union prior to issuing their decision. The Director of Labor Relations or designated representative shall provide a written decision within twenty (20) working days of the meeting or the date the meeting was mutually waived.~~

~~**Mediation** — Prior to advancing to arbitration under "d) Step Three," both parties shall jointly consider whether the type of case involved lends itself to immediate mediation. If both parties agree to do so, the parties shall jointly request that a mediator be assigned by the State Mediation and Conciliation Service. If the mediation process does not promptly result in an acceptable resolution to both parties, the case shall advance to subsection d) Step Three. The parties shall equally share any costs relating to mediation. If there is no agreement to proceed through the mediation step, then the case shall be determined under subsection d) Step Three.~~

e)b) ~~**Step TwoThree** — If the aggrieved is not satisfied with the Step OneTwo decision, he/she they may, within fifteen (15) working days after receipt of the first step decision, present a written presentation grievance to be directed to the County Executive's designated representative indicating the aggrieved wishes (1) to meet with the County Executive's designated representative to review and decide the merits of the case or whether (2) the aggrieved wishes the grievance to be referred to an impartial arbitrator in an effort to resolve the grievance. At this step, Unless mutually waived, a meeting shall be held if requested by either party, no later than twenty (20) calendar days from requesting to meet at Step Two. The grievant may be accompanied by his/her Steward, or Assistant Chief Steward, or Chief Steward, or Union Representative. All parties meet and disclose the theory of the grievance~~

and the theory of denial as well as the facts upon which these theories are based. The County Executive's designated representative shall provide a written decision within twenty (20) working days of the meeting or the date the meeting was mutually waived.

~~c) Settlement Meeting – Prior to advancing to arbitration under “d) Step Three,” either party may request and agree to meet within no later than sixty (60) days from the Step Two decision in an attempt to resolve the grievance and reach resolution. If the settlement meeting does not promptly result in an acceptable resolution to both parties, the case shall advance to subsection d) Step Three.~~

d) **Step Three Pre-Arbitration Meeting (Stipulation and Arbitrator Selection) –** After a grievance has been moved to Step Two, the Union and County shall continue efforts at resolution. In addition, all parties will attempt to stipulate to all facts, disclose all pertinent information and agree on the question or questions to be submitted to an arbitrator.

Pre-Arbitration meetings shall be held monthly for each department/agency. By mutual agreement, pre-arbitration meetings may be scheduled more frequently. The Union shall be entitled to have released, for pre-arbitration meetings, the grievant, and in the case of a group grievance, no more than two (2) of the affected workers, and the appropriate Chief Steward, or Assistant Chief Steward in his/her absence, and the Steward.

Each grievance shall be specifically reviewed and discussed at a maximum of two pre-arbitration meetings. The parties may mutually agree to have additional meetings prior to arbitration. If a grievance remains unresolved after discussion, review, fact stipulations, information disclosure and determination of the questions or question to be submitted to the arbitrator, the parties will select an arbitrator from the panel in Section 19.6(d).

The parties will also decide if the grievance will be arbitrated on an expedited or regular arbitration basis. \_\_\_\_\_

e) **Arbitration -County is reviewing and may make a future proposal**  
For the term of this agreement the County and the Union have agreed to the following panel:

John Kagel	David Weinberg
Paul Reese	<del>Najeeb Khoury</del> Alexander Cohn
Katherine Thomson	Luella Nelson
Monica Colondres	

When the parties cannot reach mutual agreement regarding an arbitrator, they shall strike names from the above panel. The parties shall flip a coin to determine who strikes first. The parties will alternate the flipping of the coin.

No matter other than a grievance that is an alleged violation of a specific provision(s) as written and submitted in the formal grievance may be reviewed on the merits by an arbitrator. This memorandum of agreement shall be submitted as a joint exhibit. Nothing in this agreement shall be construed to empower any arbitrator to change, modify or amend any of its provisions.

Members of this arbitration panel shall be requested to agree to render their decision within fifteen (15) working days of the hearing, receipt of the transcription or the briefs.

The parties may mutually agree to use an arbitrator not on the list or to add to, or modify the list. The arbitrator's compensation and expenses shall be borne equally by the worker or the Union and the County. Decisions of the arbitrator shall be final and binding.

### **Section 19.7 – Expedited Arbitration -CCL**

- a) The County and the Union, may upon mutual agreement of the specific case/or cases submit grievance disputes to expedited arbitration in the interest of obtaining a prompt disposition of the grievances brought by workers, the Union or the County.
- b) The expedited arbitration shall be conducted according to the following rules, and the arbitrators shall be required to agree to abide by them:
  1. The County and the Union shall agree to schedule as many cases as can be reasonably presented within a normal work day.
  2. Prior to the arbitration, the parties must mutually agree to the question to be placed before the arbitrator or the case will not proceed through this process.
  3. It is the intent of this expedited arbitration procedure to not record these proceedings. It is agreed, however, that either party may request a stenographic record and transcripts and the party requesting the record shall bear the full cost of the reporter's fee and transcript. The other party shall not be entitled to a copy, unless the parties agree to share the costs.
  4. The parties shall be represented by staff advocates, unless otherwise mutually agreed. Staff advocates shall present their cases in accordance with standard rules of evidence and accepted arbitrable conduct.
  5. At the conclusion of the hearing, each party shall present an oral summation of its position. Post-hearing briefs shall not be submitted, unless otherwise mutually agreed.

6. The arbitrator shall render his or her decision after each party has presented and summarized its case. The arbitrator shall confirm his/her decision in a written letter to each party.
7. The arbitrator shall be paid a flat fee for each day of hearings, regardless of the number of cases presented during that day's hearing.

**Section 19.8 – Arbitration Release Time -CCL**

- a) The worker on whose behalf the grievance has been filed will be granted release time for the entire hearing. Release time to serve as a witness will be granted on a scheduled basis, i.e., when the worker is scheduled to appear. In the case of a group grievance, release time will be granted for the designated spokesperson for the entire hearing. Release time also will be granted to the appropriate Chief Steward.

Other requests for leave for the purpose of participation in a grievance arbitration hearing will also be granted and charged to the worker's own leave time - provided the absence does not unduly interfere with the performance of service.