

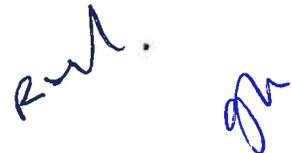
TENTATIVE AGREEMENT SIDE LETTER AGREEMENT

Between the County of Santa Clara and SEIU Local 521

Regarding DEBS Overtime Investigations

The County of Santa Clara (County) and the Service Employees International Union, Local 521 (SEIU) (collectively, the Parties) enter into this Side Letter Agreement (Agreement) to address specific issues related to investigations

1. The County shall immediately suspend its investigations of any and all SEIU Local 521 members relating to solely: (1) the alleged failure of Eligibility Worker II, Eligibility Worker III, and/or Eligibility Examiner employees to work the hours that they claimed for payment of wages or meal allowances for any overtime shift where the County assigned the employee a set number of overtime hours based on a set number of cases and/or tasks that occurred prior to December 8, 2025; (2) the alleged failure of any SEIU Local 521-represented DEBS employee to report or take other action in response to awareness that an Eligibility Worker II, Eligibility Worker III, and/or Eligibility Examiner employee was engaged in conduct covered by item (1) above; and (3) the response or lack of response from Eligibility Worker II or Eligibility Worker III employees to questions posed during investigatory interviews that occurred from November 24, 2025 and December 5, 2025 regarding the alleged employee misconduct referenced herein. This suspension of investigations shall become permanent upon the ratification of a comprehensive agreement between the parties that addresses the issues of mutual concern related to DEBS productivity that is currently under discussion.
2. Should the parties fail to reach a ratified mutual agreement that addresses the issues of mutual concern related to DEBS productivity by December 26th, 2025, the County may continue and/or begin any and all investigations of alleged employee misconduct referenced herein, including investigations of additional employees for whom the County reasonably believes engaged in the alleged misconduct. If the process of seeking a mutually agreeable resolution of all issues related to DEBS productivity ends without an agreement before December 26th, 2025, the County will immediately be free to continue and/or begin any and all investigations of alleged employee misconduct referenced herein, including investigations of additional employees for whom the County reasonably believes engaged in the alleged misconduct.
3. Upon the ratification of a comprehensive agreement between the parties that addresses the issues of mutual concern related to DEBS productivity, the County agrees that it shall not pursue any further investigations regarding solely: (1) the alleged failure of Eligibility Worker II, Eligibility Worker III, and/or Eligibility Examiner employees to work the hours that they claimed for payment of wages or meal allowances for any overtime shift where the County assigned the employee a set number of overtime hours based on a set number of cases and/or tasks that occurred prior to December 8, 2025; (2) the alleged failure of any SEIU Local 521-represented DEBS employee to report or take other action in response to awareness that an Eligibility Worker II, Eligibility Worker III, and/or



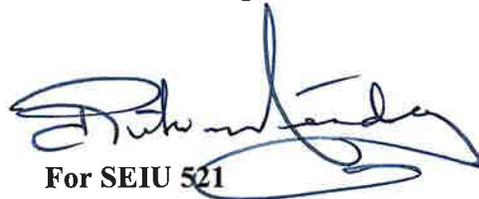
Eligibility Examiner employee was engaged in conduct covered by item (1) above; and (3) the response or lack of response from Eligibility Worker II or Eligibility Worker III employees to questions posed during investigatory interviews that occurred from November 24, 2025 and December 5, 2025 regarding the alleged employee misconduct referenced herein. The County shall not take adverse action of any kind now or in the future, i.e., discipline, denial of a transfer or promotion, or an adverse performance rating, or require an Eligibility Worker II, Eligibility Worker III, and/or Eligibility Examiner to reimburse the County or otherwise incur a financial penalty based on an investigation of the three above-referenced topics.

4. While the County has the right to rescind telework for employees based on existing County policy, it shall not rescind telework on a larger scale basis for DEBS employees on the grounds that it believes Eligibility Workers allegedly failed to properly record and submit time for payment of wages for Intake overtime and any meal allowances claimed for working Intake overtime that may have occurred prior to December 8, 2025.
5. The Parties recognize the County is entering a period of extraordinary uncertainty and risk that will deeply impact the employees and the community they serve, and that significant changes must be made to provide critical services to clients in a more timely and effective manner. The Parties acknowledge that, under the new workload structure, the County will allocate work and manage the DEBS workforce in a manner designed to ensure that DEBS fully eliminates the current backlog of 6,600 Intake cases as soon as possible, with first prioritization to fully eliminate the backlog of Medi-Cal cases.



For the County of Santa Clara

Greta Hansen, Chief Operating Officer



For SEIU 521

Riko Mendez, Chief Elected Officer

**County of Santa Clara and SEIU Local 521
Tentative Agreements
APPENDIX G – SOCIAL SERVICES UNIT**

Proposed language tentatively agreed to shall be incorporated into a Side Letter that will be implemented and include Appendix G language changes to be incorporated into the successor agreement to the following MOA between the Parties

AGREEMENT
Between
COUNTY OF SANTA CLARA
And
LOCAL 521
(SANTA CLARA COUNTY CHAPTER)
affiliated with
SERVICE EMPLOYEES INTERNATIONAL UNION

August 14, 2023 through June 21, 2026

County of Santa Clara
Social Services Unit (SSU) DEBS-related Appendix G Proposals

December 10, 2025



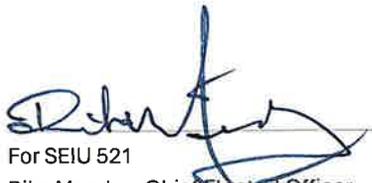
G.1 – Salaries

Salaries shall be identified by job code and listed in Appendix A:

Job Code	Job Title
E50	Eligibility Examiner
E56	Eligibility Examiner-U
E47	Eligibility Worker I Social Services Benefits Specialist Trainee
Z47	Eligibility Worker I-U Social Services Benefits Specialist Trainee - U
E46	Eligibility Worker II
Z45	Eligibility Worker II-U
E45	Eligibility Worker III Social Services Benefits Specialist
Z43	Eligibility Worker III-U Social Service Benefits Specialist - U
E65	Program Services Aide
Y4B	Social Services Appeals Officer
Y3A	Social Worker I
W06	Social Worker I-U
Y3B	Social Worker II
W02	Social Worker II-U
Y3C	Social Worker III
W07	Social Worker III-U
D20	Youth Engagement Specialist



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.1 – Salaries

Realignments (already implemented in August 2023):

JOB CODE	CLASSIFICATION	REALIGNMENT
E50	ELIGIBILITY EXAMINER	1.50%
E56	ELIGIBILITY EXAMINER - U	1.50%
E47TBD	ELIGIBILITY WORKER - SOCIAL SERVICES BENEFITS SPECIALIST TRAINEE	1.00%
Z47TBD	SOCIAL SERVICES BENEFITS SPECIALIST TRAINEE ELIGIBILITY WORKER I - U	1.00%
E46TBD	SOCIAL SERVICES BENEFITS SPECIALIST ELIGIBILITY WORKER II	1.00%
Z45TBD	SOCIAL SERVICES BENEFITS SPECIALIST ELIGIBILITY WORKER II - U	1.00%
E45TBD	SOCIAL SERVICES BENEFITS SPECIALIST ELIGIBILITY WORKER III	1.00%
Z43TBD	SOCIAL SERVICES BENEFITS SPECIALIST ELIGIBILITY WORKER III - U	1.00%
E65	PROGRAM SERVICES AIDE	1.00%
Y4B	SOCIAL SVCS APPEALS OFFICER	appx 4.47%
Y3A	SOCIAL WORKER I	1.00%
W06	SOCIAL WORKER I - U	1.00%
Y3B	SOCIAL WORKER II	1.00%
W02	SOCIAL WORKER II - U	1.00%
Y3C	SOCIAL WORKER III	1.00%
W07	SOCIAL WORKER III - U	1.00%
D20	YOUTH ENGAGEMENT SPECIALIST	3.00%



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.5 – Layoff (pgs. 4-5)

Section 5.1 - Seniority Defined

Except as otherwise provided in Sections 5.2 and 6.10 (in Master), seniority is defined as days of accrued service within any coded classification with the County. Days of accrued service shall be either the number computed and reported on the worker's paycheck or that number as modified by operation of the following provision of this section and/or the provisions of Section G.5.4 (in SSU).

Section 5.2 – Order of Layoff

When one (1) or more workers performing in the same class in a County Department/Agency are to be laid off, the order of layoff in the affected Department/Agency shall be as follows:

- a) Provisional workers in inverse order of seniority.
- b) Probationary workers in inverse order of seniority.
- c) Permanent workers in inverse order of seniority, subject to the following provisions:

This covers all programs in the Social Services Unit.

Bilingual workers shall be selectively retained in seniority order based on the need as determined by above. Any worker who is selectively retained to fill these bilingual needs shall be required to pass a certification test and upon passing, will not be required to be retested for the same language during the term of their employment.

Such determination shall be by Department/Agency, based on total monthly applications/referrals from April 1 the previous year to March 31 of the current year. The determination shall be subject to impartial fact finding should the parties disagree. Article
~~The need for bilingual workers by language shall be determined based on the following formulas:~~

~~Total number of active cases as of April 1 of the current year;~~

~~Total number of funded/authorized positions as of April 1 of the current year in Intake and also in Continuing;~~

~~Where caseload standard maximums exist:~~

~~Intake: (Total number of applications*/referrals/cases of second language from previous year divided by 12) divided by (monthly intake standard multiplied by .8) = total number of second language workers needed in the Department/Agency in order to retain workers out of seniority order.~~

~~*Including applications in "pending" status~~



~~Continuing Caseload Assignments: (Total number of current active cases of second language) divided by (caseload standard multiplied by .8) = total number of second language workers needed in the Department/Agency in order to retain workers out of seniority order.~~

~~When the above formula results in a fraction of a worker and that fraction is .5 or above, the result will be rounded up to the next whole number.~~

~~Where no caseload standards exist or where task-based assignments do exist:~~

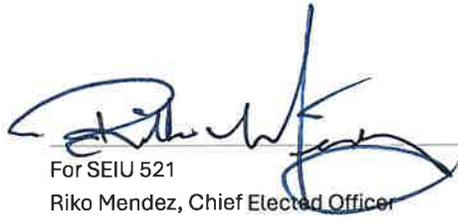
~~Intake: (Total number of applications/referrals/cases of second language from previous year divided by 12) divided by (monthly average applications/referrals/cases per worker multiplied by 0.8) = total number of second language workers needed in the Department/Agency in order to retain workers out of seniority order.~~

~~Continuing: (Total number of current active cases of second language) divided by (average cases per worker multiplied by 0.8) = total number of second language workers needed in the Department/Agency in order to retain workers out of seniority order.~~

~~When the above formula results in a fraction of a worker and that fraction is 0.5 or above, the result will be rounded up to the next whole number.~~



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.7 – Pay Practices

Section 7.1 - Differentials

a) **Bilingual, Trilingual, Quadrilingual and Additional Language Differentials**
The County will pay a differential of one hundred ninety (\$190) a month to bilingual workers covered by the Social Services Bargaining Unit. An additional twenty dollars (\$20) per month will be paid for each additional language certification.

~~b) **Eligibility Worker III Intake Differential**
Eligibility Worker III's performing an Intake function will receive a seven and one-half percent (7.5%) differential above their base rate~~

~~c) **Eligibility Worker II Intake Differential**
Workers in an office in the classification of Eligibility Worker II who meet the minimum qualifications for the classification of Eligibility Worker III may volunteer to be assigned to do Intake work. Such workers assigned to perform Intake function shall be paid the same as an EWIII in intake, subject to section 7.3 of the Master Agreement (Effect of Promotion, Demotion or Transfer on Salaries)~~

e) **Floater Differentials**

~~DEBS~~

~~The County may provide workload balancing, for authorized absences and uncovered workloads through the utilization of DEBS Floaters (Eligibility Worker III's) Eligibility Worker II's will be paid a differential of four dollars (\$4.00) per hour when doing floater work.~~

DFCS

The Department may assign SWI's, SWII's, and/or SWIII's as floaters when there is a need to increase the number of workers in a specific unit/program relating to concerns such as employee absences, workload balancing, and temporary program workload increases. DFCS floaters will be paid a differential of four dollars (\$4.00) per hour while performing assigned floater work. The Department will maintain a volunteer list of those workers willing to serve as floaters.



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.7 – Pay Practices

Section 7.2 – Temporary Supervisory Assignment- Vacant Codes

- a) A temporary supervisory assignment may be made to cover vacant regular codes after ordinance code provisions for filling such vacancies have been followed and with approval of the Director of Personnel that the incumbent meets the minimum qualifications of the Supervisory classification. When a worker is assigned all the significant duties of a higher supervisory class of ~~Eligibility Work~~ Social Services Benefits Specialist Supervisor, Social Services Program Manager, Social Work Supervisor, Social Services Analyst, Social Service Program Control Supervisor, the worker will receive pay consistent with the promotional pay procedure as set forth in Section 7.3 of the Master Agreement (Effect of Promotion, Demotion or Transfer on Salaries), commencing on the first such working day.
- b) A worker temporarily assigned a temporary supervisor assignment shall receive the pay for:
1. Holidays when the worker is assigned temporary supervisory assignment the day prior to and following the holiday.
 2. Sick leave absences when the worker is assigned temporary supervisory assignment and while absent is not relieved by the incumbent or by another worker assigned temporary supervisory assignment in the same position.
- c) WOOC will be given access to all necessary programs to fulfill WOOC duties.



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.7 – Pay Practices

Section 7.3 – Acting Unit Supervisor-Occupied Codes

- a) Unit workers may be assigned by the appropriate manager to cover occupied codes for any absence period of one (1) workday or greater for the ~~Eligibility Worker~~ Social Services Benefits Specialist Supervisor, Social Work Supervisor, Social Service Program Control Supervisor, or for a Social Services Analyst with supervisory responsibilities.

The assigned worker(s) shall receive pay consistent with Section 7.3 of the Master Agreement (Effect of Promotion, Demotion or Transfer on Salaries) commencing on the first (1st) working day. This Section is limited to the classifications mentioned above.

- b) Workers in a unit who desire to WOOC shall provide their names to management and have the opportunity to WOOC by rotation. The list shall be shared in the unit. The list will be sorted in the following order to create the rotation:

1) Highest classification-by seniority, as defined in Section 5.1 of Appendix G.

2) Next highest classification-by seniority, as defined in Section 5.1 of Appendix G.

3) ~~In DEBS, should a Social Services Benefits Specialist be serving as a Lead, For continuing Eligibility Workers in DEBS, the Eligibility Worker III the Lead shall have the first opportunity to WOOC for the Eligibility Work Social Services Benefits Specialist Supervisor in of their unit. If there is no Lead in a unit or if a Eligibility Worker III Social Services Benefits Specialist serving as a Lead in a unit is not available to WOOC or does not want to WOOC, then a WOOC list will be created under items 1 and 2 above in alignment with Section 7.3(b)(1) and (2).~~

- c) ~~Under normal circumstances the acting supervisor in Intake Units shall be taken off the line for the assignment period. In DEBS Continuing, no new cases may be assigned to the acting supervisor during the period of the temporary assignment, unless the weighted caseload falls below eighty percent (80%) of the appropriate caseload standard. If the assignment is four (4) weeks or more, new cases will not be assigned unless the weighted caseload falls below 65%.~~

- d) WOOC will be given access to all necessary programs to fulfill WOOC duties.



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.7 – Pay Practices (new section)

Section 7.4 - DEBS Productivity/Quality Incentive Pay

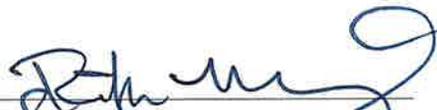
Formatted: Font: (Default) Arial

Subject to the approval of the County Executive, DEBS Executive leadership may create, modify, or discontinue productivity/quality incentive pay programs to award incentive stipends to reward teams and/or individuals in the Social Services Benefits Specialist classification based on measured quantitative achievement of increased productivity with low error rates. The Union shall be afforded an opportunity to provide feedback regarding the proposed program structure and metrics. The intent of the program shall be incentivizing high performance by sharing a portion of the savings that are achieved in the cost per accurately completed units of work with the employees whose efforts resulted in improved efficiency. The County anticipates allocating at least \$500,000 per year in funding for these incentive payments if productivity and accuracy goals established under the programs are fully achieved.

No later than 30 days after ratification the County shall provide the Union with its anticipated initial incentive pay program structure and metrics so that the Union may provide any feedback it may have. If the County intends to modify or discontinue a productivity/quality incentive pay program, it shall provide the Union advance notice and opportunity to provide feedback.



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.8 – Hours Of Work And Premium Pay

Section 8.4 – Lateral/Administrative Transfer Opportunities and Requests

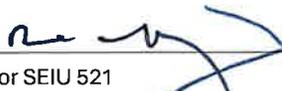
a) Transfer Opportunities

The County shall continue a transfer information system, which workers access on-line to obtain information on transfer opportunities for classifications within the Social Services Unit resulting from new positions authorized to the Department, and vacancies resulting from promotion, demotion, resignation, termination, or transfer.

6. When a manager submits a requisition for an alternately staffed position, Social Worker II position, or a Social Worker III position, the applicant list provided will match the criteria in the requisition/s and include up to ten (10) applicants, based on seniority. Applicants who have indicated criteria that matches the posting will be put forward, thus the applicant list for a Social Worker position that the manager receives may include Social Worker II's and/or Social Worker III's
7. Approximately one month prior to commencement of the on-the-job training of the Social Services Benefits Specialist Trainees Eligibility Worker Is in induction training, the County may withhold from the quarterly transfer process Eligibility Worker II Social Services Benefits Specialist vacancies that the County anticipates filling with candidates who complete induction training. After the required number of vacancies are filled by the current inductees, any remaining Eligibility Worker II Social Services Benefits Specialist vacant positions vacancies shall be made available for the transfer process.
11. Appendix G, Sections 8.4(a) and (b) do not apply to workers in the Eligibility Worker I Social Services Benefits Specialist Trainee classification.



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.9 – Workload Standards

Section 9.5 – Bilingual, Trilingual, Quadrilingual Workloads/Caseloads

- a) Bilingual, Trilingual, Quadrilingual language caseloads will consist of a minimum of fifteen percent (15%) certified language cases and a maximum of eighty percent (80%) certified language cases. Only caseloads meeting the above criteria (or excepted below) shall qualify the multi-lingual worker for the monetary differential.

When the certified language cases in a caseload fall below fifteen percent (15%), the differential will be continued for two (2) pay periods. If the minimum requirement of fifteen percent (15%) is not met within the two (2) pay periods, the differential may be discontinued beginning with the next pay period.

- b) When the certified multi-language caseload reaches eighty percent (80%), the worker shall be at one hundred percent (100%) of standard overall.
- c) The Department may designate a position or person for the certified multi-language differential when a second language skill is needed for:
 - 1. One-of-a-kind language skill for caseloads.
 - 2. Unique need of a geographical location or service when the total number of cases do not make up fifteen percent (15%) of a caseload for a worker in that location.
 - 3. ~~Intake position requirements.~~



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer

G.9 – Workload Standards (pgs. 11-16)

Note: renumbering of Section 9.7 will happen in final

Section 9.7 - Department of Employment and Benefits (DEBS)

There shall not be specific caseload standards for DEBS. However, the County shall implement workloads based on what can be reasonably completed in an average workday/work week, taking into account factors listed in Appendix G, Sections 9.1 (Workload Standards), 9.4 (Differential Workloads) and 9.5 (Bilingual, Trilingual, Quadrilingual Workloads/Caseloads).

a) Intake

- ~~1. Intake work shall be performed by workers in the classification of Eligibility Worker III. Eligibility Worker II who meet the minimum qualifications for the classification of Eligibility Worker III may volunteer to be assigned to do Intake work. Such workers assigned to perform Intake function shall be paid the same as an EW III in intake, subject to Section G.7.1 (c) Eligibility Worker – Intake Differential.~~
- ~~2. An Eligibility Worker will normally be assigned forty-seven (47) generic intake applications in a 21-day month. This excludes GA, Foster Care and Health Care Reform (HCR) and AB720.~~
- ~~3. Foster Care: An Eligibility Worker will normally be assigned fifty (50) intake applications in a 21-day month.~~
- ~~4. Intake Cases shall not be assigned while workers are WOOC as an EW Supervisor.~~
- ~~5. The Triage function shall be performed by Intake Workers with the purpose of screening IN (immediate need) ES (expedited services) CF pending applications only.~~
- ~~6. Intake Cases shall not be assigned while workers are performing triage function.~~
- ~~7. For the purposes of Section G.9.7, all months in a calendar year will be considered as a 21-day month.~~

b) Continuing

- ~~1. One (1) Eligibility Worker III shall be budgeted for each Continuing Unit.~~
- ~~2. Workloads will be distributed equitably to the extent practicable among Eligibility Units, Workers and Programs. The County will provide the union monthly reports of calibration.~~
- ~~3. After the next calendar month, all cases in a discontinued status shall be closed. After the next calendar month, or following ninety (90) days of~~



~~discontinuance for Medi-Cal only cases (90-day cure period), discontinuance, clients must reapply for benefits through Intake with the exception of the following to be processed by Continuing workers:~~

- ~~▪ Adding Medi-Cal to existing CalFresh cases~~
- ~~▪ Adding Medi-Cal to existing Medi-Cal cases (except when adding regular Medi-Cal to a QMB case)~~
- ~~▪ Adding Medi-Cal to existing cash aid cases~~
- ~~▪ Adding CalFresh to cash aid cases~~
- ~~▪ Adding CalFresh to existing Medi-Cal cases~~
~~So long as state law mandates that the eligibility determination for CalFresh be completed by the same worker servicing a client who is applying for or renewing their Medi-Cal service, an EWII or non-intake EWII assisting a client with a Medi-Cal renewal in-person, online, or by telephone must offer to conduct the associated CalFresh eligibility determination. Such worker shall be paid a seven and one-half percent (7.5%) intake differential for the day the task is assigned. EWII's are not eligible for WOOOC pay as outlined in G-7-1. Once the CalFresh program is added, the case will be transferred to the Continuing/CalFresh Eligibility Worker.~~

~~4. Monthly individual caseload maximums are listed below:~~

~~188 Calworks
322 CalFresh/Medical
266 GA
615 Foster Care (AAP)
150 Foster Care~~

~~5. Monthly Unit Based Caseload Standards, not to exceed the per person amount listed below:
422 MediCal~~

~~All continuing eligibility staff must work the typical full range of continuing work such as RRR's, SAR 7 and any other typical continuing functions.~~

~~Workers currently on caseload building status or part time, FMLA or other contractual reduction shall be reduced accordingly.~~

~~c) Integrated Eligibility Verification System (IEVS) Unit~~

~~The following standards apply to Eligibility Examiners performing the earnings clearance functions as presently conducted in the IEVS Units:~~



- ~~1. An IEVS worker will normally be assigned a maximum of 63 cases at any point in time. Additional cases may be assigned to maintain the caseload within this range. Cases may include Integrated Earnings Clearance/Fraud Detection (IFD), Intentional Program Violation (IPV), Default, Trials, IRS/FTB, BEERS, and General Fraud Cases.~~
- ~~2. An IEVS worker will be expected to complete a maximum of 82 case computations each quarter in a calendar year. Cases may include Integrated Earnings Clearance/Fraud Detection (IFD), Intentional Program Violation (IPV), Defaults, Trials, IRS/FTB, BEERS, and General Fraud Cases. This requirement will be proportionately reduced for all authorized technical training, special projects, or court appearances at an hour per hour rate of .16 cases per hour. All other scheduled absences of one-half (1/2) working day or more will be adjusted at the hour per hour rate of .16 cases per hour. Cases completed will be given credit as follows:
 - ~~1. Overpayment cases actually referred for fraud prosecution or collection.~~
 - ~~2. Cases closed without such referral.~~
 - ~~3. Uncompleted cases transferred out of unit for lack of employer co-operation or other reason.~~~~
- ~~3. Quarterly IFD Match Reading Assignments: At the beginning of each quarter, each IEVS worker will be assigned a maximum of (30) cases of IFD Match Reading Assignments per day. The thirty (30) daily IFD Quarterly Match Reading Assignments are equivalent to 1.32 cases and the completed IFD Match Reading Assignments are to be included into the expected 82 quarterly case assignments.~~
- ~~4. Insofar as practical, cases involving more than three (3) employers will be equitably distributed within the unit.~~

~~d) Appeals~~

~~The Appeals Unit shall have workloads distributed equitably to the extent practicable among Social Services Appeals Officers. Adjustments will be made for absences when practicable.~~

~~e) Workload Projections~~

~~The Department will project staffing needs and monitor caseload trends in order to determine staffing ensure an authorized number of Eligibility Workers Social Services Benefits Specialists to meet workloads.~~

f) Policy training and on-the-job training for Eligibility Worker's Social Services Benefits Specialist Trainees is conducted in Induction Training. The period of training will occur for not less than three months and no more than nine months. Workers in induction training may be responsible for work processing until after they have completed at least three months of training.



~~Work processing maximums will be based on the average district office assignments of periodic reports and annual redeterminations (RRR's) per worker in the month Eligibility Induction begins. Work processing will be assigned at the completion of classroom training and begin during the fourth month and will increase as follows:~~

~~The first month of on-the-job training: Eligibility Worker I's will be assigned 20% of the unit-based caseloads or individual caseload assignments.~~

~~The second month of on-the-job training: Eligibility Worker I's will be assigned 40% of the unit-based caseloads or individual caseload assignments.~~

~~The third month of on-the-job training: Eligibility Worker I's will be assigned 60% of the unit-based caseloads or individual caseload assignments.~~

~~_____ *The actual weeks of case assignments may need to be adjusted based on the start date and number of programs included in the training.~~

~~Eligibility Worker I Social Services Benefits Specialist Trainee's will be graded on and processing periodic reports and annual redeterminations, and they will be expected to address any case-related needs during the month of assignment.~~

~~Trainees must achieve a minimum score of seventy percent (70%) or greater on a combination of their on-the-job training scores, and their mid-term test score, to be recommended to take the promotional examination. Trainees must pass the promotional examination and on-the-job training with a combined score of at least eighty percent (80%) or above, and be recommended by their supervisor/trainer, to promote to Eligibility Worker II Social Services Benefits Specialist. Job performance and attendance must be satisfactory to be recommended for promotion.~~

~~During Eligibility Induction Training, workers will be administratively assigned to designated training units and will be supervised by Training and Staff Development Specialist, Staff Development Specialists, and/or Eligibility Worker Social Services Benefits Specialist Supervisors.~~

~~Flexibility will be used in developing and providing the training.~~

- ~~g) DEBS (EW) Workload/Caseload Building
_____ Any Eligibility Worker II administratively reassigned to a program or function in which they have had no experience within the preceding year shall be given a workload/caseload reduction of twenty-five percent (25%) for the first thirty (30) days.~~

h) DEBS Overtime

Formatted: Indent: Left: 0.5", First line: 0"



Article 8 (Hours of Work, Overtime Premium Pay), Section 8.2(f) (Distribution of Overtime) of the MOA shall apply.

~~The following is Agency policy for the authorization and utilization of cash paid overtime:~~

- ~~1. Overtime hours shall be authorized proportionate to caseload overages as determined by applicable workload/workload standards in Article 9. With regard to unfinished tasks, management will determine whether to authorize overtime or have the tasks carried over to the next work period.~~
- ~~2. Overtime is authorized on an office-by-office basis.~~
- ~~3. Overtime is authorized by Office and Program to volunteers prior to making Mandatory assignments.~~
- ~~4. In the event there are too many volunteers, overtime shall be authorized to the most senior volunteers (by days of accrued service) volunteers in the work area where the overtime is needed Program, Office and consistent with Merit System Rule A25-184I.~~
- ~~5. Advance notice by Office and Program shall be given so workers can volunteer. Under normal conditions, one (1) weeks' notice shall be given to a worker prior to being assigned mandatory overtime. SSPMs may exempt workers from mandatory overtime for problems related to health, childcare or transportation. Other similar good cause exemptions i.e. religious reasons may be approved. A DEBS Administrator will review appeals.~~
- ~~6. Overtime days, Offices using overtime, number of workers needed to work overtime, and determination of peak workload positions will be the responsibility of the Department Management except as modified by contract or law.~~
- ~~7. A worker currently under counseling, an Unfavorable Report or an improvement needed evaluation related to work production may be excluded from the assignment of overtime work.~~
- ~~8. This policy fulfills the obligation under Section 8.2(d) of the Joint Memorandum of Agreement between County and Local 521, SEIU, to distribute overtime work assignment equally.~~
- ~~9. DEBS Special Project Overtime in Response to Special Circumstances (SPOT)
Overtime work assignments shall be distributed among workers in the same classification and applicable work unit equitably and as described below
a. Special Project Overtime Work shall exclude situations generally covered by Section 9.7(h) and shall be offered to all qualified workers~~

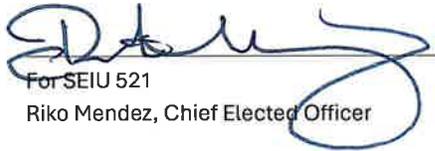


~~as authorized by the DEBS Director or designee. It is work occasioned by a change in regulation with a time-limited process necessary to meet Federal, State, CalWIN or GA mandates or deadlines within thirty (30) days.~~

- ~~b. The Union shall be notified via email as soon as the County identifies any such project prior to its commencement and shall be provided information. Such information shall document the reason for the work.~~
- ~~c. Workers will be asked to perform such work on a voluntary basis.~~
- ~~d. In the event there are too many volunteers, overtime shall be authorized for the most senior defined as days of accrued service as reported in a worker's paycheck volunteers by Program or Office.~~
- ~~e. In the event there are too few volunteers, mandatory assignments shall be made to the least senior with permanent status by Program or Office. Appeals for hardship circumstances may be presented to the DEBS Director or designee pursuant to Section 9.7(h)5.~~
- ~~f. If a worker is in the middle of assisting a client at the end of their scheduled shift, and completing the transaction would require overtime, the worker shall attempt to obtain preapproval from their supervisor to work the overtime needed to complete the transaction, unless doing so would interrupt the transaction with the client. If obtaining preapproval would interrupt the transaction, the worker will notify their supervisor at the end of the transaction.~~



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



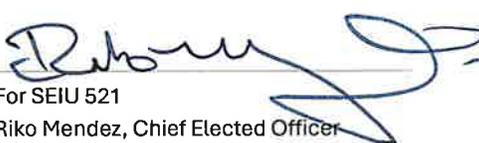
For SEIU 521
Riko Mendez, Chief Elected Officer

G.10 – Leave Provisions

Section 10.2 - Educational Leave and Tuition Reimbursement

- a) The County shall maintain an educational leave and tuition reimbursement program for the term of this Agreement. The total monies in this program will be administered at the County level. The fund will consist of seventy thousand dollars (\$70,000) per contract year. The fund shall be divided equally between each calendar year of the contract for the duration of the contract. Half of one year's money will be available on January 1st and half of one year's money will be available on July 1st. Funds not used for any six (6) month period shall be carried over for use in the next six (6) month period.
- b) ~~Eligibility Workers~~ Social Services Benefits Specialists are eligible to participate in the program provided:
1. The worker is not receiving reimbursement from any other government agency or private source. (This applies to reimbursement only.)
 2. The training undertaken is related to the worker's occupational area or has demonstrated value to the County.
 3. The application was filed with the appointing authority or their designee prior to the commencement of the course. Applications requiring time off must be filed with the appointing authority at least ten (10) days prior to the commencement of the course.
 4. Substitute courses may be approved when approved courses are found to be unavailable.
 5. There are sufficient funds available in the program.



For the County of Santa Clara
Greta Hansen, Chief Operating Officer

For SEIU 521
Riko Mendez, Chief Elected Officer

TENTATIVE AGREEMENT

SIDE LETTER AGREEMENT

Between the County of Santa Clara and SEIU Local 521 Regarding Wage Structure, Probationary Status, Intake Differential, Probationary Status, Seniority, and LMC Structure for Reclassified Employees in DEBS

The County of Santa Clara (County) and the Service Employees International Union, Local 521 (SEIU) (collectively, the Parties) enter into this Side Letter Agreement (Agreement) to address specific issues related to abolishing the DEBS Eligibility Worker I, II, and III series classifications and the Eligibility Work Supervisor classification and reclassifying employees in these abolished classifications to the newly created Social Services Benefits Specialist Trainee, Social Services Benefits Specialist, and Social Services Benefits Specialist Supervisor classifications (jointly the “SSB series”).

1. Wage Structure

Current Appendix A Salary Schedule (June 2025):

ELIGIBILITY WORKER I	E47	33.988	35.630	37.322	39.134	41.020		2719.04	3281.61
ELIGIBILITY WORKER I - U	Z47	33.988	35.630	37.322	39.134	41.020		2719.04	3281.61
ELIGIBILITY WORKER II	E46	38.382	40.231	42.180	44.206	46.363		3070.56	3709.00
ELIGIBILITY WORKER II - U	Z45	38.382	40.231	42.180	44.206	46.363		3070.56	3709.00
ELIGIBILITY WORKER III	E45	43.388	45.475	47.671	49.994	52.433		3471.04	4194.60
ELIGIBILITY WORKER III - U	Z43	43.388	45.475	47.671	49.994	52.433		3471.04	4194.60

The current Appendix A Salary Schedule for the Eligibility Worker classifications (above) will be modified as discussed below, and adopted into the successor agreement to the SEIU MOA dated 8/14/23-6/21/26.

Modified Appendix A Salary Schedule:

The following modifications will be adopted in the successor agreement to the SEIU MOA dated 8/14/23-6/21/26:

- The Eligibility Worker I and Eligibility Worker I-U classifications will be abolished and replaced by the “Social Services Benefits Specialist Trainee” (SSBST) classification. This classification will align with the 5-step Eligibility Worker I classification wage structure and hourly wage currently in effect (June 2025):
 - Social Services Benefits Specialist Trainee hourly wage rate:

Step 1- \$33.988; Step 2- \$35.630; Step 3- \$37.322; Step 4- \$39.134; Step 5- \$41.020

County Response to SEIU Proposal 3pm
Part of County Package Proposal
presented December 10, 2025

- The Current Eligibility Worker II, Eligibility Worker II-U, Eligibility Worker III, and Eligibility Worker III-U classifications will be abolished and replaced by the “Social Services Benefits Specialist” (SSBS) classification. This classification will align with the 5-step Eligibility Worker III classification wage structure and hourly wage currently in effect (June 2025):
 - Social Services Benefits Specialist hourly wage rate:
 - Step 1- \$43.388; Step 2- \$45.475; Step 3- \$47.671; Step 4- \$49.994; Step 5- \$52.433
 - Employees classified as an Eligibility Worker III or Eligibility Worker III-U on the date the SSBS classification becomes effective will be placed at their current step in the SSBS classification.
 - Step placement for employees in an Eligibility Worker II or Eligibility Worker II-U classification will be in accordance with County Ordinance Code section A25-661. The hourly wage for all employees classified as an Eligibility Worker II or Eligibility Worker II-U on the date the SSBS classification becomes effective will be increased in alignment with placing the employee on their current step in the SSBS classification. *For example, an Eligibility Worker II currently at Step 3 (hourly rate of \$42.180) will be placed at Step 3 in the SSBS wage step structure, which is the same as the current Eligibility Worker III rate at Step 3 (hourly rate of \$47.671).*

- The abolishment of the Eligibility Worker classification series and creation of the Social Services Benefits Specialist Trainee and Social Services Benefits Specialist classifications will be effective the first day of the second pay period following the second Board of Supervisors (BOS) reading.

- The increase in the hourly rate for employees currently in an Eligibility Worker II classification to align with the hourly rate of the current Eligibility Worker III classification, as described in this wage proposal, will be effective the first day of the second pay period following the second BOS reading.

2. Probationary Status

All employees in the Eligibility Worker II classification as of the effective date of this Agreement in a probationary status shall be required to complete their current probationary period, but will not be required to serve a new or extended probationary period when reclassified into a Social Services Benefits Specialist position.



3. Limited Intake Differential Continuation for Certain Former Eligibility Worker IIIs

This section applies only to those Eligibility Worker IIIs who were performing an Intake Function and receiving a 7.5% Intake differential above their base rate as of December 5, 2025. When these employees are reclassified as Social Services Benefits Specialists, they shall continue to receive a 7.5% differential so long as they remain in the Social Services Benefits Specialist classification. When these employees vacate their position/code (e.g. through separation, promotion, demotion, etc.), this differential will be discontinued and not apply to future employment. No other employees besides those identified in this section shall be eligible for this 7.5% differential.

4. Seniority

The Parties acknowledge that Appendix G, section 5.1, shall continue to apply to workers reclassified into the SSB series in DEBS.

5. DEBS Bi-Weekly Labor-Management Collaborative Meetings

The County and the Union agree to establish a regular bi-weekly Labor-Management Collaborative Meeting (LMCM) in DEBS for a period of at least two years upon ratification. The parties agree that the intent of these meetings is to build trust, create transparent understanding, and be solution based. Agenda items may be submitted by either party.

Any issues that could potentially be the subject of a grievance, charge, or other legal process will be placed in abeyance for 30-calendar days in an attempt to resolve informally through the LMCM first. The 30-calendar day timeline for the abeyance can be extended by the parties by mutual agreement in writing.

The parties agree that topics that may be the subject of a meet and confer may be discussed during the LMCM. A party may decide to move a meet and confer topic to a venue other than the LMCM. The parties shall memorialize any discussion of a meet and confer topic in the same manner as memorialized during meet and confers.

Union-designated Social Services Benefits Specialist, Eligibility Examiner, or Social Services Benefits Specialist Supervisor may attend the LMCM, with a maximum of 8 SEIU-represented workers attending per meeting, and attendance can be rotating. Any worker who is a participant in the LMCM shall be given release time for the time the worker is participating. Up to two designated union staff may attend.



The DEBS Director and DEBS Assistant Director, in coordination with Labor Relations staff, along with other managerial issue experts, may attend.

Additional attendees can be added by the mutual agreement of the parties.

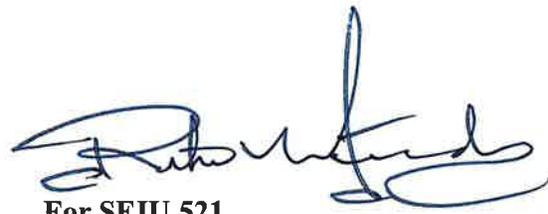
In an effort to address the issues that will arise from the shift from a caseload based approach to a new system for the new distribution of work, it is agreed that it is important to have a shared understanding of the new normal and what is expected of employees, which will be based on factors including, but not limited to, a reasonable level of productivity and accuracy that is consistent with the actual requirements of the task, the availability of appropriate training and technical support, the ability to take all contractually required breaks and lunch periods, etc.

6. Effective Date

This Agreement shall become effective upon the full execution of this Agreement.



For the County of Santa Clara
Greta Hansen, Chief Operating Officer



For SEIU 521
Riko Mendez, Chief Elected Officer