



For Local 8 Members at Crisis Connections

July 5, 2023

Stay On Top of Changes at Crisis Connections

Payroll

We have heard from many Crisis Dept employees that they do not feel they received adequate instructions on the changes that took place upon transitioning to the clock in/clock out system. These employees report having trouble obtaining clarification or guidance on how to navigate the system changes. This has caused a lot of confusion, frustration, and concern about the accuracy of paychecks.

While you should be able to rely on CC to execute accurate payroll, always review your paychecks closely! Especially during times of change (changes to systems or protocols, turnover in management/HR, etc.), you can protect yourself by taking proactive steps to avoid and/or resolve errors and ensure you are being correctly compensated by regularly reviewing your information in Paylocity.

What are things I should be looking for in Paylocity?

- Make sure you are being paid for all hours worked
- Make sure you are receiving your graveyard differential for hours worked between 12 am – 8 am (it sounds like Paylocity may not automatically apply this differential)
- Make sure you are accruing PTO at the correct rate on all hours compensated (not all hours worked!) going back to the transition to PTO in March

- Make sure you are being paid 1.5x your regular rate for hours worked on a holiday
- Make sure you are being paid 1.5x your regular rate for overtime hours
- If you are approved to work remotely, make sure you are submitting requests for internet reimbursement and make sure you are receiving up to \$50 reimbursement on your last paycheck of each month
- If you've had an anniversary (corresponding with your date of hire) since the contract went into effect in March, make sure you received your annual step increase

If you believe your paycheck has an error, or if you don't understand how to read your information in Paylocity, first reach out to HR/Payroll at CC to assist you. If you are unable to obtain assistance from CC, please reach out to your Union Reps for additional support. If you are paid incorrectly, CC will need to remedy it!

Crisis Line Call Screener Metrics

As CC has begun to closely monitor and enforce expectations around performance metrics, your Union Reps called two meetings with Management, HR, and IT to ask questions and voice concerns that metrics were being interpreted incorrectly and applied unfairly. As a result of our June 14th and 16th meetings with Neil Olson, Aundrea Jackson, Joe Welch, and Tim Curran, we were able to clarify several facts about the data included in the Screener metrics (included below). As a result, several Screeners who were being called back to work on-site are now allowed to continue working remotely and Crisis Connections has stated their goal to increase the clarity and transparency of the metrics they are holding Screeners to.

Knowledge is power – We believe it is important for Crisis Services employees to know:

- What is counted as a “Refused Call”
 - If a Screener actively hits the “Refuse” button while receiving an incoming call
 - If a Screener does not answer an incoming call within 45 seconds, the call will automatically be “Refused” and the Screener will automatically be put on “Unavailable – Refused” until they manually switch back to “Available”
 - If a Screener answers a call and then immediately hangs up, the call will be recorded in the system as “Refused”
 - If a supervisor ever advises you to do this (i.e., for a repeat caller, a caller placed on a boundary, etc.) be sure to keep a written record

that you received this instruction since this will impact your “Refused” rate!

- What is counted as “Unavailable” time
 - The system codes Screeners as “Unavailable – Inbound Pending” for the duration of time an incoming call is ringing before it is answered
 - There is also time built into the system immediately following every call for logging coded as “Unavailable – Post Call Wrap-Up”
 - In coordination with the Screener CIS, Screeners also manually switch from “Available” to “Unavailable” in their Max
 - For your two paid 15-minute rest periods
 - For your unpaid 30-minute meal period
 - To catch up on logs
 - For bio breaks
 - For training purposes
 - For meetings (e.g., supervision)
- Crisis Connections insisted that Screeners should be logging **ALL** calls. If you are ever instructed otherwise by a supervisor, make sure to keep a written record of it since not creating a call log will impact your “Creation Rate.”

It appears that CC has already taken steps to try to increase the accuracy of the data they are using to evaluate Screeners’ performance. CC has added different “Unavailable” codes to try to capture the various reasons a Screener may not be available to take an incoming call, however we know we will need to remain vigilant to ensure the metrics are applied fairly going forward.

Additionally, we’ve heard from CIS and CSC staff that the change in “Unavailable” codes was applied to all Crisis Services staff and will require further adjustment/instruction for meaningful use by job classifications outside of Call Screeners.

ASIST Trainings

CC is requiring certain departments to complete ASIST and is holding three ASIST workshops out of the Renton office over the summer. Since their department works remotely, CC has agreed to allow WA Recovery Helpline staff to attend an ASIST training closer to their home, if one is offered.

For anyone who may have to travel to attend ASIST, we’ve included the relevant article from our union contract below:

Section 14.8 TRAVEL REIMBURSEMENT If an employee is required to work in more than one (1) location during the same day or is required to travel to a location that is not their primary, designated worksite, travel time between locations shall be regarded as time worked. Employees will receive the federal IRS mileage and travel per diem rate for allowable travel expenses as set for the by the U.S. General Services Administration (<https://www.gsa.gov/travel/plan-book/per-diem-rates>). Employees will also be reimbursed for pre-approved lodging expenses. Allowable travel expenses do not include alcohol, personal items, or other items covered by the Employer's travel policy. In order to be reimbursed for travel expenses, employees must submit all receipts as set forth in the reimbursement policy.

We have requested a copy of CC's travel policy but have not yet received it as of the sending of this update.

Warm Line Staffing

CC wants to mandate Warm Line Mentors to sign up for at least one on-call shift per week. While Mentors may be open to volunteering for on-call shifts, making this a requirement of the Mentor position would constitute a substantive change to working conditions. Your Union Reps have contacted HR and expressed mandatory on-call at that frequency is neither fair nor sustainable. Further, we reminded CC that they need to negotiate any new policy with the Union.

Access a copy of your Union Contract here: <https://opeiu8.org/wp-content/uploads/2023/06/CRISIS-CONNECTIONS-OPEIU8-2023-2025-rev-6.06.23.pdf>

Questions or concerns? Reach Valarie at valarie@opeiu8.org or Phoebe at phoebe@opeiu8.org or by calling 206-441-8880 ext. 103 (Valarie) or ext. 119 (Phoebe).



OFFICE AND PROFESSIONAL EMPLOYEES INTERNATIONAL UNION LOCAL 8

1-800-600-2433 or 206-441-8880 ★ Fax: 206-441-0207 ★ www.opeiu8.org

Find us on social media:    @OPEIULocal8

liuna#242/afl-cio