

OPEIU/CRISIS CONNECTIONS Tentative Agreement

February 18, 2026

ARTICLE 2

UNION SECURITY AND MEMBERSHIP

Section 2.1 UNION SECURITY AND MEMBERSHIP

- a) The Employer agrees that all employees covered under this Agreement shall, as a condition of employment, thirty-one (31) days after their hire date, become and remain members of the Union in good standing.

ARTICLE 3

MANAGEMENT RIGHTS

Subject to the express terms and conditions of this Agreement, the management of the organization and the direction of the work force including the right to hire, assign, suspend, transfer, promote, discharge or discipline for just cause, and to maintain discipline and efficiency of its employees and the right to solicit volunteers to end their work day prior to the end of their scheduled shift because of lack of work or for other reasons; the right to require reasonable overtime work by employees; the right to establish standards of performance and staffing requirements; the right to promulgate rules, including safety rules; regulations and personnel policies; the right to determine the extent to which the facility shall be operated and to change such methods or processes or to use new equipment or facilities; the right to establish work schedules, to subcontract out work and to extend, limit or curtail its operations is vested exclusively in the Employer.

The parties recognize that the above statement of management responsibilities should not be construed as restrictive or interpreted so as to exclude those prerogatives not mentioned which are inherent to the management function.

All matters not covered by this Agreement shall be administered by the Employer on a unilateral basis in accordance with such policies and procedures as it from time to time shall determine and shall bargain with the Union to the extent required by law.

ARTICLE 4

HIRING

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Section 4.1 JOB POSTING Notice of all bargaining unit job openings shall be emailed and posted on a designated e-bulletin board that is easily accessible to employees. Jobs will be simultaneously posted internally and externally. The Employer will interview qualified applicants who meet the minimum standards. An employee who applies for a position and is not selected for an interview or is selected for an interview and is not hired for the position will be notified of the decision and a summary of the reason(s) the employee was not selected. Employees not selected for the position may request a meeting with the hiring supervisor or their designee to discuss their application, which shall be scheduled by mutual agreement no more than 2 weeks following the request.

Applicants must be qualified to fill the vacancy. An applicant is “qualified” if they possess the skills, experience, education, ability, licensing, certification and/or credentialing needed to perform the duties of the position, as determined by the Employer, and have served in their current role for at least six (6) consecutive months, unless waived by mutual agreement by the union and employer.

Any performance-related discipline within the twelve (12) months of application will be taken into consideration.

Hiring decisions, including any decision as to whether to fill any vacant position, will be at the Employer’s discretion. However, the grievance process may be utilized to challenge decisions made by the Employer which are covered by this Agreement.

Section 4.3 INTERNAL HIRING The Employer is committed to developing employees and to helping employees in their career development at Crisis Connections. Qualified, internal candidates who remain in good standing will be given preference over any external candidate. Exceptions to the “good standing” requirement may be made by mutual agreement (such as disciplines stemming from interpersonal issues).

Section 4.6 PROBATIONARY PERIOD

A probationary period is a working test period and shall be utilized as an opportunity for the Employer to observe an employee's work, to train and aid the employee in adjustment to a new position, and to dismiss any employee whose work performance fails to meet expectations. Terminated probationary employees will be provided with a notice of termination citing the reason(s) for their termination, at the time of separation.

Regular full-time and regular part-time employees shall be hired on a probationary period for the first ninety (90) calendar days with first thirty (30) days being the employees’ training and acclimation period which may be extended by-agreement of the Union and Employer.

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Termination during this period will not be subject to the grievance procedure.

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ARTICLE 5

DISCIPLINE

Section 5.1 PROGRESSIVE DISCIPLINE/JUST CAUSE

The Employer may not discipline or discharge any employee covered by this Agreement who has successfully completed their Probationary Period except for just cause.

The Employer shall use a uniform progressive discipline system which shall include documented verbal warning, written warning, final written warning, probation and/or suspensions up to and including termination.

However, maintenance of a progressive discipline system shall not preclude the Employer from imposing the level of discipline necessary to address the relative severity of the misconduct.

In accordance with Section 5.3, the Employer may consider records of prior discipline when assessing the appropriate level of discipline in any matter; however, the Employer may not do so arbitrarily or capriciously. Further, the principles of just cause apply at all levels of discipline. The employee may request union representation to be present in an investigatory or disciplinary meetings per Section 5.5. Upon termination, an employee shall receive written notice from the Employer or Employer's agents stating the cause of termination.

Section 5.5(a) EMPLOYEE RIGHTS The Employer shall, upon request, advise an employee in advance if the investigatory meeting relates to the employee's alleged conduct. It shall be the employee's responsibility to request that an Employee Representative (either a Union Steward or Union Representative) attend the meeting, and the Employer shall provide the employee an opportunity to confer with a Union representative prior to the meeting, and for the representative to be present at the meeting should the employee request. However, the meeting shall not be unreasonably delayed. Reasonableness will be determined by relative severity of the underlying issue(s), and the availability of the representative. In no event shall the investigatory meeting be called on the employee's scheduled day off, except by mutual agreement.

The following list of guidelines for investigatory meetings and interviews is not exclusive; rather, it is intended to provide information as to the parties' respective rights and obligations. The parties agree that they will strive to ensure investigatory meetings are civil and productive. Accordingly:

- a) An employee may elect to have a Union Representative or Union Steward in an investigatory interview that the employee reasonably believes will result in

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discipline.

- b) An employee may elect to have a Union Representative or Union Steward present during any meeting called for the purpose of imposing a written warning or any greater discipline, except where the circumstances require that such discipline be administered without delay and no Union is readily available. Meetings called for the purpose of imposing written discipline will not be unreasonably delayed due to the unavailability of a Union Representative or Union Steward.

- c) If an employee is to be immediately suspended pending an investigation, then the suspension shall not be unreasonably delayed due to the unavailability of the Union Representative or Union Steward.

The Parties agree that information shared during the investigatory process can be of a sensitive nature both for the subject of the investigation and potential witnesses. The Parties further agree that divulging information disclosed by the investigation could include information directly related to matters where disclosure would otherwise be prohibited under HIPAA, including PHI; compromise the integrity of the investigation; and/or lead to the destruction of evidence. As such, the parties agree to maintain confidentiality for the duration of the investigation and/or as required by law.

This provision shall not prohibit the Union's investigation of the alleged misconduct, including interviews, conversations, and/or review of relevant documents with employees directly involved with the underlying facts.

SECTION 5.5(b) INVESTIGATORY SUSPENSIONS No employee shall be held in unpaid investigatory suspension for more than seven (7) calendar days.

Investigations will be completed within thirty (30) calendar days, unless extenuating circumstances exist, and the Union is notified (e.g., new evidence warrants additional investigation(s), any party to the investigation is unavailable during this timeframe, such as due to medical leave, paid time off, etc.).

When, in the Employer's discretion, the severity of the alleged misconduct is so egregious that the employee alleged to have engaged in the serious misconduct, the employee may be placed on an unpaid investigatory suspension for no more than seven (7) consecutive days, which may be extended by mutual agreement. If, upon completion of the investigation, the Employer determines that discipline for the initially alleged incident of the investigation was not warranted, the Employer will make the employee

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whole for any lost wages, benefits, and accruals during the period of the unpaid suspension.

SECTION 5.5(c) ROLE OF UNION REPRESENTATIVE/UNION STEWARD IN A WEINGARTEN MEETING

A Union Representative or Union Steward may request pertinent information, ask clarifying questions, advise the employee, and briefly caucus with the employee as long as it does not interrupt the flow of the questioning. Management shall not unreasonably interfere with the Union Representative's or Union Steward's role as the employee's representative.

The Union Representative or Union Steward will not prevent management from completing any investigatory interview by, for example, preventing management from asking questions. During the investigatory interview, the Union representative may not direct the employee to refuse to answer any questions(s), nor may the Union representative answer any question(s) for the employee unless agreed. However, the employee and/or the Union representative may request a caucus at any time during the interview to confer. If an employee is unable to provide an answer during the interview, they may provide a written response to the question(s), the specific wording of which shall be provided in writing to the employee. Because the time for completing workplace investigations is of the essence, the employee's response shall be provided within twenty-four (24) hours of the conclusion of the investigatory interview. Extraordinary circumstances that prevent a response within that time period will be addressed on a case-by-case basis.

Management will provide the employee every reasonable opportunity during the interview to provide information and identify witnesses relevant to the matter at hand.

The principles articulated in this Article are provided as examples; neither the Union nor the Employer may assert the list of examples is an exclusive summary of the parties' respective rights and obligations under federal law.

Section 5.7 EMPLOYER POLICIES To the extent that Crisis Connections' employment policies are not in conflict with this Agreement, they will be accepted as working policy. Where a conflict exists, the Agreement shall prevail. The Union shall be given a copy of these personnel policies upon request. Any newly created policies or proposed modifications to existing policies will be provided to the Union with as much notice as practicable but no less than fourteen days and shall be subject to negotiations if the changes or new policies impact wages, hours, and working conditions.

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ARTICLE 6

SENIORITY AND LAYOFF

Section 6.2 LOSS OF SENIORITY An employee shall lose their seniority rights for any one of the following reasons: Separation for cause, failure to report from layoff within ten (10) calendar days after notification to report back to work, the employee has not worked in a bargaining unit position for twelve (12) months, or voluntary resignation (except in accordance with Section 4.4, for whom seniority shall be restored to the point of their resignation and resume upon their rehire date).

Section 6.3 SENIORITY TIE-BREAKER If two (2) or more employees have the same hire date, ties will be broken in the following order:

1. The date of an employee's application to an OPEIU represented position or transfer form into an OPEIU represented position was received. The employee with the earliest date and time of receipt on the application/transfer form will have first priority within the group.
2. The last four (4) digits of the employees' Social Security number, with the larger number ranking ahead of smaller numbers.

Section 6.4(a) LAYOFF A layoff shall be defined as any loss of active employment due to a reduction in force, elimination of a position, or an involuntary reduction in hours greater than .25 FTE. If a layoff becomes necessary, the Employer shall determine the job classifications in which positions are to be reduced. Reductions will be conducted by seniority (i.e., the least senior employee in the affected job classification shall be laid off first). The Employer will first seek volunteers from the affected departments or programs, provided that the employee is in a position requiring the same skills and abilities, as a position subject to layoff. Volunteers will be approved based on seniority. If there is an insufficient number of volunteers, the employee with the least seniority within the affected job classification shall be the first to be laid off.

Section 6.4(b) ALTERNATIVE TO LAYOFF If an employee is being laid off and there are open positions in the same classification, and the employee meets the minimum qualifications necessary to perform the required competencies of the position(s), the employee will have the opportunity to apply for one of those positions. The Employer shall conduct and complete the application process for these affected employees within sixteen (16) calendar days excluding holidays and unexpected closures of the receiving an affected employee's application. Employees who successfully apply for an open position will be granted the position with a thirty (30) day training and acclimation period.

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Section 6.4(c) NOTICE OF LAYOFFS The Employer shall give at least thirty (30) calendar day advance written notice of layoff to the Union and affected employees. The Employer will provide the Union with an up-to-date seniority list and identify the extent and nature of the layoffs.

Section 6.4(d) INTERNAL PREFERENCE The Employer will send weekly notices of any OPEIU represented job openings at Crisis Connections. In the event the employee on layoff applies for a different open position than they were laid off from, the employee shall have preference over all other applicants, provided the laid off employee has the qualifications to perform the job with standard orientation. The individuals' qualifications will be determined through the application, interview, and reference checking process. Laid-off employees will be hired for open positions they are qualified for. Under no circumstances shall the Employer hire from the open market while employees on layoff with qualifications to perform the duties of the position, are ready, willing, and able to be re-employed. An employee shall be considered qualified to perform the required duties of the position if they meet the minimum qualifications necessary to perform the required competencies of the position(s). Employees who return from a layoff shall be granted a thirty (30) day training and acclimation period. However, returning employees shall immediately be classified as regular employees, subject to the terms and conditions of the Agreement, including termination for just cause.

Section 6.5 SEPARATION In addition to any benefits required by the WARN Act or other law applicable federal or State law, employees laid off shall be entitled to the following:

- a) **Letter of Reference:** The Employer will provide a letter of reference for each employee who has been laid off within seven (7) calendar days from the date in which the employee was first notified. The letter shall include dates of employment with Crisis Connections, employee's job title, and the reason the employee was laid off (e.g., lack of work or lack of funds).
- b) **Health Benefits:** Laid off employees who are covered by an Employer-sponsored health care plan will be covered until the last day of the calendar month in which the layoff occurs. The Employer will offer continuation coverage to laid off employees, their spouses, former spouses, and dependent children, consistent with COBRA (the Consolidated Omnibus Budget Reconciliation Act). Employees who choose to continue their coverage will be responsible for the cost of the premium for similarly situated employees, as determined by the plan.

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- c) **Personal Leave:** Any accrued unused paid time off will be cashed out on the last paycheck per Article 8.

- d) **Severance Pay:** Employees will be entitled to one week-of severance pay for every year of service, with a minimum of two (2) weeks up to a maximum of six (6) weeks.

ARTICLE 7

HOLIDAYS

Section 7.1 PAID HOLIDAYS The following twelve (12) days shall be designated as paid holidays:

New Year's Day

Martin Luther King, Jr. Day

Cesar Chavez Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Indigenous Peoples' Day

Veteran's Day

Thanksgiving Day

Native American Heritage Day (i.e., Day after Thanksgiving)

Christmas Day

Section 7.2 HOLIDAY PAY-WORKED All non-exempt, regular, full-time, part-time and per diem employees who work on a recognized holiday (actual or observed) shall be paid one and one-half (1 ½) times their regular rate of pay for all hours worked, including shift differential. Additionally, on the observed holiday, all non-exempt, regular, full-time and part-time employees will receive seven and one-half (7 ½) hours of their regular rate of pay, including shift differential, prorated to the employee's Leave Benefit Level (determined by Actual FTE Range) per Policy II.H.

Section 7.3 HOLIDAY PAY-NOT WORKED All non-exempt, regular, full-time

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employees who do not work a designated holiday will be compensated for seven and one half (7.5) hours, paid at the regular rate of pay, including the applicable shift differential. Part-time employees who do not work a designated holiday shall be compensated on a pro-rata basis based on the employee's Leave Benefit Level (determined by Actual FTE Range) per Policy II.H.

To receive this holiday pay, the employee must work the last regularly scheduled day prior to the holiday and the first regularly scheduled day after the holiday, except for bona fide illness or with prior approval for such absence (i.e., leave for family medical care or for their own illness under state or federal law), or has approval for such an absence for other reasons. Employees who are on a layoff status or are on an unpaid leave of absence when the holiday occurs are not eligible to receive holiday pay under this provision.

Section 7.4 OBSERVATION OF HOLIDAYS A holiday that falls on a Saturday will be observed on the preceding Friday. A holiday that falls on a Sunday will be observed the following Monday.

Employees in departments that operate Monday-Friday will receive the observed holiday off from work and receive compensation as per Section 7.3.

Employees in departments that operate seven days a week will continue normal operations on both the actual and observed holiday. These employees will be compensated as per Section 7.2 when they work either the actual or observed holiday. In instances when an employee works both the actual and observed holiday, the employee will only use Paylocity code "holiday worked" for one of the days.

Section 7.5 HOLIDAY DURING PAID TIME OFF In the event a holiday honored under this Agreement falls during an employee's paid time off, such employee shall receive holiday pay instead of paid time off pay. If an employee is out sick on a holiday, such employee shall receive holiday pay (i.e., use pay code "holiday off") instead of paid time off pay (except if they are on an unpaid leave of absence).

Section 7.6 RECOGNITION AND RESPECT FOR ALTERNATIVE HOLIDAYS

- A. The Parties recognize that employees come from diverse religious, spiritual, and philosophical backgrounds.
- B. To promote equity, inclusion, respect, and belonging, employees have the right to designate up to five (5) days per calendar year to observe self-identified religious, spiritual, or conscience-based holidays that are meaningful to them. Requests for additional time off may be approved at the Employer's discretion on a case-by-case basis.

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C. Employees may take time off under this Article as unpaid time, or they may elect to utilize PTO.

ARTICLE 10

TRAINING, CONTINUING EDUCATION, AND LICENSURE

Section 10.3 LICENSURE The Employer will provide employees a reimbursement option for the cost of any required certifications or license renewal fees. The Employer may direct employees to other reimbursement options; however, should no other options exist, or the employee be unable to secure the other option, the Employer shall provide the reimbursement.

Section 10.4 ARTIFICIAL INTELLIGENCE The Employer will not use Artificial Intelligence (“A.I.”) programming or technology to intentionally reduce or eliminate bargaining unit positions or materially impact bargaining unit employees’ hours of work or wages. This includes, but is not limited to, the usage of AI in performing Bargaining Unit Work.

ARTICLE 11

HOURS OF WORK

Section 11.1 FAIR LABOR STANDARDS ACT STATUS The Employer and the Union agree that exempt and non-exempt employees covered under this Agreement will be determined in compliance with the Fair Labor Standards Act and Washington Minimum Wage Act.

Section 11.2 NON-EXEMPT EMPLOYEES

- a) Hours of work of non-exempt employees are determined by the Employer based on the department and/or client need. The employee’s hours are determined by the requirements of the position as stated in the job description. Employees wishing to work flexible hours may do so with their supervisor’s approval.
- b) Non-exempt employees shall be paid one and one-half (1 ½) times their base wage rate for all hours worked in excess of forty (40) hours per week.
- c) All overtime must be approved for non-exempt employees in advance whenever possible, by the supervisor or designee.

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d) Overtime:

1. Scheduled Overtime shall be posted as soon as possible. Whenever possible, the Employer will identify a bidding window of at least two (2) days following posting or forty-eight (48) hours before the shift (whichever is greater). The shift shall be granted to the most senior qualified employee.
2. Unscheduled overtime will be offered in seniority order to the employees on duty when the Employer determines overtime is necessary.
3. The Employer may also contact off-duty employees to offer them unscheduled overtime before and/or after subsection 4 below.
4. If there are not enough volunteers for overtime, the Employer may, at their discretion, offer additional overtime incentives.

Section 11.3 MEAL AND REST BREAKS

- A. Employees must take a meal break of at least thirty (30) minutes which commences no less than two (2) hours and not more than five (5) hours from the beginning of the employee's shift, unless mutually waived or adjusted due to operational need.
- B. Meal periods shall be compensable when the Employer requires the employee to remain on duty, on the premises or at a prescribed work site in the interest of the Employer, or the employee is called back to work interrupting the meal period.
- C. Employees shall receive a meal period of at least thirty (30) minutes for every five (5) consecutive hours worked.
- D. Employees must take a rest period of not less than fifteen (15) minutes, on the Employer's time, for each four (4) hours of working time.
- E. Rest breaks should be taken as near as possible to the midpoint of each four (4) hour work period.

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- F. Employees may not work more than three (3) consecutive hours without a rest period.
- G. Rest breaks shall be taken on an uninterrupted basis. It is the employee's responsibility to take their rest break by notifying their supervisor or the responsible party before they leave their work area. Employees should also notify their supervisor or the responsible party if they are unable to take their rest period due to coverage, staffing, or workload. The right to receive paid rest breaks cannot be waived by the employee or Employer.

Section 11.4 SCHEDULE For any employees whose work schedule may change from one month to the next, a monthly work schedule shall be posted at least thirty (30) calendar days in advance of the effective date of the schedule. Employees will be notified directly of any change in schedule. Except for compelling business needs beyond the Employer's control, after the schedule is posted, individual assignment of hours of work during the period of the posting may only be changed by mutual agreement between the employee and the Employer. Work schedules will not be changed to avoid paying overtime, unless mutually agreeable by the Employer and employee.

Section 11.5 PROGRAM AND DEPARTMENT SCHEDULE CHANGES AND REBIDS

- A. Should the Employer seek to change and/or modify schedules for an entire program or department, the Employer shall give at least thirty (30) calendar day advance written notice of schedule changes to the Union and affected employees.
- B. The Employer will provide the Union with an up-to-date seniority list for the affected positions and identify the extent and nature of the schedule changes. The Employer shall work collaboratively with the Union to review the need for department schedule changes and the new schedules to be created/modified.
- C. Employees shall bid on the schedules, which will be awarded by seniority order. The Employer shall make best efforts to accommodate the demonstrable needs of employees.

ARTICLE 12

INSURANCE AND OTHER BENEFITS

Section 12.1 MEDICAL/VISION/DENTAL COVERAGE Employees regularly scheduled to work at least twenty-one (21) hours per week will be eligible to join the

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medical and vision plans offered by the Employer. Employees regularly scheduled to work at least thirty (30) hours per week will be eligible to join the dental plans offered by the Employer. Benefits should commence on the first day of the month following employment. Unless otherwise agreed, benefits will continue through the end of any month in which the employee was employed. The Employer will maintain current healthcare carrier, plan design, and the outlined benefit levels below for the plan for the duration of this Agreement.

The cost of health insurance premiums will be paid as follows:

ACCESS PPO PLAN	Employee Share of Total Monthly Premium	Employer Share of Total Monthly Premium
EE Only	2%	98%
EE + Spouse	55%	45%
EE + Child(ren)	47%	53%
Family	66%	34%

AETNA DENTAL	Employee Share of Total Monthly Premium	Employer Share of Total Monthly Premium
EE Only	0%	100%
EE + Spouse	52%	48%
EE + Child(ren)	62%	38%
Family	73%	27%

Within six (6) months after ratification of a full collective bargaining agreement, the Union and Employer shall meet to discuss whether there are feasible alternative insurance providers, and may, by mutual agreement, negotiate changes to the medical, vision, and dental benefits and cost-sharing levels for the alternative plans.

ARTICLE 13

OTHER LEAVES

Section 13.1 IMPACTED WORK

- A. **Section 13.1a INCLEMENT WEATHER** Employees are expected to work their regularly scheduled shifts. However, should inclement weather preclude or interfere with an employee's ability to safely get to their designated worksite or an alternative work location approved by Crisis Connections leadership, the employee may elect to either use accrued PTO or request to work remotely.

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- B. **Section 13.1b TECHNOLOGICAL ISSUES** Should an employee be unable to work due to technological issues outside of the employee's control, the employee shall follow the processes and procedures set forth in Remote Work Agreement. Employees shall not be disciplined for reasons deriving from technological issues if they follow the above protocol.

Section 13.2 BEREAVEMENT Any regular full-time or part-time employee suffering a death in their immediate family shall be allowed to take up to five (5) working days leave from work with pay, at their regular rate. Immediate family is defined to include an employee's spouse, domestic partner, child, parent, sibling, grandparent, grandchild, or any relative living in the employee's household, and in-law equivalents of all previously identified family members. In the event an employee needs additional time away, PTO or EIB hours may be used. At the Executive Leadership Team's discretion, the Employer may grant additional bereavement leave, which shall not be subject to the grievance procedure.

Section 13.12 LEAVE WITHOUT PAY An employee may be allowed to take unpaid leave. An employee's request for unpaid leave must be authorized in advance by the Human Resources department and the employee's Director or above. Such leave requests shall not be arbitrarily or capriciously denied.

Section 13.14 TRAUMATIC EVENT LEAVE At the Employer's sole discretion, an employee exposed to violent behavior or death of a client, or a traumatic event at work outside of regular expectations that the director or designee agrees is of a similar nature, shall be released from work with pay upon approval for the remainder of the day on which the event occurs and up to the two (2) work days immediately following the event.

Section 13.15 LEAVES OF IMMIGRATION-RELATED ISSUES With Employer approval, employees shall be granted leave if they or their immediate family are directly involved in immigration enforcement actions or proceedings. Employees are required to use PTO for such leave. If they have exhausted paid leave, they may be granted a leave of absence without pay up to thirty (30) days. Extension of such leaves will be addressed on a case-by-case basis. Requests for such extensions will not be unreasonably denied.

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ARTICLE 14

SALARY SCHEDULE AND COMPENSATION

Section 14.1 WAGE SCHEDULE Appendix "A" and "B" attached hereto, and made a part of this Agreement, is the wage schedule that shall be effective on the dates indicated therein.

The pay scale for all bargaining unit positions will be increased by three percent (3.00%) effective January 1, 2026, two percent (2%) effective January 1, 2027, and by two percent (2%) effective January 1, 2028.

- i. Employees will be placed on the wage scale based on their job classification and years of employment with Crisis Connections up to step 7.
- ii. No employee will incur a reduction in pay as a result of placement onto the attached scale.
- iii. Employees on the scale will advance one (1) step on their anniversary date, corresponding with their date of hire.
- iv. Employees who do not receive a step increase (because their hourly rate is higher than the scale or they do not have a subsequent step to move to), will receive on their anniversary date, a one-time lump sum payment equal to two percent (2%) of their total compensated hours over the prior 12 months.
- v. All new employees will be hired at Step 0.
- vi. Employees who move to a different position will be placed on the step that corresponds with their overall tenure with the Employer.

SECTION 14.1 (a) RATIFICATION BONUS: Provided the tentatively agreed CBA is ratified on the first vote, each employee will receive a ratification bonus as follows:

- Full-Time: \$500
- Part-Time: \$300
- Per Diem: \$150

The Employer will pay employees their ratification bonus in the first full pay period

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following ratification of this Agreement.

Section 14.2 SHIFT DIFFERENTIALS

Employees classified as Crisis Services Clinicians who are regularly scheduled to work graveyard shift will be paid four dollars (\$4.00) per hour in addition to their straight-time hourly rate of pay for hours worked on such shift.

All other employees working the graveyard hours between (12:00 a.m. – 8:00 a.m.) (“graveyard shift”) will be paid two dollars (\$2.00) per hour in addition to their straight-time hourly rate of pay for hours worked on such shift.

Section 14.9 PARKING/TRANSPORTATION

- a) **Public Transit:** The Employer will purchase a monthly Orca pass (Puget Pass) and contribute thirty-five dollars (\$35) per month for each on-site or hybrid employee that requests one.
- b) **Parking:** The Employer will provide free on-site parking to all employees at a Crisis Connections facility or, when free parking is unavailable, reimburse them for work related parking expenses.

ARTICLE 18

GRIEVANCE/ARBITRATION PROCEDURE

Section 18.3 TIME LIMITS Time is of the essence in the filing and processing of a grievance; however, documented requests for reasonable extensions of time limits, not to exceed fourteen (14) days, shall be granted. Additional extensions may be extended only by mutual written agreement of the parties.

Failure to file a grievance on a timely basis will constitute denial/withdrawal of the grievance and a final resolution of the matter. Failure of either party to comply with the time limits set forth in the Article for responding to a grievance or respond to schedule a grievance meeting within fourteen (14) calendar days (unless mutually extended) of receiving a grievance shall result in the grievance being automatically elevated to the next step without any further action necessary on the part of the employee or may be escalated directly to the mediation and/or arbitration step by the party awaiting response.

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In the event of a dispute over whether the parties have failed to adhere to any of the requirements for processing a grievance and/or submitting a grievance to arbitration, the procedural issues will be submitted to the arbitrator for determination first. If the arbitrator determines the procedural requirements have been met, the parties will proceed to the second phase of the arbitration and conduct a hearing on the merits of the grievance.

ARTICLE 20

HEALTH & SAFETY

Section 20.4 NOTIFICATION In the event of a major health crisis announced by federal, state, or local governments, potential exposure to a serious infectious disease, or other exposure to potential health risks (e.g., mold, asbestos, pests, and parasites). The Employer will follow its Business Continuity Plan (aka Emergency Preparedness Plan) to communicate with employees regarding possible personal exposure and the impact that crisis might have to the Employer's operations. The Employer will immediately alert employees via its Emergency Notification System using the contact information the employee has provided through Human Resources . Staff must notify the Employer immediately of any known exposure to communicable illness, spreadable infection, or other exposure to potential health risks (e.g., mold, asbestos, pests, and parasites).

ARTICLE 22

TERMINATION AND RENEWAL

This Agreement shall be effective upon ratification by the Union and remain in full force and effect through June 30, 2028. The Agreement shall be automatically renewed and extended from year to year thereafter, unless either party gives notice to the other party, in writing, at least sixty (60) days prior to any expiration date of this agreement or modification date of its desire to terminate or amend this agreement.

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Youth Crisis Specialist Resource Specialist Crisis Support Specialist									
	\$27.33	\$27.87	\$28.43	\$28.99	\$29.58	\$30.17	\$30.78	\$31.38	
4 Administrative Specialist Crisis Intervention Specialist Crisis Intervention Specialist Lead									
	\$27.87	\$28.43	\$28.99	\$29.58	\$30.17	\$30.78	\$31.38	\$32.01	
5 Provider Relations Coordinator Opioid Use Disorder Specialist Care Connect Lead Billing Specialist 911 I&R Call Diversion Specialist									
	\$28.43	\$28.99	\$29.58	\$30.17	\$30.78	\$31.38	\$32.01	\$32.65	
6 Senior Training Coordinator Volunteer Coordinator Support After Suicide Coordinator									
	\$28.99	\$29.57	\$30.17	\$30.77	\$31.38	\$32.01	\$32.65	\$33.31	

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7	Data & Quality Assurance Specialist	\$30.45	\$31.05	\$31.67	\$32.31	\$32.95	\$33.61	\$34.29	\$34.97
8	Data & Report Specialist								
	IT Support Technician								
	IT Inventory Coordinator								
	Outreach & Training Specialist								
	911 Call Diversion Specialist								
	SUD Clinician								
	Operations Specialist	\$31.97	\$32.61	\$33.26	\$33.92	\$34.60	\$35.30	\$36.00	\$36.72
9	Senior Training Specialist								
	Crisis Services Clinician								
	Crisis Services Clinician Lead								
	IT Technician II	\$37.24	\$37.99	\$38.75	\$39.52	\$40.31	\$41.12	\$41.94	\$42.79
10	911 Call Diversion Clinician	\$39.11	\$39.88	\$40.69	\$41.50	\$42.33	\$43.18	\$44.04	\$44.93

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	\$29.00	\$29.57	\$30.17	\$30.77	\$31.39	\$32.01	\$32.65	\$33.30
6 Senior Training Coordinator Volunteer Coordinator Suuport After Suicide Coordinator	\$29.57	\$30.16	\$30.77	\$31.38	\$32.01	\$32.65	\$33.30	\$33.98
7 Data & Quality Assurance Specialist	\$31.06	\$31.68	\$32.31	\$32.96	\$33.61	\$34.28	\$34.97	\$35.67
8 Data & Report Specialist IT Support Technician IT Inventory Coordinator Outreach & Training Specialist 911 Call Diversion Specialist SUD Clinician Operations Specialist	\$32.61	\$33.26	\$33.92	\$34.60	\$35.29	\$36.00	\$36.72	\$37.45
9 Senior Training Specialist Crisis Services Clinician Crisis Services Clinician Lead IT Technician II	\$37.99	\$38.75	\$39.52	\$40.31	\$41.12	\$41.94	\$42.78	\$43.64
10 911 Call Diversion Clinician	\$39.89	\$40.68	\$41.50	\$42.33	\$43.18	\$44.04	\$44.92	\$45.83

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**Proposed Pay
Scale 2028 (2%
increase on Jan 1)**

January 1, 2028 - November 30, 2028								
Pay Grade	Step 0 Hire Rate	Step 1 1 year	Step 2 years	Step 3 years	Step 4years	Steps 5 years	Step 6years	Step 7years
1 Call Screening & Coordination Specialist Intake Specialist	\$27.33	\$27.87	\$28.43	\$29.00	\$29.58	\$30.17	\$30.78	\$31.39
2 Information & Referral Specialist Recovery Help Line Specialist Peer Support Specialist 988 & RCL Crisis Call Specialist Youth Crisis Mentor Community Enrollment Specialist	\$27.87	\$28.43	\$29.00	\$29.58	\$30.17	\$30.78	\$31.39	\$32.02
3 Warm Line Mentor Youth Crisis Specialist Resource Specialist Crisis Support Specialist	\$28.43	\$29.00	\$29.58	\$30.17	\$30.78	\$31.39	\$32.02	\$32.65
4 Administrative Specialist Crisis Intervention Specialist Crisis Intervention Specialist Lead	\$29.00	\$29.58	\$30.17	\$30.78	\$31.39	\$32.02	\$32.65	\$33.31
5 Provider Relations Coordinator Opioid Use Disorder Specialist Care Connect Lead Billing Specialist 911 I&R Call Diversion Specialist	\$29.58	\$30.17	\$30.78	\$31.39	\$32.02	\$32.65	\$33.31	\$33.97

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6	Senior Training Coordinator Volunteer Coordinator Suupport After Suicide Coordinator	\$30.17	\$30.77	\$31.39	\$32.01	\$32.65	\$33.31	\$33.97	\$34.66
7	Data & Quality Assurance Specialist	\$31.68	\$32.31	\$32.95	\$33.62	\$34.28	\$34.97	\$35.67	\$36.38
8	Data & Report Specialist IT Support Technician IT Inventory Coordinator Outreach & Training Specialist 911 Call Diversion Specialist SUD Clinician Operations Specialist	\$33.26	\$33.93	\$34.60	\$35.29	\$36.00	\$36.72	\$37.45	\$38.20
9	Senior Training Specialist Crisis Services Clinician Crisis Services Clinician Lead IT Technician II	\$38.75	\$39.52	\$40.31	\$41.12	\$41.94	\$42.78	\$43.64	\$44.51
10	911 Call Diversion Clinician	\$40.69	\$41.49	\$42.33	\$43.18	\$44.04	\$44.92	\$45.82	\$46.74