

TEAMSTERS 856

Collective Bargaining Agreement

with

Edgewood Center for Children & Families

July 1, 2016 – June 30, 2019



Protect yourself with your Weingarten Rights!

As a Union member, you are entitled to union representation if you are questioned by any management representative and have reason to believe that you might suffer disciplinary action as a result.

To assert this right to union representation, declare your Weingarten Rights:

"If this discussion could in any way lead to my being disciplined or terminated, or affect my personal working conditions, I respectfully request that my union representative or steward be present at this meeting. If this discussion could lead to my being disciplined, I choose not to answer any questions until a union representative or steward arrives."

800 758 TEAM (8326) • Teamsters856.org

**AGREEMENT BETWEEN
INTERNATIONAL BROTHERHOOD OF TEAMSTERS
LOCAL 856
AND
EDGEWOOD CENTER FOR CHILDREN AND FAMILIES**

The term of this agreement is July 1, 2016 through June 30, 2019

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ARTICLE 1

How This Contract Came to Be

Employees at Edgewood organized to form a union and voted to be represented by Teamsters Local 856. The represented employees selected a bargaining team and Edgewood management selected bargaining representatives.

Both the union and management met to discuss proposals concerning wages, hours and working conditions. The proposals were discussed, debated, and sometimes changed in the spirit of compromise. This contract represents the written form of the agreements reached through this process. As a result, this is a binding contract between Edgewood Center for Children and Families and Teamsters Local 856.

ARTICLE 2

Recognition

Edgewood Center for Children and Families recognizes that Teamsters Local Union No. 856 is the exclusive representative of all full time, regular part-time, and relief staff who provide client care and instruction, employed by the Employer at its San Francisco Vicente Campus including but not limited to:

- Residential Counselors
- Counselors
- Relief Counselors
- Leads
- Mental Health Rehabilitation Specialists
- Therapeutic Arts and Enrichment Specialists
- Instructional Specialists
- Family Specialists
- Crisis Triage Specialists
- TBS Coaches
- Community Care Coordinators

ARTICLE 3

Probation

Full-time employees will serve a 6 month probationary period and relief staff will serve a probationary period of 1040 hours.

During probation, Edgewood may release the employee from probation with good cause and such release will not be subject to the grievance procedure.

ARTICLE 4

Seniority

Full-time employees' seniority is determined by their length of service. If more than one person has the same length of service, the tie shall be broken by the last digit of their social security number, with the higher number giving higher seniority. If the last digit of their social security number is the same, the tie will be broken by the next to last number, with the higher number giving higher seniority.

Relief staff seniority is determined by total hours worked, where 1,560 equals one year.

If an employee changes from full-time to relief, their full-time service will be converted to hours using 1,560 hours for each year worked. The formula for this is number of years worked multiplied by 1,560 equals hours worked.

For example, if an employee had worked 1.5 years: it would be 1.5 multiplied by 1,560 equals 2,340 hours.

If an employee changes from relief staff to full-time their hours will be converted to service credit where 1,560 hours equals one year of seniority. The formula for this is number of hours worked divided by 1,560 equals years of service credit.

For example if a relief staff worked 1,170 hours: it would be 1,170 divided by 1,560 to equal .75 of a year (which is 9 months.)

If an employee leaves the bargaining unit (those positions represented by this contract) but returns within 6 months, they will not lose seniority.

ARTICLE 5

Wages

Wages shall be paid in accordance with the wage schedule shown below. Relief staff will have their tenure established on a pro-rated formula using a full-time equivalency of 30 hours per week or 1,560 hours to establish a year.

The wage grade charts are on the following pages:

COUNSELOR SALARY GRADES 1 THROUGH 4

COUNSELOR SALARY PROPOSAL						
CONTRACT YEAR 1 - JULY 1, 2016 - JUNE 30, 2017						
Counselor						
< 6 months	≥ 6 months to < 1 year	≥ 1 year to < 2 years	≥ 2 years to < 3 years	≥ 3 years to < 4 years	≥ 4 years to < 5 years	≥ 5 years
Starting Salary Year 1	+ 3%	+ 3%	+ 3%	+ 6%	+ 3%	+ 4%
\$ 15.50	\$ 15.97	\$ 16.44	\$ 16.94	\$ 17.95	\$ 18.67	\$ 19.61
Counselor II						
< 6 months	≥ 6 months to < 1 year	≥ 1 year to < 2 years	≥ 2 years to < 3 years	≥ 3 years to < 4 years	≥ 4 years to < 5 years	≥ 5 years
Starting Salary Year 1	+ 3%	+ 3%	+ 3%	+ 6%	+ 3%	+ 4%
\$ 16.50	\$ 17.00	\$ 17.50	\$ 18.03	\$ 19.11	\$ 19.69	\$ 20.47
Counselor III						
< 6 months	≥ 6 months to < 1 year	≥ 1 year to < 2 years	≥ 2 years to < 3 years	≥ 3 years to < 4 years	≥ 4 years to < 5 years	≥ 5 years
Starting Salary Year 1	+ 3%	+ 3%	+ 3%	+ 6%	+ 3%	+ 4%
\$ 17.50	\$ 18.03	\$ 18.57	\$ 19.12	\$ 20.27	\$ 20.88	\$ 21.71
Counselor IV						
< 6 months	≥ 6 months to < 1 year	≥ 1 year to < 2 years	≥ 2 years to < 3 years	≥ 3 years to < 4 years	≥ 4 years to < 5 years	≥ 5 years
Starting Salary Year 1	+ 3%	+ 3%	+ 3%	+ 6%	+ 3%	+ 4%
\$ 19.00	\$ 19.57	\$ 20.16	\$ 20.76	\$ 22.01	\$ 22.89	\$ 23.80

COUNSELOR SALARY PROPOSAL						
CONTRACT YEAR 2 - JULY 1, 2017 - JUNE 30, 2018						
Counselor						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 17.00	\$ 17.51	\$ 18.04	\$ 18.58	\$ 19.69	\$ 20.28	\$ 21.09
Counselor II						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 18.00	\$ 18.54	\$ 19.10	\$ 19.67	\$ 20.85	\$ 21.47	\$ 22.33
Counselor III						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 19.00	\$ 19.57	\$ 20.16	\$ 20.76	\$ 22.01	\$ 22.67	\$ 23.57
Counselor IV						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 20.00	\$ 20.60	\$ 21.22	\$ 21.85	\$ 23.17	\$ 23.86	\$ 24.82

COUNSELOR SALARY PROPOSAL						
CONTRACT YEAR 3 - JULY 1, 2018 - JUNE 30, 2019						
Counselor						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+ 3%	+ 3%	+ 3%	+ 6%	+ 3%	+ 4%
\$ 18.00	\$ 18.54	\$ 19.10	\$ 19.67	\$ 20.85	\$ 21.47	\$ 22.33
Counselor II						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+ 3%	+ 3%	+ 3%	+ 6%	+ 3%	+ 4%
\$ 19.00	\$ 19.57	\$ 20.16	\$ 20.76	\$ 22.01	\$ 22.67	\$ 23.57
Counselor III						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+ 3%	+ 3%	+ 3%	+ 6%	+ 3%	+ 4%
\$ 20.00	\$ 20.60	\$ 21.22	\$ 21.85	\$ 23.17	\$ 23.86	\$ 24.82
Counselor IV						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+ 3%	+ 3%	+ 3%	+ 6%	+ 3%	+ 4%
\$ 21.00	\$ 21.63	\$ 22.28	\$ 22.95	\$ 24.32	\$ 25.30	\$ 26.31

TBS Coach, TBS Senior Coach, Lead TBS Coach Salary Grades

TBS COACH SALARY PROPOSAL						
CONTRACT YEAR 1 - JULY 1, 2016 - JUNE 30, 2017						
TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 1	+3%	+3%	+3%	+6%	+3%	+4%
\$ 19.00	\$ 19.57	\$ 20.16	\$ 20.76	\$ 22.01	\$ 22.67	\$ 23.57
Sr. TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 1	+3%	+3%	+3%	+6%	+3%	+4%
\$ 20.00	\$ 20.60	\$ 21.22	\$ 21.85	\$ 23.17	\$ 23.86	\$ 24.82
Lead TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 1	+3%	+3%	+3%	+6%	+3%	+4%
\$ 21.00	\$ 21.63	\$ 22.28	\$ 22.95	\$ 24.32	\$ 25.05	\$ 26.06

**TBS COACH SALARY PROPOSAL
CONTRACT YEAR 2 - JULY 1, 2017 - JUNE 30, 2018**

TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 20.00	\$ 20.60	\$ 21.22	\$ 21.85	\$ 23.17	\$ 23.86	\$ 24.82
Senior TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 21.00	\$ 21.63	\$ 22.28	\$ 22.95	\$ 24.32	\$ 25.05	\$ 26.06
Lead TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 22.00	\$ 22.66	\$ 23.34	\$ 24.04	\$ 25.48	\$ 26.25	\$ 27.30

**TBS COACH SALARY PROPOSAL
CONTRACT YEAR 3 - JULY 1, 2018 - JUNE 30, 2019**

TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+3%	+3%	+3%	+6%	+3%	+4%
\$ 21.00	\$ 21.63	\$ 22.28	\$ 22.95	\$ 24.32	\$ 25.05	\$ 26.06
Senior TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+3%	+3%	+3%	+6%	+3%	+4%
\$ 22.00	\$ 22.66	\$ 23.34	\$ 24.04	\$ 25.48	\$ 26.25	\$ 27.30
Lead TBS Coach						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+3%	+3%	+3%	+6%	+3%	+4%
\$ 23.00	\$ 23.69	\$ 24.40	\$ 25.13	\$ 26.64	\$ 27.44	\$ 28.54

Community Care Coordinator Salary Grades

COMMUNITY CARE COORDINATOR SALARY CONTRACT YEAR 1 - JULY 1, 2016 - JUNE 30, 2017						
Community Care Coordinator I						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 1	+3%	+3%	+3%	+6%	+3%	+4%
\$ 19.00	\$ 19.57	\$ 20.16	\$ 20.76	\$ 22.01	\$ 22.67	\$ 23.57
Community Care Coordinator II						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 1	+3%	+3%	+3%	+6%	+3%	+4%
\$ 20.00	\$ 20.60	\$ 21.22	\$ 21.85	\$ 23.17	\$ 23.86	\$ 24.82
COMMUNITY CARE COORDINATOR SALARY CONTRACT YEAR 2 - JULY 1, 2017 - JUNE 30, 2018						
Community Care Coordinator I						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 20.00	\$ 20.60	\$ 21.22	\$ 21.85	\$ 23.17	\$ 23.86	\$ 24.82
Community Care Coordinator II						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 2	+3%	+3%	+3%	+6%	+3%	+4%
\$ 21.00	\$ 21.63	\$ 22.28	\$ 22.95	\$ 24.32	\$ 25.05	\$ 26.06

COMMUNITY CARE COORDINATOR SALARY						
CONTRACT YEAR 3 - JULY 1, 2018 - JUNE 30, 2019						
Community Care Coordinator I						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+3%	+3%	+3%	+6%	+3%	+4%
\$ 21.00	\$ 21.63	\$ 22.28	\$ 22.95	\$ 24.32	\$ 25.05	\$ 26.06
Community Care Coordinator II						
<6 months	≥6 months to <1 year	≥1 year to <2 years	≥2 years to <3 years	≥3 years to <4 years	≥4 years to <5 years	≥5 years
Starting Salary Year 3	+3%	+3%	+3%	+6%	+3%	+4%
\$ 22.00	\$ 22.66	\$ 23.34	\$ 24.04	\$ 25.48	\$ 26.25	\$ 27.30

ARTICLE 6

Extra Pay for Skills and Education

Edgewood will pay a 10% differential to employees who are fluent in a foreign language needed at work, including but not limited to Chinese, Tagalog, Russian, Korean, Spanish, Hmong and Vietnamese.

For employees not working in the TBS program or as a Community Care Coordinator, Edgewood will pay a 10% differential to employees who have a bachelor's degree in a subject that supports their work. This includes, but is not limited to: sociology, psychology, education, social welfare, social work, holistic health, child development and others to be considered on an individual basis.

For employees working in the TBS program, Edgewood will pay a 10% differential to employees who have a master's degree in a subject that supports their work. This includes, but is not limited to: counseling, sociology, psychology, education, social welfare, social work, holistic health, child development and others to be considered on an individual basis.

ARTICLE 7

Employee Benefits

Edgewood will provide a full spectrum of benefits for employees as listed below. In all cases where employees share in the cost of coverage that contribution will be deducted from the employees' payroll. The benefits will be reviewed annually by a committee made up of three members from the bargaining unit and three members from management and a joint recommendation will be made to the bargaining committee. Specific benefit details and coverage are available in the Summary Plan Description. What follows is a brief description of the coverage available through Edgewood.

Employees are subject to eligibility requirement for each plan. Plan documents for each plan will govern the benefits of the plan and the benefit committee will recommend changes to be effective with the start of each calendar year.

BENEFITS

Medical Plan: Edgewood will provide coverage for employee-only coverage with no required employee contribution. The cost for Edgewood to provide coverage will be the amount provided toward any other level of coverage. The Edgewood contribution will be based on the employee-only rate for the lowest cost plan. The employee-only cost to the company for the lowest cost plan includes a \$900 contribution toward the high-deductible. This is subject to change based upon recommendations from the benefits committee.

Dental Plan: Edgewood will provide two levels of coverage for dental coverage and will share the cost of coverage at all levels at 50% for Edgewood and 50% for the employee.

Vision Plan: Edgewood will provide vision plan coverage and will share the cost of coverage at all levels at 50% for Edgewood and 50% for the employee.

Employee Assistance Program: An EAP will be provided at no cost to the employee. This covers a range of services that could affect an individual's ability to do his/her job including family issues, emotional issues, alcohol and substance abuse, child and elder care resources, financial and credit assistance and legal assistance among other topics.

Flexible Spending Accounts: Flexible Spending Accounts will be provided to employees for pre-tax employee contributions to the following annual contribution limits: Dependent Care - \$5,000 (\$2,500 if married, filing separately), and Health Care - \$2,550.

Commuter Benefits: Employees can set aside pre-tax dollars to pay for qualified parking and commuter expenses. Up to \$130 can be set aside for public transit expenses and up to \$250 per month for qualified parking expenses.

Long and Short-term Disability Insurance for eligible non-work related illness or injury that will pay up to 60% of base weekly salary, with certain limitations, after eligible government payments.

Life and Accidental Death and Dismemberment will pay beneficiaries up to 1.5 times the employee's annual salary up to \$150,000.

403(b) Retirement Savings Plan: Edgewood maintains a plan that is a tax-sheltered annuity plan. Payroll deductions are taken on a pre-tax basis and deposited to the employee's choice of pre-tax investment options. The contributions are subject to IRS limits which are determined prior to the start of each plan year. Edgewood will match 100% of the employee contributions up to 4% of the employee's wages after one year of employment. Specific information on the plan is available from the date of hire through human resources.

AnyPerk Discount Program: Edgewood will provide employees covered under this agreement with access to the AnyPerk Discount Program.

ARTICLE 8

Health Insurance

Edgewood will maintain the practice of providing employee only health insurance at the current benefit level with no employee contribution. For all other benefit tiers (for example, employee plus one or employee plus family), Edgewood will continue to contribute no less than the employee only amount towards the cost of other health insurance tiers.

Edgewood and the Union will form a Health Insurance Benefits Committee to make recommendations for health insurance design changes. Changes to health insurance will be made by mutual consent of Edgewood and the Union.

ARTICLE 9

Workers' Compensation

Edgewood will pay fifty percent (50%) of lost wages for the first three days of absence due to approved worker's compensation injury.

ARTICLE 10

Hours

Full-time employees will be given at least 30 hours of work a week with at least two consecutive days off. Employees may choose to waive the right to at least two consecutive days off if a different schedule is more convenient to the employee.

ARTICLE 11

Meals and Breaks

Edgewood will obey all applicable wage and hour laws.

ARTICLE 12

Overtime

In the cottages overtime will be paid at time and a half after 40 hours in a week, and double time will be paid after 16 hours in a day or after 48 hours in a week.

Outside of the cottages overtime will be paid at time and a half after 8 hours worked in a day, after 40 hours worked in a week, or for the first 8 hours worked on the seventh consecutive day. Double time will be paid after 12 hours worked in a day or after 8 hours worked on the seventh consecutive day.

ARTICLE 13

Attendance Policy

Employees are expected to adhere to the following policy regarding attendance:

1. Employees are expected to be at work on time. Edgewood requires that employees clock in no more than 15 minutes early to a shift without prior approval from a supervisor.

2. Employees are expected to notify their supervisor at least 4 hours before their scheduled shift if they will be absent. Employees should call their supervisor each day they are absent.
3. Excessive absenteeism (defined as more than 6 days within a 3 month period – excluding pre-approved PTO, time off for illness under the Paid Sick Leave Policy, leaves of absence, or other absences required by law) or tardiness (defined as arriving more than 5 minutes late for more than 3 shifts in a month period) will result in discipline.
4. Employees are expected to submit PTO requests of more than a week in writing thirty days in advance to ensure managers are able to find coverage for shifts. PTO requests of less than a week must be submitted with two weeks' advance notice. PTO may be denied without appropriate notice. PTO approval will be granted on a first-come, first serve basis. Management will notify employees of approval or denial of PTO within four business days.
5. Failure to adhere to any points in this policy will result in disciplinary action.

ARTICLE 14

Career Advancement – Counselor

Employees hired into the counselor position will have an opportunity to advance through four counselor levels based on work performance. Each increase in level will receive an increase in pay.

In order to move up a counselor level employees must meet the respective competency criteria outlined in the counselor job description.

Employees must remain in the counselor level they were hired into during the initial 6 month probationary period. All other advancements between levels do not require a mandatory time commitment.

Once a quarter, employees will be able to schedule a meeting with their manager, a member of their staff team, and a shop steward from the Teamsters to apply to promote to the next counselor level. If the employee is able to demonstrate that they have achieved the required competencies in the next counselor level, they will be moved up a counselor level. If the employee does not demonstrate the competencies in the job description, they will not be moved up a counselor level and will be given feedback on all areas that require improvement.

Employees that move up a counselor level will be required to maintain the required competencies to stay in that level.

ARTICLE 15

Career Advancement – TBS Coaches

Employees hired into the TBS Coach position will have an opportunity to advance through two levels based on work performance. Each increase in level will receive an increase in pay.

In order to move up a level the employee must meet the respective competency criteria outlined in the TBS Coach job description.

Employees must remain in the TBS Coach category during the initial 6 month probationary period.

Once a quarter, employees will be able to schedule a meeting with their manager, a member of their staff team, and a shop steward from the Teamsters to apply to promote to the next TBS coach level. If the employee is able to demonstrate that they have achieved the required competencies in the next TBS Coach level, they will be moved up a TBS Coach level. If the employee does not demonstrate the competencies in the job description, they will not be moved up a TBS Coach level and will be given feedback on all areas that require improvement.

Employees that move up a level will be required to maintain the required competencies to stay in that level.

ARTICLE 16

Career Advancement – Community Care Coordinators

Employees hired into the Community Care Coordinator position will have an opportunity to advance through two levels based on work performance. Each increase in level will receive an increase in pay.

In order to move up a level the employee must meet the respective competency criteria outlined in the Community Care Coordinator job description.

Employees must remain in the Community Care Coordinator category during the initial 6 month probationary period.

Once a quarter, employees will be able to schedule a meeting with their manager, a member of their staff team, and a shop steward from the Teamsters to apply to promote to the next community care coordinator level. If the employee is able to demonstrate that they have achieved the required competencies in the next community care coordinator level, they will be moved up a community care coordinator level. If the employee does not demonstrate the competencies in the job description, they will not be moved up a community care coordinator level and will be given feedback on all areas that require improvement.

Employees that move up a level will be required to maintain the required competencies to stay in that level.

ARTICLE 17

Relief Staff Expectations

All relief employees are expected to meet the following requirements to maintain employment:

1. Work at least three shifts a month.
2. Complete all mandatory compliance trainings by assigned date.
3. Attend at least one Team Meeting/Training per month.

Edgewood will send relief employees who do not meet the above requirements a letter to the employee's last known address on file advising them they have been considered to have resigned voluntarily. Relief employees who receive such letter will have ten (10) business days from receipt to respond to Edgewood to request to be kept on as relief staff.

ARTICLE 18

Staffing

Edgewood will staff in a way that meets contractual and licensing requirements.

ARTICLE 19

How Jobs are Posted and Filled

Edgewood will post all open positions for fourteen (14) days for current employees. Edgewood will hire the most senior qualified internal candidate before hiring an outside applicant.

ARTICLE 20

Billing Notes

Edgewood and the Union will continue to work together to generate funding for the organization, including billing notes.

Employees who must write Medi-Cal billing notes will be given adequate time away from client care to write the notes.

Also, Edgewood will provide training on how to complete notes and timely feedback on notes that have been submitted.

- If Edgewood does not provide enough time away from clients, an employee may not be disciplined for failure to write notes during that time.
- If Edgewood does not provide adequate training and/or timely feedback, an employee may not be disciplined for the quality of their notes

ARTICLE 21

Health and Safety Committee

Edgewood shall maintain a labor/management health and safety committee to meet licensing requirement as well as workers compensation insurance requirements. The committee shall consist of required Edgewood management representatives appointed based on their role in the organization and will include no less than one nor more than three union members selected by the union. Those union members to remain on the committee for a period of no less than six months and may rotate out to be replaced by another union member. At no time should there be less than one union member on the committee.

ARTICLE 22

Cell Phones

This section becomes in effect September 1, 2016.

Edgewood will provide each program with agency cell phones. Employees will be required to follow cell phone protocol for the program/milieu they are assigned to.

Employees should not use their personal cell phones at work. Edgewood assumes no responsibility for property damage to employee personal cell phones.

Should an extenuating circumstance occur that requires a staff person to use their personal cell phone, Edgewood will provide a \$10.00 reimbursement in any month that the employee is required to use their personal phone.

The employee must have their supervisors preapproval before using their personal cell phone and may only request reimbursement following supervisor approval. If the employee's personal phone was damaged by a client following supervisor approval, Edgewood would assume responsibility for replacing the damaged phone.

ARTICLE 23

Protection of Employee Personal Property

Edgewood will provide each employee with a locked space to store personal items while working. This space will be large enough to store an average size back pack, and Edgewood will provide each employee with one lock.

Clothing or eyeglasses damaged during work will be reimbursed by Edgewood.

ARTICLE 24

Paid Time Off (PTO)

Edgewood shall provide employees paid time off which is a combination of vacation time and sick time. PTO will be accrued per pay period based on length of service and in accordance with the schedule below. An amount equal to six days of sick time shall be added to the vacation accrual rate for all employees.

Employees who had accrued, unused sick time as of December, 31, 2016 will be able to continue to use that sick time when they are unable to work due to illness. However, future sick time accruals will be part of the PTO allocation.

Relief staff will accrue PTO based on a full-time equivalent using 30 hours per week (1,560 hours per year) as the full-time designation to establish tenure. There will be a minimum of 24 hours accrued per year for relief staff. Past tenure will count toward accrual eligibility.

PTO will only be paid to the employee as cash when the employee is terminating employment or changing from full time to relief status, in which case it shall be paid with the final pay on the employee's last day of work.

Employees are expected to submit:

- PTO requests of *more than a week* in writing thirty days in advance to ensure managers are able to find coverage for shifts.
- PTO requests of *less than a week* must be submitted with two weeks' advance notice.
- PTO that is being used for illness or injury should follow attendance policy (*see Article 13*)

PTO may be denied without appropriate notice. PTO approval will be granted on a first-come, first serve basis. Management will notify employees of approval or denial of PTO within four business days.

Effective January 1, 2017

<i>Tenure (# years)</i>	<i>Annual PTO Hours/Days</i>	<i>Maximum Accrual Hours/Days</i>	<i>Per pay period accrual rates(Hours)</i>
0 to 1	128/16	160/20	5.33
1 to 3	160/20	208/26	6.67
3 to 5	176/22	240/30	7.33
5 to 10	224/28	280/35	9.33
10 to 15	240/30	304/38	10
15+	256/32	328/41	10.67

ARTICLE 25

PTO Bank

Edgewood will continue to maintain a PTO bank as described in the employee handbook.

ARTICLE 26

Agency Holidays

The following nine (9) days shall be recognized as paid holidays:

- New Year's Day
- President's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

Employees that work on one of the above days will be paid wages at two times the regular wage rate.

In addition to the above holidays, each employee will receive one (1) eight-hour Floating holiday each year to be scheduled on a day of the employees' choice during the calendar year with at least 30 days' notice. Floating holidays may not be carried over from one year to the next. Employees may not work during their scheduled floating holiday.

ARTICLE 27

How Holidays are Staffed

Staff whose regular schedule falls on the holiday will be given the first chance to stay on the schedule in order to work the holiday. If additional staff are needed, shifts will be given out in the following order:

1. Full-time volunteers from the milieu where the holiday shift is available in order of seniority.
2. Relief staff volunteers assigned to the milieu where the holiday shift is available in order of seniority.
3. School staff volunteers in order of seniority.
4. Qualified volunteer employees outside the milieu in order of seniority.
5. If there are still open shifts after seeking volunteers, full-time employees will be mandated to work in order of least seniority from the milieu.

ARTICLE 28

Tuition Reimbursement

Edgewood will provide our bargaining unit with \$10,000 a year every July 1 for tuition reimbursement.

Each full-time employee may receive up to \$500 a year for tuition in a job-related class or field on a first-come, first-serve basis until the fund is exhausted.

Each relief staff may submit for reimbursement for up to \$500 a year for tuition in a job-related class or field. Relief staff may submit requests for tuition reimbursement throughout the year; however, relief staff requests will be reviewed only on June 30. Relief staff requests will be granted in order of most hours worked in the preceding year until the fund is exhausted.

Unused funds will roll over from year to year. Edgewood and the Union may mutually agree to change the amount given to each employee depending on use of the fund. Edgewood will notify the Union when funds are exhausted for the fiscal year.

ARTICLE 29

Continuing Education

Edgewood will allow each employee (8) hours a year of paid time off for continuing education outside of that provided by Edgewood.

The continuing education hours must be used to attend trainings relevant to the employee's current position.

Employees are required to submit requests for continuing education in advance and receive their supervisors' approval prior to taking the allotted time off.

Edgewood-Sponsored Continuing Education

For employee education and training not required for compliance, Edgewood will encourage employees to attend in the following ways:

1. Employees will be allowed to attend 3 trainings of their choosing a year (maximum twenty-four hours).
2. If an employee is scheduled to work during a training they elect to attend, the employee's supervisor will work with them to attempt to change their schedule or provide coverage so they can attend.
3. If the employee is not scheduled to work and chooses to attend a training, they will be paid for the time, with the understanding that this paid time will not be counted to overtime eligibility.

ARTICLE 30

Employee Rights During the Disciplinary Process

Employees under investigation

Employees under investigation have the following rights:

- Employees may have a union representative present when they are interviewed or before they provide a written statement, except for Special Incident Reports (SIRs) because SIRs must be written without the help of a representative. As a result, SIRs may not be used to discipline an employee.
- Employees have the right to know why they are under investigation.
- Employees have the right to a timely investigation.
- Employees have the right to receive written notice of the outcome of the investigation.
- Employees will be paid as if working during administrative leave.

Just Cause for Discipline.

Employees may only be disciplined for "just cause." Just cause means:

1. There must be substantial and credible evidence the employee actually violated the work rule.
2. The employee was given fair notice of the rule. An employee can not be punished for breaking a rule or standard that they did not know about.
3. There was prior enforcement of the rule. An employee can not be punished for breaking a rule or standard that the employer failed to enforce for a prolonged period.
4. The employer must take disciplinary action promptly and list charges precisely.
5. An employee has the right to review documents used to support charges and respond before disciplinary action.
6. The employer may not give a considerably stronger discipline against one employee than to others known to have violated the same rule.
7. Other than very serious violations, the employer must have given the employee a chance to improve through previous discipline before more serious discipline.
8. Discipline must be related to the seriousness of the offense, taking into account all circumstances.

How to Resolve Disputes about Discipline

If the Union believes an employee was disciplined without just cause, it may use the grievance procedure to resolve the dispute in the following way:

- In cases of termination, demotion, or suspension the dispute will be settled at Step 3: Arbitration of the Grievance Procedure.
- In cases of a written warning, attempts to settle the dispute will start at either Step 1 or Step 2 of the Grievance Procedure.

ARTICLE 31

Resolving Disagreements between the Union and Employer

Grievance Definition: A grievance is a dispute between the Union and the Employer over the meaning of this Contract or over imposed discipline. Disciplinary rights are addressed in a separate discipline section.

The Union may file the grievance at any step of the grievance procedure.

1. **Step 1: First Meeting:** The Union will try to solve the problem with the manager who made the decision resulting in the disagreement. *(For example, if the decision or action that prompted the grievance was made by the residential manager, the Union will meet with the residential manager to attempt to resolve the grievance; if the decision or action that prompted the grievance was made by human resources, the Union will meet with human resources, etc.)*

The grievance must be submitted in writing using this format:

- a. Summary of events leading to grievance
- b. Part of the contract that was not followed
- c. The remedy to the grievance

Step 1 Timelines:

- The Union will have thirty (30) business days from the time it is made aware of the event, action, decision that prompted the grievance to file the grievance in writing.
- The Employer and the Union will meet within ten (10) business days of the Employer's receipt of the grievance to attempt to resolve the grievance.
- The Employer will have five (5) business days to respond to the Union with its decision after the first meeting.

2. **Step 2: Appeal Meeting:** If the grievance is not resolved after the first meeting, the grievance may be appealed to the next managerial level.

Step 2 Timelines:

- The Union will have five (5) business days after the employer's decision to appeal the grievance to the next level.
- The Employer and the Union will meet within ten (10) business days of the Employer's receipt of the appeal to attempt to resolve the grievance.
- The Employer will respond within five (5) business days with its decision on the appeal.

3. **Step 3: Arbitration:** The Union may submit the grievance to arbitration at any time during the grievance procedure.

- The arbitrator will be selected from a list of seven (7) names provided by the Federal Mediation and Conciliation Service as impartial, paid arbitrators.
- The decision and award of the arbitrator will be final and binding on all parties.
- The Employer and the Union will split the cost of arbitration equally.
- The arbitrator will have no power to add to, delete from, or to change any of the terms of this collective bargaining agreement.
- Upon mutual agreement, the Union and the Employer may take the grievance to an impartial mediator before proceeding to arbitration.

Step 3 Timelines:

- Unless the grievance is submitted to arbitration directly, a request for arbitration must be within 10 (ten) business days after completion of Step 1 or 2.

ARTICLE 32

Rights of the Union, Union Staff Representative, and Union Stewards

New Hire Orientation

The Union will have at least 15 minutes with each new employee to inform them of their rights as union members.

Bulletin Boards

The Union has the right to post information on Edgewood bulletin boards in staff only areas.

Union Representative Access

Union Representatives will be allowed to access work areas for health and safety evaluations and to ensure compliance with this Agreement.

Union Representatives with access to work areas must pass a security clearance and background check and have a current Edgewood Identification Badge.

Human Resources will provide Union Representatives with an Edgewood Identification Badges after they have successfully passed a background check and security clearance.

ARTICLE 33

Shop Stewards

The Union may appoint or elect eight (8) shop stewards. If the locations, shifts, or structure of the organization significantly change so that more stewards are required, the Employer will meet with the Union to discuss additional stewards.

The Union will notify the Employer of the names of its designated shop stewards.

Shop stewards will be released from duty to represent employees in disciplinary matters and grievances. Shop stewards will also be released for 8 hours a month with pay to conduct union business.

The Union and Employer recognize that Shop Stewards have legally protected rights:

1. When acting as a steward, the employee is equal to the employer and no longer a subordinate. This means that employees when acting as stewards may openly and firmly disagree with management.
2. Stewards may not be retaliated against for being a Steward. For example, they may not be held to a higher standard, given extra or more difficult work, or denied pay opportunities because they are a Steward.
3. When representing employees in investigations, the Steward has a right to:

- Know the subject matter before the investigation;
- Meet privately with the employee before the investigation;
- Make sure the employee understands the questions being asked;
- Take a break during the interview.

ARTICLE 34

Management/Agency Rights

The Agency Leadership (AL) of Edgewood Center for Children and Families (the Agency) continues to be responsible for managing the Agency in a way that is consistent with the strategic vision and the mission of the Agency. Whenever possible the intention of AL is to be inclusive and transparent in matters that impact the staff.

There are certain management rights identified below which may not be subject to bargaining. With regard to those issues AL will negotiate over the impact of those decisions on the members of the bargaining unit. Where there is a process or issue covered in the bargaining agreement the bargaining agreement shall be the governing document. In other instances AL reserves the exclusive right to conduct Agency business including, but not limited to the following:

- Making reasonable rules and regulations to govern conduct and promote safety
- Establishing work schedules to ensure adequate coverage in all programs
- Determine or modify Agency goals and objectives
- Determine the modification of the size of a program, the number, location and function of the Agencies organizational units or activities (when not subject to negotiations)
- The expansion or contraction of the Agency's services
- The expansion or contraction of specific services within a program of the Agency
- The hiring and promotion of staff, except where provided for in this bargained agreement
- The contracting with consultants and specialists to perform special assignments (work which does not include duties normally performed by employees in the bargaining unit)
- The right to determine the number of hours worked, the amount of overtime to be worked, and the employees working such hours, except where provided for in this bargained agreement
- The right to establish, abolish, revise or continue Agency policies and procedures except for those provided for in this bargained agreement
- The right to create, increase, modify or abolish jobs or job functions, except as provided in this bargained agreement
- The right to supervise employees in the performance of their duties and to maintain standards in the performance of those duties.
- To determine the work and duty assignments of volunteers, including volunteers from the bargaining unit, to assist in the Agency activities (work which does not include duties normally performed by employees in the bargaining unit)

ARTICLE 35

Union Membership

Notice of New Employees to the Union

Within fifteen (15) calendar days of the start of work of any newly hired or newly transferred employee to the bargaining unit, the Employer will provide to the Union the following:

- Employee's name
- Job title
- Rate of pay
- Address
- Social Security Number
- Date of hire
- Telephone number; and
- E-mail address

Union Membership Requirement

On or before the thirtieth (30th) calendar day after the start of their employment, all employees covered by this Agreement and hired on or after its effective date must:

1. Become members of Teamsters Local Union No. 856; or
2. Pay fair share fees

Edgewood must inform employees of the above condition of employment. Edgewood representatives must not recommend to new hires whether or not they should join the Union and must not express personal views on Teamsters Local 856 membership questions.

Failure to Become a Union Member or Maintain Union Membership

The Union will give written notice to the Employer of any employee covered under this Agreement who fails to become a member of the Union or maintain their Union membership. The Employer will terminate any employee covered under this Agreement who fails to become a member of the Union or maintain their Union membership. Before an employee is terminated for failure to become a Union member or maintain Union membership, the Union will give the employee fourteen (14) days' notice.

Union Dues Deductions

Upon written authorization from the employee, Edgewood will deduct from the wages of employees covered by this Agreement, monthly dues and initiation fees, or monthly fair share fees required of employees as a condition of keeping their job covered by this Agreement. The Employer will promptly send these funds to the Union.

ARTICLE 36

D.R.I.V.E. (Democrat, Republican, Independent, Voter Education)

D.R.I.V.E., or Democrat, Republican, Independent Voter Education, is the Teamsters' political action committee. D.R.I.V.E is non-partisan and independent from any political party. D.R.I.V.E. is supported through voluntary contributions from Teamster members. Such donations are not U.S. Tax Deductible.

The employer agrees to deduct from the paycheck of all employees covered by this agreement voluntary contributions to D.R.I.V.E. D.R.I.V.E shall notify the employer of the amounts designated by each contributing employee that are to be deducted from his/her paycheck on a weekly basis for all weeks worked. The employer shall transmit to DRIVE national headquarters on a monthly basis, in one (1) check the total amount deducted along with the name of each employee on whose behalf a deduction is made, the employee's social security number and the amount deducted from that employee's check.

The Union agrees to hold the Employer harmless from loss of any judgment of a court of competent jurisdiction and from any order of the Labor Commissioner or agency of government in connection with or arising out of any deduction made pursuant to this Agreement.

ARTICLE 37

No Strike/No Lockout

The Union agrees not to strike or engage in work stoppage during the term of this agreement and the employer agrees not to engage in any lockout during the term of this agreement.

ARTICLE 38

Layoffs/Closures

Layoff Notice

The employer must give employees a minimum of thirty (30) calendar days' notice of layoffs or job eliminations.

Layoffs Related to Contracting Parties

If a contracting party gives the Employer less than thirty (30) days' notice, the Employer will tell employees of layoffs and job eliminations as soon as the Employer is aware, but will still provide 30 calendar days' pay from the date of layoff notice.

Closures

If Edgewood closes a program or milieu, impacted employees will select in order of seniority from open positions they are qualified for. If there are not enough open positions for all impacted employees, Edgewood and the Union will meet to discuss options.

ARTICLE 39

Savings Clause

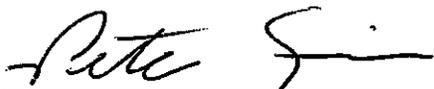
This contract is subject to all current and future applicable federal, state and local laws and regulations. If any part or provision of this Memorandum is in conflict or inconsistent with such applicable provisions of federal, state or local laws or regulations, or is otherwise held to be invalid or unenforceable by any court of competent jurisdiction, such party or provisions shall be suspended and superseded by such applicable law or regulations, and the remainder of the Memorandum shall not be affected thereby.

SIGNATURES

AGREED TO THIS 8th DAY OF September, 2016 BY:

**International Brotherhood of Teamsters
Local 856:**

**Edgewood Center for Children
and Families:**



Signature

Peter Finn

Name

Secretary-Treasurer

Title



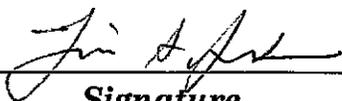
Signature

Nancy Rubin

Name

Interim CEO

Title



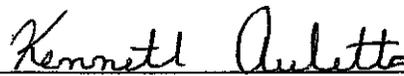
Signature

Tim Jenkins

Name

Representative

Title



Signature

Ken Auletta

Name

Chief HR Officer

Title

ADDENDUM I

Position Descriptions



EMPLOYEE JOB DESCRIPTION

Position: Counselor
Reports To: Treatment Manager
Status: Non-Exempt

Mission Statement

Edgewood Center for Children and Families promotes the behavioral health of children, youth, and families and supports a positive transition to adulthood.

Position Summary

The Counselor is responsible for the provision of direct client services and care coordination for assigned youth and families within a designated program.

Counselor Levels

Counselor 1 - Competencies and Tasks

1. Partners with the treatment team members in the assessment, development, implementation and evaluation of individualized treatment and care plans
2. Coordination and facilitation skills
3. Case management, mentoring, and coaching skills
4. Develops, maintains, and strengthen partnerships
5. Generates reports both verbally and in writing
6. Maintains physical environment (duties include, but are not limited to, cleaning and organizing the classroom/cottage, reporting safety issues to facilities, doing and sorting laundry, etc)
7. Seeks support and guidance from senior counselors
8. Adheres to agency protocols (call out protocol, medication protocol, SIR protocol, training plan, etc)
9. Meets program documentation standard (including increase in standard when taking OT shifts)

Counselor 2 - Competencies and Tasks

1. Meeting and exceeding all areas of C1 category and the all of the competencies below
2. Implements program structure
3. Strong problem solving skills and is solution focused
4. Develops and implements positive programming opportunities for clients
5. Leads, facilitates, and manages small groups
6. Meets program documentation standard (including increase in standard when taking OT shifts)

Counselor 3 - Competencies and Tasks

1. Meeting and exceeding all areas from C1 and C2 categories and 6 out of 8 of the competencies below (Competencies 1 and 8 are mandatory)

2. Provides direct feedback to peers regarding routines, agency protocols, and structural aspects of the program
3. Participates in an agency committee
4. Positively contributes to the development of client treatment plans (i.e. attending IEP meetings, care teams, creating incentive plans, identifying successful interventions for clients in program)
5. Proficient in milieu management and crisis response
6. Participates in relief Facility Manager Training Program
7. Leads designated program groups independently
8. Exceeds program documentation standard by 15% (including increase in standard when taking OT shifts),

Counselor 4 - Competencies and Tasks

1. Meeting and exceeding all areas of C1, C2, and C3 categories and 6 out of 8 of the competencies below (Competencies 1 and 8 are mandatory)
2. Supports team in meeting their documentation expectations (competent in note writing and is able to mentor / coach peers on ways to increase efficiencies)
3. Participates in 3 additional EBT trainings a year
4. Participates in Agency recruiting efforts by attending job fairs
5. Partners with development to help fundraising efforts
6. Attends and passes certified HWC Trainers course
7. Develops and facilitates weekly mental health/psycho-educational groups
8. Exceeds program documentation standard by 25% (including increase in standard when taking OT shifts)

Applied Knowledge, Skills and Abilities

- Ability to physically hold and/or restrain children, following "Handle with Care" principles & techniques
- Valid California Driver's License
- Ability to communicate verbally, in supervision, meetings, and with members of the team
- Demonstrated written proficiency
- Work experience in a residential, school, day care or child centered agency with focus on children with special needs preferred
- Ability to develop, cultivate and adapt to the diverse cultural backgrounds of our clients
- Ability to work collaboratively in a team approach
- Thinks independently and can make informed decisions when needed

Physical, Environmental and Mental Requirements

- **Strength and Motion:** Occasionally required to push/pull objects up to 20 lbs, and to lift/carry objects up to 20 lbs. Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, sit for extended periods. Must be able to perform physical holds of children per Handle With Care guidelines. Must be able to climb stairs, stoop, kneel and crouch.
- **Vision and Hearing:** Frequently required to read documents, written reports, and plans. Must be able to distinguish normal sounds with some background noise, as in answering the phone, interacting with residents and staff, etc. Must be able to speak clearly and understand/be understood using the English language.
- **Cognitive:** Frequently required to concentrate on moderate detail with constant interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time. Must be able to remember multiple tasks/assignments given to self and others over a period of several days.
- **Work Environment:** Exposure to varied office and mixed (residential/office) environments.
- **Equipment:** Frequently required to use a computer, phone, and fax machine.

Conditions of Employment

The Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of employees so classified. This position is subject to the provisions of the collective bargaining agreement with Teamsters Local 856.

Statement of Understanding

I have received a copy of this position guide and understand that if I have any questions about my job functions or conditions of employment listed above, I may discuss them with my supervisor.

Position: TBS Coach
Reports To: TBS Manager
Status: Full Time, Non-Exempt

Mission Statement

Edgewood Center for Children and Families promotes the behavioral health of children, youth, and families and supports a positive transition to adulthood.

Position Summary

Assessing and ensuring the delivery of services delivered to clients, monitors their progress and ensure treatment goals are met.

TBS Coach Levels

TBS Coach – Competencies and Tasks

10. Responsible for ensuring that implementation of TBS incorporates the following values:
 - a. Individually tailored to a child's strengths and needs
 - b. Family Centered
 - c. Definite by specific goals with measureable outcomes
 - d. Defined by a specific transition plan with time frames
 - e. Flexible and responsive to changing needs and progress
 - f. Inclusive of goals towards community involvement
 - g. Culturally sensitive and relevant to the child and families identified culture
11. Facilitate a therapeutic relationship with assigned youth, building upon strengths and managing counter-transference.
12. Responsible for managing, coordinating and adhering to TBS client schedule. Includes updating client schedule weekly and providing schedule for TBS Managers.
13. Respond calmly and professionally to crisis, using effective conflict resolution and de-escalation techniques.
14. Timely, logical, accurate, concise, documentation of services provided, including TBS observation/assessment, direct services, monthly reviews and collateral contacts. Includes accurate interpretation of behavioral data and providing sufficient evidence to support conclusions regarding client's progress. Demonstrates an understanding of client's overall treatment, current condition and steps needed to help client achieve goals.
15. Follow established crisis protocol and is able to assess and seek consultation and support when necessary.
16. Participates in on-site peer supervision including group supervision and support to Behavioral Coaches. Participating in group and individual discussions with coworkers and displaying the ability to suggest possible interventions. Sharing previous experience to coworkers with similar challenges. Sharing their successful use of interventions with coworkers. Ability to present cases in an accurate, logical and concise manner. Ability to ask for specific support/suggestions from coworkers.
17. Collaboratively participate in Behavioral Plan development, including behavioral plan meeting as appropriate, and responsible for overseeing its consistent implementation. Ability to collaborate with the client, family and treatment partners in reviewing Behavioral Plan and obtaining appropriate Behavioral Plan signatures.
18. Provide initial behavioral interventions until appropriate coach is designated and assist with introduction of coach to client and caretakers.

19. Maintain consistent communication with caregivers and professionals, including weekly phone contact with therapist. Communication should include case/behavioral updates, gathering target behavior data, assessment/plan development.
20. Participate in treatment team meetings in collaboration with TBS Manager and clinical supervisor. Communication should include updates on progress toward benchmarks/goals, challenges to success and steps taken to overcome challenges, gathering target behavior data, assessment/plan development.
21. Collaborate with and obtain necessary paperwork from with agency partners such as Family Mosaic. Obtaining signatures from appropriate parties.
22. Model and teach effectively and respectfully in collaboration with family members, professionals, community resources and natural supports.
23. Provide on-site crisis support and coverage for emergencies and absences.
24. Participate in the recruitment and hiring process of new Coaches.
25. Responsible for managing and coordinating TBS car usage. Including making car reservations on appropriate calendar and ensuring agency vehicles have sufficient gas. Reporting mechanical problems/damage to the vehicle. Ensuring the cleanliness of agency vehicles.
26. Participate in TBS Quality Improvement and Utilization Review activities as assigned. Demonstrating the ability to accurately review and evaluate the audit readiness of client charts, accuracy of documentation and verifying the presence of appropriate signatures.
27. Participate in individual supervision with TBS Manager and Clinical Supervisor with commitment to feedback and professional growth. Demonstrating the ability to accurately report on current condition of clients and the effectiveness of interventions being used. Demonstrating the ability to identify challenges to success and ask for support to overcome challenges. Demonstrating the ability to respond effectively to feedback and to implement suggested plan to overcome challenges.
28. Participate in training and in-service opportunities with a commitment to continuous learning. Demonstrate the ability to implement tools learned in trainings.
29. Follow all agency policy and procedures.
30. Meets program efficiency standard.
31. Complete other tasks as assigned.

Senior TBS Coach – Competencies and Tasks

7. Meeting and exceeding all areas of TBS Coach
8. Meet the following expectations consecutively for three months
 - a. Meet or exceed 65% of required efficiency
 - b. Complete 100% of notes within 3 days of service
 - c. Have a note rejection rate of less than 15%
9. Demonstrate 3 of the following 6 leadership skills:
 - a. Mentor new/fellow coaches (required)
 - b. Create individualized interventions
 - c. Contribute to template
 - d. Present cases to the group
 - e. Contribute to TBS resources
 - f. Create individualized interventions
10. Demonstrate understanding of trauma-informed practices in school, community, and residential settings
11. Demonstrates autonomy in the following areas:
 - a. Time management
 - b. Schedules
 - c. Due dates
 - d. Charts
 - e. Daily/weekly/monthly tasks
 - f. Problem solving with QA

Applied Knowledge, Skills and Abilities

- B.A. in a related field from an accredited university or college, plus four years' experience
- Minimum of 1 year experience working directly with severely emotionally disturbed youth in community based treatment setting
- Experience working with families and community settings
- Experience and competence working with a multi-disciplinary team
- Excellent written and verbal communication skills
- Valid California driver's license

Physical, Environmental and Mental Requirements

- **Strength and Motion:** Occasionally required to push/pull objects up to 20 lbs, and to lift/carry objects up to 20 lbs. Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, sit for extended periods. Must be able to climb stairs, stoop, kneel and crouch.
- **Vision and Hearing:** Frequently required to read documents, written reports, and plans. Must be able to distinguish normal sounds with some background noise, as in answering the phone, interacting with residents and staff, etc. Must be able to speak clearly and understand/be understood using the English language.
- **Cognitive:** Frequently required to concentrate on moderate detail with constant interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time. Must be able to remember multiple tasks/assignments given to self and others over a period of several days.
- **Work Environment:** Exposure to varied office and mixed (residential/homes/school/ office) environments.
- **Equipment:** Frequently required to use a computer, phone, and fax machine.

Conditions of Employment

The Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of employees so classified. This position is subject to the provisions of the collective bargaining agreement with Teamsters Local 856.

Statement of Understanding

I have received a copy of this position guide and understand that if I have any questions about my job functions or conditions of employment listed above, I may discuss them with my supervisor.

Position: Community Care Manager
Reports To: Treatment Manager
Status: Full Time, Non Exempt

Mission Statement

To promote the Behavioral Health of children, youth and families and supports a positive transition to adulthood.

Position Summary

The Community Care Manager provides family based mental health counseling, support, crisis intervention, and case management services to children and families. The Community Care Manager is a member of a treatment team and provide services at the program site and in the community, including, but not limited to, hospitals, schools, and family homes.

Community Care Manager Levels

Community Care Manager 1 – Competencies and Tasks

1. Provides intensive home based services, intensive care coordination, individual rehabilitation, collateral, assessment, and case management services consistent with each client's individual treatment plan
2. Participates in program staff meetings
3. Ensures individualized services are: individually tailored to a child's strengths and needs, family centered, flexible and responsive to changing needs and progress, inclusive of goals towards increased community involvement, and culturally sensitive and relevant to the child and family's identified culture
4. Maintains accurate documentation and paperwork including but not limited to time sheets, reimbursements, and mileage
5. Attends and participates in regular supervision meetings
6. Maintains professional behavior at all times, appropriately representing Edgewood's mission and philosophy
7. Adheres to agency protocols (including, but not limited to, call out policy, medication management policy, outing policy, SIR documentation policy, etc)
8. Meets program documentation standard of 1,200 minutes per week

Community Care Manager 2 – Competencies and Tasks

1. Meeting and exceeding all areas from CCM 1 category.
2. Exceeds program documentation standard by 15% (1,380 minutes per week)

Applied Knowledge, Skills and Abilities

- Bachelor's degree + 2 years' experience in a related field.
- Valid driver's license and proof of insurance.
- Ability to communicate verbally, in supervision, meetings, and with members of the team.
- Demonstrated ability to work with families in a wide variety of cultural contexts and community settings.
- Excellent verbal, written and consultation skills; proven clinical documentation skills.
- Thinks independently and can make informed decisions when needed.

Physical, Environmental and Mental Requirements

- **Strength and Motion:** Occasionally required to push/pull objects up to 20 lbs, and to lift/carry objects up to 20 lbs. Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, sit for extended periods. Must be able to climb stairs, stoop, kneel and crouch.
- **Vision and Hearing:** Frequently required to read documents, written reports, and plans. Must be able to distinguish normal sounds with some background noise, as in answering the phone, interacting with residents and staff, etc. Must be able to speak clearly and understand/be understood using the English language.
- **Cognitive:** Frequently required to concentrate on moderate detail with constant interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time. Must be able to remember multiple tasks/assignments given to self and others over a period of several days.
- **Work Environment:** Exposure to varied office and mixed (residential/office) environments.
- **Equipment:** Frequently required to use a computer, phone, and fax machine.

Conditions of Employment

The employment relationship between the Agency and Employees is voluntary and at-will. Employees are free to terminate their employment for any reason at any time, with or without cause. Likewise, the Agency is free to terminate the employment relationship at any time, with or without notice. Should an employee find it necessary to leave, two weeks notice is considered reasonable.

The Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of employees so classified. Furthermore, they do not establish a contract for employment and are subject change at the discretion of the Agency.

Statement of Understanding

I have received a copy of this position guide and understand that if I have any questions about my job functions or conditions of employment listed above, I may discuss them with my supervisor.