



Union Proposal  
Bargaining Unit 4

Date \_\_\_\_\_

4:25pm  
8/28/19

*Kristine Rodriguez*  
Proposal No: 1  
*Harvey Hernandez*

*IA 21 26 28 Aug 19*  
*Blair*  
*Kristine Rodriguez*  
*Harvey Hernandez*  
*John Cleary*  
*Aracelis Reyes*  
*Strong*  
*2nd fl*  
*Shuffler*

The Union proposes the following language:

**11.31.4 Board of Equalization (BOE) California Department of Tax and Fee Administration (CDTFA) Call Center Differential (Unit 4)**

*Leo Bencasi*  
*Mame Folto*  
*[Signature]*  
*[Signature]*  
*Key Dates*  
*[Signature]*

Effective the first pay period upon ratification January 1, 2002, the State agrees to pay a one hundred fifty dollar (\$100150) per month pay differential to Tax Technicians I/II/III employees of the BOE CDTFA who perform at least fifty percent (50%) of their normal duties in the following assigned tasks, in recognition of the increased complexities and level of skills/knowledge required due to the implementation of the Automated Call Distribution System:

- A. Full-time employees in Unit 4 assigned to the Information Customer Service Center/800 Number, Customer and Taxpayer Services External Affairs Division.
- B. Full-time employees in Unit 4 assigned to the BOE District Field Offices performing

taxpayer counter services.

C. Less than full-time employees assigned to the above duties shall receive the differential on a pro rata basis, according to their reduced time base.

Karen Juffs  
Muriel Lombardo

J E Alcaraz

Freda Lopez  
Judy Gray

244  
Sheryl Allen

RM  
JM  
JM  
MP  
BLW  
KN  
RE



Union Proposal  
Bargaining Unit 4

Date \_\_\_\_\_

1:25pm  
8/28/19

Kristine Bodrig  
Proposal No: 1

Stacy Alvarado

Laura Gonzalez

[Signature]

Key D. Boss

[Signature]

IF  
2126 2019 8 19

The Union proposes the following language:

**11.32.4 California State Lottery (CSL) Call Center  
Differential (Unit 4)**

Effective the first pay period upon ratification January 1, 2002,

the State agrees to pay one hundred fifty dollars (\$100150) per month pay differential to employees of the CSL who perform full-time as Call Center 800 Operators (Lottery Customer Service Division) in recognition of the increased complexities and level of skills and knowledge required due to the implementation of the Automated Call Distribution System.

Bill  
Korbenoff's  
Gina [Signature]  
J. E. Alvarez

[Signature]  
Teresa [Signature]  
Sunny [Signature]  
2/1/19

[Signature]



Union Proposal  
Bargaining Unit 4

Date \_\_\_\_\_

1250M  
8/28/19

*Kristine Rodriguez*  
Proposal No: 1  
*Stephanie...*

The Union proposes the following language:

**11.33.4 Employment Development Department (EDD) Call Center Differential (Unit 4)**

Effective the first pay period upon ratification January 1, 2002,

in recognition of the increased complexity and level of skill/knowledge required and the changes in technology, laws and program requirements, the State agrees to pay a one hundred fifty dollar (\$100150) differential per pay period to the following EDD employees in the Tax Branch and Unemployment Insurance Branch who perform at least fifty percent (50%) of their normal work duties in an automated call distribution center and/or public service counter involving response to the general public or customer client contacts relating to multiple programs and/or services of the department:

Program Technician, Program Technician II, Program Technician III in the Call Center Collection Division, Call Center, Field Audit Compliance Division and Customer Service Counters (Field Audit and Compliance Division) of

*TA*  
*2127 28 Aug 18*

*Bell*  
*Theresa Jeffis*  
*Yvonne...*  
*J. Edwards*

*[Signature]*  
*Audrey...*

*[Signature]*  
*Jerry...*

*[Signature]*  
*Cheryl...*

*Lisa...*  
*Kelly D. Ross*  
*[Signature]*

the Tax Branch.

Accounting Technicians in the Call Center, Contribution Adjustment Group, Tax Processing and Accounting Division, Tax Branch and the Overpayments/1099 Group, Unemployment Insurance Branch.

*KL*  
*SM*  
*SM*  
*BW*  
*KD*  
*PS*

Part-time and intermittent employees performing the duties described above shall receive the differential on a pro rata basis.

*Handwritten signatures and initials:*  
*H. G. ...*  
*M. ...*  
*J. E. ...*

*Handwritten signature:*  
*Frederic ...*

*Handwritten signature:*  
*James ...*

*Handwritten signature:*  
*Spencer ...*



Union Proposal  
Bargaining Unit 4  
Date \_\_\_\_\_

L2501  
8/28/17

*Justin Rodriguez*  
Proposal No: 1  
*Hayden*

*IB 2127 28 Aug 19*  
*Bill*  
*Karen*  
*Janet*  
*J. O'Leary*  
*[Signature]*  
*Diana Lopez*  
*Sally*  
*[Signature]*  
*[Signature]*

The Union proposes the following language:

**11.34.4 Department of Consumer Affairs (DCA) Call Center Differential (Unit 4)**

Effective the first pay period upon ratification January 1, 2002, the State agrees to pay one hundred fifty dollars (\$100150) per month pay differential to Program Technicians I/II/III employees of the DCA who perform at least fifty percent (50%) of their normal duties in the following assigned tasks, in recognition of the complex workload and level and knowledge required to receive and respond to consumer calls:

*Lois*  
*[Signature]*  
*Kelly DeBos*  
*[Signature]*

- A. Full-time employees in Unit 4 assigned to the Information Center/800 Number, Consumer Information Center.
- B. Full-time employees in Unit 4 assigned to the Contractor's State License Board call center.
- C. Less than full-time employees assigned to the above duties shall receive the differential on a pro rata basis, according to their reduced time base.



Union Proposal  
Bargaining Unit 4

Date \_\_\_\_\_

6:25pm  
8/28/17

*Kristine Rodriguez*  
Proposal No: 1

*10/21/27 28 Aug 19*

The Union proposes the following language:

**11.35.4 California Public Employees Retirement System (CalPERS) Call Center Differential (Unit 4)**

Effective the first pay period upon ratification, in

recognition of the increased complexity and level of skill/knowledge required and the changes in technology, laws and program requirements, the State agrees to pay a one fifty hundred dollar (\$100150) differential per pay period to the following CalPERS employees who, at least fifty percent (50%) or more of their time, are assigned to call centers and public service counters to perform duties involving response to the general public or customer/client contacts relating to multiple programs and/or services of the department.

Benefit Program Specialist (all ranges)

Senior Benefit Program Specialist

Part-time and intermittent employees performing duties in the class levels described above shall receive the differential on a pro-rata basis, according to their time base.

*BUY*  
*Kerri Jeffers*  
*Judi Stewart*  
*J & G Leary*  
*[Signature]*  
*Freda Lessee*  
*Jess / [Signature]*  
*[Signature]*  
*[Signature]*

*[Signature]*  
*[Signature]*  
*[Signature]*  
*[Signature]*



Union Proposal  
Bargaining Unit 4

6:25 PM  
8/28/19

Date \_\_\_\_\_

*Kristin Rodriguez*  
Proposal No: 1

*IA 2128 28 Aug 19*

*BUY*

*Karen [unclear]*

*Mina [unclear]*

*J. [unclear]*

*[unclear]*

*Trish [unclear]*

*Jerry [unclear]*

*[unclear]*

*[unclear]*

The Union proposes the following language:

**11.36.4 State Teachers' Retirement System (STRS) Call  
Center Differential (Unit 4)**

Effective the first pay period upon ratification, ~~the~~ State agrees to pay a one hundred fifty dollar (\$~~400~~150) per month pay differential to the following employees of the STRS in recognition of the complex work and level of skill and knowledge required to receive and respond to 800- telephone line calls from STRS members contacting the Public Service Office.

*Angela [unclear]*  
*Lisa [unclear]*  
*[unclear]*  
*Idy De Ross*

- A. Full-time employees in the Pension Program Representative classifications who perform the work described above at least fifty percent (50%) or more of their time.
- B. Part-time and intermittent employees performing the duties described above shall receive the differential on a pro rata basis.





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Bargaining Unit 4

Date \_\_\_\_\_

6:25pm  
8/28/19

*Kristine Rodriguez*  
Proposal No: 1  
*Steph Minn*

TA/2128 28 Aug 19

The Union proposes the following language:

**11.66.4 Department of Motor Vehicles (DMV) Call Center Differential (Unit 4)**

Effective the first pay period upon ratification, in recognition of the increased complexity, level of skill/knowledge required, changes in the technology, laws, and program requirements, the State agrees to the pay a one hundred fifty dollar (\$~~100~~150) differential per pay period to the following DMV employees who perform at least fifty percent (50%) of their normal work duties in a call center.

This call center differential will apply only to the three (3) official call centers located in Sacramento, Fresno, and Riverside.

Motor Vehicle Representative

Senior Motor Vehicle Technician

*Here's [unclear]*  
*under [unclear]*  
*J.E. Alcaraz*  
*[Signature]*  
*[Signature]*  
*[Signature]*  
*[Signature]*

*Rosa Garcia*  
*[Signature]*  
*Willy Duran*  
*[Signature]*

Part-time and intermittent employees performing the duties described above shall receive the differential on a pro rata basis.

*Gerard J. P. Jr.*  
*Mendi Matsumoto*  
*J. E. Alcaraz*

*[Signature]*  
*Dyala Kessee*  
*Larry Mas*

*2011*  
*[Signature]*

*[Handwritten initials]*  
*[Handwritten initials]*  
*[Handwritten initials]*  
*[Handwritten initials]*  
*[Handwritten initials]*  
*[Handwritten initials]*



Union Proposal  
Bargaining Unit 4

Date \_\_\_\_\_

6:25 PM  
8/28/19

*Kristine Rodriguez*  
Proposal No: 1  
*Steph...*

*TR*  
*2128 28 Aug 19*

The Union proposes the following language:

**11.68.4 Health Benefit Exchange Call Center Differential  
(Unit 4)**

*BUY*  
*Herb...*  
*Sydney...*  
*JE A...*

*[Signature]*  
*Fryda...*  
*Tony...*

*24/1*  
*[Signature]*

Effective the first pay period upon ratification May 1, 2013, the

State agrees to pay a one hundred fifty dollar (\$100150) per month pay differential to Program Technician employees of the Health Benefit Exchange who perform at least fifty percent (50%) of their normal duties responding to inquiries from the public and/or customer client contacts from an automated call distribution system in the call center. This differential is in recognition of the increased complexities and level of skills/knowledge required due to the implementation of this new call center. Less than full-time employees assigned to the above duties shall receive the differential on a pro rata basis, according to their reduced time base.

*[Signature]*  
*[Signature]*  
*Kelly DeRosier*  
*[Signature]*