Update 2007-9: Common Place Handbook
Workload Standards, Policies and Procedures

Background
Workload standards, policies and procedures are outlined in the Common Place Handbook. This section does not supersede or conflict with the Memorandum of Agreement (MOA) between the County of Santa Clara and Local 535 Worker Chapter (now known as SEIU 521/CTW, CLC). It simply clarifies Agency policy as it relates to the contract.

Changes
Chapter 60 of the Common Place Handbook is updated to reflect current workload standards, policies and procedures in accordance with the MOA dated October 18, 2006.

Implementation
These changes have been in effect since October 18, 2006.

SSPMs
Social Services Program Managers (SSPMs) must review this section with their respective Supervisors and Office Management Coordinators (OMCs) to ensure current policy is being followed.

Clerical
OMCs must review this section with their respective staff to ensure clerical staff are up to date with current policy.