

COLLECTIVE BARGAINING AGREEMENT

between the

**Legal Services Staff Association
National Organization of Legal Services Workers
International Union UAW, Local 2320, AFL-CIO**

and

Legal Services NYC

July 1, 2024 - June 30, 2027

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Article 1 – The Union/Management Relation

COLLECTIVE BARGAINING AGREEMENT dated as of this 7th day of March 2025 and between the LEGAL SERVICES STAFF ASSOCIATION, National Organization of Legal Services Workers, International Union, UAW, Local 2320, AFL-CIO, (the “Union”) and LEGAL SERVICES NYC (LSNYC) and THE CONSTITUENT CORPORATIONS OF LSNYC and any other PROGRAM, DIVISION, or PROJECT administered by LSNYC (LSNYC, Constituent Corporations (CC) and the Other Programs, Divisions or Projects being hereinafter referred to as the “Employer”), DECLARE:

1.0 THE UNION/MANAGEMENT RELATION

1.1 Union Recognition

The Employer hereby recognizes the Union as the sole and exclusive bargaining representative of employees of the Employer listed in the classifications described in the Office of Collective Bargaining Decision No. 46-47 (Docket Nos. RU-340-72, RE-25-73 and RE-70-74) dated September 9, 1974 supplementing Decision No. 85-73, dated October 29, 1973, as follows: Reginald Heber Smith Fellows, Senior Social Worker, Social Worker, Senior Attorney, Staff Attorney, Legal Services Assistant, Investigator, Staff Secretary, Executive Secretary, Clerk Messenger, Community Aide, Coordinating Attorney, Law Student paid 100% from LSNYC budget, Accounting Assistant, Maintenance Person, Switchboard Operator, Receptionist, Law Graduate, Food Law Training Coordinator, Process Server, Food Law Research Coordinator, Intake Officer, Mailroom Specialist, Network & Systems Engineer, Database Programmer/Analyst, Communications Associate, Executive Secretary to the Development Department, Technical Support Associate, Technology Coordinator, Accounting Associate, Accounts Payable Specialist, Clerk Typist, Database Administrator, Development Associate, Development Officer, Development Writer, Executive Secretary II, Grants and Contracts Specialist, Hotline Paralegal, Intake Paralegal, Justice Learning Center Program Associate, Network & Systems Specialist, Payroll Specialist, Pro Bono Attorney, Reader, Lead Accountant, Grant Accountant III, Social Worker/Case Manager, Specialist, Grant Accountant I, Grant Accountant II, Tenant Organizer, Technology Production Assistant. Some of these titles were not part of the OCB ruling but were subsequently added by mutual agreement of the parties. All Unit Director Classifications originally certified as Union lines, have subsequently been removed from the unit on consent. Any additional titles created shall be represented by the Union, if appropriate.

1.2 New Programs

Any employees of newly created or affiliated programs, divisions or projects shall be accreted to the unit and such program, division or project, shall be considered an Employee for all purposes, subject to the following: The parties shall meet to determine whether these entities and their employees shall be subject to the terms of this Agreement in light of applicable labor law. If there is no agreement between the parties and the matter is submitted to arbitration, the arbitrator shall be bound by applicable labor law.

1.3 Employees of New Programs

Any employee of newly created or affiliated Constituent Corporations shall be accreted to the unit and such corporation shall be considered an Employer for all purposes.

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1.4 LSC Communications

The Employer will provide copies to the Union of all non-confidential communications from the Legal Services Corporation which are distributed to all Legal Services Corporation grantees nationally, except for communications which appear in the Federal Register.

1.5 Non-Managerial, Non-Union Workers

(A) The parties recognize that the presence of large numbers of non-managerial, non-Union workers undermines the proper role of the Collective Bargaining Agreement, thus the Employer agrees not to allow such workers to work in such numbers as will undermine the Collective Bargaining Agreement. The term “workers” includes but is not limited to fellows receiving stipends from law schools.

(B) Grievances regarding this **Section 1.5** may only be initiated by the Union delegate or by a member of the Union’s Executive Committee.

1.6 Labor-Management Committee

(A) Establishment

The employer and the Union, have recognized that cooperation between management and employees is indispensable to the accomplishment of sound and harmonious labor relations, shall establish a Labor-Management Committee.

(B) Mandate

The committee shall consider and recommend changes in the terms and conditions of the employment of employees who are covered by this Agreement, as well as those matters related to Educational Loan Reimbursement Fund, Occupational Safety and Health matters, training needs, and other concerns. Matters that are the subject of active bargaining shall not be appropriate items for consideration by the Labor-Management Committee. The existence of the Committee does not in any way interfere with or replace grievance rights or other rights in the Collective Bargaining Agreement. The Committee shall gather relevant information, consider issues as discussed above, and make recommendations.

(C) Composition

The committee shall consist of eight (8) members who shall serve one or more terms, with each term lasting one year. The Union shall designate four (4) members, which shall include the Union President, and the Employer shall designate four (4) members, which shall include the Chief Operating Officer. Vacancies shall be filled by the appointing party for the balance of the term to be served. Each member may designate one alternate. The committee shall select a chairperson from among its members at each meeting. The committee shall create subcommittees to ensure all matters are adequately addressed. The Chair for each meeting shall alternate between members designated by the Employer and the members designated by the Union. Unless otherwise designated, the Chair shall alternate every other meeting

Article 1 – The Union/Management Relation

between the Union President and the Chief Operating Officer. Representatives shall be given reasonable release time to prepare for the participation in Labor-Management Committee activities.

(D) Meetings

The Committee shall meet for 4 hours, at least quarterly, at the call of either the Union members or the Employer members at times agreeable to both parties. At least one (1) week in advance of a meeting, the party calling the meeting shall provide to the other party a written agenda of matters to be discussed. Nothing in this section shall be construed to prevent topics from being added by either side on shorter notice. Both sides shall make best efforts to provide documents relevant to the agenda in advance of the meeting. Recommendations and other committee decisions shall be made by modified consensus. Minutes shall be kept and copies supplied to all members of the Committee and to the Executive Director of LSNYC and the President of the Union. Committee recommendations shall be reduced to writing and submitted to the Employer and the President of the Union.

1.7 Bulletin Boards

The Employer shall make available to the Union reasonable space for the Union to place a bulletin board in each office. All notices placed on these boards by the Union shall be on Union stationery and shall be used only to notify employees of matters pertaining to Union affairs.

1.8 Use of Employer Facilities

Upon request to the responsible official in charge of a work location, the Union may use Employer's premises for meetings, consistent with this contract, but such meetings may only be held during employee's lunch hours and non-working hours, subject to availability of appropriate space, and must not unreasonably interfere with Employer business. Such notice should be at least twenty-four (24) hours in advance, when possible.

1.9 Release Time

(A) 1. Union delegates in each office may use reasonable work time for contract administration and grievance processing. A designated member of the Union Executive Committee may substitute for the office delegate to process individual grievances. Necessary parties shall be released from work for attendance at arbitration or contractual committee sessions scheduled during work hours.

2. In order for all Union employees to attend shop meetings held on site during lunch hour, the Employer agrees to cover reception, telephone intake, and hotline, upon 48 hours' notice, for no more than one (1) shop meeting per month. Except in emergency situations, it is understood that such shop meetings will be arranged with maximum notice to the Employer.

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3. All other Union activity shall be during non-working time, except seven (7) members may be designated by the Union as its Negotiating Committee and may use reasonable work hours for contract preparation and negotiations.
- (B) The Union President shall be given and shall take five (5) days' release time per week. The Employer will pay for the benefits and three days of wages per week of the Union President's salary.
- (C) The Union Delegate at Large shall have the right to take up to two days of release time per week, with salary for those leave days to be paid by the Union.

1.10 No Strikes

Neither the Union nor any employee shall induce or engage in any strikes, slowdowns, work stoppages, mass absenteeism, or induce any mass resignations during the term of this Agreement.

1.11 No Lockouts

The Employer shall not lock out its employees during the term of this Agreement.

1.12 Agency Shop

It shall be a condition of employment under this Agreement that all employees covered hereunder shall be members of the Union in good standing, except that if a person chooses not to join the Union, they shall pay registration and agency fees to the Union in such amounts as the Union may prescribe. In no event shall the registration or agency fee exceed, respectively, the initiation fees or dues required of Union Members.

2.0 CHECK-OFFS/DEDUCTIONS

2.1 Dues/Fees

(A) Deduction

Upon written authorization from the employee affected, the fiscal department of LSNYC shall deduct from the wages of each employee covered by this Agreement, all such fees and dues as are prescribed by the Union (see Appendix B attached).

(B) Termination for Failure to Pay

If, within thirty (30) days of employment, an employee fails to be a member in good standing of the Union or fails to pay a registration fee or to commence paying agency fees as stated in **Section 1.12** above, the Employer, upon request by the Union, shall discharge said employee. Upon subsequent failure to maintain membership in good standing or to pay agency fees, the Employer, upon request by the Union, shall discharge said employee.

(C) Opportunity to Pay

If an employee pays the requisite dues or fees within five (5) days of receiving notice of termination pursuant to **Section 2.1(B)**, the termination shall be rescinded.

(D) Remission to Union

The Employer shall remit monthly to the Union all Union dues and fees collected pursuant to this Article, no later than five (5) days after receipt by the Employer from its payroll data processing contractor of a statement of the amount withheld from the prior month's payroll checks pursuant to this article.

(E) Suspension During Unpaid Leave

During any period of unpaid leave of absence, these provisions shall be suspended.

2.2 Liability Arising from Enforcement

The Union shall indemnify and hold the Employer harmless against liability or economic loss that shall arise out of or by reason of action taken by the Employer, which action was requested by the Union under the provisions of this article.

Nonetheless, the Union shall have no obligation to indemnify the Employer if the Employer:

(A) Fails to notify the Union within ten (10) business days of any suit brought or claim made against the Employer as a result of the operation of this article; or

(B) Confesses judgment or settles any such claim without the Union's consent; or

(C) Fails to appear or defend in good faith any suit brought as a result of the operation of this article.

Article 2 – Check-Offs/Deductions

2.3 Credit Union Deductions

The Employer shall deduct such Credit Union payments as authorized in writing by the employee and shall forward said payments to the credit union in place at the time of payment of the employee's paycheck.

2.4 UAW V-CAP

- (A) The Employer agrees to deduct from the pay of each employee voluntary contributions to UAW V-CAP, provided that such employee executed or has executed the following "Authorization for Assignment and Check-off of Contributions to UAW V-CAP" (hereinafter "V-CAP form") (see **Appendix C**). The Employer will continue to deduct the voluntary contributions to UAW V-CAP from the pay of each employee for whom it has on file an unrevoked V-CAP form.
- (B) Deductions shall be made only in accordance with the provisions of, and in the amounts designated in, said V-CAP form together with the provisions of this section of the Agreement.
- (C) A properly executed copy of the V-CAP form for each employee for whom voluntary contributions to UAW V-CAP are to be deducted shall be delivered to the Employer before any such deductions are made, except as to employees whose authorizations have heretofore been delivered. Deductions shall be made thereafter, only under applicable V-CAP forms which have been properly executed and are in effect.
- (D) Deductions shall be made pursuant to the forms received by the Employer, from the employee's first Union dues period in the first month following receipt of the V-CAP form and shall continue until the V-CAP form is revoked in writing.
- (E) The Employer agrees to remit said deductions promptly to "UAW V-CAP", care of the International Union, United Automobile, Aerospace and Agricultural Implement Workers of America (UAW). The Employer further agrees to furnish UAW V-CAP with the names and addresses of those employees for whom deductions have been made. The Employer further agrees to furnish UAW V-CAP with a monthly and year-to-date report of each employee's deductions. This information shall be furnished along with each remittance.

3.0 RIGHTS OF TEMPORARY, PERMANENT & STUDENT WORKERS

3.1 Temporary Employees

(A) A temporary employee who works fourteen (14) or more hours per week shall be deemed an employee within the meaning of this Agreement, entitled to all the benefits and subject to all the burdens thereof, after having worked three (3) months or if the employee has been hired with the expectation of his/her being employed at least three months, except that termination of his/her employment at the end of the period for which he/she has been hired shall not be grievable. The Employer recognizes the Union's concern that hiring large numbers of temporary employees tends to undercut the proper role of this Collective Bargaining Agreement. The Union recognizes the Employer's need to hire temporaries in individual cases and in circumstances such as grants of funds for limited duration and funds that will not recur. Based upon these mutual recognitions the Employer agrees not to hire temporaries in such numbers as will undermine the Collective Bargaining Agreement.

(B) A temporary employee employed for less than three (3) months shall have a probationary period equal to the term of employment. Temporary employees employed for three (3) months or longer, shall have the normal probationary period for the classification. In no case shall an employee be retained in temporary status for more than eighteen months.

A temporary employee shall be defined as one:

1. Replacing an employee on a leave of absence; or
2. Hired for a period of not more than twelve (12) months; or
3. Hired on a line, the grant for which has not been renewed at least once for at least twelve (12) months.

Any current or newly hired employee not covered by the above definition shall be classified as a permanent employee.

(C) In the event that a temporary worker is hired, the Personnel Action Form for the hiring of that temporary worker must reflect the reason for which that worker was hired and the rate at which that worker was hired.

(D) Before a temporary employee is hired as a permanent worker, the permanent position shall be posted in accordance with § 17.10 of the Contract.

(E) The total number of temporary employees in each project shall be kept at levels that do not undermine the CBA. To help ensure that projects comply with the CBA, Management shall process Personnel Action Forms promptly, and if approved, promptly forward them to the Union pursuant to § 11.5(D)(2). The parties recognize that § 3.1(A) provides that temporary employees may be hired in individual cases and in circumstances such as grants of funds for limited duration and funds that will

Article 3 – Rights of Temporary, Permanent & Student Workers

not recur. Temporary hiring is intended to apply primarily to situations where staff is being hired to cover another staff member's leave, or where the funding for the position is time-limited, such as for a pilot program or in response to a discrete event. Management will not unilaterally extend temporary positions beyond twelve (12) months except for situations covering an extended parental or medical leave situation or unanticipated extension of other leave, and no grievance rights are created simply through such an extension of temporary status up to eighteen (18) months, as provided by § 3.1(A).

3.2 Permanent Employees

A permanent employee who works fourteen (14) or more hours per week, is entitled to all benefits, including but not limited to, prorated sick and annual leave and all health benefits not precluded by the contract with health insurance carriers.

3.3 Law Students

Law Student employees paid 100% out of LSNYC's budget shall receive sick leave and those health benefits not precluded by the contract with the health carriers. They shall not accrue annual leave.

3.4 Temporary Agency Workers

No collective bargaining unit position may be filled by a person(s) placed in a program from a temporary employment agency for a period of more than six (6) weeks except where the person(s) is filling in for an employee who is on a leave from which the employee is expected to return. Under this exception the maximum amount of time temporary employment agency work may be used is four months.

3.5 Other Individuals Not on Payroll

Non-management, non-bargaining unit individuals who are doing bargaining unit work at LSNYC for more than 21 hours per week but are not on payroll may do such work for no more than one year.

4.0 HOURS AND DAYS OF WORK

4.1 Payment for Time Beyond 35 Hours Per Week

(A) Non-Exempt Employees

- (1) This section shall apply to employees eligible for overtime who work in excess of thirty-five (35) hours per week from Monday to Friday.
- (2) All leave time taken will be paid at straight-time pay.
- (3) Actual hours worked up to 40 hours will be paid at straight-time pay.
- (4) Actual hours worked over 40 hours will be paid at time and one-half as required by law.

(B) Exempt Employees

It is understood that employees exempt from paid overtime may work extended hours. In light of this, consideration will be given to requests for adjustment of hours in a work day. When a work assignment can only be done outside regular business hours, it will be assigned whenever possible on a voluntary basis. Employees who do not volunteer shall not be subject to discipline or retaliation.

(C) Not for Lunch Hour

Lunch hours may not be shortened in order to earn overtime, or unless the Project Director or Supervisor agrees otherwise, to shorten the working day.

4.2 Overtime; Prior Approval

Prior approval for work which results in payment beyond an employee's base 35-hour regular pay overtime must be obtained from the employee's Project Director or Managing Attorney or a person authorized by them to grant such prior approval. Such approval shall not be unreasonably withheld. On occasion, LSNYC recognizes that an employee may be unable to secure advance supervisor approval of overtime. Under these circumstances the employee may use their professional judgment to determine if overtime is necessary and earn up to two and one half (2.5) hours of overtime per pay period without prior approval. The employee shall notify their immediate supervisor and Project Director as soon as possible of the need to work beyond 35 hours by cell phone or email. Non-exempt employees shall not be required to involuntarily shift or modify their regular schedule in a way that undermines the employee's eligibility for overtime pay (payment for time beyond 35 hours).

4.3 Arrival Time; Grace Period

There shall be a minimum grace period for arrival in the office of ten (10) minutes per day in each office. Extension of such grace period on an office by office basis shall be allowed in the discretion of the Project Director or Managing Attorney. It is recognized that the grace period is not a reduction of the work week.

4.4 Part-Time Work Schedules for People 65 and Over

Requests to reduce hours to twenty-one (21) hours per week from Employees who are 65 years old or older and who have worked for LSNYC for twenty-five (25) years or more will only be denied because of office or program needs. Permission for and rescission of a

Article 4 – Hours and Days of Work

part-time work schedule shall be in the discretion of the Project Director subject to the limitation regarding program need and shall not be arbitrable. However, if a Project Director determines, based on office or program needs that the part-time schedule should be rescinded, the affected employee will be given no less than one month's notice of the date the employee is expected to return to full-time work. If the employee declines the full-time position, the employee will have the option of accepting a layoff with recall rights and no retirement benefits under § 5.7 or of accepting a layoff with no recall rights and with retirement benefits under § 5.7.

4.5 Holidays

(A) List of Holidays

Employees shall be entitled to the following holidays with pay:

New Year's Day

Martin Luther King Jr. Day

Lincoln's Birthday

Washington's Birthday

Memorial Day

Juneteenth

Independence Day

Labor Day

Indigenous People's Day (2nd Monday in October)

Election Day (Tues. after 1st Mon. in Nov.)

Veterans Day

Thanksgiving Day & Friday immediately following

Christmas Day

(B) Holidays Falling on Weekends

Holidays that fall on a Saturday will be scheduled for the previous Friday and those that fall on a Sunday will be scheduled for the following Monday.

(C) New York State Dates

When a holiday is celebrated on different dates by the federal and state governments, the holiday will be celebrated on the date fixed by the state.

(D) Holiday Court Appearances

An employee who must make a Court appearance on one of the days enumerated in § 4.5(A) shall receive an additional leave day in its place. Said day shall not be added to accrued annual leave.

(E) Annual Notice of Dates

On or before January 1 of each year, the Employer shall notify all employees of the date on which the enumerated holidays will fall in that calendar year.

Article 4 – Hours and Days of Work

(F) **Early Office Closings**

(1) LSNYC's offices will close at 3:00 p.m. on the business day before the following holidays.

New Year's Day
Martin Luther King Jr. Day
Memorial Day
Independence Day
Juneteenth
Labor Day
Indigenous People's Day (2nd Monday in October)
Thanksgiving Day
Christmas Day

(2) Employees who are working the business day before the holidays set forth above may not leave earlier than 3:00 p.m. (unless they take personal leave time) or adjust their schedule (come in early, skip lunch, etc.) to leave earlier than 3:00 p.m.

(3) Employees who are working until 3:00 p.m. on the business day before the holidays set forth above, may enter two hours of administrative time. Paid administrative time will be available to employees who are on sick leave, vacation, or other PTO for the day.

4.6 Adjustment to Time Record/Deduction in Pay

The Employer shall give written notice to the employee of any alteration of the employee's time records within three (3) days after making the alteration, except if such alteration will result in a reduction of pay. In such cases, the Employer shall give the employee ten (10) days written notice prior to the alteration taking effect.

4.7 Regular Working Hours

All staff may adjust their schedules within the hours of 8am – 6pm, consistent with the nature of their work and other staffing/work needs of the office, upon consent of management. Flex schedules will be for not less than one-year periods, unless there are extenuating circumstances. This memo is not intended to change an existing scheduling agreement for any particular staff member.

4.8 Remote Work at LSNYC

Delivering high-quality, client-centered services through a community lawyering model is critical to our mission. Technology and recent experience show us that much work can be done effectively from home, and also that some work cannot be done effectively from home.

1. Unless otherwise specified, employees whose jobs can be performed remotely are permitted to work remotely, on a regular basis, up to five (5) days a pay period for full-time employees and up to fifty percent (50%) of the days in a pay period for part-time

Article 4 – Hours and Days of Work

employees. Notwithstanding the foregoing, employees in their probationary period may be required to be in the office more frequently for training and professional development.

- (a) Hotline paralegals employed by the central access line, in recognition of the unique nature of their job duties, may work remotely up to five (5) days a week but are expected to be in the office for duties or obligations, including training, supervision, duties related to clients or practice group, and office needs.
- (b) During the term of the 2024-2027 collective bargaining agreement, the Employer will continue to explore remote work opportunities for full-time employees who are not currently eligible for the benefit described in paragraph 1 above.

2. Employees will collaborate with their supervisors to develop a remote work schedule, which shall be in writing and shall be approved by their supervisor before being permitted to work remotely. The approved schedule will take into account any specific duties or obligations, including training, supervision, duties related to clients or practice group, office needs, and the employee's needs.

An employee's schedule may be temporarily adjusted at the request of the employee or the supervisor due to client, office, case needs or personal emergencies. These requests must be made no later than 3:00 pm the day prior, or as soon thereafter as practicable under the circumstances in order to make necessary arrangements for coverage. Permission to work remotely in these circumstances will not be unreasonably withheld.

3. An in-person day for offsite work (e.g., working from a clinic, courthouse, or other client-based location) shall be defined as at least four (4) hours or more of in-person work, including travel time.

4. While working remotely, employees are expected to:

- (a) Be available and engaged in work during their working hours and be responsive by email or by phone similar to as if they were in the office;
- (b) If an employee is unavailable during their working hours, they must account for their time in Legal Server and use appropriate leave time in accordance with Articles 6.2(D) and 6.4;
- (c) Make themselves available for emergencies that may affect their clients or colleagues. This may require, for example, that they call their client, call the court, or go to court or come into the office if necessary; and
- (d) Remote work must happen in an environment consistent with the privacy and confidentiality appropriate for the type of work being done. If employees are unable to maintain the level of confidentiality and security necessary when performing remote work, they should work at the office.

5. Employees may not work remotely if such work unduly burdens other coworkers.

Article 4 – Hours and Days of Work

6. Employees shall offer to hold client meetings in-person or remotely based on the client's preference. Excluding hybrid or virtual meetings and trainings, employees are also expected to come into the office for meetings with supervisors, team/unit/project/staff meetings, and trainings, when requested and with seventy-two (72) hours' notice or as much notice as is practicable under the circumstances.

7. If an employee is sick with a communicable illness, including but not limited to COVID19, but otherwise well enough to work, they have the ability to work remotely outside the scope of the allotted days per pay period. However, if an employee takes sick time, there is no expectation that they perform work and they must record it as such in Legal Server.

8. Remote work may be a reasonable accommodation for a qualifying disability that is separate and apart from the above Remote Work policy. Please contact the Benefits Administrator and/or your union representative to learn more about reasonable accommodations. This policy in no way curtails the ability of those applying for a reasonable accommodation to utilize the remote work provisions described above.

9. LSNYC shall provide staff whose jobs can be performed remotely with a laptop (including a built-in webcam).

10. All employees, regardless of whether they are working remotely or in-person, are required to work weekly hours consistent with Article 4.1(A) and their job duties.

5.0 ECONOMIC BENEFITS

5.1 Insurance Coverage

- (A) The Insurance coverages provided by the Employer are the following:
1. Health Insurance: Employer will provide health insurance at a cost of 1% of employee's salary for the employee, their children and Eligible Spouses under one of the following two plans, at Employee's option:
 - a. CIGNA Open Access Network, group medical/hospitalization plan that provides both in-network and out-of-network benefits as described in the Summary of Benefits.
 - b. HIP, an Emblem Health company that provides in-network only benefits for medical care and hospitalization, with no out-of-network benefits as described in the Summary of Benefits.
 2. Guardian Life Ins. Company underwrites our dental plan (Policy No. 291131). There are both in-network and out-of-network providers. The annual maximum for benefits is \$3,500.
 3. Life Insurance (Policy No. Life – GL 131452) and Accidental Death and Dismemberment coverage (Policy No. VAR 201591) are offered by First Reliance Standard Life Insurance Company. The carrier may change within each three-year period but the terms remain the same. The life benefit pays one-and-one-half times your annual salary to a maximum of \$200,000. The benefit reduces at age 65. The AD&D benefit pays one-and-one-half times your annual salary to a maximum of \$200,000. This benefit reduces at age 70.
 4. Short Term Disability is covered by Guardian (Policy No. 00291131). All claims must be filed within 30 days of the onset of the disability. The short-term disability policy will reimburse 40% of salary up to a \$1,150 weekly maximum. The plan does not exceed 26 weeks of paid benefits in a 52- week period. The carrier may change within the three-year contract period, but the terms remain the same.
 5. Long Term Disability coverage is carried by First Reliance Standard Life Insurance Co. (Account No. 108694). Eligibility begins after 180 consecutive days of total disability. Maximum total benefit is 60% of monthly earnings up to a maximum of \$6,000 per month.
 6. LSNYC will arrange to provide educational material to all employees on the availability of the home delivery pharmacy service, which provides cost savings for mail-order prescription drugs.
 7. Employee Assistance Program: LSNYC will maintain an Employee Assistance Program (EAP) which all employees may use, regardless of that employee's

Article 5 – Economic Benefits

health insurance provider. The EAP is intended as a resource; LSNYC shall not mandate that any employee use the EAP as a condition of continued employment.

8. Vision Coverage: LSNYC offers the VSP-Base Plan for vision coverage. Employees may elect to cover themselves, spouse, and/or children. The employer and the employee will each be responsible for 50% of the premium.

(B) Definitions of Eligible and Ineligible Spouses

Eligible Spouses are those spouses who: 1) are not eligible through their own employers for a comprehensive health plan, including an HMO, or 2) earn less than \$96,000 per year and are not eligible through their own employers for any comprehensive health plan, including an HMO where the employer pays at least 50% of the premium. For purposes of this contract other spouses will be referred to as Ineligible Spouses.

- (C) An employee who seeks to include an eligible spouse in an LSNYC plan with no additional contribution must do the following:

1. If the spouse is employed, they shall provide a signed statement establishing eligibility and an appropriate authorization for Release of Information, limited to health care coverage, premium costs, and employee contribution rates, from said employer;
2. If the spouse is not employed, they shall execute a sworn attestation to the effect that employer-paid health insurance benefits as defined above are not available to them.

- (D) An employee who seeks to include an ineligible spouse in the employee's healthcare plan must contribute the cost of adding the ineligible spouse to the plan.

- (E) Employees may opt for either of the following incentives for Eligible Spouses instead of choosing LSNYC health insurance coverage:

1. Employees will be reimbursed by LSNYC for the cost of their eligible spouse's health insurance premiums up to \$4,800 a year during the term of this agreement, as long as employee reasonably demonstrates to Employer's satisfaction that such payments have been made. Such reimbursement will be in the form of added salary paid out in bi-weekly paychecks, and shall continue to be paid directly to the employee as long as employee remains eligible for this reimbursement or, if feasible, paid through a Premium Only Plan (or POP).

Article 5 – Economic Benefits

2. Employees shall receive an incentive payment of \$4,000 in the first year in which an eligible spouse opts out of coverage and \$2,000 in subsequent plan years after the “switch” year.

- (F) Employees may waive coverage for themselves and/or their dependent children as follows:
1. In the first plan year that an Employee waives health care coverage entirely by certifying that they and their dependent children (where applicable) receive alternative coverage they shall receive a switch incentive in an amount equivalent to 50% of the current cost of HIP/HMO coverage for the individual employee or for the employee and dependent children, as applicable.
 2. In the first plan year that an employee waives coverage for dependent children and retains individual coverage by certifying that such dependent children receive alternative coverage, they shall receive a switch incentive of 50% of the difference between the annual cost of HMO coverage for such other family members and for an individual.
 3. These incentives will be 25% in subsequent plan years after the “switch” year.
- (G) LSNYC will maintain an FSA plan to allow employees to use pre-tax dollars to pay for eligible healthcare and dependent expenses up to the maximum limit as set by the IRS.
- (H) All premiums shall be paid by the Employer, except as otherwise provided for in this contract (See **Section 6.8(C)**, new **Section 5.1(A-F)**, **5.7(A)**).
- (I) Employees shall submit their insurance claims directly to the appropriate insurance carrier. The Employer shall provide each office with appropriate claim forms and other information necessary to process such claims and shall arrange for at least two (2) visits per year by the Employer’s health administrator or consultant to each office to explain and answer questions about health coverage, procedures for payment and any other relevant topics.
- (J) In the event of unilateral changes by the carrier, the Employer and the Union shall negotiate and agree upon appropriate alterations in coverage.

5.2 **403(b) Retirement Plan**

The Employer shall contribute 7% of gross pay to the plan. Contributions shall be made on behalf of employees with one year or more of service in the program and shall provide for immediate vesting. Eligible employees may contribute to the plan from their first day of hire.

5.3 Educational Loan Reimbursement

- (A) General Provision: LSNYC shall establish a fund of \$260,000 per year to assist bargaining unit members with educational debt (i.e. law school, social work school, undergraduate, graduate, paralegal certificate, etc.) related to their job function. Benefits provided under this fund will be determined based on household income and assets in the fund and will be contingent upon fulfillment of term-of-employment obligations that will be determined. LSNYC will establish a Union-Management Committee to make recommendations for an appropriate mechanism for administration of this fund. The parties agree that applications for loan reimbursement will open by April 30th in each calendar year and that the \$260,000 provided for loan reimbursement will be distributed by August 1st in each calendar year based on eligibility during the prior calendar year. The plan shall distribute available funds based on level of indebtedness and family income and in accordance with the plan adopted by the LSNYC board. In the event the entire fund is not disbursed in any single year, LSNYC will roll over and add the remaining balance to the following year's fund.
- (B) New Employees: All employees hired in the previous twelve months before applications open will be eligible for reimbursement for the portion of the previous calendar year that they were employed by LSNYC.

5.4 Education Fund

- (A) The Employer shall contribute an amount equal to one-half of one percent (0.5%) of the gross pay of Legal Workers to the UAW Education Funds for the purpose of enabling employees to pursue their educational goals and for such other educational and training endeavors as shall be undertaken by the Union and the Employer for the benefit of the employees and the Employer.
- (B) The parties shall meet to discuss this provision and its utilization at the request of either party upon fifteen (15) days' notice. In the event the UAW Education Fund ceases to exist or the college program it administers ceases operation, the Employer and the Union shall meet to negotiate a new arrangement for the Employer's Education Fund contributions. The new arrangement shall not result in the diminution of the contribution paid on behalf of legal worker employees.

5.5 Malpractice Insurance

The Employer shall maintain for the employees standard malpractice and liability insurance of the scope provided by NLADA. The Employer agrees to pay any deductible required under the malpractice insurance policy and will not seek contribution from any employee regarding such deductible. Eligibility for coverage for the benefits shall not be more restricted than it was at this date. The Employer will notify the Union in advance of any changes in benefits or eligibility proposed by NLADA of which the Employer has received notice from NLADA. The Employer's failure to provide such notice shall not create any rights or impose any restrictions or liabilities.

5.6 Retirement

(A) Retirement Health Insurance

LSNYC shall permit retired employees who have been employed for a minimum of 25 years and are at least 62 years of age to remain in LSNYC’s group medical plans at their own expense. Eligibility under this provision shall expire upon eligibility for Medicare.

(B) Retirement Payment

Employees with 25 or more total years of service in the program, who give two months’ notice of intent to retire, shall be provided the equivalent of 16% of annual salary, or \$16,000, whichever is greater, at date of termination. The payment shall not exceed \$20,000.

5.7 Infertility Treatment

LSNYC will self-insure infertility treatments up to an annual maximum of \$25,000 and a lifetime maximum of \$50,000 per person. The lifetime limit of \$50,000 is a combined maximum reimbursement for Infertility expenses and Adoption and Surrogacy expenses under **Section 5.8** below. LGBTQ members will be reimbursed for infertility treatment without requiring an infertility diagnosis. To be reimbursed, you must first apply to your group health plan and, if coverage is denied, you must appeal that denial through the internal appeals processes described in the Summary Plan Descriptions of your group plan and receive denial of those appeals or lack of decision within 60 days.

If a reimbursement request is denied, the Claims Submission Agent (currently USI) will provide written notice to the covered member of their rights to appeal under ERISA and via the Union grievance process within 30 days after the Claims Submission Agent receives your claim. A bargaining unit member can choose to appeal through either or both processes. The notice of denial will provide the specific reason(s) for the denial, the employee’s right to review their application, an optional HIPAA form to allow notification to the union and Employer, and information on how to appeal the denial through both processes. If a HIPAA waiver is signed, LSNYC will provide notice to the Union and the Employer of any denial and the reason for such denial, including a copy of the denial notice provided to the member.

5.8 Financial Assistance for Adoption and Surrogacy

LSNYC will provide financial assistance for adoption or surrogacy up to an annual maximum of \$25,000 and a lifetime maximum of \$50,000 per bargaining unit member. The lifetime limit of \$50,000 is a combined maximum reimbursement for Adoption and Surrogacy expenses and Infertility expenses under **Section 5.7** above. LSNYC-provided financial assistance may be used to cover public or private agency fees, court costs and legal fees; it may also include but is not limited to foreign adoption fees, medical costs, temporary foster case charges, transportation costs, pregnancy costs for a birth mother, egg donor, or surrogate, egg storage fees, insurance fees, and counseling fees associated with placement and transition. Written documentation to substantiate the expense must be submitted in order to receive reimbursement.

5.9 Gender-Affirming Healthcare

Gender Dysphoria causes gender identity-related distress that some transgender and nonbinary people experience which can be treated through psychiatric, medical, and surgical treatments. Gender Dysphoria is a medical diagnosis recognized in the Diagnostic and Statistical Manual of Mental Disorders (“DSM-V”), published by the American Psychiatric Association. Transgender identity is not the pathology; the dysphoria that stems from distress caused by the societal marginalization of gender variance is what requires medical treatment. LSNYC acknowledges the current health insurance landscape limits access to medically necessary care for Gender Dysphoria. Accordingly, LSNYC commits to self-insuring, or otherwise providing for, medically necessary treatment of Gender Dysphoria.

LSNYC will provide reimbursement to those enrolled in a LSNYC group health insurance plan for all Eligible Medical Expenses for Gender Dysphoria Treatment up to an annual maximum of \$25,000 per person. Eligible Medical Expenses are expenses incurred for medical care related to Gender Dysphoria Treatment for which reimbursement has been denied by LSNYC’s group insurance plans. Eligibility for the fund shall require: (1) Written denial of coverage by one of LSNYC’s health insurance plans, including proof of denial of an internal appeal as described in LSNYC’s Health Reimbursement Arrangement Plan for Gender Affirming Care (HRA), or failure to receive a decision from the health insurance plan within 60 days of appeal; (2) Proof of unreimbursed costs following provision of services; and (3) Written documentation of medical necessity in the form of a primary care or mental health provider’s note confirming a diagnosis of Gender Dysphoria and the necessity of the treatment requested, guided by the WPATH protocols. LSNYC-provided financial assistance may be used to cover ancillary costs related to medical care which may include, but are not limited to: Other FSA-eligible medical expenses reimbursable under IRS Code Section 213(d), including travel and lodging costs related to medical care; prescriptions; consultation fees; court costs and legal fees related to medical care; and prerequisite fees such as pre-treatment counseling. Written documentation to substantiate the expense must be submitted in order to receive reimbursement. Upon request, and if you are waiting for a decision on appeal from a denial of coverage by one of the group plans offered by LSNYC, the Third Party Administrator will review your documents and issue a preliminary approval or denial to apprise you of whether planned expenses may be reimbursed. Reimbursements under this section shall be paid under LSNYC’s HRA within 30 days of receipt of the required documentation by LSNYC or its agent.

If a reimbursement request is denied, LSNYC will provide written notice to the covered member of their rights to appeal under ERISA and via the Union grievance process within 30 days after the Claims Submission Agent receives your claim. A bargaining unit member can choose to appeal through either or both processes. The notice of denial will provide the specific reason(s) for the denial, the employee’s right to review their application, an optional HIPAA form to allow notification to the union and Employer, and information on how to appeal the denial through both processes. If a HIPAA waiver is signed, LSNYC will provide notice to the Union and the Employer of any denial and the reason for such denial, including a copy of the denial notice provided to the member.

Article 6 – Leaves of Absence

6.0 LEAVES OF ABSENCE
See also Paragraph 13.7(H)

6.1 Accrual of Annual Leave

(A) Generally

Annual Leave shall accumulate on the first day of each month as follows:

Year of Employment	Total Days	Month of Employment											
		J	F	M	A	M	J	J	A	S	O	N	D
1st	23	1	2	2	2	2	2	2	2	2	2	2	2
Thereafter	28	3	2	2	3	2	2	3	2	2	3	2	2

During the month in which an employee terminates, they shall receive a prorated number of days based upon days worked in that month.

(B) Cumulative

1. Annual leave shall be cumulative. There shall be no limitation on accrual, except as outlined in § 6.3 (C) below.
2. During December and June, the Employer will prepare and distribute to each employee a statement of how many accumulated annual leave days the employee will have at the end of that month.

(C) Basis

Annual leave shall accumulate on the basis of days worked or while on paid leave other than terminal leave.

(D) Holiday During Leave

If a paid holiday falls while an employee is on annual leave, that day will not be deducted from the employee’s accrued annual leave.

(E) New Employees

An Employee begins to accrue Annual Leave on the first day of their employment, but new employees shall not be entitled to use Annual Leave until they have completed their probationary period of employment or have been employed for three (3) months, whichever is shorter. During this initial period, however, a new employee may, upon appropriate prior notice to the Project Director or Managing Attorney, borrow up to two (2) days of leave from the accumulated leave that will be available at the end of the initial period.

(F) Law Students

Law Students employed full-time during the summer shall not accrue annual leave.

6.2 Scheduling of Annual Leave

See also § 17.1(C)

(A) Approval

Annual leave is to be scheduled subject to the approval of the Project Director or Managing Attorney of the office in which the employee is employed. Annual leave scheduling requests shall be responded to expeditiously and shall not be unreasonably denied.

(B) Number of Consecutive Days

If the employee so requests, at least twenty (20) annual leave days may be used consecutively.

(C) Conflicts

In the event of a conflict in the vacation preferences of two employees, intra-office seniority shall govern.

(D) Personal Days

During each year of employment, up to seven (7) days of annual leave may be taken without notice, although notice should be given, where possible, of the intent to use any annual leave days.

(E) Conversion to Sick Leave

Upon employee's request, accrued annual leave shall be converted to sick leave in case of serious documented illness.

6.3 Payments for Leave Days

Payments of accumulated annual leave days prior to a vacation or upon termination of employment will be made in the following manner:

(A) An employee who is discharged shall be paid for all accumulated annual leave on the date of the employee's termination, or as soon thereafter as final time records can be received and processed by the LSNYC fiscal department.

(B) An employee who resigns may receive payment for all accumulated annual leave on the date of the employee's termination if a request for such a payment is made to the LSNYC fiscal department at least two (2) weeks prior to termination.

(C) Notwithstanding the above:

1. No employee will be paid for more than forty (40) accumulated annual leave days during the period beginning one (1) month prior to resignation and continuing subsequent thereto. All days above forty (40) will be forfeited.

2. No employee will be paid for more than forty (40) accumulated annual leave days upon termination, other than resignation. All days above forty (40) will be forfeited.

Article 6 – Leaves of Absence

3. No person employed for less than three (3) months shall be paid for any accumulated annual leave days (any days borrowed during this initial period shall be recouped from the last payroll check).
- (D) A payment for an appropriate number of accumulated annual leave days will be made to an employee on the day prior to the start of a vacation period of at least one (1) week, if the employee makes a request for such payment to LSNYC fiscal department at least two (2) weeks before the vacation date is to start, except to the degree if any that the employee’s entitlement to the days and pay in question cannot be determined through normal means, due to a failure by the employee to submit time records. The maximum number of days to be paid under this provision is twenty (20) days.
- (E) **Accumulated Sick Leave upon Termination of Long-Term Employment**
After twenty (20) years of services, and upon termination of employment for any reason, an employee shall be paid the equivalent of one day of pay for each five (5) days of sick leave accrued after the date of the signing of this agreement. Sick days accrued by affected employees prior to that date shall be credited at the rate of one (1) day for each twenty (20) days of accrued sick leave. The maximum to be paid under this provision is forty-five (45) days. Sick time taken shall be on a first-in-first-out basis.
- (F) Upon two (2) weeks prior request, checks prepared pursuant to this § 6.3(E) will be prepared, where permissible by law, to preserve a tax with-holding percentage consistent with the percentage applicable to the employee’s regular pay check.
- (G) **Vacation Leave to Estate**
Upon death of employee, the Employer shall pay administrator or executor of employee’s estate the value of the all accrued vacation leave to which the employee would have been entitled, subject to the 40-day limitation.

6.4 Sick Leave

- (A) 1. Annual sick leave shall be taken only for an employee’s mental or physical illness or when needed to care for a child (of an employee, spouse, or domestic partner), spouse, domestic partner or parent (of an employee, spouse, or domestic partner), sibling, grandchild/parent or a family member who has a serious health condition, or safety issues resulting in the need for “safe time” in accordance with the Earned Sick and Safe Time Act (when the employee or family member has been the victim of a family offense matter, sexual assault, stalking, or, human trafficking). An employee shall be entitled to use sick leave for absence from work due to such employee’s mental or physical illness, injury or health condition or need for medical diagnosis, care or treatment of a mental or physical illness, injury or health condition or need for preventative medical care or care of a family member who needs medical diagnosis, care or treatment of a mental or physical illness, injury or health condition or who needs preventative medical care.

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2. For the purposes of this policy, a “Family member” will be defined as “any other individual related by blood to the employee; and any other individual whose close association with the employee is the equivalent of a family relationship.”
3. Employees may take up to twelve (12) weeks unpaid leave for a serious health condition that makes the employee unable to perform their job or when needed to care for a child, spouse, domestic partner or parent who has a serious health condition. Any sick leave taken pursuant to **paragraph (A)(1)** above shall count against the twelve (12) week leave described in this paragraph.
4. Any medically necessary leave taken pursuant to **paragraph (A)(3)** above, may be on a reduced schedule or intermittent basis, provided that the employee must attempt to schedule such leave so as not to disrupt the Employer’s operations. Reduced schedule leave refers to a reduction in the usual number of scheduled work hours per week or per day. Intermittent leave refers to leaves taken in separate blocks of time due to a single illness or injury, rather than for a continuous period of time.
5. Some employees may be simultaneously eligible for sick time under this CBA as well as New York State paid family leave (PFL) benefits under 12 NYCRR § 380 in order to care for a family member with a serious health condition. These employees may choose in what combination and order they take these benefits. An employee may, but is not required to, choose to use accrued sick time under this CBA for some or all of the period of PFL. During this time, the employee shall retain all of their rights under the New York PFL law. The Employer reserves the right to seek reimbursement for any period in which an employee substitutes accrued leave to receive full salary. Nothing in this CBA waives any employee rights or employer responsibilities under any city, state, or federal law, including but not limited to the New York City Earned Sick Time Act, the New York State Disability Benefits law and Paid Family Leave benefit law, and the federal Family and Medical Leave Act.
6. In the event that the employee applies for FMLA leave, the Employer will provide the employee with the required certification paperwork and notify the employee of any and all requirements for the employee to take FMLA leave. If the employee does not complete the required paperwork and/or comply with other stated requirements for FMLA leave, the Employer may deny the requested leave. The evaluation of the FMLA request will be performed by a person who does not have supervisory or disciplinary power over the employee. The employer will not discriminate or retaliate against an employee for having exercised or attempted to exercise any FMLA right. Nothing in this provision shall limit an employee’s rights under law or

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ability to pursue an appropriate remedy through mechanisms other than grievance and arbitration.

- (B)** An employee is entitled to eighteen (18) sick and safe time days annually, which shall accrue at one and one-half (1 1/2) days per month.
- (C)** Either the Executive Director of LSNYC, or the Project Director, HR Director, Benefits Administrator, Director of Administration, or up to two designees of the Project Director, trained for this purpose, may request documentation of an illness or qualifying need for safe time.
- (D)** Employees will receive reports of the amount of accrued sick/safe leave as of December and June.
- (E)** Sick/safe leave is cumulative.
- (F)** Upon separation, an employee shall forfeit all accumulated sick/safe leave, except as provided in § 6.3(E) above.
- (G)**

 - 1.** An employee who is unable to work because of illness or disability and who has no remaining accumulated sick/safe leave may use accumulated annual leave days in accordance with the usual procedure for annual leave.
 - 2.** If an employee has used all accumulated sick/safe leave (and annual leave if they choose to use it), additional sick/safe leave days may be obtained as follows:

 - (a)** If the employee has been employed for two (2) full years or more, the employer will allow the employee to accumulate a negative balance of up to (10) ten days upon request.
 - (b)** If the employee has been employed for less than two (2) years, a negative balance may be accumulated in the discretion of the Project Director or the Executive Director.
 - (c)** If the employee already has a negative balance of ten (10) days pursuant to § 6.4(G)(2)(a) above, no additional sick/safe leave days may be taken unless approved in the discretion of the Project Director or the Executive Director.
 - (d)** All requests and discretionary approvals of accumulation of negative balance shall be confirmed in writing, by the employee and the Employer, and emailed to the LSNYC fiscal department.
 - (e)** All accumulations of negative balances shall be reduced by application of all sick/safe leave subsequently accumulated by the employee until the negative balance is extinguished. Any

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outstanding negative balances at the time of termination shall be recouped from the last payroll check, or if necessary from the last two paychecks.

- (H) Unless a definite duration of their absence has been established or unless other arrangements have been made with the Project Director or supervisor regarding the absence, an employee absent due to illness/safety reasons shall call or email in each day of their absence.
- (I) An employee who is unable to work due to illness or disability and receives sick or annual leave pay for more than five (5) consecutive days shall prepare and submit a claim for short-term disability benefits for the benefit of the Employer.
- (J) The employer shall provide continued medical coverage for employees who suffer from a catastrophic illness or injury and who have exhausted all accrued sick, annual and FMLA leave. The standard for eligibility shall be that the employee is unable to work and earn money because of a serious health condition that incapacitates or is expected to incapacitate the employee for an indefinite period of time or result in death, as demonstrated by medical documentation. All requests for coverage under this provision shall be considered on a case-by-case basis. The employer may have applicants examined by a physician chosen by the employer. Coverage provided under this provision may not be taken intermittently. The maximum period of coverage shall be 6 months.

(K) Uses of Safety Leave

If an employee or family member has been the victim of a family offense matter, sexual offense, stalking or human trafficking, the employee can use safe time to do any of the following:

1. Obtain services from a domestic violence shelter, rape crisis center, or other shelter or services program;
2. Participate in safety planning, temporarily or permanently relocate, or take other actions to increase the safety of the employee or employee's family members from future family offense matters, sexual offenses, stalking or human trafficking;
3. Meet with a civil attorney or other social service provider to obtain information and advice on, and prepare for or participate in, any criminal or civil proceeding, including but not limited to matters related to a family offense matter, sexual offense, stalking, human trafficking, custody, visitation, matrimonial issues, orders of protection, immigration, housing, or discrimination in employment, housing or consumer credit;
4. File a complaint or domestic incident report with law enforcement;
5. Meet with a district attorney's office;
6. Enroll children in a new school;

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7. Take other actions necessary to maintain, improve or restore the physical, psychological, or economic health or safety of the employee or the employee's family member or to protect those who associate or work with the employee.

6.5 Bereavement Leave

- (A) An employee who suffers the death of a spouse or domestic partner, parent, stepparent, sibling, step sibling, child, step-child, grandparent, grandchild, uncle, aunt, niece, nephew, cousin, spouse or domestic partner of a child or stepchild, parent of a spouse or parent of a domestic partner, or the step, adoptive, or foster equivalent family member, or loved one with whom the employee shared an emotional commitment and interdependence, or pregnancy loss shall be entitled to seven (7) days' leave of absence with pay.
- (B) An employee who wishes to extend bereavement leave under 6.5(A) beyond the days provided in the contract for bereavement leave may use up to seven (7) days of annual leave to extend bereavement leave without using any personal leave days.
- (C) There shall be no cap on the number of times an employee may exercise bereavement leave under 6.5(A).

6.6 Voting Leave

Upon notice, an employee will be given two (2) hours off to vote during a primary or general election (which shall include early voting) unless they have the full day off as a holiday (see § 4.5(A)).

6.7 Jury Duty

- (A) An employee who is required to perform jury duty shall receive full pay.
- (B) Any compensation received by the employee as a result of jury duty (excluding transportation and meals) during this period shall be surrendered to the Project Director or Managing Attorney.

6.8 Unpaid Leaves

(A) Discretionary Leaves

1. Upon request, a Project Director may grant an employee a leave of absence without pay at any time. If the leave is granted, a date shall be set for the end of the leave, and the employee shall have a right to return to employment on that date. However, if the employee's line is vacant, they may return on an earlier date. If return on the prearranged date is impossible, and reasonable notice is given, the employee may return to work up to two (2) weeks later.
2. Approval of requests for discretionary leaves of absence shall not be unreasonably withheld. It is understood that one ground for refusal to grant discretionary leave may be staffing problems in the employee's office, but not the fact that all legal services offices need additional staff.

(B) Leaves of Right

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See also § 17.1(B) and 17.1(C)

1. Parenthood leave - see § 6.9
2. The President of the Union is entitled to two (2) leaves of absence per year without pay, upon one (1) month's written notice. Each leave shall not be for less than one month.
3. An employee is entitled to a leave of absence without pay if the employee has been employed for four (4) full years, computed on the following basis:
 - (a) An employee who was hired after a break in service due to termination of employment will be credited with employment only since the most recent date of rehire.
 - (b) Any period of time on unpaid leave of absence will be deducted.
4. The leave of absence established by § 6.8 (B)(3) shall be granted subject to the following conditions:
 - (a) The leave must be for an established period, ending on a date certain, stated in advance of the leave, not less than nine (9) months, or more than twelve (12) months, after it commences.
 - (b) The employee has a right to return to work on the date certain. However, if the employee's line is vacant, they may return on an earlier date. If return on the prearranged date is impossible, and reasonable notice is given, the employee may return to work up to two (2) weeks later.
 - (c) Requests for such leaves must be made at least three (3) months prior to the proposed starting date of the leave (the notice period may be shortened by consent of the Employer and the employee).
 - (d) The Project Director may delay the proposed starting date of the leave for up to three (3) months, based only on staffing problems which the Project Director believes may be lessened by the delay, provided that this delay must be decided upon within one (1) month from the date that the employee gives notice pursuant to the preceding paragraph.
 - (e) An employee must wait two (2) years after returning from any leave without pay (of more than three (3) months) before taking the leave of absence granted under § 6.8(B)(3). The Project Director may waive the provisions of the preceding sentence. For purposes of this paragraph, Parenthood Leave shall be excluded.

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- (f)
 - 1. In offices of less than seven (7) full-time attorneys (including management but excluding volunteers), only one (1) attorney and one (1) legal worker may be on the leave as of right provided in § 6.8(B)(3).
 - 2. In offices with seven (7) or more full-time attorneys (as calculated above), three (3) employees may be on such leave at one time. If two (2) or more employees wish to take a leave as of right pursuant to this subsection in such a fashion that mutual exercise of the right will exceed the office quota, the employee with the longer period of consecutive employment in the office shall be allowed to take the first leave. This total of three (3) may include no more than two (2) attorneys.

(C) **Insurance Coverage**

The Employer will continue insurance coverage, to the extent permitted by the insurer, for employees on any unpaid leave, at the employee's expense and upon advance written request accompanied by payment of the first premium involved. It is the understanding of the Employer and the Union that the plan permits such coverage.

(D) **Accrual of Seniority During Leave**

An employee shall be deemed to be accruing years of service credit while on a leave of absence taken as of right, and for no more than a total of twelve (12) months while on a discretionary leave, for all benefits related to or dependent upon length of employment, with the following exceptions: Such credit shall not accrue during a discretionary leave commenced when the employee has less than two (2) years of employment exclusive of unpaid leave. Such credit shall not accrue during a leave as of right commenced when the employee has less than one (1) year of employment exclusive of unpaid leave.

6.9 **Parenthood Disability and Leave**

- (A) Maternity, pregnancy, and postpartum disability shall be treated the same as all other disability for purposes of leave and benefit provisions.
- (B) Upon thirty (30) days' notice, when it is foreseeable (or as soon as practicable when 30 days' notice is not practicable), of intent, and upon three (3) weeks' notice of the specific proposed starting date, an employee, regardless of their gender, shall be entitled to a leave of absence of up to twelve (12) months for a new child of said employee, commencing within a year of the child's birth or placement, and as necessary prior to the birth or placement of the child. The employee may apply accrued annual leave and up to 20 accrued sick days against the parenthood leave, to be taken as full or half days. They will also be entitled to one additional month

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of health insurance coverage above the coverage required under the Family Medical Leave Act.

- (C) Parenthood leave shall be available to parents of newborn or newly adopted children, or children newly placed through foster care or newly established in loco parentis relationships. Parenthood leave shall also be available to the employee whose domestic partner is the biological or adoptive parent of the child.
- (D) For all parenthood leaves, a date certain shall be set for the employee's return to employment. However, if the employee's line is vacant, they may return on an earlier date. If return on the prearranged date is impossible, and reasonable notice is given, the employee may return to work up to two (2) weeks later.
- (E) Any employee who desires to work part-time during the term of any parenthood leave shall be permitted to do so, if a position is available. The Project Director may agree to employ the employee on a part-time basis if such employment is feasible and reasonable to the working of the project.
- (F) LSNYC shall provide twelve (12) weeks paid parental leave after 6 months of service. LSNYC shall provide fifteen (15) weeks paid parental leave after 3 years of service.
Such leave may be taken in full or half days and shall run concurrently with FMLA leave and with the leave of absence described in **Section 6.9(B)**. It is understood that LSNYC may seek reimbursement from New York State's Paid Family Leave (PFL) benefits for parental leave LSNYC has paid an employee.

6.10 Back-Up Child-Care

Management shall explore, in consultation with the Union, the provision of a service of back-up child-care for staff with child care needs. Management will make good faith efforts to identify a child-care provider, which may or may not be free, and obtain multiple price and service quotes which will be discussed with the Union by June 1, 2015.

6.11 Coverage During Leave

Please see section 12.15: Coverage.

7.0 JOB TENURE

7.1 Termination After Two Bar Failures

A Law Graduate, even when a probationary employee, may not be fired solely for first failure of the bar exam. However, employees who have failed the bar exam on two occasions shall be terminated, except upon waiver of this provision by the Executive Director. To obtain this waiver, the Project Director must submit a written recommendation to the Executive Director within thirty (30) days after publication of the results of the most recent Bar Exam on the New York Board of Law Examiner’s Website. A request for a waiver must state a description of the duties the employee will perform, the employee’s usefulness to the program and the program’s need to retain the employee. In the event that the Project Director decides not to request a waiver, they shall so advise the Executive Director in writing.

7.2 Licensed Master Social Work (LMSW) Exam

A social worker who is hired for a position for which the employer requires certification as an LMSW, but who does not have that certification must take the qualifying exam as soon as is feasible. The employee may not be fired solely for first failure of the LMSW licensing exam. However, employees who have failed the exam must immediately apply for a limited permit to practice under the rules of the Office of the Professions of the New York State Education Department. If that permit is granted, the employee will not be terminated for failing the qualifying exam during the one-year period of that permit and may take the exam again as many times as soon as feasible during that period. An employee who fails the exam and does not receive a limited permit to practice or has reached the maximum one-year time on that limited permit shall be terminated from their position. This does not prevent a Project Director from extending the employment of a social worker for a limited period in the event of testing schedule or result publication delays or other unforeseen barriers that prevent a staff person from taking and passing the exam. The Project Director also has the option to extend employment to a position that does not require the LMSW license.

7.3 “Reggies”

- (A) If a Reginald Heber Smith program offers to renew the contract of a Fellow assigned to the Employer, the Employer agrees to accept the renewal.
- (B) If a Fellow is admitted to the Bar and has been rostered before or during the term of their Reggie Contract and that contract is not renewed, the Fellow shall have a right to the first vacant attorney line in the program in which they worked as a Fellow. Such a right must be exercised within a reasonable period of time.
- (C) When such a Fellow moves to a Staff Attorney line in the same program, their benefits of employment shall not be impaired or reduced by such a move. Upon termination of employment for any reason, including the termination of their Reggie Contract, the Fellow shall receive the same payout benefits due any other terminated employee under the Agreement.

7.4 Increase in Years of Service for Non-Salary, Non-18.4B, Purposes

For purposes other than implementing salary step increases, each employee shall be credited with an additional year of service on the anniversary of their hire, effective on the first day of the month of their hire (see also section 18.4).

7.5 Years of Service Unaffected by Transfer

The length of service and all benefits flowing there from of an employee who moves between Constituent Corporations or between LSNYC Central Administration and a Constituent Corporation shall not be impaired by such a move.

7.6 Layoffs

(A) Generally

Layoffs shall only be implemented for reasonable and good faith economic or business related reasons. Should the Employer (“Employer” includes any or all of the entities referred to in the preamble to the Agreement, whether acting singly or in concert) determine to implement layoffs, the following shall apply:

1. Layoffs shall be implemented within classification within each project. The Project Director shall determine the employees to be laid off within each classification as follows:

- (a) Within each classification, employees with less than one (1) year of seniority in the classification shall be laid off first, their order of selection to be determined as provided in § 7.6(A)(1)(b) below. After this group of employees is wholly exhausted, layoffs shall be made from among the employees with less than three (3) years of service within the classification, their order of selection to be determined as provided in § 7.6(A)(1)(b) below, then from employees with less than eight (8) years in the classification; then from employees with less than thirteen (13) years in the classification; then from employees with less than eighteen (18) years in the classification. Employees with eighteen (18) or more years of service will be laid off in seniority order only, except with respect to an affirmative action consideration as discussed below.

Notwithstanding the requirement to exhaust the classification pool of employees in a lower seniority group before the layoff of an employee in a higher seniority group, the Project Director, because of an affirmative action consideration, may retain an employee or employees in a lower group or groups in the classification while employees in a higher group or groups in the classification are laid off.

- (b) Layoffs within each seniority group shall be implemented in inverse classification seniority order, except that the Project Director when considering the entire seniority group of employees in the

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classification shall consider affirmative action and may vary from seniority order either:

- (i) because of an affirmative action consideration or;
 - (ii) because of relevant foreign language skills needed for client services. The Employer shall have the burden of proof of demonstrating that the foreign language skills of the person are needed for client services and a variance from seniority order under this provision may not be applied to more than one person per language per year per program and may not be used for more than two languages in the same program per twelve (12) month period. Or;
 - (iii) because of other unique skills or knowledge of substantive law needed for a particular position as reflected by a requirement of a contract or grant from a funder that cannot with a good faith effort be modified. However, a variance from seniority under this provision may not be applied to more than one person per program per 12 month period.
2. In the event the Union seeks to arbitrate a layoff out of inverse seniority order, any such arbitration shall utilize the expedited grievance procedure under § 8.2(B) without the stay provision.
3. A supervisory, managerial, or other non-bargaining unit employee who returns to or assumes a bargaining unit position shall be required to apply and interview for this position as an external candidate. If hired, they shall be granted full credit for employment in such a non-bargaining unit position for all purposes for which length of employment may be relevant under the Agreement.
4. Employees on leave of absence shall be considered active employees in the classification in which they were employed at the time they began their Leave of Absence.
5. An employee and the Union delegate and LSSA President shall be provided with thirty (30) days' notice of employee's layoff (notice of layoff). Said notice shall state the nature of the economic or business related reason for the layoff. At least twenty (20) days prior to providing a notice of layoff(s) to an employee or employees, the Employer will notify the Union delegate that a layoff or layoffs will be implemented for reasonable and good faith economic or business related reasons (notice of intent to layoff). The Employer shall consider any alternative proposals provided by the Union. The presenting of such proposals and/or the Employer's considerations with

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regard thereto shall not in any way interfere with or restrict the Employer's right to effectuate the layoff(s) as scheduled.

- a) If within five (5) days of the notice of intent to layoff, the Union delegate and LSSA President request to bargain over alternatives to layoff, bargaining shall commence. Either party shall have the right to declare an impasse. After impasse, or when the twenty (20) days of notice of intent to layoff has expired, whichever is later, the Employer can implement layoffs. The Union will retain the right to grieve and, if necessary, arbitrate the issue of whether layoffs are being implemented for reasonable and good faith economic or business related reasons.
 - b) If the Arbitrator finds that any layoffs were not implemented for reasonable and good faith economic or business related reasons and orders Union members to be restored, the Employer shall restore the applicable Union members, with back pay offset by any severance payments made, to the pre-layoff status quo. Where any such employee elects not to be reinstated, back pay shall be paid through the date of the Employer's reinstatement offer. Nothing in this paragraph shall prevent the parties from settling a layoff grievance at any time.
 - c) The following procedures shall be available when the Employer proposes to lay off in a twelve-month period at least three (3) bargaining unit employees in Staten Island, Manhattan or 40 Worth Street, or at least four (4) bargaining unit employees in Queens, or at least five (5) bargaining unit employees in Brooklyn or the Bronx, with temporary employees not to be counted. The Employer shall provide advance written notice to the Union of planned layoffs, at least 45 days preceding the 30-day notice of **7.6(A)(5)**. Within ten (10) business days of the 45-day notice, the Union may request that the Employer bargain over the proposed plan for layoffs. The parties shall each bargain in good faith over possible alternatives to layoffs and other aspects of the proposed plan. In the event that the parties are unable to agree on an alternative plan during the notice period, the Employer may proceed to implement its proposed plan. Nothing in these procedures limits the Employer's right to serve the 30-day notice of **7.6(A)(5)**.
6. Notwithstanding any provisions contained in **Section 7.6(A)(5)** above, the parties further agree that, in the event significant layoffs become necessary, the layoff plans subject to the procedures described below must be reasonable and fair in addition to establishing reasonable and good faith economic and business-related reasons:

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(a) These procedures will be available only when the Employer proposes to lay off, within a twelve (12) month period, at least nine percent (9%) of the bargaining unit staff (with a minimum of three), in the respective borough or at the Central office, as of the date of the notice of intent to layoff. Temporary employees shall not be counted for purposes of this threshold.

(b) The Procedures described in this section are intended as an alternative to the procedures described in Section 7.6(A)(5) above and the procedures shall not be invoked simultaneously or serially with respect to the same layoff plan.

(c) The Employer shall provide advance notice of planned layoffs, at least thirty-five (35) days preceding the 30-day notice to the employee required under Section 7.6(A)(5) above. Within ten (10) business days of the first 35-day notice, the Union may request that the Employer bargain over the proposed plan for layoffs. The parties shall each bargain in good faith over possible alternatives to layoffs and other aspects of the proposed plan.

(d) In the event that the parties are unable to agree on an alternative plan during the notice period, the Employer may proceed to implement its proposed plan. Nothing in these procedures limits the Employer's right to serve the 30-day notice of layoff required under Section 7.6(A)(5) above.

(e) The Union retains the right to grieve and arbitrate whether the layoff plans subject to these procedures are reasonable and fair under all of the circumstances. The Union must first file a written grievance with the Executive Director within ten (10) business days of any Employer's notice to the Union that it intends to implement its proposed layoff plan. If the grievance is not resolved to its satisfaction, the Union may submit the dispute to arbitration under the expedited arbitration rules of the American Arbitration Association within ten (10) business days of the written decision of the Executive Director.

(f) In determining whether any planned layoffs are reasonable and fair under all of the circumstances the Arbitrator shall consider, among other things, the following factors, none of which is dispositive: (i) the impact of the layoffs on the bargaining unit; (ii) the impact of the layoffs on diversity; (iii) the need for quality supervision of legal work of the remaining bargaining unit staff, including the need for supervisors with appropriate substantive expertise; (iv) the need to fulfill obligations imposed by a funder under a grant or contract; (v) any organizational changes that the Employer has implemented, or proposes to implement, within six (6) months preceding the opening of the bargaining period regarding the proposed layoffs, or six (6) months following the layoffs, including the reduction or

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departure of management or bargaining unit staff; and (vi) the need to maintain efficiency and flexibility in the operation of Legal Services NYC.

(g) In determining the reasonableness and fairness of any plan for layoffs, the Arbitrator shall only consider facts specifically related to the layoff plan and shall not reject any plan which is otherwise reasonable and fair solely on grounds that any other plan would be more reasonable and fairer.

(h) If the Arbitrator finds that the Employer's layoff plan is not reasonable and fair under all of the circumstances, the sole remedy available shall be to remand the plan to the Employer who shall rescind the plan and restore the Union members, with back pay offset by any severance payments made, to the pre-layoff status quo. Where any such employee elects not to be reinstated, back pay shall be paid through the date of the Employer's reinstatement offer. Nothing in this paragraph shall prevent the parties from settling a layoff grievance at any time. The Employer may devise a new plan, which thereafter shall be subject to the procedures set forth in Section **7.6(A)(6)**.

7. For purposes of Section **7.6**, employees within the same salary scale shall be considered to be in the same classification.
8. If an Executive Secretary is scheduled to be laid off they have the option of “bumping” the Staff Secretary in the project with the least seniority, if the Staff Secretary has less seniority than the Executive Secretary. An Executive Secretary exercising this right to bump shall be placed at the same step of the Staff Secretary salary schedule as their step on the Executive Secretary schedule.
9. After the Employer schedules a layoff, whether or not the specific employee has yet been named, an employee in the classification may elect to volunteer to be laid off and such election shall be honored, and retain their eligibility for severance pay.
10. The Employer need not lay off “Reggies” when making layoffs so long as 80% or more of the funding for the “Reggie” is secured from the Reggie program or other outside sources.
11. Classification seniority shall be defined as an employee's entire period or periods of active employment in the classification within any Project. Classification seniority shall include Reggie and/or VISTA time with the Employer in the same classification. An employee designated to be laid off who was promoted from another classification shall be given seniority credit for all of their time in such prior classification, except that in such cases where the promotion occurred within three (3) months before or after notice of layoffs is given, the employee shall be given seniority credit for

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50% of their time in such prior classification, for purposes of the layoff provision.

12. Employees retained after a layoff may be assigned to a different office within the project because of workload and/or staffing considerations.
13. If requested by the laid-off worker, their severance payment shall be delayed thirty-one (31) days after separation, if reasonably practicable.

(B) Redesign

1. Program redesign decisions mean general policy decisions to fundamentally restructure the program as a whole, within the sole authority of the Board, as determined by the Board. Program redesign decisions shall not include decisions relating to day-to-day matters involving the operation of the program.
2. It is recognized that before the Board of Directors exercises its decision making prerogatives with regard to program redesign, it should seek input from the employees of the program. To that end, one of the following procedures shall be followed:
 - (a) A draft of the proposal for redesign, merger, reorganization, consolidation, or other successor agreement(s) will be distributed to the Union three (3) weeks in advance of the Board of Directors meeting at which the proposed plan is to be discussed. Where practical, the draft will be distributed up to six (6) weeks in advance of the Board of Directors meeting at which the proposed plan is to be discussed. In order to insure that the Board members considering the issue have the opportunity to engage in a meaningful discussion with the Union at that meeting, with regard to any proposed changes submitted by the Union with regard to the proposed plan, all comments must be submitted, in writing, at least one (1) week prior to the scheduled meeting.
 - (b) If the Board of Directors determines to develop its redesign plan in consultation with representatives of the employees, whether through public hearings, multi-lateral ad hoc committees or otherwise, in lieu of the procedure in subparagraph (a) above, the product of that consultative process will be distributed at least ten (10) calendar days prior to the meeting at which the proposal is to be considered and decided upon. All comments on that proposal shall be submitted in writing at least five (5) calendar days in advance of that meeting.
3. Employer will include in any merger, consolidation, reorganization or other successor agreement(s) the requirement that the merged, reorganized, consolidated or successor entity or entities shall recognize the Union as the

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collective bargaining representative of the employees covered herein and be bound by the terms of the collective bargaining agreement in effect at the time of the merger, consolidation, reorganization or other successorship for the remainder of the period of the agreement.

4. Employer will include in any merger, consolidation, reorganization or other successor agreement(s) the requirement that the acquiring entity or entities retain the employees by seniority.
5. The Employer will provide the Union with written notice that it has complied with § 7.6(B)(3) and § 7.6(B)(4) at least thirty (30) days before the agreement(s) go(es) into effect, if practicable; however, in no event fewer than ten (10) days before the agreement(s) go(es) into effect.

(C) Severance

1. An employee who is laid off shall be entitled to severance pay according to the following schedule:

At Least Six Months:	One Week
At Least One Year:	Two Weeks
At Least Three Years:	Three Weeks
At Least Four Years:	Four Weeks
At least Five Years:	Five Weeks
At least Ten Years:	Six Weeks
At least Fifteen Years:	Seven Weeks
At least Twenty Years:	Eight Weeks
At least Twenty-five Years:	Nine Weeks
Thirty Years and over:	Ten Weeks

Further, an employee who is laid off shall be entitled to receive a continuation of their previous health insurance coverage to be paid by the Employer according to the following schedule:

One Year of Employment:	Two Months of Health Care
Two Years of Employment:	Three Months of Health Care
Three Years of Employment:	Four Months of Health Care
Four Years of Employment:	Five Months of Health Care
Five Years of Employment:	Six Months of Health Care
Six Years of Employment:	Seven Months of Health Care
Seven Years of Employment:	Eight Months of Health Care
Eight Years of Employment:	Nine Months of Health Care
Nine Years of Employment:	Ten Months of Health Care
Ten Years of Employment:	Eleven Months of Health Care
Fifteen Years of Employment:	Thirteen Months of Health Care
Twenty Years of Employment:	Fourteen Months of Health Care
Twenty-five Years of Employment:	Fifteen Months of Health Care

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In order to receive continued health care coverage, a laid-off employee shall certify each month that they are not otherwise eligible for health care coverage from another source that is substantially equivalent to the health benefit plan the employee was receiving prior to the layoff.

2. An employee who receives severance pay and is subsequently recalled shall, for purposes of future severance pay entitlement only, have their seniority computed from the date of re-employment.
3. An employee who would otherwise be laid off because of their seniority position will not be laid off while on a leave of absence and shall not be entitled to severance during the term of the leave. If, but for the leave of absence, the employee would have been laid off, the employee will be sent a notice of impending layoff stating the date the employee would have been laid off had they not been on leave of absence. If the employee intends to return to LSNYC from their leave of absence, no less than two (2) weeks prior to the expiration date of the leave of absence, the employee shall certify in writing to the employer that they intend to return to work. If on the date the employee is scheduled to return from leave, the Employer cannot reinstate the employee as an active employee for the reasons for which they would have been laid off but for the leave of absence, they will be laid off at that time and will then be entitled to the severance benefits they would have been entitled to under § 7.6(C) at the time they would have been laid off or their cash equivalents. However, the effective date of the layoff for recall purposes will be the date the employee would have been laid off had they not been on leave of absence. Recall for the position shall be determined in accordance with § 7.6(D).

(D) Recall Rights

1. A laid-off employee shall have recall rights to a position in the same classification within their program in inverse order of the order of layoff, i.e., the last laid off shall be the first recalled. Recall rights to a particular position are contingent on the employee's ability to satisfactorily perform the duties of the position without retraining. Recall rights shall exist for the lesser of fifteen (15) months or the length of the employee's seniority. However, recall rights for employees with thirteen (13) or more years of experience who are laid off out of seniority under the provisions of §7.6(A)(1) shall exist for twenty-one (21) months.
2. A laid-off employee and the Union shall be notified of recall by certified mail to their last address of record or by personal telephone communication and shall have one (1) week from said notice to advise the Project Director whether they will accept the recall. An employee accepting the recall shall have two (2) additional weeks to a total of up to three (3) weeks from receipt of the notice to report to work unless the Employer, in its discretion, agrees to a later date. An employee who does not accept a recall offer or who does not report on the designated date shall go to the bottom of the recall list.

(E) Hiring Preference for Laid-Off Workers

The following provision shall apply to an employee who has been laid off and remains on the recall list, or to an employee who is scheduled to be laid off on a date certain. All references below to a “laid-off employee” shall be deemed to include both categories referred to in the preceding sentence.

1. A laid-off employee shall have the right to apply to fill a posted job vacancy in any of the Employer’s programs or projects and shall be considered along with employees in the bargaining unit, if any, who have applied for the vacant position.
2. The Employer shall select the most qualified among qualified employee applicants and may take affirmative action into consideration. It is intended that under these provisions, assuming at least one of the employee applicants is qualified, the vacancy will be filled without comparing employee applicants to outside applicants. If there is no qualified laid-off employee applying for the vacancy, this provision shall not be applicable and the provisions of **Section 15.4(A)** shall continue to govern the application of any active employee for the vacancy.
3. A laid-off employee who successfully bids for another position in another program or project shall carry their seniority into the new position.
4. A laid-off employee who successfully bids for a vacant position in the same classification in another program shall carry their own salary rate into such position. A laid-off employee who successfully bids for a vacant position in another classification in another program shall be paid the rate applicable to such other classification, assuming the same number of years of seniority as they had in the prior classification.

(F) Financial Disclosure

LSNYC and each local project shall provide the Union with the following information:

1. Approved annual budgets in a format which includes the calculations and any approved revisions to such budgets shall be given to the Union within one week after such budgets are approved; and
2. On a quarterly basis, beginning with the quarter ending December 31, 1993, the Union shall be given financial reports for LSNYC in a format which includes the calculations and each OLSC, which include actual income and expenses, for the preceding quarter including a statement of budget variance.
3. The Employer agrees to provide the Union with the names, salaries or other remuneration, dates of employment and work responsibilities of all non-

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collective bargaining unit employees as well as, but not limited to, consultants, independent contractors and non-collective bargaining unit temporary workers. Exempt from this section is information related to the fees paid to the Employer's legal counsel. A report of this information shall be provided to the Union on a quarterly basis.

7.7 Staff with DACA/TPS Status

(A) LSNYC will reimburse staff for Deferred Action for Child Arrivals (DACA) and/or Temporary Protected Status (TPS) work permit renewal fees upon submission of receipts demonstrating payment;

(B) In the event that the employee is eligible for a work visa, LSNYC will make best efforts to secure pro bono assistance for the employee and may offer employment visa sponsorship for staff members who ask for it and who may qualify, as determined by counsel.

7.8 Termination of DACA/TPS Status

In the event of the termination of the "Deferred Action for Child Arrivals" (DACA) and/or the "Temporary Protected Status" (TPS) immigration policies of the United States government, which shall include expiration or termination of TPS designation for a staff member's country of origin and/or citizenship, the following shall apply to any staff member participating in DACA or TPS:

(A) LSNYC will not terminate the staff member upon the end of DACA or TPS, or the staff member's eligibility for TPS status, as long as they retain lawful authorization to work;

(B) LSNYC will provide five months' salary in addition to accrued annual leave and the benefits that are described in CBA Section 7.6(C) as if they had been laid off;

(C) A staff member who is terminated because of the loss of DACA or TPS status and who reapplies for employment will retain both their internal status and whatever seniority had accrued at the time of termination;

(D) LSNYC will reimburse staff for DACA and TPS work permit and renewal fees upon submission of receipts demonstrating payment;

(E) LSNYC will make best efforts to secure pro bono assistance for staff who have legal issues regarding their immigration status that arise from the termination of DACA or TPS; and

(F) LSNYC will offer employment visa sponsorship to former DACA or TPS staff members who ask for it and who may qualify, as determined by counsel. LSNYC will also offer visa sponsorship to any staff member who expects their DACA or TPS status to be terminated within six (6) months without eligibility for renewal (e.g., their country is no longer designated for TPS status), and who asks for sponsorship and may qualify, as determined by counsel.

8.0 GRIEVANCE

Adjustment of all complaints, disputes, or controversies concerning the interpretation, operation or application of this Agreement, personnel practices, rules or regulations, shall be disposed of as per the following sections:

8.1 Usual Grievance Handling Procedure

(A) Steps

- Step 1.** The aggrieved, with their delegate or Union representative if they desire, shall discuss the matter with the employee's immediate managerial supervisor, within fifteen (15) business days after the employee knows or should have known of the alleged dispute, in an attempt to resolve said grievance. After this step all grievances and responses must be in writing.
- Step 2.** If the grievance is not adjusted at Step 1, or should the employee choose not to invoke the Step 1 procedure, then the grievance must be filed in writing with the appropriate Unit Director, if there is one, or otherwise with the Deputy Project Director. The grievance shall state the nature of the claim, the contract provision if any, or any other basis listed in §8.1 above, and the remedy requested. This step must be taken within ten (10) business days of the Step 1 decision, should there be one, or if no Step 1 discussion has taken place, then within fifteen (15) business days of when the employee knows or should have known of the alleged dispute. The Unit Director or Deputy Project Director, as applicable, shall respond within ten (10) business days of submission of the grievance.
- Step 3.** If the grievance is not adjusted at Step 2, then it shall be filed in writing with (a) the Project Director, and make best efforts to copy the Chief Human Resources and Diversity Officer or, (b) if in the Central office, the employee's Immediate Managerial Supervisor and the Chief Human Resources and Diversity Officer. This step must be taken within ten (10) business days of the receipt of the Step 2 decision. A copy of the writing referred to in this step must be given to the Unit Director or Deputy Project Director whose decision is being appealed. If, in fact, the Project Director is the immediate supervisor, then the grievance shall be filed directly, in writing, at Step 3, within fifteen (15) business days of when the employee knows or should have known of the alleged dispute. The Project Director shall respond within ten (10) business days of submission of the grievance.
- Step 4.** If the grievance is not adjusted at Step 3, the grievance may then be submitted, in writing, within ten (10) business days of the Step 3 decision, to the Executive Director, who shall act upon the grievance personally or through their designee. A copy of all prior steps, written grievances and responses shall be attached to the grievance filed with the Executive Director. A failure to so attach shall not affect the timeliness of an otherwise timely filed grievance. A copy of the writing referred to in this step must be given to the Project Director whose decision is being appealed. The Executive Director shall respond in writing within ten (10) business days of submission. However, if the Executive Director

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is the immediate supervisor, then the grievance shall be submitted directly to arbitration, in writing with a copy to the Employer within fifteen (15) business days of when the employee knows, or should have known, of the alleged dispute. In this case, the Executive Director shall respond within ten (10) business days of submission.

Step 5. If the grievance is not adjusted at Step 4, the Union may submit the dispute to arbitration, in writing with a copy to the Employer, within twenty (20) business days of the receipt of the Step 4 decision.

(B) Hearings and Decisions

At Steps 2, 3, and 4, hearings shall be held, if requested in writing by the employee or Union, at the time of invocation of the particular step. The hearing must be within the response period. However, either party can request to extend the deadline for a hearing should a scheduling conflict arise. In that situation, both the Employer and the Union will mutually agree to another meeting date, which shall take place within a reasonable amount of time. The decision must then be rendered within five (5) business days of the hearing. Failure of both the grievant and the Union representative to appear at the hearing, without good cause, shall constitute a final denial of the grievance. The hearings shall be informal and conducted in as expeditious a manner as possible, consistent with the grievant's right to make a full statement of their case. The parties shall provide relevant documents and witnesses reasonably necessary for the processing of grievances.

(C) Decisions, Failure to Render Timely

If the person to whom the grievance is submitted for a decision, in accord with the steps outlined above, fails to render a decision within the time allotted, then upon employee or Union demand, filed with that person after such failure, they must render a decision in writing within two (2) full business days or the grievance will be sustained. During this two (2) day period, neither the Union nor the employee shall have an obligation to proceed to the next grievance step.

(D) Entries in Personnel Files

Any document or entry placed in an employee's personnel file may be grieved by said employee in accord with the steps outlined above. The time to file such a grievance shall be within ten (10) business days of receipt of the appropriate notice of such entry as called for in § 11.3. Should the employee's grievance be sustained, then the remedy is expungement.

8.2 Exceptions to Usual Grievance Handling Procedure

(A) Assignment of Duties and Salary Scale

A grievance respecting assignment of duties outside job classification or concerning salary scale shall be initiated at Step 1 no later than one hundred twenty (120) days after the employee became aware of the alleged violation.

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(B) Discharge and Suspension

In grievances arising out of discharges or suspensions, the following steps must be followed in lieu of the above:

- Step 1.** The Union shall submit a written grievance to the Project Director who initiated or approved the action, and use best efforts to copy the Chief Human Resources and Diversity Officer, within five (5) business days of learning of the complained action. The Project Director who initiated or approved the action complained of and the employee and the Union representative shall meet within three (3) business days of filing of the written grievance. The Project Director must respond in writing within three (3) business days of such meeting.
- Step 2.** If the grievance is not adjusted at Step 1 within three (3) business days of the receipt of the decision, the employee or the Union may appeal the grievance to the Executive Director. Within two (2) business days, the employee, the Union representative and the Executive Director or their designees shall meet. Within two (2) business days of the hearing, the Executive Director must respond in writing.
- Step 3.** If the grievance is denied at Step 2, the Union may submit the dispute to arbitration under the expedited labor arbitration rules of the American Arbitration Association within ten (10) business days from the date of the denial. Failure of the Project Director or Executive Director to render a decision within the timelines allotted in this section shall result in an automatic stay of this discharge or suspension for the period of the delay. During such a delay, the employee and the Union shall have no obligation to proceed to the next step. Upon employee or Union demand, filed with the Project Director or Executive Director, respectively, after the Project Director's or Executive Director's failure to meet a time requirement under this section, they must render a decision within forty-eight (48) hours (two full business days) or the discharge or suspension shall be deemed rescinded.

(C) Union and Employer Grievance

A Union grievance against the Employer and an Employer grievance against the Union, shall be filed in writing with the Executive Director or Project Director, if appropriate, or with the Union President. The opposing party must respond in writing within five (5) business days. If requested by either party within five (5) business days of receipt of the response, a hearing shall be held within five (5) business days of the request for a hearing. A grievance denied by a Project Director pursuant to this section may be submitted to the Executive Director within five (5) business days of the Project Director's response or within five (5) business days of the receipt of the decision of the Project Director rendered after a hearing held pursuant to this section. If denied by the Executive Director or Union President, the grievance may be submitted to arbitration within fifteen (15) business days of the response. In the event of an alleged violation of the no strike/no lockout clause, the response must be within two (2) full business days, and arbitration may be invoked two (2) full business days after the grievance is filed.

(D) Work Rules/Change in Conditions

When the Union or an employee claims that the Employer has implemented, or has indicated an intention to implement, a system or rule that constitutes a change in working conditions, assignments or rules, over which bargaining is required as a matter of law, without first bargaining over the proposed change or addition with the Union, the following procedure shall govern:

1. The parties shall immediately undertake such bargaining process. If the bargaining is not satisfactorily resolved at the project level, within ten (10) working days of the Union's initial request to bargain, unless either party declares an impasse at an earlier time (but no less than five (5) days after such initial request) the Executive Director or their designee(s) shall participate in the bargaining process. Should the Executive Director or their designee thereafter decide that impasse has been reached, the Employer may implement its proposed system or rule.

2. If the Union is not satisfied with the decision, it may submit the reasonableness of the Employer decision or lack of good faith bargaining to binding arbitration within ten (10) days. An arbitrator selected to hear a case hereunder shall schedule a date within one (1) week to hear the matter and must render a decision expeditiously. No adjournment may be granted except upon mutual consent of the parties, and failure to appear or proceed by either party shall require the arbitrator to rule against the defaulting party.

3. Within thirty (30) days of the execution of this Agreement, the Employer and the Union shall designate jointly a panel of arbitrators from which the arbitrator to hear a grievance pursuant to this section shall be chosen.

(E) Eligibility for Employment/"Rostering"

If the Executive Director denies an employee certification of eligibility for employment in a particular position within the bargaining unit, and if one or more members of an advisory body constituted by the Executive Director to make recommendations to the Executive Director regarding the employee's eligibility shall conclude that said member would be prepared to hire the employee for the position sought if they had such a position available, and if a Project Director or Managing Attorney states in writing that the employee will be hired in the position sought if certified as eligible by the Executive Director, then the Executive Director shall convene a second advisory body for the purpose of making additional recommendations to the Executive Director regarding the employee's eligibility for the position sought. If the Employer shall so modify or change its procedure for determining eligibility for employment as to render the above provision inapplicable, then a similar provision shall be negotiated between the parties.

(F) Caseload

The following procedure shall govern any caseload grievance:

Step 1. Upon the filing of a written grievance, the grievant's immediate managerial supervisor must, within five (5) days, conduct a case review

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with the grievant and their Union representative or delegate if desired. Only upon agreement by both parties may this five (5) day period be extended. Once the grievant and their immediate managerial supervisor meet, the review of cases to determine the appropriateness of the grievant's caseload shall be completed within five (5) days. Thereafter, the managerial supervisor shall have three (3) days in which to render a written decision. If the grievant's immediate supervisor does not schedule a case review within five (5) days, or a written decision is not rendered within three (3) days, the grievant shall be permitted to proceed to Step 2 of this process as if the grievance was not adjusted at Step 1.

If at the case review it is determined that the grievant has more cases than they can competently handle, the grievant's caseload shall be reduced to a level that they can competently handle.

- Step 2.** If the grievance is not adjusted at Step 1, then the grievance, in writing, must be filed with the Project Director within five (5) days of the receipt of the Step 1 decision. A copy of the written grievance referred to in this step must be given to the managing attorney or supervisor whose decision is being appealed. The Project Director must schedule a case review within five (5) days of receipt of the grievance. Only upon agreement by both parties, may this five (5) day period be extended. Once the grievant and their Project Director meet, the review of cases to determine the appropriateness of the grievant's caseload shall be completed within five (5) days. Thereafter, the Project Director shall have three (3) days in which to render a written decision. If the grievant's Project Director does not schedule a case review within five (5) days or a written decision is not rendered within three (3) days, the grievant shall be permitted to proceed to Step 3 of this process as if the grievance was not adjusted at Step 2.

If at the case review it is determined that the grievant has more cases than they can competently handle, the grievant's caseload shall be reduced to a level that they can competently handle.

- Step 3.** If the grievance is not adjusted at Step 2, the grievant may submit the matter to binding arbitration within ten (10) days. An arbitrator selected to hear a case hereunder shall schedule a date within one (1) week to hear the matter and must render a decision expeditiously. No adjournment may be granted except upon mutual consent of the parties, and failure to appear or proceed by either party shall require the arbitrator to rule against the defaulting party.

Within sixty (60) days of the execution of this Agreement, the Employer and the Union shall jointly designate a panel of arbitrators from which an arbitrator shall be chosen to hear a grievance pursuant to this section. The panel of arbitrators shall consist of former Legal Aid or Legal

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Services attorneys or other attorneys familiar with the case load demands of a Legal Services attorney.

(G) Reasonable Accommodations

The following procedure shall govern any grievance regarding reasonable accommodations (see § 16.5):

Step 1. All grievances related to reasonable accommodations shall be filed in writing with the Director of Human Resources within fifteen (15) business days of when the employee knows or should have known of the facts giving rise to the grievance. Within ten (10) business days of submission of the grievance, the Employer shall schedule a meeting with the employee and, if the employee so chooses, the employee's delegate or Union representative. The process for Step 1 grievances regarding denial or sufficiency of reasonable accommodations shall, to the greatest extent possible, follow the cooperative dialogue process set forth in CBA § 16.5(D).

Step 2. If the grievance is not resolved following the Step 1 meeting, it may then be submitted in writing, within ten (10) business days of the Step 1 decision, to the Executive Director or their designee. The designee shall not be anyone who was involved in Step 1. The Executive Director or designee shall respond in writing within ten (10) business days of submission.

Step 3. If the grievance is not adjusted at Step 2, the Union may submit the dispute to arbitration, in writing, within twenty (20) business days of the receipt of the Step 2 decision.

Nothing in this provision shall limit an employee's right to request accommodation, to be accommodated under the ADA, NYSHRL, or NYCHRL, or to pursue an appropriate remedy through mechanisms other than grievance and arbitration.

8.3 Arbitration

(A) The arbitrator shall be appointed by the American Arbitration Association in accordance with its rules and regulations and such appointee shall be the arbitrator in the matter involved, unless the grievance is initiated pursuant to 8.2 (D) or (F). The decision of the arbitrator shall be final and binding upon both parties and shall be fully enforceable. It is understood that the arbitrator shall not have the power to amend, modify, alter, add to or subtract from this Agreement or any provision thereof.

(B) The expense of any arbitration and the administrative costs of any arbitration shall be shared equally by the Employer and the Union. Attorney's fees and costs of transcripts ordered by one party shall not be shared.

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- (C) The arbitration procedure herein set forth is the sole and exclusive remedy of the parties hereto and the employees covered thereby for any claimed violation of this contract for any and all acts or omissions claimed to have been committed by either party in violation of the Agreement during the term of this Agreement, and such arbitration procedure shall be (except to enforce, vacate or modify awards, or to enforce the no-strike or lockout provision) in lieu of any and all other remedies, forums of law, in equity or otherwise which will or may be available to either of the parties. No individual may initiate the arbitration proceedings.
- (D) In addition to other instances in which the CBA may provide for expedited arbitration, either party to the CBA may invoke expedited arbitration where there is (1) a denial of a request to use leave or release time on or before certain dates; or (2) a dispute with respect to the Union's right to participate timely in a particular hiring process.

8.4 Miscellaneous Provisions

- (A) Grievances at all stages may be attended by a Union representative, if any. A copy of the reply to the grievance by the Employer at each step shall be delivered to the employee and the Union representative, if any.
- (B) If a grievance in which salary is involved is resolved in the grievant's favor, pay shall be retroactive to the date the violation occurred.
- (C) At least forty-eight (48) hours' notice of a hearing must be given to an employee in grievances not involving suspensions or discharge. If the grievance does involve a discharge or a suspension, said notice must be at least twenty-four (24) hours.
- (D) To guarantee timeliness of the grievance claim, whenever filing or submission is required, it shall be accomplished by receipt of a written grievance within the specified period by the appropriate recipient.
- (E) When the Executive Director is not available to accept delivery of a grievance, the time limit for filing at that step shall be tolled until the Executive Director is available. Such tolling, however, shall not result in a stay of the action being grieved.
- (F) The grievance procedure set out in this article may be used by any employee covered by this Agreement, or by the Union. Nevertheless, any restriction appearing in other sections of this Agreement which specifically limits who may initiate a grievance under that section to the Union, shall govern.

9.0 POST-PROBATIONARY DISCIPLINE

9.1 Post-Probationary Adverse Employment Action and Performance Improvement Plans

(A) No Adverse Employment Action

No adverse employment action may be taken against any non-probationary employee except for just cause. An adverse employment action is defined as a warning placed in the employee's personnel file, a suspension or a discharge.

(B) Inadequate or Unsatisfactory Job Performance

When the Employer believes that the quality of an employee's job performance is inadequate or unsatisfactory, such that it rises to the level of just cause for adverse employment action, the following procedures shall apply:

1. The employer, working with the employee, shall identify measures that may be reasonably expected to enable the employee to cure the specific shortcomings. The employer shall provide the employee with a written Performance Improvement Plan (PIP) that sets forth a) the specific perceived deficiencies in performance and expectations for adequate performance, b) the measures that the employer and the employee will take to cure the deficiencies, c) a statement that the employee has at least 3 months to correct those deficiencies to a satisfactory level, and d) the consequences of failing to do so. A PIP is intended to serve as a warning pursuant to § 9.1(A) above. During the period specified in the PIP, and during any good cause extension of that period, it shall be the responsibility of the employer to make reasonable support and resources available to carry out the measures identified, and it shall be the responsibility of the employee to cooperate fully with this approach. The employee may also request a good cause extension of the PIP.
2. The Employer will meet with the employee to discuss the PIP during the period established for correcting shortcomings and will advise the employee concerning the progress that is being made.
3. The Employer's obligations under this section do not extend to warnings that address work rule violations including but not limited to absenteeism, lateness, or failure to comply with office procedures, nor to warnings that address behavioral issues that may not lend themselves to such an approach. (See also 12.9).
4. a. A grievance over a PIP need not be filed prior to the end of the designated period. However, any such grievance concerning the PIP must be filed no later than any timely grievance related to any adverse employment action resulting from the PIP. Such a grievance may be pursued through all steps up to and including the Executive Director level. If the grievance is not adjusted at this level, the Union may notify the Employer of its intention to submit the dispute to arbitration in writing

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within twenty (20) business days of the Executive Director decision. In no case will the parties proceed to arbitration prior to the conclusion of the period set forth in the PIP.

b. At the conclusion of the period set forth in the PIP, the Employer will advise the employee as to whether and to what extent the objectives of the PIP have been met and whether the Employer intends to take further adverse action. If no further adverse action is to be taken that relies on the PIP, the PIP shall be removed from the employee's personnel file and any pending grievance on the issuance of the PIP shall be withdrawn. If a further adverse action is to be taken that relies on the PIP, the employee shall be given no less than four weeks' notice of the effective date of the adverse action. The standard procedures set forth in Article 8 shall apply to a grievance over this action. If the grievance on the further adverse action is not adjusted at the Executive Director level, the Union may submit the dispute to arbitration under the regular or the expedited arbitration rules of the AAA within ten (10) business days of the Executive Director decision, as set forth in **Article 8.2(B)**. The grievance over the PIP and the further adverse action shall be consolidated.

5. A post-probationary employee will not be discharged for inadequate job performance without having received at least one (1) prior unsatisfactory evaluation pursuant to **12.9(F)**.

(C) Employee Misconduct/Gross Misconduct

1. When the Employer believes that just cause exists to discharge an employee based on a repeated course of conduct or a single act or omission that does not constitute gross misconduct, the Employer must issue a written warning to the employee, specifying the conduct which constitutes the just cause for discharge.
2. When, after a warning under **§ 9.1(C)(1)**, an employee continues in a course of conduct or acts again in a manner that gives rise to just cause for discharge, or when an employee commits an act or omission that constitutes gross misconduct, the Employer shall give to the employee and to the Union no less than two (2) weeks written notice of its intention to discharge the employee. It is understood that, except in cases of gross misconduct, just cause shall require at least one (1) prior warning for a related offense. The employee shall receive two (2) weeks' pay before the discharge becomes effective, plus accrued annual leave. In lieu of two (2) weeks' notice, the Employer may give the employee two (2) weeks' pay, plus accrued leave time.
3. When the Employer shall claim that just cause based upon gross misconduct exists to suspend an employee, the Employer may do so immediately, for a maximum of five (5) days.

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4. When the Employer shall claim that just cause based upon conduct other than gross misconduct exists, the Employer must first issue a warning. If the conduct persists, the Employer may suspend the employee for no more than five (5) days after having given one (1) weeks' notice.
5. A written statement of the reasons for the suspension alleging just cause shall be delivered to the employee and to the Union in the notice, or in the case of an immediate suspension, within twenty-four (24) hours after the suspension. Such a written statement may constitute a warning, under this section, if it so states.

9.2 Warnings; Acknowledgement

Any warning issued hereunder, if it is to serve as the basis of a disciplinary action, must show an acknowledgment of receipt by the employee or a statement by an Employer representative that the employee refused to acknowledge receipt.

9.3 Warnings; Expired & Expunged

An employee who has received a disciplinary warning notice shall have such notice expunged from their file, if, after eighteen (18) months from receipt of said notice, the employee has not received any other written disciplinary notice. It is understood that a finding of Sexual Harassment, as provided in LSNYC's Sexual Harassment Policy, that has not been overturned, will not be expunged during an employee's term of employment.

9.4 Approval of Discharge or Suspension

Any discharge or suspension must be approved in writing by the Project Director before it becomes effective.

9.5 Substance Use/Mental Health

The parties agree that the performance or behavioral problems of an employee caused by substance use or mental health problems require the Employer to exercise particular sensitivity. Moreover, the Employer recognizes the desirability of rehabilitation rather than discipline. Notwithstanding the above, the Employer reserves the right to discipline for just cause. The Labor-Management Committee shall explore the development of a program in furtherance of this policy. See **Section 16.5** on Reasonable Accommodations for further guidance.

10.0 PROBATION

10.1 Probation Generally

All employees shall be hired on a probationary basis.

10.2 Length of Probation

(A) According to Job Category

1. The probationary period for Attorneys admitted to the bar at the time of employment shall be six (6) months.
2. The probationary period of a Law Graduate, not admitted to the bar when hired, shall be six (6) months. Upon completion of the six (6) months, the Law Graduate will be a non-probationary Law Graduate. If a Law Graduate is admitted to the bar during their six (6) month probationary period, the Staff Attorney will remain on probation until the six month probationary period is completed.
3. The probationary period of MSWs and Legal Services Assistants shall be four (4) months.
4. The probationary period for all other employees shall be three (3) months.

(B) Tolloed by Suspension or Unpaid Leave

Any period during which an employee is suspended or on unpaid leave will be added to the probationary period.

(C) Extension of Probation

The probationary period may be extended by consent of Employer and Union.

10.3 New Probation After Promotion

(A) Passing

An employee who is promoted to a higher position within the bargaining unit shall be subject to a probationary period of two worked months regarding the new job duties of the promoted position. An employee who remains in the promoted position after the expiration of the probationary period shall be deemed to have qualified for the promoted position.

(B) Failing

If an employee described in § 10.3(A) fails to adequately perform the new job duties of the promoted position to the satisfaction of the Employer or if the employee wishes to return to the former position during the probationary period, they shall return to the former position on at least four (4) weeks' notice, except that if an employee has moved to a higher level position outside their corporation and desires to return to the original corporation, the employee shall have a right to so return during the probationary period if the former line or position is still vacant at the

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time the employee gives notice of their intention to return to the former position. Otherwise, they may only return at the Project Director's discretion.

(C) Social Work Position

A legal worker who accepts a Social Work position outside their present corporation shall be subject to a four (4) month probationary period. A legal worker who accepts any position other than a Social Worker position outside their present corporation shall be subject to a two (2) month probationary period.

10.4 Discharge During Probation

(A) Cause

1. A probationary employee may be discharged at any time during the probationary period. The discharge shall be grievable through the Executive Director level but shall not be arbitrable. It is expressly understood that the discharge of a probationary employee may be for either objective or subjective job-related reasons which would not be considered "just cause" for a post-probationary employee. A discharge occurs within the probationary period if the notice is given during the period. If the employee submits a written request, the Employer shall give the reason for the termination in writing within five (5) days of such request.

2. The grievance mechanism is otherwise available during the probationary period.

(B) Notice/Severance

An employee who is terminated during the probationary period shall be given no less than two (2) weeks' notice in writing, unless, because of gross misconduct, the decision is made to terminate their employment in a shorter period of time, in which case the employee shall only be paid for the days until their termination.

11.0 PERSONNEL RECORDS

11.1 Right to Review

An employee shall have a reasonable opportunity to review their individual personnel records as maintained by the Employer. This right of review extends to any and all personnel records or files mentioned in this article. Copies of all written material provided to a third party, except references, shall be provided to the employee involved.

11.2 Concerning Performance or Character

It is understood that LSNYC, as Employer, maintains personnel records on employees containing only fiscal information and administrative information necessary for fiscal reasons. Only the delegate agency, as Employer, or any other program, division or project as Employer, may maintain personnel files on employees containing documents relating to performance of their duties or character.

11.3 Right to Receive Copies and Respond

An employee shall be provided with a copy of any document concerning the performance of their duties or character placed in their personnel file, and shall have the right to have placed in such file, their statement concerning any such document. This copy shall be given within twenty (20) days either by hand (with an acknowledgement by the employee), by electronic mail, or by mail (return receipt must be used in this instance).

11.4 Grievance and Remedy

An employee shall have the right to grieve the placing of any document in their file regarding performance of their duties or character. The grievance may be based on the substance of the document or failure of the Employer to comply with service provisions of § 11.3 above. Should the grievance be sustained, then the remedy is expungement.

11.5 Disclosure

(A) Generally Prohibited

Nothing shall be disclosed from such files to third parties without the express or implied consent of the employee or under legal process. It is recognized that an employee who lists LSNYC as a current or past Employer is impliedly consenting to LSNYC's disclosure of information relevant to job performance and salary history to the person or organization to whom the fact of the employment relationship has been provided by the employee and that an employee who has applied for a loan has impliedly consented to LSNYC's disclosure of salary and employment information. A disclosure made to a potential employer pursuant to this section which refers directly or indirectly to a document to which an employee has responded pursuant to Section 11.3 above, shall enclose any relevant documents submitted by the employee pursuant to this article.

(B) During Grievance

During the pendency of a grievance, the Employer is stayed from disclosing the contents of the document being grieved to a potential employer. Should the grievance not be sustained, then the employee shall have the right to have placed in

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the file their statement concerning the document, and any disclosure made to a potential employer, which includes the document referred to herein, shall also include said employee statement.

(C) When Disclosure Is Permitted

Appropriate persons within the LSNYC system, an arbitrator in a matter involving the Employer or the Union or any of its members, or for the purpose of obtaining information relevant to the regulation or supervision of the LSNYC program, government agencies involved with the regulation or supervision of the LSNYC program, shall not be considered third parties.

(D) Disclosure to Union

1. Basic Information

The Employer shall provide the Union with the following information in writing for each bargaining-unit employee who is employed at the effective date of this contract (only as to information described in e and f below) and, on the date of hire for each employee subsequently hired, or later if relevant:

- a. Name of Employee
- b. Date of Hire
- c. Job Title
- d. Salary
- e. Whether the salary was modified in the Employer's discretion pursuant to provisions of this contract or otherwise. This includes modifications both at time of hire and during the term of employment.
- f. Termination date or date of beginning of unpaid leave.

2. Personnel Action Forms

The Employer shall also forward to the Union a copy of each Personnel Action Form (on employees within the bargaining unit) on the day such personnel action is approved by LSNYC.

12.0 TRAINING, SUPERVISION AND EVALUATION

12.1 Employer Obligations

The Employer recognizes appropriate training for all staff members as a fundamental element of its responsibilities. Such training will be developed in conjunction with the Labor-Management Committee and administered by the Employer during the term of this arrangement. Such training will include, but not be limited to, participation in training events run by the Legal Services Corporation to the extent permitted by the Corporation, participation in training events offered by other organizations if the Employer reasonably deems such training appropriate, and participation in training events administered by the Employer, including initial orientation, city-wide training programs, and local office training programs, and local office training and supervision as described in the following provisions. The Employer shall design professional development training tracks for employees at all levels and job titles.

12.2 Union Obligations

The Union recognizes appropriate training as a fundamental element of employee working conditions. It undertakes to participate fully, through the Labor-Management Committee, in the development of recommendations for training events to be administered by or utilized by the Employer, and as reasonably requested, in the implementation of such training events. All employees have the obligation to participate as fully and completely as they are able, and as the Employer authorizes, in appropriate training events administered or utilized by the Employer.

12.3 Training Committee

The LSNYC Labor-Management Committee shall develop recommendations for training events, evaluate training events that are conducted, and consult with Employer and employees concerning training needs.

12.4 Initial Training and Orientation

All employees shall be offered and shall participate as able in initial training and orientation as follows:

(A) All Employees

1. The employee shall receive within three (3) months of the date of hire a central orientation program concerning the history of legal services, the structure of the national legal services program, the relationship between LSNYC Central and other LSNYC offices, this contract, health insurance, 403(b), the Personnel Manual, administrative procedures, central substantive and administrative resources and the training program.
2. The employee shall also receive during the first month of employment, a local orientation program concerning the structure, personnel and operations of the office in which the employee will work, and the program within which that office is located, the community the office serves, the courts in which it practices, and the general nature of the cases handled and

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the procedures for accepting and handling cases in the office. This program will involve at least four (4) hours of training. Where several new employees are joining the office's staff within a two (2) week period, this program may be delayed until the second month of employment.

(B) Legal Workers

1. During the probationary period, all legal workers shall receive regular training and supervision by the Employer. Such training shall include a full introduction to all procedures and practices relevant to the employee's work in the office. Where additional skills beyond those apparently possessed by the employee at the date of hire are required by the Employer for performance of the employee's duties to the Employer's satisfaction, the Employer will make reasonable efforts to provide training to enable the employee to develop such additional skills. However, if the additional skills needed result from increased duties or responsibilities subsequent to hire, the Employer must train the employee in these areas.
2. At least twice during the probationary period the Managing Attorney and/or Project Director shall provide the employee with a statement, based upon supervisory contacts with the employee and review of cases, regarding the employee's performance to date and whether it is satisfactory. This statement shall not be placed in the employee's personnel file.
3. Within six (6) months from the date of hire, the employee shall attend a training program in Basic Legal Process, offered by the Employer.

(C) Attorneys and Law Graduates

1. During the probationary period, all Attorneys and Law Graduates shall receive regular training and supervision by the Employer. Such training shall include a full introduction to all procedures and practices relevant to the employee's work in the office.
2. At least monthly, during the probationary period, the Managing Attorney and/or Project Director shall provide the employee with a statement, based upon supervisory contacts with the employee and review of cases, regarding the employee's performance to date and whether it is satisfactory. This statement shall not be placed in the employee's personnel file.

(D) All Casehandling Staff

Newly hired casehandling staff shall not be required to handle their own caseload until they have received training and supervision sufficient to adequately handle those cases they have been assigned. All casehandling staff at trials and hearings shall be attended by a supervisory person during this period. For casehandling legal workers, training shall include, but not be limited to, training in the specific area of law, case maintenance, compliance, interview and advocacy skills, representation

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at administrative hearings (Legal Services Assistant), social work counseling (Social Workers), community outreach, education and organizing.

(E) Casehandling Social Workers

MSWs – Once a year, the Employer shall provide a comprehensive training program similar in concept to new lawyer training.

12.5 Post-Probationary Training

(A) Attorneys

Consistent with the other provisions herein, there shall be a program of continuing legal education for Attorneys in substantive and procedural areas.

(B) Legal Workers

1. The intent of this provision is to provide non-casehandling legal workers the skills and experience they need to advance to other positions within the program. Accordingly, the Labor-Management Committee shall formulate a course of programs with the specific purpose of training Class I, II and III Legal Workers to fill future job openings for the position of Legal Services Assistant (paralegal). Said trainings shall be provided at least annually, with the first occurring within eight (8) months of this agreement. These trainings shall occur during work hours and shall conclude no later than at the end of the work day.

Project Directors may limit the number of employees who may attend such training to one per office per course of programs.

Eligibility for training shall be based upon seniority at each office and for the purposes of this section seniority shall be determined by treating the Class I, II and III Legal Workers within each office as one group.

The non-casehandling legal worker's performance in the course shall be a factor in evaluating their experience and qualifications under 15.4(A).

2. Consistent with the other provisions herein, the Labor-Management Committee shall formulate training programs for post-probationary legal workers which will include, but not be limited to:

- (a)** Substantive law survey and types of advocacy relevant to each area;
- (b)** Communication with clients, including interviewing skills, legal ethics (the implications and considerations), how to counsel clients, how to handle emergencies without a lawyer, and what emergencies cannot be handled without a lawyer, how to handle disturbed clients;
- (c)** Technology needed to effectively operate in a law office;
- (d)** Continuing administrative and office procedure training, such as legal secretarial training, office administration, bookkeeping, etc.;

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- (e) Negotiating skills and tactics;
 - (f) Legal terminology;
 - (g) Legal research;
 - (h) Evaluation and identification of legal issues;
 - (i) Drafting legal papers.
3. In recognition of newly adopted technologies and consistent with office needs, there shall be a continuing office technology training program with the specific purpose of training legal workers on skills such as:
- 1. Word Processing Mail Merger
 - 2. Creation and Use of Excel Spreadsheets
 - 3. Navigation of LawHelp Website
 - 4. Electronic Signature Programs and Applications
 - 5. Adobe and Related Products and Applications
 - 6. Telephonic and Other Virtual Interpretation Services

(C) Social Workers, MSWs

The employer shall work with LSNYC's Social Work Task Force to develop continuing education plans for MSWs, LMSWs and LCSWs to address their training needs. In light of the fact that licensed social workers are required to complete 36 hours of formal continuing education during each licensing period, the Employer shall provide or pay for the trainings necessary to allow those staff to fulfill their post-graduate licensing requirements. The Employer may, in their discretion, approve any New York State Education Department approved trainings in New York City. The Employer shall not deny a request that is necessary to allow staff to fulfill their postgraduate licensing requirements if the sole reason for the denial is that it is outside their practice area.

12.6 Training in Changed Office Procedures

The Employer is obligated to provide full training to all affected employees of new equipment, forms, responsibilities and procedures as soon as they are implemented in any office.

12.7 Language Training

A program of language training in those languages relevant to legal services work shall be provided at the introductory level and for intermediate and advanced conversational courses.

12.8 Training Sessions

(A) Notice of Sessions

Where possible, thirty (30) days' notice of all training events shall be given. The notice will be distributed to all members of the Training Committee and provided to the Union as soon as received by the Employer.

(B) Permission and Reimbursement for Sessions

1. Any request to attend a training session must be responded to within five (5) days. Neither permission to attend training sessions, nor reimbursement for costs associated with training sessions, shall be unreasonably denied. Denial to attend a session, the subject matter of which does not directly relate to the employee's duties shall be reasonable if said denial is due to class size or financial limitations or needs of the office. Needs of the office may not be used so as to continually deny access to such training. To this end, and subject to the limitations above, the Employer recognizes the importance of all training whether it is directly related to the employee's current duties, or to expand an employee's skills so as to allow for job advancement or the provision of better services and will make necessary workload adjustments to enable participation.
2. The terms of § 12.8(B)1 are applicable to all subject matter in **Article 12**, where applicable.

(C) LSC-Sponsored Training Sessions

The Legal Services Corporation training events will be utilized to the fullest extent permitted by the Corporation. To this end, any employee wishing to attend such training events and possessing the requisite qualifications established by the Corporation may apply for inclusion in such events. The Employer reserves the right to make reasonable recommendations to the Corporation regarding which employees should attend such events if there are more applicants for the event than the Corporation will accept for training. However, such recommendations shall not be discriminatory and will be done so as to provide the fullest access to all staff.

(D) Release Time for Training Sessions

Employees shall be granted release time for all training sessions they attend administered by the Employer or the Legal Services Corporation. Any employee (legal worker or attorney) who attends a training session, the subject matter of which is directly related to their current duties, which requires attendance at other than work hours, shall be granted release time equal to the number of hours spent.

(E) Diversity, Equity, Inclusion and Belonging (DEIB) Inclusivity Training

It is mandatory for all staff and managers to attend at least one DEIB training. Workloads shall be reduced to provide time for this training.

12.9 Supervision and Evaluation

Every employee is entitled to regular supervision and evaluation by the Employer of their performance.

- (A)** All employees are entitled, within reasonable limits, to request and receive supervisory assistance regarding problems in carrying out duties of their job at any time.

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- (B) On an annual basis, each employee shall receive from the Employer a statement, based upon supervisory contacts with the employee, regarding the employee's performance over the previous 12 months and whether it is satisfactory. This statement shall be placed in the personnel file. This obligation cannot be satisfied with the earlier statements mentioned in § 12.4. The Employer shall post copies of the evaluation form template on the intranet and distribute them to staff when they are hired and if the evaluation forms are changed.
- (C) All employees who are responsible for casehandling are entitled to post-probationary reviews of their caseload by a supervisor with reasonable frequency, as required. The purpose of this review shall be to develop recommendations for additional training of the employee, to provide specific advice or training with regard to particular cases, and to give the employee feedback regarding the Employer's appraisal of their performance.
- (D) Evaluations of an employee's performance should, when feasible, be made by a supervisor with reasonable knowledge of the employee's job performance.
- (E) An employee shall be given a draft copy of their evaluation and an opportunity to meet with their supervisor to discuss the evaluation before it is finalized. At the employee's request, the final evaluation shall make note of the employee's comments. An evaluation shall not serve as a warning, pursuant to Section 9.1. If an evaluation serves as the basis of a warning, a separate warning shall be issued.
- (F) Any evaluation containing a less than satisfactory rating of an employee's performance shall inform the employee of the changes required to correct the identified problem. The Employer, working with the employee, shall identify measures that may be reasonably expected to enable the employee to cure the specific shortcomings and shall allow the employee a reasonable period of time to correct those shortcomings. It shall be the responsibility of the employee to cooperate fully with this approach. It shall be the responsibility of the Employer to make reasonable support and resources available to carry out the measures identified. It is understood that the Employer's obligations under this section do not extend to evaluations that address work rule violations including but not limited to absenteeism, lateness, or failure to comply with office procedures or to warnings that address behavioral issues that may not lend themselves to such an approach.
- (G) An evaluation may not be arbitrated absent an adverse action that relies upon the evaluation, the more general provisions of 11.4 notwithstanding.
 - a. A grievance filed over such an evaluation need not be filed prior to notice from the Employer of intent to rely upon it for an adverse action, other deadline provisions notwithstanding. Such a grievance may be pursued through every level up to and including the Executive Director level. If the grievance is not adjusted at this level, the Union may notify the Employer of its intention to submit the dispute to arbitration in writing

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within twenty (20) business days of the Executive Director decision. The parties will not proceed to arbitration until and unless an adverse action is taken which relies on the conclusions of the evaluation.

- b. If an adverse action is taken that relies on the evaluation, the procedures set forth in **Article 8** shall apply to a grievance over that action. If the grievance on the adverse action is not adjusted at the Executive Director level, the Union may submit the dispute to arbitration under the expedited arbitration rules of the AAA within ten (10) business days of the Executive Director decision, as set forth in **Article 8.2(B)**. The grievances over the evaluation and the adverse action shall be consolidated.

(H) Clinical Social Work Supervision

Clinical social work supervision, defined as educational and consultative support for Masters-level Social Workers, shall be provided for the purpose of:

1. Deepening the learning of clinical skills, knowledge, and supportive tasks while developing self-awareness;
2. Helping the social worker learn how to provide specific services for specific clients; and
3. Providing expert case consultation.

Clinical supervision shall be provided by a contracted, Licensed Clinical Social Worker. At the request of the employee, clinical supervision shall be provided for up to four (4) hours monthly for staff MSWs. No staff social worker shall be asked to receive clinical supervision from a supervisor who is also providing clinical supervision to a supervising social worker. Clinical Supervision is not intended to mean supervision as commonly defined in labor law.

12.10 Fundraising for Training

The Labor-Management Committee and the Employer shall develop proposals to obtain additional training funds from any source, including the Legal Services Corporation.

12.11 Fundraising for Tuition Reimbursement

The Employer shall make best efforts to secure funds from whatever source for tuition reimbursement for job-related courses the employees attend and pay for themselves. The Labor-Management Committee shall maintain and provide to all staff an extensive, but not exclusive, list of approved courses and schools.

12.12 Training Grievances

Any grievance filed pursuant to Sections 12.1–12.8 shall be filed by a Union delegate or by a member of the Union’s Executive Committee. Failure to provide appropriate training is not a defense to discharge or suspension, except if the discharge or suspension of cause is directly related to the subject of a training event required by this contract and the

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employee was denied the opportunity to participate in such a training event. Any grievance filed over the refusal of permission to attend a training session, where the grievance would be mooted by the passage of time required for the normal grievance procedure may be filed pursuant to the expedited grievance procedure under § 8.2 without the stay provision.

12.13 Evaluation Processes

The Employer and LSSA agree that evaluation processes should be consistent across the program. The Labor-Management Committee will develop a proposal to the Executive Director by July 1, 2015 to enhance the staff and management evaluation processes. The proposal shall address, among other things, timelines, forms, communication, and meaningful staff input and will be submitted to the Executive Director by July 1, 2015. The employer will make their best effort to implement the enhanced process by October 1, 2015.

12.14 Coverage

When an employee requests coverage, including in connection with any leave pursuant to Article 6, the employee's supervisor shall, as part of a collaborative process, use their best efforts to: (i) coordinate any appropriate coverage for the employee, and (ii) provide any covering staff with as much advance notice as is practicable under the circumstances, and preparation and training to provide appropriate coverage.

13.0 OFFICE CONDITIONS

13.1 Compliance With Codes; Cleaning

The Employer will make its best efforts to comply with all applicable building and health codes, particularly those relating to heat, as soon as potential or actual violations come to the Employer's attention. Each office will ensure that all common spaces in offices, including bathrooms, kitchens and storage areas that exist within commonly used office space, will be cleaned as necessary on a regular basis.

13.2 Temperature, Water, Toilets

If on any date, the temperature in an office is below 62 degrees Fahrenheit, an employee may give notice of this condition to their managerial supervisor, their Project Director, the Executive Director, or their respective designees. Such notice may not be given prior to the start of the normal business day. If the temperature remains below 62 degrees for greater than one (1) hour after said notice, then upon approval of the person notified above, the employees of that office may leave work and receive full pay for that day. The sole ground for denial of permission to leave work pursuant to this section is that the temperature in the office is in fact above 62 at the end of the hour.

The Employer will use its best efforts to ensure proper functioning and expeditious repair of air conditioning, equipment and facilities, including running water and toilets. Best efforts shall include, but not be limited to, calling for repairs within one (1) hour of notice to a supervisor within the office of the condition. In the absence of readily accessible functioning toilets within the building for at least one (1) hour after the Employer has been given notice, or if the office temperature exceeds 80 degrees for at least two (2) hours after the Employer has been given notice, the Employer shall either permit the employees to be released with pay, have them reassigned to other appropriate work locations, or allow them to work from home. If the temperature exceeds 80 degrees, an employee who has a medical condition exacerbated by heat shall be reassigned to another location. Any legal worker reassigned under this provision shall be reassigned within the program or borough of regular employment.

13.3 Partitions

In order to ensure maximum privacy for clients and to preserve the attorney-client privilege, the Employer agrees to construct floor to ceiling partitions for the offices of all casehandling staff where architecturally feasible. The feasibility of such construction may be limited by the cost relating to lighting and airflow.

13.4 Office Health and Safety

(A) The Employer will provide employees with a work environment that is safe and conducive to good health. It also has the goal of providing offices that are clean and secure. The Employer will promptly take all reasonable steps to protect the health and safety of its employees if the workplace or part of the workplace becomes unsafe.

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(B) The Employer will make reasonable efforts not to subject employees to health risks when working off-site at locations such as courts and clinics. This section imposes no requirement that the Employer improve the conditions of off-site locations except to the extent such conditions are reasonably within the Employer’s control.

(C) Infectious Disease

1. The Employer will promptly take all reasonable steps to protect staff and clients visiting the workplace from unnecessary health risks from infectious disease. These steps will include, but are not limited to, the provision of:

- (a) Masks in every LSNYC office location and other personal protective equipment (PPE) upon request;
- (b) Reasonable means to conduct video conference, telephonic or other remote interviews and meetings with clients; and,
- (c) Prompt response to reasonable accommodation requests.

2. During any declared public health threat or emergency, the employer and the union shall, upon demand of either party, meet and confer on policies for safeguarding the health of our staff, our families, and our clients.

(D) If dangerous or unhealthy conditions occur in the workplace, the employer will consult with the union to develop a plan that will resolve the condition, unless such consultation is not possible.

(E) For the purposes of Section 13.4(C) regarding infectious disease, the resolution process described in Article 8.2(D) applies.

(F) The Labor-Management Committee will consider matters relating to occupational safety and health.

1. The Employer will provide training to staff to promote a safe, nonviolent atmosphere in the offices. Trainers will include outside professional experts.

2. The issues considered by the Labor-Management Committee shall include, but not be limited to computer technology, toxic contamination, use of nontoxic and environmentally sound cleaning products, ventilation, air-conditioning, lighting, heating, plumbing, elevator service, recycling and other efforts to make our offices more green, staff safety, appropriate alterations to the physical environment, security, security-related training, including training to handle emotionally disturbed and violent clients.

3. The Labor-Management Committee will solicit feedback from staff concerning health and safety matters as needed.

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(G) The Committee will produce proposals with respect to occupational safety and health which the Committee believes would improve the occupational health or safety of the workplace.

(H) The Committee will meet with the Executive Director and any additional representatives designated by the Union to discuss the proposals and their implementation. The Executive Director will then adopt standards to be employed in LSNYC.

(I) Program Safety and Security

1. Each program's safety and security committee composed of representatives from labor and management will create a Safety and Security Plan, if one does not already exist, to address borough-specific health, safety, security, and emergency concerns, to the extent that such protocols are not already set forth in this CBA.

2. The program's safety and security committee composed of representatives from labor and management shall meet annually to review and revise, if necessary, the Safety and Security Plans.

3. New offices that open will develop plans in accordance with this subsection.

4. Safety and Security Plans will be posted on the LSNYC Intranet and distributed via email to all staff annually.

(J) As office equipment is replaced through purchase, it shall be replaced with ergonomically safe equipment as reflected in standards recommended by the Labor-Management Committee. In the event of a dispute over what constitutes ergonomically safe equipment, the Labor-Management Committee established under § 1.6 of the CBA will evaluate the proposed equipment and make recommendations to management as to what constitutes ergonomically safe equipment. It is understood that donated furniture or equipment will be treated as existing, and not replacement, furniture or equipment under this section. No employee will be required to use ergonomically unsafe equipment at their workstation.

(K) Security Incidents and Response

1. If a security incident (as defined below) occurs, staff in that borough will be notified promptly on a need-to-know basis as determined by LSNYC and provided with information on steps being taken for staff safety and on any steps staff should take for their own safety. Identifying information of affected staff members shall be omitted or redacted unless disclosure thereof is necessary to protect the health and safety of other staff. A “security incident” shall include:

- (a) violence or threats of violence toward employees, clients, or visitors at a LSNYC office;
- (b) violence or threats of violence toward employees or their clients at offsite locations where LSNYC staff regularly work; or
- (c) any incident at a LSNYC office for which law enforcement are summoned or notified.

2. If an individual is not permitted to enter a LSNYC office, the individual’s name and photograph (if available) will be available in an easily accessible location at the reception desk, along with the procedure to follow if that individual comes to the office.

3. Within three (3) months after the date of the ratification of this contract, LSNYC will provide all employees with the information about the emergency contact system in their office (or LSNYC shall implement an emergency contact system in each LSNYC office that does not currently have such system). Such system will allow all employees to immediately contact a manager in the event of an emergency. This system shall be easily accessible to every employee in the office location.

(L) Office Closures

1. LSNYC recognizes that there will be times when inclement weather or other emergency situations, such as a citywide power outage, may make it difficult, dangerous, or impossible for staff to safely commute to or from a work site. While it is paramount for employees to put their own personal safety first and foremost, LSNYC must also balance that with the needs of our clients who rely on us to be available to represent them. Consistent with the Employer’s Emergency Office Closures Policy and Procedures (which can be found on the intranet), in the event of inclement weather and/or climate events, the following procedures shall apply:

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- (a) In the event that the New York Unified Court System (UCS) announces court closures for New York City, LSNYC's offices will be closed. If the New York City Department of Education announces school closures, LSNYC will consider that as a significant indicator in deciding whether LSNYC offices should close.
- (b) If the Air Quality Index (AQI) maintained by the EPA (currently at AirNow.gov) indicates that the air quality for a borough is above 150, LSNYC's offices in that borough will be closed.
- (c) If LSNYC's offices are closed, but the New York State courts (or any other courts, administrative forums, or offsite intake) remain open, casehandling staff must meet their professional obligations by ensuring that clients are represented in those forums and that no client (or no one scheduled for intake or who has an expectation of seeing a casehandler at offsite intake) is disadvantaged by the office closure. As part of a collaborative process, managers will make best efforts to assist staff who are unsuccessful in obtaining an adjournment or remote appearance/virtual option, or rescheduling the intake(s), and who cannot safely travel to in-person court appearances or offsite intake.

2. Senior leadership shall determine on an organization-wide or office specific basis whether employees may be reimbursed for a taxi/rideshare to get to an in-person work obligation and/or home from an in-person work obligation during an inclement weather or climate event. In addition, employees may be reimbursed for taxi/rideshare to an in-person work obligation and/or home from an in-person work obligation during an inclement weather or climate event if traveling by public transportation is unduly difficult or time consuming (e.g., the ferry is not running between Staten Island and Manhattan).

13.5 Breaks

Due to the specific nature of their work, the Employer will use its best efforts to provide Receptionists and Hotline Paralegals with two fifteen (15) minute breaks, one in the morning and one in the afternoon. This paragraph shall also apply to Executive Secretaries and Intake Paralegals assigned to cover a Receptionist's full shift or when Intake Paralegals and Legal Services Assistants are assigned to offsite intake locations. This provision is not intended to reduce the breaks for any current employees. The Employer shall not unreasonably deny any Receptionist, Executive Secretary, Hotline Paralegal, Intake Paralegal, or Legal Services Assistant a break.

13.6 Office Conditions Grievances

Grievances regarding this article may only be initiated by a Union delegate or by a member of the Union's Executive Committee.

13.7 Domestic Violence Policies

- (A) For the purposes of this contract, domestic violence shall include physical, sexual, verbal, technological, emotional, or psychological violence or intimidation, stalking, or economic abuse against all employees regardless of gender by a person of any gender: (a) with whom the employee has a child in common; (b) with whom the employee has or had a domestic partnership; (c) with whom the employee is married or has been married; (d) with whom the employee is living or has lived; or (e) with whom the employee is or has engaged in a dating or sexual relationship.
- (B) The Employer will post information about domestic violence resources in each office after consulting outside experts. The information and the experts will be jointly agreed upon by the Union and the Employer.
- (C) The Employer will give copies of the same information to all current employees and then to new employees as they are hired.
- (D) The Employer will maintain the confidentiality of domestic violence-related information concerning employees to the extent practicable. Other employees will be informed only on a need-to-know basis. Whenever possible, the victim will be notified in advance if there is a need to inform others. It is understood that in some circumstances, the Employer may have to disclose domestic violence information to protect other employees.
- (E) In consultation with the Union, the Employer will create for each program a process for employees to come forward in confidentiality to request help, resource information, reasonable accommodations in the workplace (including transfer of position within the program) or schedule to reduce the employee's vulnerability to domestic violence on the job, or to request leave. The Employer may request appropriate documentation. The Employer will not unreasonably deny requested accommodations.
- (F) On request, the Employer will assist an employee who is a victim of domestic violence to apply for a job opening at a different LSNYC location. The employee already has a right to the job if the employee's qualifications are equal to the qualifications of other candidates. If the employee shows that they are no longer able to work safely in the employee's present office and that a move to a different office is the only reasonable way to reduce vulnerability to a physical threat of domestic violence, the employee shall have the same right to the job as a laid-off employee from another program. The Employer may ask for appropriate documentation of all facts relevant under this paragraph.
- (G) Through the Labor-Management Committee and after consulting with experts in the field, the Employer will conduct training programs on domestic violence for employees covering the nature of domestic violence, available resource, and the provisions of this contract. The experts will be jointly selected by the Employer and the Union. As part of this training, supervisors will be briefed on the problem of

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domestic violence and their role in identifying employees in need of referral for assistance.

- (H) In addition to their existing rights to various leaves under this contract and federal, state, and city law, employees shall have the following rights to the extent necessary to deal with domestic violence situations:
 - (i) To take up to ten (10) days of annual leave without prior notice to the Employer;
 - (ii) To request unpaid leave of up to six (6) months, which request the Employer shall not unreasonably deny. The Employer may request appropriate documentation.
- (I) On request, the Employer will assist an employee to develop a personal workplace safety plan. Employee requests for workplace accommodations as part of their plans will be responded to by the Employer under the processes established in § 13.7(E) and 13.7(F) above.
- (J) The Employer shall allow an employee experiencing domestic violence to opt into the Employer's medical plan without regard to the plan's normal enrollment period to the extent that this is possible under the medical plan. The Employer may request appropriate documentation.
- (K) If in a disciplinary proceeding, an employee alleges that the failure or action that is the subject of potential discipline is the result of domestic violence, the Employer:
 - (i) May ask for appropriate documentation;
 - (ii) Shall refer the employee for appropriate assistance; and
 - (iii) Shall take domestic violence into reasonable account in the disciplinary proceeding.

13.8 Lactating Parents

As required by law, all lactating parents are entitled to break time (thirty (30) minutes) and shall have access to a room with a locking door (not a bathroom), and access to a sink and refrigerator. If the lactation room requires access via key, backup keys shall be made available and the contact information for the person(s) responsible for the keys shall remain updated and shared with staff.

It is understood that all breaks required by law are separate and distinct from the breaks provided in Section 13.5.

Article 14 – Job Titles and Duties

If any law governing the rights of lactating parents changes during the effective period of this contract and renders this provision unlawful, the law will govern. Any protections in this contract above and beyond the legal requirements shall not be affected by the foregoing sentence as long as those protections remain lawful.

14.0 JOB TITLES AND DUTIES

14.1 Uniformity of Job Titles

Job titles for similar duties shall be uniform through LSNYC and the Constituent Corporations.

14.2 Job Descriptions Generally

(A) Persons may be asked to fill-in for other individuals, when there is an emergency, or when an individual is at lunch, or on leave of any other kind. It is understood, however, that when a person is filling-in, they are not expected to perform both their own job and the fill-in job concurrently.

(B) It is also understood that the person filling-in is only expected to do so to the extent the duties are job-related and consistent with the person's own job description. The only exception to this is the position of Receptionist. When it becomes necessary to fill-in for the Receptionist, and no suitable replacement can be found, any available employee may be requested to fill-in for the Receptionist. No office shall be without a receptionist for more than three months, except for offices in which: (1) there are less than six staff members and (2) the office does not regularly see walk-ins, or all casehandlers work at least part-time in another office with a receptionist.

(C) The same individual cannot be required, in every instance, to substitute for other staff members, and this responsibility shall be rotated wherever possible. The rotation of this responsibility shall not, however, be used to violate or circumvent the provision in §18.6 of this Collective Bargaining Agreement.

(D) Wherever there is more than one person in an office in the same job title, the tasks encompassed within that job description shall be equally distributed. If only one person is able to perform one of the tasks, the work load of that person shall be adjusted accordingly, so as to achieve an equitable balance.

(E) Combining Lines

(1) In some instances, it may be necessary to combine two lines (for example, Staff Secretary/Legal Services Assistant). When this becomes necessary, the individual's job title will be defined, in writing, and the salary scale adjusted accordingly. If the higher paying job line takes a substantial portion of the individual's work week, the salary shall be that of the higher paying position. The combining of two lines will be done sparingly, and only if absolutely necessary.

(2) The shop must be given 5 business days' notice of any intent to combine lines for existing staff.

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- (F) A person may be assigned additional duties by their supervisor, but only to the extent that the duties are job-related and consistent with the person’s own job description. It is understood that developments in technology may result in changing methods required to perform duties within job descriptions.
- (G) If the Employer proposes to make changes to the present job descriptions, the Union and the Employer shall meet to bargain over the proposals. Should no resolution be arrived at between the parties, the matter will be submitted to an arbitrator from the panel established by and pursuant to the work rule section of this contract. No change in job description shall be implemented until resolution of arbitration.

(H) Interpretation & Translation

Both Union and Management recognize the importance of making our services accessible to clients and community members with a non-English language preference by providing high quality interpretation and translation in the languages spoken by our clients. All new employees will be informed by management and the union about the importance of language access for our clients and this section of the CBA.

It is understood that any employee possessing language skills is an important asset to LSNYC's work representing low income residents of NYC, many of whom are immigrants and with a non-English language preference. Consistent with their other job responsibilities, these employees may be required to provide interpretation and translation services to LSNYC and clients, as a routine part of their job.

Legal worker staff members who agree to provide interpretation and translation services and provide these services for their colleagues as a routine part of their job will be eligible for a \$3,000 annual bump in salary, not built into the base rate. The Employer shall provide the Union and the employee with a copy of the Personnel Action Form that reflects the translation and interpretation salary bump. This will include all legal workers whether they are included on a rotation system or not. However, if an employee does not want to provide interpretation and translation services they have the option to opt out from receiving the bump, unless language skills were a required qualification for their job.

Employees who may be required to provide interpretation and translation services to LSNYC may not be asked to provide these services until the following steps have been taken:

- (1) New employees who are asked to provide oral or written interpretation services will receive appropriate training that includes a component on legal terminology and interpretation best practices. These employees will not be required to provide oral or written interpretation services until such training is provided and attended.

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- (a) Effective January 29, 2024, new employees seeking to receive the interpretation and translation bump will be required to participate in a foreign language proficiency and interpretation assessment before being awarded the bump and, if they do not pass, the employer reserves the right to deny the bump. If an employee does not pass the assessment, there will be no limit on the number of times a staff member may retake the test. The Working Group to Support Interpretation and Translation Services (“Working Group,” see below) will review and provide feedback about the proficiency assessment process. The Working Group will explore options for an interpretation assessment that is more closely aligned with legal work performed by LSNYC. If the Working Group develops a new interpretation assessment for LSNYC, then information about the format, content, and criteria for passing that will be applied will be provided to employees upon registration for an assessment and be made available on the LSNYC website for all staff.
- (2) Current employees providing interpretation and translation services will receive access to any new and existing training and will receive further training at least once a year. Interpretation training will be geared to effectively train employees providing interpretation and translation services in various languages as feasible..
- (3) Employees who work with interpreters and translators will receive and attend a mandatory training that includes a component on best practices for working with interpreters and translators. Employees who work with interpreters and translators will view this training within three (3) months of their start date.
- (4) Each LSNYC program will develop a system that evenly and equitably distributes interpretation and translation services to be rotated among non-casehandling legal worker staff members that perform such services and are receiving the bump, and will supply information to all staff about how to access interpretation and translation services as well as updates to the interpretation and translation staff rotation. Receptionists, Hotline Paralegals, and case-handling legal workers who routinely provide these services to colleagues will be eligible for the bump, but will not be expected to be put on a rotation system.
- (5) No staff providing interpretation services shall be required to interpret for more than 45 continuous minutes. A break of 15 minutes shall be provided after every 45 minutes of translation.
- (6) If asked to translate, draft, or interpret affidavits, or any other highly technical or legal documents, or emotionally demanding matters, best efforts will be made to provide a minimum of 1-day notice, along with

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documents necessary for the task, whenever possible. Lack of 1-day notice shall not be a reason to refuse the request.

- (7) The workload of staff providing interpretation and translation services shall be adjusted to reflect the time spent on this important activity, except where the sole responsibility of the staff person is to interpret and translate.
- (8) When no legal worker receiving the bump is available to interpret or translate, it is understood that attorneys, social workers and casehandling paralegals may be asked to provide such services. However, attorneys, social workers and casehandling paralegals will not be included in the rotation schedule and casehandling staff should not be used routinely or excessively to provide interpretation and translation services.
- (9) Employees shall record all of their time spent interpreting and translating, including but not limited to both spoken interpretation and written translations, in Legal Server in a timely manner. Timekeeping records shall not be used to rescind the salary bump unless LSNYC has complied with sections H(4) with regard to translation and interpretation at the relevant office.
- (10) Consistent with Section 12.8(B)(1), permission to attend any training or language assessment contemplated by this Section shall not be unreasonably denied.

Once these steps have been taken, with a system in place, and after all parties have received the appropriate training, those staff members who agree to provide these services and are eligible to receive the bump will be asked to perform the following tasks:

- (1) Provide interpretation and translation services. All Legal Workers receiving the above-referenced annual salary bump are expected to provide interpretation and translation services and shall not unreasonably decline to provide these services when requested to do so;
 - (2) Enter time spent interpreting and translating in Legal Server.
 - (3) Attend training, at least one annually, provided by LSNYC designated for employees providing interpretation and translation services.
- (I) Future hires for, or promotions to, the Social Worker with MSW job title shall require a Masters in Social Work (MSW). This title shall be a Legal Worker Classification VI.
 - (J) It is understood that LSNYC social workers should not be relied on to provide mental health supportive services to colleagues.

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- (K) It is normally expected that Legal Server intake and associated data entry, including uploading of retainers, citizenship attestations, and other such documents, is done by intake officers, intake paralegals, and hotline paralegals. It is not expected that non-intake staff will be assigned intake duties on a regular basis. This does not apply to offsite intake.

Generally, Legal Server is preferred for offsite intake. However, when performing offsite intake, case handlers are permitted to collect information on paper when:

- (1) There are too many clients to allow sufficient time to enter the information into Legal Server; or
- (2) Technological problems (internet access, glitchy connections, etc.) make the use of Legal Server unworkable or onerous; or
- (3) There is a good faith basis, in the professional judgment of the casehandler, that particular circumstances during intake, including but not limited to the needs of the client, render the use of Legal Server unworkable or onerous.

It is understood that in those circumstances when case handlers collect intake information on paper, the case handler may provide the information later to intake staff for entry into Legal Server.

14.3 Specific Job Descriptions

(A) **Accounting Associate**

The Accounting Associate has duties and responsibilities as follows:

1. Serving as LSNYC's primary contact to vendors; maintaining purchase orders and vendor files;
2. Processing all of LSNYC's contractual agreements and purchasing in excess of \$500, i.e. reviewing all paperwork for each contract/purchase, entering data into accounting software and tracking through end date; working closely with accounts payable, grants management and program staff;
3. Ensuring purchase procedures are accurate, in compliance with federal regulations relating to procurement as stated in OMB circular-A110 and related cost accounting guidelines;
4. Periodically updating staff on current procurement procedures and policies;
5. Maintaining fixed asset accounts and depreciation schedules;
6. Maintaining detailed schedule of equipment leases; preparing note for year-end audited statements;
7. Performing monthly reconciliations and communications regarding Escrow accounts;
8. Performing monthly reconciliation of revolving accounts;
9. Performing monthly reconciliation of general operating account;
10. Assisting in year-end financial audit and preparation;
11. Acting as back-up in the area of Accounts Payables.

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(A) Accounting Assistant

The Accounting Assistant has duties and responsibilities as follows:

1. Perform Reconciliations of the general operating bank account, Borough office bank accounts, escrow accounts, and credit card expenses;
2. Maintain schedules of leases for equipment and facilities;
3. Maintain fixed assets schedules;
4. Gather and assemble supporting documentation as part of the invoicing cycle;
5. Gather and assemble supporting documentation regarding the annual external audit and recurring sponsor audits;
6. Provide back-up support to Accounts Payable to the extent needed by disassembling and re-assembling the papers associated with the voucher package so that checks can be mailed with the invoice and the voucher package for filing can be constructed;
7. Review / Monitor purchase order status and coordinate with Finance - Accounts Payable group.

(B) Accounts Payable Specialist

The Accounts Payable Specialist has duties and responsibilities as follows:

1. Processing and reviewing all payables for accuracy and full supporting documentation;
2. Communicating with staff and vendors to ensure all requests for payment are accompanied by original invoices, purchasing orders and/or check requests;
3. Appropriating approval and account coding;
4. Reviewing vendor statements and investigating discrepancies;
5. Inputting or/and reviewing payable information into accounting system, producing checks, and preparing checks for signature by appropriate staff;
6. Maintaining and filing timely, paid invoices for easy retrieval;
7. Obtaining and preparing 1099's at year end;
8. Investigating and making recommendation for write-offs of stale dated checks outstanding in excess of 90 days;
9. Acting as back-up for payroll
10. Completing payroll at least four times per year and as needed. At such times the incumbent will receive one-on-one support and direction from the Payroll Specialist, Controller or Assistant Controller. In recognition of this task, the incumbent will receive a specialist differential of \$2000;
11. Making timely cash receipt deposits to the bank;
12. Responding to W-9 requests.

(D) Clerk Messenger

The Clerk Messenger is responsible for any or all of the following tasks:

1. Duplicating, collating and distributing materials;
2. Taking documents, materials or other items to outside locations, and bringing back to the office or to other locations such items as may be directed;
3. Sorting, receiving, distributing, labeling, collecting, stamping and posting mail;

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4. Keeping the office in order;
5. Filing and taking inventories and suggesting purchases.

(E) Clerk Typist

The Clerk Typist is responsible for some or all of the following tasks:

1. Preparing batches for Service Bureau;
2. Providing typing services for the bookkeeping operation;
3. Filing check copies and back-up;
4. Providing clerical support to bookkeeper, comptroller and budget director;
5. Maintaining the bookkeeping files of vendor bills and payments.

(F) Communications Associate

The Communications Associate is responsible for some or all of the following tasks:

1. Updating information on LSNYC's public website;
2. Creating and maintaining clip books featuring press coverage;
3. Media research for both print and distribution of press releases;
4. Drafting and/or editing * distributed press releases;
5. Drafting and/or editing of public service announcements;
6. Assembling press packets;
7. Assisting in the development of brochures, annual reports, and other promotional materials including tasks such as: organizing photo shoots, maintaining LSNYC's photo archive, and proofreading text for promotional materials;
8. Assisting with the production of the staff e-newsletter by drafting or editing text;
9. Assisting with legislative activities, including preparation of testimony;
10. Assisting with the coordination of pro-bono meetings and special events.

(F) (1) Communications Officer

The Communications Officer is responsible for some or all of the following tasks:

1. Work with management and staff across all programs to identify and vet media opportunities for LSNYC and staff
2. Pitch reporters, draft and distribute press releases and statements, and plan and manage press conferences, working with program staff, elected/agency officials, and community partners
3. Work with Communications Director to respond to reporter inquiries, vet potential press opportunities, connect reporters to appropriate LSNYC spokespeople, and flag for appropriate managers and supervisors
4. Work with staff and clients to develop appropriate talking points and messaging prior to interactions with press
5. Take primary responsibility for managing and developing LSNYC's online presence, including creating content for and expanding LSNYC's social media profiles, and updating, developing, and maintaining LSNYC's website as needed

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6. Manage sections of the LSNYC Intranet, draft internal communications, and assist the Communications Director in drafting statements and messaging to staff
7. Assist in the drafting and editing of all LSNYC materials, including press releases, talking points, newsletters, fact sheets, brochures, annual reports, and other promotional materials as needed
8. Work with Communications Director to ensure consistence of brand and logo cohesion across organization
9. Assist Communications Director in developing and executing LSNYC's strategic communications plan
10. Maintain and develop all LSNYC media assets, tracking media coverage, and manage and grow media contact lists
11. Perform other communication-related duties as directed

(G) Community Aide

The Community Aide is responsible for some or all of the following tasks:

1. Referring of clients;
2. Preparing papers from standard forms, with the exception of pleadings, motions and orders to show cause;
3. Attending community group meetings;
4. Community outreach;
5. Writing reports, proposals and other documents.

(H) Database Administrator

The Database Administrator has duties and responsibilities as follows:

1. Maintaining, customizing, optimizing and debugging database (DB) applications used by LSNYC and its Constituent Corporations;
2. Developing and running reports as necessary for management;
3. Ensuring data and application integrity;
4. Developing and maintaining operational and system-level documentation;
5. Coordinating and helping to provide training opportunities for staff;
6. Creating, implementing and verifying database back-up methodologies;
7. Creating and maintaining database use and security procedures;
8. Collaborating with Project Managers and developers during requirements definition and signing off on ER diagrams for all development initiatives;
9. Facilitating communication between database application users to increase proficiency;
10. Maintaining relationship with DB vendors and acting as first point of contact regarding technical and licensing issues;
11. Performing other duties as directed.

(I) Database Programmer/Analyst

The Database Programmer/Analyst has duties and responsibilities as follows:

1. Managing LSNYC Case Management System (CMS):
 - i. Modifying, improving and adding components to databases to meet changing user and grant reporting needs;
 - ii. Writing queries and reports for local and citywide projects;
 - iii. Analyzing CMS data to spot trends and data compliance problems;
 - iv. Ensuring the integrity of the CMS databases;
 - v. Managing citywide query and reporting tasks;
2. Assisting colleagues, analyzing and defining their database-related needs;
3. Designing database solutions;
4. Maintaining complete up-to-date documentation of the CMS system;
5. Developing and maintaining CMS training materials;
6. Training colleagues on the operation of the CMS;
7. Supporting other database systems such as LSNYC's on-line training, registration, accounting, fundraising, and human resources systems;
8. Working with external partners on database-related needs.

(J) Development Associate

The Development Associate has duties and responsibilities as follows:

1. Accepting, recording, and responding to all charitable contributions throughout LSNYC;
2. Maintaining the database including ensuring that all information recorded within the database is accurate and up-to-date, which includes sending an acknowledgment to all donors with an appropriate signature, forwarding contributions to the finance office after they are recorded, and maintaining any donor records that are not kept electronically;
3. Managing all logistics related to fundraising events, including Jazz for Justice, Pro Bono Receptions, and various other events, and including cultivation, vision, and point-of-entry events that are utilized for direct fundraising and donor prospect identification; creating or managing the creation of invitation and RSVP lists for all fundraising events; managing volunteers (including corporate General Counsels, senior law firm partners, LSNYC Board Members and others) and assisting in their recruitment for events; developing and implementing budgets, timelines, and event work plans;
4. Assisting in researching donor prospects, including individuals, corporations, and foundations identified by the Director of Development and other staff for potential sources of private funds for specific projects at LSNYC;
5. Maintaining calendars of grant progress, due dates, and reports;
6. Providing staff support for the submission of proposals for funding for LSNYC;
7. Supporting and participating in fundraising strategy development and setting of annual fundraising goals;
8. Providing staff support and assistance in the production and development of communications and marketing materials, including developing and

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maintaining development-related content on the LSNYC website and various social networking and media platforms;

9. Performing any other department or agency-related duties or special projects as directed by the Director of Development.

(J)(1) Development Officer

The Development Officer will work closely with the Director of Development to determine and implement the strategic direction of the development program consistent with LSNYC’s mission and development plan. Responsibilities include some or all of the following:

1. Oversee and participate in all aspects of fundraising.
2. Analyze funding streams and engage in strategic planning.
3. Manage LSNYC’s fundraising, cultivation, and stewardship events.
4. Maintain LSNYC’s donor database and insure effective use of reports and database structure to track and measure fundraising, events, and donor prospecting activity.
5. Manage and implement LSNYC’s individual donor appeals.
6. Create and disseminate periodic updates to keep donors informed of LSNYC’s work. This includes the donor e-newsletter and production of the annual report.
7. Establish and nurture relationships with donors and prospective donors, including with contacts at law firms, corporations, and foundations.
8. Work with the development team on strategic communications to further fundraising, including marketing materials, web site design, and donor communications.
9. Perform other development-related duties as directed.

(J)(2) Development Writer

The Development Writer will work closely with the Director of Development to write material for private and government fundraising, including for print and electronic publications. Responsibilities include the following:

1. Developing and writing grant proposals and reports to foundations and other funders.
2. Working closely with program staff to help develop and transform ideas into successful proposals.
3. Providing staff support for the submission of funding proposals.
4. Researching and developing funding prospects, including individuals, law firms, corporations, foundations and other potential sources of funding.
5. Analyzing, organizing and presenting data to effectively illustrate the scope and impact of LSNYC’s work.
6. Maintaining records in the database to insure that all information recorded is accurate and up-to-date. This includes all matters related to the receipt and processing of donations, including, for example, drafting and sending thank you letters, forwarding contributions to the finance office after they are recorded, and maintaining any records that are not kept electronically.

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7. Maintaining calendars of grant progress, due dates, and reports, and ensuring timely submission of letters of inquiry, proposals and reports.
8. Working with the project directors and other program staff to create solicitation letters for the annual appeal.
9. Developing and writing the annual report and providing writing support for other development-related efforts and initiatives.
10. Supporting and participating in fundraising strategy development and setting annual fundraising goals.

(K) Executive Secretary

Secretaries with excellent administrative and clerical skills may be appointed or promoted to the position of Executive Secretary. The Executive Secretary is responsible for some or all of the following tasks:

1. Typing correspondence and legal papers;
2. Recommending the hiring of other staff members to the office supervisor and providing observations of the work performance of staff members under the Executive Secretary's supervision;
3. Supervising Staff Secretaries and Receptionist;
4. Forwarding to LSNYC the time sheets submitted by staff members;
5. Distributing to staff members the accumulated annual leave and sick leave information from central LSNYC;
6. Handling petty cash;
7. Preparing, authenticating and submitting monthly "personal reimbursements" for employees;
8. Maintaining court calendars in offices that have them;
9. Ordering office supplies and equipment;
10. Monitoring and making arrangements for proper maintenance of the office, its equipment and furniture, and carrying out instructions relating thereto. If the employee is required to exercise discretion in carrying out these duties, including steps requiring expenditures, the employee shall not be disciplined for any reasonable exercise of that discretion;
11. Taking primary responsibility for the mail, and where appropriate, assigning it to the Staff Secretary, Receptionist or, as back-up, to the Intake Officer. This task includes sorting, distributing, collating, labeling, stamping and posting;
12. Taking the minutes of meetings of the Board of Directors if the individual is Executive Secretary to the Project Director;
13. Creating and working with basic spreadsheets;
14. Word Processing, including mail merge functions;
15. Copying and scanning documents (it is understood that where Executive Secretaries are assigned to particular persons, those persons should first attempt to have the copying/scanning done by the Executive Secretary assigned to them);
16. Familiarity with and use of LawHelp and Language Line or other resources available to assist clients who need referrals or language assistance.

(K)(1) Executive Secretary II

The Executive Secretary performs tasks related to office administration, client services, and document management. These responsibilities include the following:

1. Handling petty cash, paying bills, preparing, authenticating and submitting personal reimbursements, and assisting with other fiscal-related requests;
2. Assisting with escrow under the supervision of the Director of Administration;
3. Scheduling appointments, making telephone calls, and drafting basic correspondence;
4. Ordering and maintaining office supplies and equipment;
5. Maintaining group calendars;
6. Assisting management with monitoring and ensuring maintenance of office-wide needs, including publications, furniture and office conditions. If the employee is required to exercise discretion in carrying out these duties, including steps requiring expenditures, the employee shall not be disciplined for any reasonable exercise of that discretion;
7. Reviewing, sorting, distributing, stamping, collecting and posting mail;
8. Using current programs for word processing, database and information management, and document preparation;
9. Entering and tracking information in electronic format, including databases and grant management systems, and running reports with the data;
10. Assisting in the maintenance of client and office-related files, including copying, scanning and distribution materials, filing and assisting with requests related to preparing files for program audits;
11. Providing administrative support for litigation and case advocacy;
12. Providing information and referrals to clients and community members utilizing available internal and external resources;
13. Using language-assistance resources, including translation and interpretation services available to assist clients and community members with a non-English language preference.

(L) Grants and Contracts Specialist

The Grants and Contracts Specialist has duties and responsibilities as follows:

1. Assisting with grant/contract program client eligibility verification and assembling of documentation required by funders, as needed;
2. Entering (and extracting) of grant/contract program information into internal case management systems and databases and/or case management systems and databases maintained by funders, as needed;
3. Serving as a key point of contact for grant-funded programs which involves communicating with funder agency/program staff and, if appropriate, referring cases to LSNYC neighborhood offices;
4. Monitoring and analyzing grant/contract performance and presenting such data in various forms -- narratives, simple charts, pie charts, bar graphs, etc.;
5. Communicating with practice leaders, staff advocates, contract managers, funders, and other staff about grant/contract-related needs and deadlines;

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6. Collaborating with practice leaders and other staff to assist in ensuring that LSNYC's case management system and other databases are modified to collect all required data for grants and are able to generate custom reports providing these data elements, which includes working with practice leaders and staff to develop forms for data collection and strategies for reporting;
7. Assisting in preparation of statistical and narrative grant reports;
8. Assisting in preparation of grant proposals, responding to RFPs, and preparing grant close-outs;
9. Assisting in the assemblage of contract packages for funders;
10. Coordinating reporting and proposal deadlines;
11. Participating in annual audit and funder audits as needed;
12. Serving as a liaison to the Finance Department in order to secure grant and contract budgets and expenditure reports; and
13. Preparing written and oral presentations on grant performance and related subjects.

(M) Grant Accountant I

The Grant Accountant I has duties and responsibilities as follows:

1. Working with LSNYC offices citywide on documents and contracts requirements and due dates;
2. Responding to requests from LSNYC offices citywide for financial data related to assigned grants;
3. Verifying the Position Control pages that staff full-time equivalents (FTEs) do not exceed 100%;
4. For the assigned contracts and grants, entering and maintaining in accounting software the grant/contract budgets and full-time equivalents (FTEs);
5. Updating and maintaining budget workbook Position Control pages;
6. Preparing entries in accounting system for grant/contracts vouchers;
7. Running periodic Grant/Contract Budget Variance Reports and posting on the LSNYC website;
8. Monitoring budget variances and contacting LSNYC offices citywide for explanations of significant variances;
9. Providing donors/funders with required financial reports;
10. Preparing financial reports to government or private funders; ensuring the timely submissions of all vouchers and related compliance reports;
11. Maintaining consistent communications with LSNYC offices citywide;
12. Ensuring monthly spending is occurring or/and allocation entries are being made timely and consistently and in accordance with approved funding;
13. Working closely with Accounting to review funded salary allocations, outstanding contracts receivables, inconsistent expense coding, and potential cross-funding;
14. Providing a monthly forecast of cash receipts by funding sources for the next twelve (12) months;
15. Preparing contracts/grants closeouts;
16. Meeting with government contract auditors and providing required information.

(M)(1) Grant Accountant II

The Grant Accountant II has duties and responsibilities as follows:

1. Coordinating contract and grant status through LSNYC contract management personnel;
2. Working with the Director of Grant Accounting to develop budgets for each office on LSNYC-wide contracts; verifying the Position Control pages that staff FTEs do not exceed 100%;
3. Filling out contracts/grants documents for Legal Support Unit (LSU) and Admin Fiscal proposals;
4. Contacting LSNYC offices citywide to obtain their verification/confirmation for the incoming year of their respective contract budgets; making necessary changes;
5. Entering and maintaining in accounting software the budgets and FTEs for assigned contracts/grants;
6. Updating and maintaining budget workbook Position Control pages;
7. Preparing entries in accounting software for grant/contracts vouchers;
8. Running periodic Grant/Contract Budget Variance Reports and posting on the LSNYC website;
9. Monitoring budget variances and contacting LSNYC offices citywide for explanations of significant variances;
10. For case-based contracts/grants, following up with the Grants Management staff in Operations/LSU to ascertain caseload data for vouchering purposes;
11. Providing donors/funders with required financial reports;
12. Preparing financial reports to government or private funders: ensuring the timely submissions of all vouchers and related compliance reports;
13. Maintaining consistent communications with LSNYC offices citywide;
14. Ensuring monthly spending is occurring and/or allocation entries are being made timely and consistently and in accordance with approved funding;
15. Working closely with Accounting to review funded salary allocations, outstanding contracts receivables, inconsistent expense coding, and potential cross-funding;
16. Providing to the Controller a monthly forecast of cash receipts by funding sources for the next twelve (12) months;
17. Preparing contracts/grants closeouts;
18. Meeting with government contract auditors and providing required information;
19. Providing assistance to Grant Accountant I as needed.

(M)(2) Grant Accountant III

The Grant Accountant III duties and responsibilities are as follows:

1. Coordinating contract and grant status through LSNYC contract management personnel;
2. Working closely with Accounting to review funded salary allocations, outstanding contracts receivables, inconsistent expense coding, and potential cross-funding;

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3. Working with the Director Grant Accounting to develop budgets for each office on LSNYC-wide contracts;
4. Contacting LSNYC offices citywide to obtain their verification/confirmation for the incoming year of their respective contract budgets; making necessary changes;
5. Entering and maintaining in accounting software the budgets and FTEs for assigned contracts/grants;
6. Ensuring consistent application of Generally Accepted Accounting Principles (GAAP) accounting standards, as well as LSNYC's financial policies;
7. Assisting in LSNYC's monthly and annual close;
8. Preparing year-end accrual journal entries as necessary, i.e. health insurance, accrued taxes, salaries, etc.;
9. Meeting with government contract auditors and providing required information;
10. Reviewing accounts payable invoices for proper authorization and expense coding;
11. Assisting in annual audit schedules and financial statement preparation;
12. Using accounting software, assisting in the preparation of monthly analytical budget vs. actual reports for all LSNYC offices;
13. Updating budgets of LSNYC-wide contracts; entering into accounting software approved budgets; submitting vouchers, recording journal entries, providing grant budget variance reports, responding to contract audits, and close-out contracts;
14. Providing assistance to Grant Accountant II as needed.

(N) Hotline Paralegal

The Hotline Paralegal is responsible for some or all of the following tasks:

1. Conducting screenings of applicants through intake hotlines, including obtaining necessary demographic data, determination of eligibility, and scope of the client's request for assistance;
2. Coordinating follow-up services, including appointments, referrals, correspondence, and client document requests;
3. Opening and closing electronic files for hotline callers and ensuring compliance with program protocols for telephone intakes;
4. Providing applicants and clients who contact the intake hotline with information, referrals and/or advice under the supervision of an attorney;
5. Using language-assistance resources, including translation and interpretation services available to assist clients and community members with a non-English language preference;
6. Maintaining familiarity with and using internal and external resources to provide referrals;
7. Answering questions and helping to acclimate staff to intake procedures;
8. Use of current office platforms for word processing, database and information management, and document preparation, including Microsoft Office, Excel, Outlook, and other programs;

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9. As related to hotline calls, entering and tracking information in electronic format, including databases and grant management systems and other formats, and running reports with the data;
10. Maintaining client-related files, including copying, scanning, uploading, and distributing documents.

(O) Intake Officer

The Intake Officer is responsible for some or all of the following tasks:

1. Initial screening of applicants for services, including obtaining necessary demographic data, making an initial determination of financial eligibility, and ascertaining the type of legal problem;
2. Opening files for eligible clients;
3. Referrals of ineligible clients;
4. Preparing and submitting monthly statistical reports with demographic data, disposition of cases, and any other necessary statistical information;
5. Maintaining file records of all applicants for services;
6. Filing closed cases;
7. Helping to acclimate new employees in office intake procedure;
8. Providing information and making referrals to phone callers;
9. Familiarity with and use of LawHelp, telephonic interpretation services, or other resources available for assisting clients who need referrals or language assistance;
10. Copying and scanning documents (it is understood that where Intake Officers are assigned to particular persons, those persons should first attempt to have the copying/scanning done by the Intake Officer assigned to them);
11. Backing-up for sorting and distribution of mail as described in Section 14.3(K)(11).

(P) Intake Paralegal

The Intake Paralegal is responsible for some or all of the following tasks:

1. Conducting screenings of applicants for service, including obtaining necessary demographic data, making a determination of eligibility, and ascertaining the scope of the client's request for assistance;
2. Coordinating follow-up services, including appointments, referrals, client correspondence, and gathering documents and other information;
3. Opening and closing files for clients and ensuring compliance with program protocols;
4. Providing applicants and clients with information, referrals and/or advice under the supervision of an attorney;
5. Using language-assistance resources, including translation and interpretation services available to assist clients and community members with a non-English language preference;
6. Maintaining familiarity with and using internal and external resources to provide referrals;
7. Answering questions and helping to acclimate staff to intake procedures;

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8. Distributing basic client service information materials;
9. Assisting casehandlers on client-related matters, including making phone calls, sending basic correspondence and obtaining information;
10. Entering and tracking information in electronic format, including databases and grant management systems and other formats, running reports with the data, and assisting in preparation for audits;
11. Maintaining client-related files, including copying, scanning, uploading and distributing documents.

(Q) Investigator/Process Server

The Investigator/Process Server is responsible for some or all of the following tasks:

1. Serving process on attorneys, parties and witnesses;
2. Directing the preparation of affidavits of service;
3. Obtaining a license (to be paid for by the Employer) to act as a Process Server within a reasonable period of time after being hired;
4. Knowing and complying with all laws and regulations pertaining to service of process and renewing said license;
5. Knowing how to do, and doing all necessary tasks to obtain index and docket numbers, tracing index numbers, filing pleadings and other papers;
6. Obtaining decisions and orders on motions or other applications in all courts where office casehandlers appear;
7. Knowing the neighborhood their assigned office covers, as well as the geography and transit system of New York City, knowing the location of offices, organizations and agencies to which the Process Server/Investigator's office makes referrals;
8. Investigating cases, conducting interviews, taking photographs, collecting evidence, writing reports and otherwise assisting in the preparation of cases;
9. Testifying at hearings, trials and similar situations.

(R) Justice Learning Center Program Associate

The Justice Learning Center (JLC) Program Associate is a part of the Legal Support Unit and reports to the Director of Continuing Legal Education. The JLC Program Associate is responsible for some or all of the following tasks:

1. Oversee the logistics of LSNYC's professional training programs, including continuing legal education, development, professional conferences and task force meetings.
2. Support LSNYC staff to develop and promote training programs, including working with trainers to facilitate timely preparation of materials
3. Conduct multimedia pre-production, production, and post-production work
4. Handle JLC web content and assist in administering the web-based training registration and database systems
5. Format and distribute paper and electronic documents for JLC training programs

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6. Determine and execute event needs, including set up of physical space, providing technology requested, ensuring the production of materials, securing external space when needed, and arranging catering when needed
7. Provide customer service related to trainings
8. Reconcile attendance lists and fees, track credits, and furnish refunds when necessary
9. Manage and maintain JLC training and accreditation materials in paper and electronic form
10. Prepare reports on JLC activities for funders and accreditation boards
11. Process JLC invoices
12. Order and maintain Legal Support Unit legal library materials
13. Perform other JLC duties as directed

(S) Lead Accountant

The Lead Accountant has duties and responsibilities as follows:

1. Ensuring consistent application of GAAP accounting standards, as well as LSNYC's financial policies;
2. Assisting in LSNYC's monthly and annual close;
3. Preparing monthly journal entries to record accounts receivable, cash receipts and contributions;
4. Performing bank reconciliations for selected accounts;
5. Reconciling quarterly 941, as prepared by our tax service to what has been recorded as salaries expense, in the general ledger;
6. Preparing accrual journal entries as necessary, i.e. health insurance, accrued taxes, salaries, etc.;
7. Performing monthly account analysis for selected balance sheet accounts, investigating and communicating discrepancies;
8. Reviewing general ledger entries for proper revenue recognition of pledge receivables;
9. Reviewing accounts payable invoices for proper authorization and expense coding;
10. Assisting in annual audit schedules and financial statement preparation;
11. Assisting in the preparation of monthly analytical budget vs. actual reports using accounting software, for management and constituent offices;
12. Working closely with Development to maintain cash receipts and revenue recognition;
13. Updating budgets of LSNYC-wide contracts; entering into accounting software approved budgets; submitting vouchers, recording journal entries, providing grant budget variance reports, responding to contract audits, and close-out contracts;
14. Assisting the Director of Grant Accounting in maintaining the budget workbooks;
15. Providing monthly a forecast of cash receipts by funding sources for the next twelve (12) months.

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(T) Legal Services Assistant (Paralegal)

The Legal Services Assistant is responsible for some or all of the following tasks:

1. Knowledge of one or more areas of law and the applicable procedures;
2. Interviewing clients in such area or areas;
3. Advocacy for clients before social or governmental agencies;
4. Representation at administrative hearings;
5. Referring clients;
6. Preparing papers from standard forms;
7. Attending community group meetings;
8. Community outreach;
9. Writing reports, proposals and other documents;
10. Preparing letters and requesting documents to prepare clients' cases;
11. Receiving and maintaining accurate and up-to-date resource material in their area of expertise.

(U) Mailroom Specialist

The Mailroom Specialist is responsible for some or all of the following tasks:

1. Duplicating, collating and distributing materials;
2. Occasional messenger work;
3. Stocking and requesting mailroom supplies;
4. Sorting, distributing, receiving, labeling, collecting, stamping and posting mail;
5. Limited intra-office maintenance responsibilities.

(V) Network & Systems Engineer

The Network & Systems Engineer is responsible for some or all of the following tasks:

1. Administers and supports organization-wide Voice over Internet Protocol (VoIP) system;
2. Administers messaging, authentication, permissioning, security, database management, remote access, virtualization, backup, and disaster recovery systems;
3. Administers and monitors LSNYC Wide Area Network data and voice infrastructure and ISP circuits;
4. Configures and manages LSNYC's networking environment, including cabling, switches, routers, wireless connections, data storage equipment, and specialized appliances;
5. Performs testing and implementation of updates/upgrades for all systems, software, and networking technologies;
6. Helps plan, implement, and manage security and other controls needed to ensure the integrity and privacy of data;
7. Participates in the design and planning of infrastructure to support new applications and technologies;
8. Participates in the development of policies and procedures for use of network facilities and then ensures compliance through training and system auditing;

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9. Analyzes server and network activity, maintains security and performance, monitors systems, traffic, data, and bandwidth as well as other software programs, e.g. intrusion detection and virus scanning applications, etc.;
10. Completes difficult troubleshooting tasks; and
11. Occasionally directs and/or supports the activities of technology support staff and consultants.

(W) Network & Systems Specialist

The Network & Systems Specialist is responsible for some or all of the following tasks:

1. Leads technology trainings sessions in a variety of learning formats;
2. Develops training materials and electronic trainings;
3. Resolve more challenging (level II) technical support requests;
4. Helps train, assist, and backup Technical Support Associates;
5. Assists in the administration and deployment of voice systems;
6. Runs call reports to monitor phone activity, assess call logs;
7. Works with engineering staff to plan, test, build-out, maintain, and administer network and application systems;
8. Monitors and maintains network and system monitoring tools;
9. Maintains and updates domain registration;
10. Creates and maintains system and network documentation for the TSU; and
11. Researches and recommends solutions that address user and program needs.

(X) Payroll Specialist

The Payroll Specialist has duties and responsibilities as follows:

1. Accurate, timely preparation and distribution of bi-weekly payroll processing using payroll software;
2. Processing payroll changes as necessary, such as employee salaries, garnishments, withholdings, etc.;
3. Maintaining and coordinating with Human Resources to ensure payroll changes are reflected in the HR database;
4. Preparing and maintaining payroll reports;
5. Coordinating with Finance to ensure the accurate import of payroll data is received in general ledger;
6. Ensuring LSNYC continues to make improvements in payroll software processes and procedures by remaining abreast of new techniques and technology;
7. Monthly, reviewing and confirming the timely filing and payment of LSNYC liabilities by the outside tax service and communicating discrepancies;
8. Processing and remitting EVA reports to LSNYC offices citywide, insurance providers and the Union;
9. Assisting as needed with payroll year-end reconciliations.

(Y) Pro Bono Attorney

The Pro Bono Attorney will work with the Director of Pro Bono to support and expand LSNYC's Pro Bono Program. The Pro Bono Attorney's duties include some or all of the following:

1. Support pro bono volunteers, including facilitating communication and collaboration between LSNYC staff, clients, and volunteers, and providing substantive legal support.
2. Communicate with individuals at law firms, corporations, and others.
3. Coordinate with volunteers and LSNYC staff to place and follow up on cases.
4. Utilize and collaborate in the development of technology systems to support the pro bono program.
5. Research and analyze law firms, corporations, and others to support program strategy.
6. Assist with reporting, data analysis, and evaluation of the program.
7. Assist with planning and execution of pro bono events and trainings.
8. Track cases and volunteers in case management systems and elsewhere.
9. Respond rapidly and consistently to email.
10. Assist with volunteer recruitment and support.
11. Represent the organization at meetings, events, and conferences.
12. Draft materials including pro bono marketing, communications, training, and press.
13. Other tasks and duties related to the pro bono program as directed.

(Z) Reader

The Reader is responsible for supporting the delivery of interpretive services to visually disabled staff, specifically:

1. Reading court documents and other papers to the staff member;
2. Assisting the staff member in court or at administrative hearing offices and in client meetings;
3. Helping with other administrative tasks as needed to support the staff member including but not limited to maintaining paper files and preparing documents for depositions or trial.

(AA) Senior Attorney

A Senior Attorney must meet all of the requirements of a Staff Attorney. The responsibility of a Senior Attorney will include, in addition:

1. Depth of experience as a specialist in a primary field of practice; or
2. Demonstrated competence as a generalist in more complex legal issues.

The Senior Attorney will be responsible for assisting the Employer in the training of less experienced attorneys (the concept of training in this job description is not intended to mean the operating or setting up of training programs, or the supervision of staff, but is meant to include participation in and assisting with the Employer's training of staff). The Senior Attorney should be able to undertake major litigation

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with a minimum of supervision and/or be able to plan and develop community development programs.

(BB) Social Worker (with MSW)

Social Workers (with MSW) are responsible for social work services in support of or related to legal assistance to clients. Duties may include any of the following:

1. Any or all of the duties of the Social Worker/Case Manager;
2. Conducting bio-psycho-social assessments of clients;
3. Reviewing and providing professional assessments of testimony, case records, reports, evaluations, and other submitted documents;
4. Providing brief reports, affidavits, or testimony;
5. Assisting clients in identification of service needs, which may include but not be limited to medical, mental health or additional specific social service concerns and preparing clients for engaging in needed services;
6. Providing supportive counseling, crisis intervention, education and emergency safety planning to clients and designated collateral parties as needed;
7. Supervising graduate level Social Work students, where permissible.

An MSW Social Worker will become a Senior Social Worker, pursuant to **Section 15.2**, when they have been employed as a social worker in this program for three (3) years.

(CC) Social Worker/Case Manager (BSW or equivalent degree or related experience)

Social Workers/Case Managers are responsible for social work services in support of or related to legal assistance to clients. Duties may include any of the following:

1. Conferring and consulting with attorneys and their clients on issues of social work advocacy relevant to legal matters;
2. Advocating on behalf of clients to secure appropriate and timely benefits, entitlements, and services from social and governmental agencies;
3. Providing social services needs assessments, overseeing client services planning and implementing, and case management functions;
4. Developing referral resources and providing clients with referrals appropriate to their service needs as related to the legal case, and maintaining liaisons with referral resources, service providers, community agencies, private and public institutions;
5. Developing service plans for and preparing clients to more effectively advocate on their own behalf;
6. Accompanying vulnerable clients to various venues relating to legal case or supporting referrals, e.g. court, appointments, ACS conferences, and meetings;
7. Developing, conducting, and participating in outreach, education, and training with community groups and agencies;
8. Preparing necessary reports, proposals, and other documents relating to their work;
9. Preparing letters, completing forms, and requesting documents to secure services for LSNYC clients.

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A Social Worker will become a Senior Social Worker, pursuant to **Section 15.2**, when they have been employed as a Social Worker in this program for three (3) years.

(DD) Specialist

The Specialist is an employee with recognized expertise in a particular specialty area of legal services work (including litigation skills). A Specialist will not be responsible for supervision or management as defined by applicable labor law, nor will they be responsible for evaluation or discipline of any other staff. In addition to the other responsibilities of their job category, a Specialist is responsible for some or all of the following tasks:

1. Serving as a resource in the specialty area to other LSNYC personnel and client and community groups;
2. Assisting the Employer in all facets of training and regular updates in the specialty area;
3. Participating as a consultant and/or co-counsel on major litigation in the specialty area;
4. Preparing resource materials in the specialty area.

It is understood that a Specialist will be permitted a reduced caseload and intake duties to allow for the performance of the above tasks.

(EE) Staff Attorney

Staff Attorneys are responsible for the provision of legal services to indigent individuals and eligible groups. The duties may include any of the following tasks:

1. Interviewing clients;
2. Giving legal advice;
3. Case intake and file maintenance;
4. Keeping current on the state of law and procedures within their area(s) of practice;
5. Doing legal research;
6. Preparing and drafting legal documents, pleadings, motions, briefs and appeals;
7. Representing clients in court, administrative agencies, and other appropriate forums; and
8. Collaborating or teaming with other staff for the purpose of assisting the Employer in training (the concept of training in this job description is not intended to mean the operating or setting up of training programs, or the supervision of staff, but is meant to include participating in and assisting with the Employer's training of staff).

Attorneys will always act in accordance with the Code of Professional Responsibility, and nothing in this job description shall be construed so as to allow the Employer to cause the Staff Attorney to violate the Code of Professional Responsibility.

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A Staff Attorney will become a Senior Attorney, pursuant to § 15.2 of this Collective Bargaining Agreement, when they have been employed as a Staff Attorney in this program for three (3) years.

(FF) Staff Secretary

The Staff Secretary is responsible for some or all of the following tasks:

1. Typing papers, memoranda and other documents from either recorded or written copy;
2. Taking messages and placing calls if the Casehandler assigned to them is unable to;
3. Making copies of documents that the Staff Secretary types, or that are necessary to the Casehandler the Staff Secretary works with;
4. Receiving, sorting, labeling, collecting, stamping and posting mail, if assigned to do so by the supervisor;
5. Transcribing dictation; and
6. Filing.

(GG) Receptionist

The Receptionist is responsible for some or all of the following tasks:

1. Operating the central telephone equipment in the office;
2. Taking messages and leaving them in the appropriate place for staff members;
3. Speaking to each prospective client or visitor who enters the office to determine whether or not they can be helped;
4. Referring persons who cannot be served by the office to the appropriate agency, if available, or informing people that no assistance is available if that is the case;
5. Performing preliminary intake or screening interview, including preparation of appropriate forms, which may require occasional typing;
6. Maintaining a chart indicating the location of every staff person, who must report their location and schedule to the Receptionist;
7. Sorting and distributing the mail, if assigned to do so by the supervisor; and
8. Occasional filing.

(HH) Technical Support Associate

The Technical Support Associate shall have duties and responsibilities as follows:

1. Providing direct support, including operating system, office application, network, and telecommunications support, and troubleshooting for end users;
2. Handling problem recognition, research, isolation, resolution, and follow-up for routine user problems; and referring more complex problems to supervisor or contractors;
3. Logging and tracking calls and supporting work using problem management database, and maintaining history records and related problem documentation;
4. Assisting in training staff members and helping them build their technical skills;
5. Coordinating the use of and training on the software and/or network(s). This includes documentation for tracking help calls and work requests; monitoring

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to ensure the effective use of the software and applicable systems, and helping to develop and update training materials;

6. Assisting in the administration of email, web, database, payroll, and accounting servers, as well as networking and backup systems;
7. Supporting, maintaining, and configuring computers, audio/video equipment, swipe card access system, printers, ID card machine, peripherals, and software;
8. Assisting in technology procurement and monitoring, including maintaining software library, licenses, and inventory of office equipment (serial number, software, and IP addresses);
9. Working with contractors on the maintenance of non-IT office equipment;
10. Performing occasional website and web technology work.

(II) Technology Coordinator

The Technology Coordinator shall have duties and responsibilities as follows:

1. Project manages and supports significant LSNYC technology initiatives in the field and in operations;
2. Researches, analyzes, and proposes technology-related projects that support service delivery and administration;
3. Provides leadership in developing technologies that support the improvement of legal work;
4. Supports and helps improve the business processes of the organization utilizing technology;
5. Coordinates telecommunications development needs for borough-specific and citywide projects;
6. Develops protocols and training materials around technology initiatives;
7. Helps advance document and knowledge management;
8. Supports internal and external LSNYC committees; and
9. Provides vendor management as it relates to technology initiatives.

(JJ) Technology Production Assistant

Responsibilities:

1. Works with multimedia, pre-production, production and post-production work for web distribution
2. Edits training and other program videos for legal and paraprofessional staff as part of legal education priorities and professional development tools
3. Posts edited videos in internal library and posts on external sites for access of lawyers and all staff to meet CLE training requirements
4. Assists in recording of trainings as a backup recording of training events when necessary
5. Works with, participates in testing to support the evaluation and development of learning center integrations and changes managed by the JLC technical coordinator.
6. Coordinates and compiles documents and training materials from internal and external authors of multiple projects

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7. Creates electronic and digital document compilation for distribution via email, optical media and the web
8. Organizes and “publishes” training materials for CLE and certificate-based programs and events to the JLC You-Tube posting site
9. Sets up meeting space internally and externally including a variety of computer and multimedia platforms
10. Assists staff in administering the CLE training program/ events and certificates
11. Services internal and external customers in accessing training materials, CLE and other certificates at the JLC
12. Distributes incoming mail to staff designated mailboxes and stamps out-going mail
13. Restocks kitchen supplies
14. Replenishes printers’ toner and copier paper
15. Relieves receptionist for lunch and breaks. Covers switchboard when receptionist is out
16. Performs other JLC tasks and duties as requested

(KK) Tenant Organizer

The job description for Tenant Organizer shall be negotiated by the parties. This title shall be in Legal Worker Classification IV, as will all other non-attorney casehandlers except Social Worker with MSW.

14.4 Workloads and Caseloads

(A) Reasonable and Equitable Workloads

The Employer agrees that supervisors have a responsibility to proactively manage work and ensure that staff has reasonable and equitable workloads. On a periodic basis, and at least once a year, the primary supervisor will sit down with staff to review and adjust workloads as necessary. Employees may also request such a meeting at any time.

Each staff person will be assigned one primary supervisor who will be responsible for ensuring that staff members have reasonable and equitable workloads. A designee will be assigned for times when a primary supervisor is unavailable and staff is given multiple urgent assignments. The primary supervisor or her designee will also be responsible for helping staff prioritize work and manage deadlines.

At the workload review, the Employer shall determine whether the employee has a reasonable and equitable workload, using the factors identified in § 14.4(B)(2). If it is determined that the workload is not reasonable and equitable, the Employer shall, with the employee’s input, develop a workable plan to remedy the situation. The remediation plan may include but is not limited to hiring additional staff or temporary workers, re-assigning work, prioritizing work, or reducing the work load. Workload reviews are not evaluations and are not part of the disciplinary process. At their choice, employees may meet with the Project Director to obtain such a plan or to revise a plan.

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(B) Legal Worker Workloads

1. This section applies to all employees other than attorneys, as per the definition of legal worker set forth in § 19.2.
2. Factors to be considered in determining what a reasonable and fair workload is include, among others:
 - a. Whether staff have too much work to be able to regularly complete all work within 35 hours per week;
 - b. Experience and skill level of the employee;
 - c. Ensuring that workloads of staff members of equal skill and experience are substantially equal;
 - d. Ensuring the provision of high quality work products, with the understanding that better work often takes more time;
 - e. For casehandlers, assessing the number of open active cases and case types within the caseload, where applicable, how actual hours are charged in the case management system as well as other responsibilities of the employee;
 - f. Supervision available;
 - g. The degree to which an employee is asked to handle unanticipated or emergency assignments;
 - h. Client needs and priorities;
 - i. Ensuring that staff are provided with opportunities for training and professional development.
3. No one factor shall be determinative, or shall outweigh all other factors.

(C) Attorney Caseloads

1. The parties wish to ensure that attorneys zealously represent as many clients as reasonably possible consistent with their obligation to act in accordance with the Code of Professional Responsibility and the program's commitment to provide high quality legal services. In accordance with this principle, if more than forty (40) active cases are assigned to an attorney at one time, the employer will, in a grievance, have the burden of showing that the attorney can handle those cases competently. If fewer than forty (40) cases are assigned to an attorney at one time, the attorney shall, in a grievance, have the burden of showing that the attorney has too many active cases to allow the attorney to handle those cases competently. It is acknowledged that all attorneys have inactive cases and may have a variety of other responsibilities.
2. Factors to be considered in applying the above standard shall include, but not be limited to, other responsibilities assigned to the attorney besides handling active cases, time required to perform administrative work, the

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number of hours the attorney reasonably spends handling their cases, the amount of work reasonably required in particular cases depending on their nature and complexity, the number of inactive cases that are not ready to close and require the attorney's attention in some form at least once every three (3) months, and the usual amount of time other attorneys in the legal services program, citywide, spend handling their responsibilities. No one factor shall be determinative, or shall outweigh all other factors.

3. Active cases are defined as cases that require:
 - a. a court or administrative hearing appearance within six (6) weeks for which meaningful preparations are necessary, or,
 - b. investigation, fact gathering, research, discovery, negotiations or legal writing within one (1) month, or
 - c. preparation of applications, letters, or other form of advocacy to secure a government benefit.
4. The following activities are not to be considered meaningful so as to define a case as active:
 - a. Sporadic contacts with clients or adversaries that require a de minimis (insignificant) amount of work, or,
 - b. timekeeping, statistical record keeping or case review responsibilities.
5. An individual attorney's consent to handle more than forty (40) active cases shall not set a precedent for themselves or other attorneys.
6. § 8.2(F) shall govern any caseload grievance.

- (D) If an attorney or paralegal is granted relief from accepting new cases on any assigned intake date, that staff member may be excused from participation in in-court intake on that assigned date.

14.6 Staffing

The parties agree that adequate staffing at all levels is a desirable goal of the organization. Where possible, management at each office will engage in discussion with the Union prior to the creation or elimination of staff lines.

15.0 PROMOTIONS AND TRANSFERS

15.1 Lines of Promotion

The Labor-Management Committee shall discuss lines of promotion from one job title to another.

15.2 Advancement to “Senior” Position

All staff shall automatically receive the designation of “senior” in front of their job title after three (3) years’ experience in that job title. There shall be no rostering to receive the “senior” designation or for Staff Attorneys to move to the Senior Staff Attorney job title. The “senior” designation shall not carry with it a wage differential.

15.3 Promotion Out of Bargaining Unit

The Employer agrees to provide the Union with documentation to substantiate any promotion out of the bargaining unit and further agrees that such promotion shall not be done so as to undermine the Union.

15.4 Transfers Between Programs

(A) Voluntary Transfers; Hiring Preference

An employee who applies for another job within the bargaining unit shall be interviewed during the two (2) week period described in **Section 17.10(A)** and shall be afforded full opportunity to compete for the position. If there is a vacancy, it shall be filled by a bargaining unit employee if their experience and qualifications are equal to those of the outside applicant. As between two employee applicants with equal qualifications, seniority shall be controlling. Experience to be considered shall not be limited to experience in the position applied for. The word “employee” in this provision shall be deemed to include a laid-off employee with recall rights.

(B) No Involuntary Transfers Between Programs

There shall be no involuntary transfers between programs.

15.5 Transfers Within Program and Title

Transfers of staff between units within a single program, without any change in title, although requiring no posting, shall require notice to the shop and consultation with the staff. It is understood that the decision to make such a transfer is in the sole discretion of the Employer.

16.0 NONDISCRIMINATION

16.1 Political Activity

The Employer shall issue no restrictions of employees' political activity, except restrictions which restate or interpret applicable regulations and court restrictions on partisan or non-partisan political activity.

16.2 Contract Rights

There shall be no discipline for exercising contractual rights.

16.3 Non-Discrimination/Affirmative Action

(A) Policy

There shall be no discrimination in hiring, wages, promotions or other terms or conditions of employment or opportunity for employment based upon race, color, sex, sexual orientation, gender identity or expression, creed, national origin, citizenship status, age, religion, political affiliation or belief, or marital, parental, military or disability status.

(B) Affirmative Action and Diversity Committee

The Union recognizes that the Employer has made meaningful progress in recent years with regard to increasing and improving employment and promotional opportunities for women and employees from historically marginalized and underrepresented groups. To continue and enhance this progress, the parties shall establish an Affirmative Action and Diversity Committee comprised of three (3) members designated by each party. The Committee shall meet quarterly or more frequently as determined by the Committee to address matters of mutual concern with regard to affirmative action, hiring and retention of women and employees from historically marginalized and underrepresented groups and make such recommendations as it deems appropriate. The Committee shall report to the Executive Director.

(C) Job Announcements

The Employer shall send job announcements to places requested by the Union. The Employer shall include in job announcements that people of color, women, people with disabilities, gay, lesbian, bisexual and transgender/gender-diverse people, and people over the age of 40 are welcome and encouraged to apply. As part of LSNYC's continued efforts to diversify its workforce, the city-wide DEIB committee, which includes both management and union employees, will be asked to develop a diversity outreach, hiring and retention plan that will include periodic review of progress. In the event the DEIB committee does not agree to develop such a plan, LSNYC will convene a management/union working group no later than January 1, 2022, comprised of equal numbers of management and staff, to develop such a plan. In either event the plan would be completed and implementation would be initiated no later than October 1, 2022.

16.4 Sexual Harassment

See also, Appendix A

(A) The Employer shall maintain a policy on sexual harassment. Notice of such policy shall be posted in each office and a copy of such policy shall be printed in the collective bargaining agreement. A copy of the proposed policy is attached. The posted notice shall be in English and Spanish and any other language appropriate for the particular office which states:

“It is the policy of Legal Services NYC (LSNYC) that all employees shall have the right to work, and all clients have the right to be served, in an atmosphere free from sexual harassment. Sexual harassment infringes on an employee’s right to a working environment, and a client’s right to a service environment, which is free of discrimination. LSNYC will not condone sexual harassment by or against any employee or client. Examples of the verbal or physical conduct which may violate LSNYC policy include, but are not limited to:

- a. Physical contact;
- b. Direct or implied threats that submission to sexual advances will be a condition of employment, work status, promotion, evaluations, letters of recommendation, or to the receipt of program services;
- c. Direct propositions of a sexual nature;
- d. Subtle pressure for sexual activities;

If you believe that a legal services employee has sexually harassed you, you may request to receive a copy of the policy which includes the procedures on how to make a complaint.”

(B) In addition to the requirements of § 16.4 (A) above, the Employer shall have the following obligations under this contract:

1. The Executive Director shall appoint a panel and the chair thereof to investigate allegations of sexual harassment consisting of eight supervisors, one from each project, at least two (2) of whom shall be women and two (2) of whom shall be men;
2. LSNYC’s policy on sexual harassment and the list of the members on the panel on sexual harassment and their telephone numbers shall be posted conspicuously in each office;
3. A panel member accused of sexual harassment shall be suspended from the panel pending investigation of the allegations and the Executive Director promptly shall make an interim appointment in place of such suspended panel member;
4. Workshops on sexual harassment shall be made available for all staff at least once a year. In addition, members of the panel shall be given adequate

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training regarding sexual harassment, decisional standards used in such cases, as well as LSNYC’s policy and procedures;

5. A supervisor shall withdraw from and shall not participate in activities or decisions, including but not limited to, those involving hiring, evaluations, promotions, and discipline, which rewarded or penalized any person with whom the supervisor has or has had a romantic and/or sexual relationship;
6. A complaint under the sexual harassment policy shall be handled in accordance with the times set forth in the policy;
7. A complaining employee shall be protected from coercion, intimidation, retaliation, interference or discrimination for filing a complaint or assisting in the investigation; and
8. The LSNYC Board of Directors shall not modify or amend the attached policy in a manner which lessens or weakens said policy unless such modification or amendment is required by law or the regulations, instructions, guidelines, assurances, grant conditions or other directives from grantors.

- (C) The only sexual harassment issues which may be submitted to grievance and arbitration pursuant to this collective bargaining agreement shall be those listed in § 16.4(A) and (B).

During the term of the Agreement, the parties agree to meet and bargain any changes proposed by LSNYC or the Union to LSNYC’s Discrimination and Harassment policy that are not required by law or City regulation.

16.5 Reasonable Accommodations

- (A) To ensure equal employment opportunities to employees with disabilities, LSNYC will comply with the Americans with Disabilities Act (“ADA”), New York State Human Rights Law (“NYSHRL”), and New York City Human Rights Law (“NYCHRL”). LSNYC will provide a reasonable accommodation to employees who have a disability, in accordance with the ADA, NYSHRL, and NYCHRL, if the reasonable accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. LSNYC and the Union are committed to fostering an environment in which employees feel comfortable asking for reasonable accommodations and, to that end, developed the policy below to ensure a transparent, clear, and fair process. In order to ensure that employees are aware of the process for requesting a reasonable accommodation, LSNYC will provide its Reasonable Accommodation policy to any employee who requests this information, include it with onboarding information, post it on the LSNYC intranet, and post information about how to request an accommodation in each office location where other workplace notices are posted.

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- (B) LSNYC will continue to handle employee information confidentially and in accordance with the law. Throughout and after the reasonable accommodation process, LSNYC will not disclose an employee’s underlying disability to anyone with supervisory or disciplinary power over the employee, unless the employee explicitly consents to such disclosure. However, supervisors and managers may be told about necessary restrictions on the work or duties of the employee and about necessary accommodations.
- (C) Upon learning that an employee may require an accommodation due to a disability, or upon the request of any employee for an accommodation, the Employer agrees to:
1. Provide the employee with a copy of its Reasonable Accommodation policy, guidance from the NYC Human Rights Commission and U.S. Equal Employment Opportunity Commission;
 2. Inform the employee that they may have a delegate or another union member assist them with their reasonable accommodation request;
 3. Explain the cooperative dialogue process; and,
 4. Meet with the employee and delegate or other union member (if requested by the employee) to discuss a reasonable accommodation and to engage in an expeditious interactive process to craft an accommodation that meets the employee's and employer's needs.
- (D) In accordance with the NYCHRL and all other relevant sources of law, the following process shall apply to requests for an accommodation:
1. The cooperative dialogue process shall be conducted expeditiously and in good faith by both the Employer and employee.
 2. During or before the first meeting with Human Resources, the employee may ask for any reasonable accommodations that they believe, in good faith, will allow them to perform the essential requirements of their job. Nothing shall preclude the employee from modifying their accommodation request or proposing alternatives during the cooperative dialogue process. An employee’s requested accommodation cannot be considered unreasonable unless LSNYC shows that the accommodation is unduly burdensome. The employee understands, however, that the Employer is not required to provide the specific accommodation sought by the employee, provided the Employer proposes reasonable alternatives that meet the specific needs of the employee or that specifically address the impairment at issue. Human Resources may ask the employee to explain how their requested accommodation will enable the employee to perform the essential requirements of their job.

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3. The Employer may request the employee provide medical documentation from the employee's medical provider that:
 - (a) is sufficient to substantiate that the employee has a disability (if such disability has not been previously substantiated through sufficient medical documentation and is not readily apparent),
 - (b) identifies whether the disability is temporary or permanent,
 - (c) identifies the functional limitation due to the disability,
 - (d) explains the need for the requested accommodation,
 - (e) includes the time period during which the accommodation is needed, if temporary, and,
 - (f) contains the provider's contact information.
 - (g) LSNYC shall not require a specific type of form of documentation. As long as such documentation addresses the foregoing subjects, any documentation LSNYC receives shall be considered broadly.
4. If the Employer reasonably believes that the documentation submitted by the employee is insufficient to substantiate that the employee has a disability or is unclear, it may request supplemental documentation, or, upon consent of the employee, to speak with the health care provider who provided the documentation. When requesting such supplemental documentation or permission to speak with a health care provider, the Employer will explain to the employee what aspects of the documentation are insufficient. LSNYC may also follow up with the employee and health care provider, as permitted under the ADA, NYSHRL, and NYCHRL, if it has questions regarding the authenticity of any documentation submitted in support of an employee's reasonable accommodation request. The Employer shall request only information or medical documentation related to the disability and accommodation need at issue.
5. Review of the underlying medical condition will be performed by a person who does not have supervisory or disciplinary power over the employee and will not be shared with those who have supervisory or disciplinary power over the employee.
6. The cooperative dialogue concludes when:
 - (a) a reasonable accommodation is granted, or,

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(b) the Employer reasonably arrives at the conclusion that:

(i) there is no reasonable accommodation available that does not cause an undue hardship to it,

(ii) a reasonable accommodation was identified that meets the employee's needs but the employee did not accept it and no reasonable alternative was identified during the cooperative dialogue; or,

(iii) no accommodation exists that will allow the employee to perform the essential requirements of their job.

7. If the Employer determines that a requested accommodation would cause it an undue hardship, it must identify the hardship and make best efforts to offer an alternative accommodation that does not impose an undue hardship, if such alternative accommodation is available.
8. Once the parties conclude the cooperative dialogue, the Employer must promptly provide the employee with a written determination of the reasonable accommodation process and outcome. If a reasonable accommodation is granted, the reasonable accommodation, but not information about the underlying disability or medical condition, shall also be conveyed promptly to those with supervisory and disciplinary power over the employee.
9. The cooperative dialogue process set forth in this Article shall also apply to requests for a reasonable accommodation not related to a disability (e.g., religion, pregnancy/lactation except as specified in § 13.8, survivors of domestic violence, sex offenses, and stalking), although different documentation may be required to substantiate the need for a reasonable accommodation. See § 13.7 for further detail on accommodations for survivors of domestic violence, sex offenses, and stalking. For these accommodations, the Employer shall request the minimum documentation necessary to substantiate the employee's request.
10. No employee shall be subject to discipline or retaliation for bringing a disability to the attention of management or requesting an accommodation of any kind.
11. The employee may make new requests for accommodations as their needs change over time. Each time an employee requests a reasonable accommodation, the parties shall engage in the cooperative dialogue process set forth in this section.

17.0 OTHER EMPLOYEE RIGHTS AND OBLIGATIONS

17.1 Bar Examination

(A) Obligation to Take

All persons employed in Attorney or Law Graduate positions who have not taken and passed the New York State Bar Examination (and who are not currently admitted to practice in New York pro hac vice based upon admission in another state and/or who are not eligible for admission on motion to practice in New York) are required to take any exam necessary to gain admission to the New York State Bar each time it is available and they are eligible. As of the ratification date of this Agreement, the exams necessary to gain admission to the New York State Bar for the purposes of 17.1(A) include the Uniform Bar Examination (UBE), New York Law Course (NYLC), New York Law Exam (NYLE), and Multistate Professional Responsibility Examination (MPRE). These requirements are expected to change in 2028.

(B) Leave to Study

All employees required by LSNYC to take the Uniform Bar Examination (and pro hac vice attorneys who choose to take the Examination) shall be granted four (4) weeks off, with pay, prior to the date of each Uniform Bar Examination for which they have registered, as well as paid days for the exam days. They will be granted additional time off with pay to complete the New York Law Course (17 hours), New York Law Exam (7 hours), and Multistate Professional Responsibility Examination (7 hours) but will not be granted additional time to study for these three sections, unless they elect to add or borrow time to study pursuant to 17.1(C). Legal workers enrolled to take the bar exam shall also be entitled to this leave time.

(C) Added/Borrowed Leave to Study

In addition to the leave provided in 17.1(B), all employees required by LSNYC to take any exam necessary to gain admission to the New York State Bar (and pro hac vice attorneys who choose to take a necessary exam) shall be permitted to borrow up to two (2) weeks (10 days) of Annual Leave to use prior to the date of the examination for which they have registered if they have exhausted their accrued Annual Leave.

1. All loans of Annual Leave shall be confirmed in writing, signed by the employee and the Employer, with a copy e-mailed to Human Resources (hrsupport@lsnyc.org).
2. After an employee takes an Annual Leave loan, all Annual Leave that such employee would otherwise have accrued shall instead be used to pay back the loan, until the loan is satisfied. Only after the loan is satisfied will the employee again begin to accrue Annual Leave.
3. New employees shall be eligible to borrow Annual Leave pursuant to Article 6.1(E).

(D) Bar Review Course:

Any Law Graduate or unadmitted attorney who fails the Uniform Bar Examination shall be encouraged to attend or enroll in a bar review course selected by the employee and shall be reimbursed at cost up to \$2,500.00 for the first re-examination and, if necessary, up to one additional subsequent re-examination.

(E) Obligation to Submit Application:

All law graduates and unadmitted attorneys who have successfully completed the New York Bar Examination are required to submit their applications for admission to the New York State Bar no more than four (4) months after successful completion of all exams necessary to gain admission. An employee may request workload relief if necessary for purposes of completing and submitting their application from their supervisor and such a request may not be unreasonably denied. Notice will be given to the Union if the Employer believes an employee has not timely submitted their bar application within four (4) months after successful completion of all exams necessary to gain admission.

17.2 LMSW and Process Server Exams, Legal Worker Exams

All MSWs employed in MSW positions who have not taken and passed the LMSW licensing exam shall be granted four (4) days off, with pay, to prepare for the exam prior to the date of an exam for which they are registered, as well as paid days for the exam days. This time off will be granted to employees for each LMSW licensure exam for which they have registered.

The Employer agrees to provide training on a yearly basis to help Investigator/Process Servers pass the process server exam. In addition, Investigator/Process Servers shall be granted one (1) day off with pay to prepare for the exam prior to the date of the exam for which they are registered, as well as one (1) day paid time off for the actual exam. This time off will be offered each time the Investigator/Process Servers is required to take the exam. Where there are multiple Investigator/Process Servers in an office, the Investigator/Process Servers will stagger the days off for preparation and exam days.

The Employer shall reimburse each legal worker the exam fee to take the LSAT or GRE or other such exam, and shall grant each legal worker one paid release day to take that exam. Each legal worker is eligible for this provision once.

17.3 Expense Reimbursement

(A) The Employer shall reimburse employees for all actual job-related expenses incurred by the employee in the course of the employee's appropriate work activities, including, but not limited to, filing fees, xerox costs, telephone, transportation, process serving costs, license renewals (including but not limited to bar, social worker, process server, and notary licenses), social work exam fees (registration and examination fee), limited permits, and supper money, subject to the following restrictions:

1. A Project Director may require advance approval to be obtained prior to the incurral of any specified type of expenses including those listed in two (2)

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through six (6) below (except reasonable filing fees, xerox costs, telephone and transportation to and from court and administrative agencies by public transportation) and may deny reimbursement where such approval is not obtained;

2. Personal car use will be reimbursed at the rate permitted by LSC guidelines plus parking and toll charges;
3. Out-of-town travel and parking must always be approved by the Project Director or Managing Attorneys prior to incurral;
4. Supper money up to \$15 and will only be available if the employee worked seven hours between 9:00am and 6:00pm and then continues to work until at least 7:30pm. Additionally, \$15 supper money will be available if the employee worked outside of their home five (5) hours on a holiday or weekend. In the event of a lost receipt, employees may submit an affidavit rather than a receipt to be reimbursed for supper money;
5. Out-of-town travel will be reimbursed at the rates approved by LSNYC pursuant to the Legal Services Corporation's regulations;
6. The Employer shall reimburse employees for cab fare home from the office or any employment-related activity if they live within the City of New York, or if they live outside the City, the employee shall be reimbursed for cab fare to the commuter rail or bus station within New York City, the cost of the commuter rail or bus up to \$20, and home from their suburban rail or bus station. Only costs that exceed regular commuting costs will be reimbursed under this section. The employee will make reasonable efforts to give the Employer notice of the need for cab or other commuter fare under this section. If prior notice is not possible, employee should inform the Employer as soon as practicable. Employees shall provide documentation of actual paid expenses in the form of a receipt or other similar documentation and will be reimbursed under the following conditions:
 - a. During the week, when the employee works until at least 9pm, or until 8:30pm if they are leaving from an off-site location. When staff have a particular safety concern, transportation reimbursement before 8:30pm or 9pm may be approved on a case-by-case basis.
 - b. On weekends, if the employee has particular safety concerns, or if traveling by public transportation is unduly difficult or time-consuming, or in the evening after 9pm or 8:30pm if the employee is leaving from an off-site location.

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- c. The Employer shall not place any other restrictions on an employee from using transportation services under the conditions described in paragraphs (a) and (b) above. LSNYC shall maintain a contract with a cab or car service in each borough and/or a ride share service.
- (B) Non-exempt employees who have childcare or eldercare expenses and who work overtime with the approval of their supervisor, or exempt employees who are assigned to perform any work (or work that arises on an emergency basis) that results in additional childcare or eldercare costs on evenings and weekends, shall be reimbursed for childcare or eldercare costs, at the actual cost of up to \$20 an hour. Employees shall provide documentation of actual paid expenses in the form of a letter, receipt, or other similar documentation. It is understood that the childcare or eldercare provider may include friends or family members.
- (C) All expense reimbursement requests must be submitted by the last day of the month following the month in which the expense was incurred. LSNYC may waive this time period. All reimbursements shall be made within thirty (30) days of submission. The Employer shall advance job-related costs when requested and prior approval has been granted.

17.4 Private Practice

All attorneys while employed by the Employer shall maintain no compensated private practice of law whatsoever, and no uncompensated private practice without express approval of the Project Director or their designee. This provision shall be consistent with Legal Services Corporation Regulations and is not intended to add to or subtract from those regulations.

17.5 Gifts

No employee may accept gifts or gratuities from any client or any person who has received services other than token gifts, which must be disclosed immediately to the Project Director. No cash may be accepted.

17.6 Diversity and Staff Participation in Hiring

LSNYC highly values diversity in the workplace, both for staff and for the clients we serve. Employer will continue its commitment to diversity, inclusion, equity, and belonging work by ensuring that all prospective candidates for hiring and promotion have a commitment to Employer's DEIB mission.

Each program will develop a system for staff participation in the hiring process that provides staff with an opportunity to meet with interviewees for both bargaining unit and non-bargaining unit positions, to review resumes, and to have input into hiring decisions. It is expressly understood that in some situations job applications have been submitted in confidence and to the extent this is so, it may not be possible to provide staff an opportunity for participation with such candidates. The Employer will use good faith in invoking the confidentiality exception to participation in hiring.

Interviewees shall be informed of the existence of a wall-to-wall Union.

The employer will seek bargaining unit participation in the selection of “fellows” who may be employed for a year or more and who are paid through LSNYC payroll. Participation will include an opportunity to review resumes, meet applicants, and provide input into final selection decisions. In some situations, due to time constraints or the process of the fellowship provider, this participation may not be possible.

17.7 Notice of Board Meetings

Notices of all Board of Directors’ meetings shall be sent to all LSNYC employees and, for meetings of borough boards, to employees of the respective project. Minutes and agendas, if available, also shall be provided. Nothing herein shall be interpreted to invalidate any action taken by the Board of Directors as a result of the failure to provide such notice.

17.8 Contract and Manual Distribution

LSNYC shall give a copy of this contract to all employees. A copy of the Personnel Manual, if available, shall be given to all employees after each major revision. New employees shall be given copies of both documents upon hire. Both documents shall be posted on the LSNYC intranet.

17.9 Resignation; Notice

An employee who proposes to terminate their employment shall give prior written notice to their Project Director or Managing Attorney as follows:

Attorneys:	Four (4) weeks
Legal Workers:	Two (2) weeks

This requirement shall be waived in case of emergency or other worthy reason.

17.10 Notice of Job Openings

(A) To Employees First

LSNYC shall publicize to all staff the availability of jobs within the bargaining unit in all offices of the Employer at least fourteen (14) calendar days before hiring any person to fill such jobs. The fourteen (14) calendar days shall begin to run when the notice is provided to each office and to the Union office and a copy of the notice has been given to the Union delegates in each office from which the notice is provided.

The Employer shall also publicize the availability of jobs to any person who has been laid off and remains on the recall list, and to any employee who is scheduled to be laid off, at least fourteen (14) calendar days before hiring any person for such jobs in the following manner. Every attorney on the recall list shall receive notification of all available attorney positions. Every legal worker shall receive notification of all available legal worker positions regardless of job classification. Notification to any person on the recall list or scheduled to be laid off shall be by regular first-class mail. Further, the Employer shall provide the Union with a list of

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the people on the recall list to whom the job announcement has been sent and their addresses.

(B) Where Posted

For the first seven (7) calendar days of this period, the announcement will not be sent outside the program, except that it may be sent to national publications and places identified in the Affirmative Action Plan as prime potential sources of employees from historically marginalized and underrepresented groups. Notice on the Union bulletin board shall be deemed appropriate publicity.

(C) Distribution

Job announcements also shall be distributed to an employee in each office at least fourteen (14) calendar days prior to the hiring of any person to fill a bargaining unit job. The Union will designate the employee to receive the job announcements, and will provide the Employer with current lists of such employees.

(D) Job Postings

Job postings shall be provided to the Union President concurrent with the job posting being sent to the Central Vacancy Committee, and at least three business days before the posting is posted. A job posting does not constitute notice of a change in job descriptions under 14.3(G). Job announcements will expire after six months.

(E) Temps, Part-Time Employees, and Volunteers

The employer will provide written notice to the shop in advance if possible and otherwise, upon the arrival of temporary employees, employees who work less than fifteen (15) hours, or volunteers.

17.11 Children's College Fund

LSNYC shall facilitate payroll withholding for parents who have a "529" college fund for their children.

17.12 Union-Management 403(b) Retirement Committee

(A) The Employer and the Union agree to establish a Labor-Management 403(b) Committee as a forum for the exchange of information and ideas to improve the Plan and advance toward the goal of financial security in retirement for all participants.

(B) The Committee shall consist of four (4) LSNYC management members, at least two (2) of whom shall be fiduciaries, and four (4) LSSA members.

(C) LSNYC as Plan Sponsor shall use best efforts to require, in any contract with a Financial Administrator, at least four (4) quarterly meetings per year for the fiduciaries to meet with the Financial Administrator. The Committee members shall be invited to and included in these meetings. Concurrent with these meetings, the Committee shall meet to discuss any and all 403(b) plan-related matters, including

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federally-mandated due diligence evaluation of the Plan, alternative Financial Administration, and any upcoming contract changes, renewals, extensions or terminations. In addition, the Committee shall meet as necessary.

- (D) LSNYC as Plan Sponsor shall use best efforts to obtain information requested by the Committee or the Union from the Plan's Financial Administrator, unless the information is inappropriate for circulation beyond the fiduciaries.
- (E) LSNYC shall give the LSSA members of the Committee prior notice of any contract renewals, extensions, or terminations of the Plan at least thirty (30) days before any deadline, and shall receive comments from the LSSA members on the proposed amendments or changes.
- (F) It is explicitly understood that final authority with respect to any decisions affecting the Plan rests solely with the Plan fiduciaries as required under federal statute and regulations.

18.0 SALARIES AND WAGES

18.1 Salary Based on Step Scale/Years of Service

All bargaining unit employees shall be paid in accordance with the salary schedule for their job classification, based on their years of service, as set forth below (see scales at **section 18.5**).

18.2 Initial Placements on Step Scale in 1991

Bargaining unit members actively employed as of the ratification of the first contract to include the salary step scale, in July 1991, were placed on the steps in accordance with **section 18.2** of the 1991 iteration of the CBA. Additional job titles and classifications have been added from time to time and appropriate salary scales have been created and are incorporated in **18.5**.

18.3 Placement on Steps for New Employees

(A) Attorneys

Attorneys will be hired based on year of graduation from United States law school or from a non-U.S. law program that meets the requirements of §520.6 of the Rules of the Court of Appeals, i.e., placement on the salary structure will be based on the number of years since graduation, except when an attorney has not practiced law full-time at least 75% of the time since graduation from law school. In such case, an attorney will be credited with one (1) year of service for each year of full-time practice. The Employer shall calculate the actual number of years, including months, since the affected employee graduated from law school. The resume and written justification for placement on a higher step shall be attached to the Personnel Action Form sent to the Union. All new hires will receive an offer letter that includes the step placement and the corresponding salary.

Where the employee's total years since graduation includes a partial year of eight (8) months or more, they shall be given credit for one (1) additional year of service.

Where the new employee's total years include a partial year of less than eight (8) months, their step placement shall be recalculated when their total years first include a partial year of eight (8) months or more, as if they had been hired at that later date and their anniversary date for all purposes affecting salary shall be adjusted to that month.

(B) Legal Workers

For legal workers, other than MSWs, placement on the step system shall be determined at the time of employment based on years of experience comparable to LSNYC legal workers' experience. In order to accomplish this, all employees currently at Step 3 or below shall be placed at the step, up to step 4, that reflects prior experience. New hires in calendar year 2004 shall be awarded up to 4 years' credit; new hires in calendar year 2005 shall be awarded up to 5 years' credit. In each subsequent calendar year, one (1) year shall be added to the maximum numbers of years' credit that shall be awarded. Placement on the step system shall

not affect seniority, which shall be governed by date of hire as provided in §18.2 of the collective bargaining agreement. Prior experience shall mean one year of credit for each year of employment in a position equivalent to the one for which the employee is being hired. The amount of credit given to an incoming employee will be proposed by the Project Director and will be accompanied by a written justification and resume and approved by the Executive Director. The resume and written justification for placement on a higher step shall be attached to the Personnel Action Form sent to the Union. All new hires will receive an offer letter that includes the step placement and the corresponding salary.

(C) Law Graduates

Law graduates shall remain at the Law Graduate salary rate until admitted to the bar. Upon admission, they shall be paid in accordance with the applicable attorney salary schedule, based on § 18.3(A) above.

Any applicable increase(s) shall be retroactive to the date of publication on the New York Board of Law Examiners website of Uniform Bar Examination passage. Any Law Graduate who then takes and passes the New York Law Course (NYLC), New York Law Exam (NYLE), and/or the Multistate Professional Responsibility Examination (MPRE) within four (4) months of the publication of the Uniform Bar Examination results shall be paid retroactively to the date of said publication; however, any Law Graduate who passes the New York Law Course (NYLC), New York Law Exam (NYLE), and/or Multistate Professional Responsibility Examination (MPRE) more than four (4) months after the publication of the Uniform Bar Examination results shall be paid retroactively to the date of the notification of the passing of the last section of New York Law Course (NYLC), New York Law Exam (NYLE), and/or Multistate Professional Responsibility Examination (MPRE).

(D) Masters of Social Work

Masters of Social Work will be hired based on year of award or receipt of the Master of Social Work degree, i.e. placement on the salary structure will be based on the number of years since the award or receipt of the degree, except when an employee has not practiced social work at least 75% of the time since the award or receipt of the Master of Social Work degree. In such case, the employee will be credited with one (1) year of service for each year of full-time practice. The Employer shall calculate the actual number of years, including months, since the affected employee was awarded or received the Master of Social Work degree.

Where the employee's total years since the award or receipt includes a partial year of eight (8) months or more, they shall be given credit for one (1) additional year of service.

Where the new employee's total years include a partial year of less than eight (8) months, their step placement shall be recalculated when their total years first include a partial year of eight (8) months or more, as if they had been hired at that

later date and their anniversary date for all purposes affecting salary shall be adjusted to that month.

18.4 Movement from Step to Step on Salary Scale

(A) Implementation at Beginning of Anniversary Quarter

Steps will be implemented at the beginning of each quarter in which the employee arrives at the anniversary date (but for non-wage purposes, see **section 7.4**).

(B) Increases during Steps 21, 25, and 30

An employee shall reach Step 21, Step 25, or Step 30 in the same manner as any other steps, on the first day of the quarter including the anniversary of their beginning work. Any increase in salary attributable to arriving at Step 21, Step 25, or Step 30 shall be implemented effective that date (hereinafter the step date). Beginning on the first July 1 falling after the step date, and continuing until the employee arrives at the following step, an employee on Step 21, Step 25, or Step 30 shall receive pay including the greater of \$1,000 or 1.5% of the base salary set forth in the appropriate salary scale and corresponding to the job title, step, and calendar year in question. This additional pay will not be considered as changing the employee's base salary.

(C) Payment of Step Increases After Expiration

1. It is agreed that any step increase which otherwise would be payable after the expiration of this Agreement, on June 30, 2027, may be suspended pending the execution of a new Agreement, in the event that a reasonable expectation exists, at or prior to the date this Agreement expires, that the Employer's projected cash receipts in the calendar year in which this Agreement expires (the "Expiration Year") will be less than its actual cash receipts in the immediately preceding calendar year (the "Prior Year").
2. Any diminution in the amount of cash receipts projected to be received by the Employer in the Expiration Year from the New York City Emergency Assistance to Families ("EAF") program shall be excluded from the calculation of cash receipts referred to in § 18.4(C)1 above, except to the extent that such diminution is projected to result from (a) a reduction by New York City either in EAF case reimbursement rate below the rate applicable in 1997 or in the maximum authorized aggregate EAF expenditure below the level actually achieved in 1997 by the Employer, or (b) discontinuance by the City of the EAF program.
3. In the event that the expectation referred to in § 18.4(C)1 above first exists more than thirty (30) days prior to the date this Agreement expires, the Employer agrees to give thirty (30) days' prior notice of suspension of step increases. If such an expectation exists less than thirty (30) days prior to the date this Agreement expires based on information received during that thirty (30) day period, the Employer shall give notice within two (2) days after such expiration is known.

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4. Every effort will be made by the Employer to file grant and/or contract paperwork in a timely fashion.

18.5 Salary Modifications for This Contract Term

Retroactive to July 1, 2024, for the three-year contract for the period of July 1, 2024 through June 30, 2027, salary increases as follows:

- a. Law Graduates (Salary Scale B) and Attorneys (Salary Scale A) on Steps 1, 2, and 3
 - i. **Effective July 1, 2024** – eleven percent (11%)
 - ii. **Effective July 1, 2025** – three percent (3%)
 - iii. **Effective July 1, 2026** – three percent (3%)
- b. Salary Scales A (Steps 4 and above), C, D, E, and F and Salary Scales I and H1(K)
 - i. **Effective July 1, 2024** – nine percent (9%)
 - ii. **Effective July 1, 2025** – three percent (3%)
 1. In addition, effective July 1, 2025, steps 23, 24, 27, 28, 29, 32, 33, and 34 shall be 1% greater than the salary for the previous step.
 2. In addition, effective July 1, 2025, Salary Scales I and H1(K) shall be merged (solely for the purpose of wages and not for any other purpose in the CBA, including but not limited to Article 7.6, Layoffs (e.g., for the purposes of determining job classifications)) and the minimum salary for Step 1 shall be \$60,000.
 - iii. **Effective July 1, 2026** – three percent (3%)
 1. In addition, effective July 1, 2026 for merged Salary Scales I and H1(K) the minimum salary for Step 1 shall be \$62,000.

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Salary Scales 7/1/24-6/30/27

Salary Scale A

Attorneys

Salary Scale B

Law Graduates

Salary Scale C

Class VIII Legal Workers

VIII-A: Masters of Social Work

VIII-B: Database Programmer/Analyst

VIII-C: Lead Accountant, Grant Accountant III

VIII-D: Technology Coordinator

VIII-E: Grants and Contracts Specialist

VIII-F: Network & Systems Engineer

VIII-G: Development Officer

VIII-H: Communications Officer

Salary Scale D

Class VII Legal Workers

Grant Accountant II

Salary Scale E

Class VI Legal Workers

VI-A: Accounting Associate

VI-B: Grant Accountant I

Salary Scale F

Class V Legal Workers

Development Writer

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Network & Systems Specialist

Payroll Specialist

Accounts Payable Specialist

Communications Associate

Development Associate

Justice Learning Center Program Associate

Legal Services Assistant

Organizer

Reader

Social Worker

Technology Production Assistant

Salary Scale H/H-1(K) Class III Legal Workers

III-A: Payroll Assistant

III-B: Production Assistant, Technical Support Associate

III-C: Executive Secretary, Intake Officer

III-D: Executive Secretary to the Development Department

Accounting Assistant

Hotline Paralegal

Executive Secretary II

Intake Paralegal

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Salary Scale I/J

Class II Legal Workers

Investigator/Process Server

Staff Secretary

Receptionist

Community Aide

Clerk Typist

Clerk Messenger

Mailroom Specialist

Maintenance Person

Salary Scale A - Attorneys

Step	Years of Service	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27
1	0	\$83,119	\$85,612	\$88,181
2	1	\$84,860	87,406	90,028
3	2	\$87,638	90,267	92,975
4	3	\$91,246	93,983	96,803
5	4	94,948	97,796	100,730
6	5	97,399	100,321	103,330
7	6	99,852	102,848	105,933
8	7	102,305	105,374	108,535
9	8	104,756	107,898	111,135
10	9	107,208	110,424	113,737
11	10	109,660	112,950	116,338
12	11	112,111	115,474	118,938
13	12	114,576	118,013	121,553
14	13	117,042	120,553	124,169
15	14	119,509	123,094	126,787
16	15	121,497	125,142	128,896
17	16	123,490	127,195	131,011
18	17	125,483	129,248	133,125
19	18	127,475	131,299	135,238
20	19	129,463	133,347	137,347

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21	20	135,437	139,500	143,685
22	21	137,469	141,593	145,841
23	22	137,469	143,009	147,299
24	23	137,469	144,439	148,772
25	24	138,755	145,797	150,171
26	25	140,837	147,984	152,424
27	26	140,837	149,464	153,948
28	27	140,837	150,959	155,488
29	28	140,837	152,468	157,042
30	29	143,260	155,092	159,745
31	30	145,409	157,418	162,141
32	31	145,409	158,992	163,762
33	32	145,409	160,582	165,400
34	33	145,409	162,188	167,054
35	34+	147,845	164,905	169,852

Salary Scale B - Law Graduates

Step	Years of Service	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27
1	0	\$83,119	\$85,612	\$88,181

Salary Scale C

VIII-A: Masters of Social Work

VIII-B: Database Programmer/Analyst

VIII-C: Lead Accountant, Grant Accountant III

VIII-D: Technology Coordinator

VIII-E: Grants and Contracts Specialist

VIII-F: Network & Systems Engineer

VIII-G: Development Officer

VIII-H: Communications Officer

Step	Years of Service	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27
1	0	\$ 68,458	\$ 70,512	\$ 72,627
2	1	\$ 71,312	\$ 73,452	\$ 75,655
3	2	\$ 74,168	\$ 76,393	\$ 78,685
4	3	\$ 77,025	\$ 79,336	\$ 81,716
5	4	\$ 79,880	\$ 82,276	\$ 84,744
6	5	\$ 82,738	\$ 85,220	\$ 87,777
7	6	\$ 85,590	\$ 88,158	\$ 90,802
8	7	\$ 87,973	\$ 90,613	\$ 93,331
9	8	\$ 90,352	\$ 93,063	\$ 95,854
10	9	\$ 92,768	\$ 95,551	\$ 98,418

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11	10	\$ 95,109	\$ 97,962	\$ 100,901
12	11	\$ 97,489	\$ 100,414	\$ 103,426
13	12	\$ 99,869	\$ 102,865	\$ 105,951
14	13	\$ 102,250	\$ 105,317	\$ 108,477
15	14	\$ 104,627	\$ 107,766	\$ 110,999
16	15	\$ 106,532	\$ 109,728	\$ 113,020
17	16	\$ 108,437	\$ 111,690	\$ 115,041
18	17	\$ 110,342	\$ 113,653	\$ 117,062
19	18	\$ 112,241	\$ 115,608	\$ 119,077
20	19	\$ 114,146	\$ 117,571	\$ 121,098
21	20	\$ 119,858	\$ 123,453	\$ 127,157
22	21	\$ 121,656	\$ 125,306	\$ 129,065
23	22	\$ 121,656	\$ 126,559	\$ 130,356
24	23	\$ 121,656	\$ 127,824	\$ 131,659
25	24	\$ 122,833	\$ 129,064	\$ 132,936
26	25	\$ 124,675	\$ 131,000	\$ 134,930
27	26	\$ 124,675	\$ 132,310	\$ 136,279
28	27	\$ 124,675	\$ 133,633	\$ 137,642
29	28	\$ 124,675	\$ 134,970	\$ 139,019
30	29	\$ 126,821	\$ 137,293	\$ 141,412
31	30	\$ 128,724	\$ 139,352	\$ 143,533
32	31	\$ 128,724	\$ 140,746	\$ 144,968

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33	32	\$ 128,724	\$ 142,153	\$ 146,418
34	33	\$ 128,724	\$ 143,575	\$ 147,882
35	34+	\$ 130,880	\$ 145,980	\$ 150,359

Salary Scale D

Grant Accountant II

Step	Years of Service	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27
1	0	\$ 65,789	\$ 67,763	\$ 69,796
2	1	\$ 68,330	\$ 70,380	\$ 72,492
3	2	\$ 70,869	\$ 72,995	\$ 75,184
4	3	\$ 73,286	\$ 75,485	\$ 77,749
5	4	\$ 75,704	\$ 77,975	\$ 80,314
6	5	\$ 78,124	\$ 80,468	\$ 82,882
7	6	\$ 80,536	\$ 82,953	\$ 85,441
8	7	\$ 82,602	\$ 85,080	\$ 87,632
9	8	\$ 84,661	\$ 87,201	\$ 89,817
10	9	\$ 86,750	\$ 89,352	\$ 92,033
11	10	\$ 88,711	\$ 91,372	\$ 94,113
12	11	\$ 90,697	\$ 93,418	\$ 96,221
13	12	\$ 92,689	\$ 95,469	\$ 98,333
14	13	\$ 94,677	\$ 97,518	\$ 100,443
15	14	\$ 96,668	\$ 99,568	\$ 102,555
16	15	\$ 98,298	\$ 101,247	\$ 104,285
17	16	\$ 99,931	\$ 102,929	\$ 106,017
18	17	\$ 101,564	\$ 104,611	\$ 107,750

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19	18	\$ 103,192	\$ 106,288	\$ 109,477
20	19	\$ 104,823	\$ 107,968	\$ 111,207
21	20	\$ 109,722	\$ 113,014	\$ 116,404
22	21	\$ 111,368	\$ 114,709	\$ 118,150
23	22	\$ 111,368	\$ 115,856	\$ 119,332
24	23	\$ 111,368	\$ 117,015	\$ 120,525
25	24	\$ 112,419	\$ 118,115	\$ 121,658
26	25	\$ 114,105	\$ 119,886	\$ 123,483
27	26	\$ 114,105	\$ 121,085	\$ 124,717
28	27	\$ 114,105	\$ 122,296	\$ 125,965
29	28	\$ 114,105	\$ 123,519	\$ 127,224
30	29	\$ 116,069	\$ 125,644	\$ 129,414
31	30	\$ 117,810	\$ 127,529	\$ 131,355
32	31	\$ 117,810	\$ 128,804	\$ 132,669
33	32	\$ 117,810	\$ 130,092	\$ 133,995
34	33	\$ 117,810	\$ 131,393	\$ 135,335
35	34+	\$ 119,783	\$ 133,594	\$ 137,602

Salary Scale E

VI-A: Accounting Associate

VI-B: Grant Accountant I

Step	Years of Service	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27
1	0	\$ 63,119	\$ 65,013	\$ 66,963
2	1	\$ 65,337	\$ 67,297	\$ 69,316
3	2	\$ 67,557	\$ 69,584	\$ 71,671
4	3	\$ 69,539	\$ 71,626	\$ 73,774
5	4	\$ 71,517	\$ 73,662	\$ 75,872
6	5	\$ 73,495	\$ 75,700	\$ 77,971
7	6	\$ 75,474	\$ 77,738	\$ 80,070
8	7	\$ 77,218	\$ 79,534	\$ 81,921
9	8	\$ 78,959	\$ 81,327	\$ 83,767
10	9	\$ 80,715	\$ 83,137	\$ 85,631
11	10	\$ 82,296	\$ 84,765	\$ 87,308
12	11	\$ 83,892	\$ 86,409	\$ 89,001
13	12	\$ 85,490	\$ 88,055	\$ 90,697

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14	13	\$ 87,089	\$ 89,702	\$ 92,393
15	14	\$ 88,687	\$ 91,348	\$ 94,088
16	15	\$ 90,045	\$ 92,747	\$ 95,529
17	16	\$ 91,406	\$ 94,148	\$ 96,972
18	17	\$ 92,767	\$ 95,551	\$ 98,417
19	18	\$ 94,123	\$ 96,947	\$ 99,855
20	19	\$ 95,481	\$ 98,345	\$ 101,296
21	20	\$ 99,560	\$ 102,547	\$ 105,623
22	21	\$ 101,054	\$ 104,085	\$ 107,208
23	22	\$ 101,054	\$ 105,126	\$ 108,280
24	23	\$ 101,054	\$ 106,178	\$ 109,363
25	24	\$ 101,980	\$ 107,154	\$ 110,369
26	25	\$ 103,511	\$ 108,763	\$ 112,025
27	26	\$ 103,511	\$ 109,850	\$ 113,146
28	27	\$ 103,511	\$ 110,949	\$ 114,277
29	28	\$ 103,511	\$ 112,058	\$ 115,420
30	29	\$ 105,291	\$ 113,986	\$ 117,406
31	30	\$ 106,871	\$ 115,696	\$ 119,167

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32	31	\$ 106,871	\$ 116,853	\$ 120,358
33	32	\$ 106,871	\$ 118,021	\$ 121,562
34	33	\$ 106,871	\$ 119,202	\$ 122,778
35	34+	\$ 108,661	\$ 121,198	\$ 124,834

Salary Scale F

Development Writer

Network & Systems Specialist

Payroll Specialist

Accounts Payable Specialist

Communications Associate

Development Associate

Justice Learning Center Program Associate

Legal Services Assistant

Organizer

Reader

Social Worker

Technology Production Assistant

Step	Years of Service	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27
1	0	\$ 60,452	\$ 62,265	\$ 64,133
2	1	\$ 62,351	\$ 64,221	\$ 66,148
3	2	\$ 64,251	\$ 66,178	\$ 68,164
4	3	\$ 65,793	\$ 67,767	\$ 69,800
5	4	\$ 67,331	\$ 69,350	\$ 71,431

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6	5	\$ 68,872	\$ 70,938	\$ 73,066
7	6	\$ 70,410	\$ 72,523	\$ 74,698
8	7	\$ 71,832	\$ 73,987	\$ 76,206
9	8	\$ 73,253	\$ 75,451	\$ 77,714
10	9	\$ 74,681	\$ 76,921	\$ 79,229
11	10	\$ 75,879	\$ 78,156	\$ 80,500
12	11	\$ 77,084	\$ 79,396	\$ 81,778
13	12	\$ 78,291	\$ 80,640	\$ 83,059
14	13	\$ 79,498	\$ 81,883	\$ 84,340
15	14	\$ 80,702	\$ 83,123	\$ 85,616
16	15	\$ 81,788	\$ 84,241	\$ 86,769
17	16	\$ 82,878	\$ 85,364	\$ 87,925
18	17	\$ 83,960	\$ 86,479	\$ 89,073
19	18	\$ 85,045	\$ 87,597	\$ 90,224
20	19	\$ 86,130	\$ 88,714	\$ 91,376
21	20	\$ 89,394	\$ 92,076	\$ 94,838
22	21	\$ 90,735	\$ 93,457	\$ 96,260
23	22	\$ 90,735	\$ 94,391	\$ 97,223
24	23	\$ 90,735	\$ 95,335	\$ 98,195
25	24	\$ 91,534	\$ 96,174	\$ 99,059

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26	25	\$ 92,906	\$ 97,616	\$ 100,544
27	26	\$ 92,906	\$ 98,592	\$ 101,550
28	27	\$ 92,906	\$ 99,578	\$ 102,565
29	28	\$ 92,906	\$ 100,574	\$ 103,591
30	29	\$ 94,505	\$ 102,305	\$ 105,374
31	30	\$ 95,923	\$ 103,839	\$ 106,955
32	31	\$ 95,923	\$ 104,878	\$ 108,024
33	32	\$ 95,923	\$ 105,927	\$ 109,104
34	33	\$ 95,923	\$ 106,986	\$ 110,195
35	34+	\$ 97,529	\$ 108,778	\$ 112,041

Salary Scale H–H-1(K)

III-A: Payroll Assistant

III-B: Production Assistant, Technical Support Associate

III-C: Executive Secretary, Intake Officer

III-D: Executive Secretary to the Development Department

Accounting Associate

Executive Secretary II

Hotline Paralegal

Intake Paralegal

Step	Years of Service	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27
1	0	\$ 56,553	\$ 60,000	\$ 62,000
2	1	\$ 58,329	\$ 61,885	\$ 63,948
3	2	\$ 60,107	\$ 63,771	\$ 65,897
4	3	\$ 61,550	\$ 65,302	\$ 67,478
5	4	\$ 62,988	\$ 66,828	\$ 69,055
6	5	\$ 64,430	\$ 68,357	\$ 70,636
7	6	\$ 65,869	\$ 69,884	\$ 72,214
8	7	\$ 67,199	\$ 71,295	\$ 73,672
9	8	\$ 68,529	\$ 72,706	\$ 75,129
10	9	\$ 69,864	\$ 74,123	\$ 76,594

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11	10	\$ 70,985	\$ 75,312	\$ 77,823
12	11	\$ 72,112	\$ 76,508	\$ 79,058
13	12	\$ 73,242	\$ 77,706	\$ 80,296
14	13	\$ 74,371	\$ 78,904	\$ 81,535
15	14	\$ 75,497	\$ 80,099	\$ 82,769
16	15	\$ 76,513	\$ 81,177	\$ 83,883
17	16	\$ 77,533	\$ 82,259	\$ 85,001
18	17	\$ 78,545	\$ 83,333	\$ 86,111
19	18	\$ 79,560	\$ 84,410	\$ 87,224
20	19	\$ 80,575	\$ 85,487	\$ 88,336
21	20	\$ 83,629	\$ 88,726	\$ 91,684
22	21	\$ 84,883	\$ 90,057	\$ 93,059
23	22	\$ 84,883	\$ 90,957	\$ 93,989
24	23	\$ 84,883	\$ 91,867	\$ 94,929
25	24	\$ 85,630	\$ 92,675	\$ 95,765
26	25	\$ 86,914	\$ 94,065	\$ 97,200
27	26	\$ 86,914	\$ 95,006	\$ 98,172
28	27	\$ 86,914	\$ 95,956	\$ 99,154
29	28	\$ 86,914	\$ 96,915	\$ 100,146
30	29	\$ 88,410	\$ 98,583	\$ 101,869
31	30	\$ 89,736	\$ 100,062	\$ 103,397
32	31	\$ 89,736	\$ 101,063	\$ 104,431

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33	32	\$ 89,736	\$ 102,073	\$ 105,476
34	33	\$ 89,736	\$ 103,094	\$ 106,530
35	34+	\$ 91,239	\$ 104,821	\$ 108,315

Salary Scale I/J

Investigator/Process Server

Staff Secretary

Receptionist

Community Aide

Clerk Typist

Clerk Messenger

Mailroom Specialist

Maintenance Person

Step	Years of Service	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27
1	0	\$ 54,628	\$ 60,000	\$ 62,000
2	1	\$ 56,344	\$ 61,885	\$ 63,948
3	2	\$ 58,061	\$ 63,771	\$ 65,897
4	3	\$ 59,455	\$ 65,302	\$ 67,478
5	4	\$ 60,844	\$ 66,828	\$ 69,055
6	5	\$ 62,237	\$ 68,357	\$ 70,636
7	6	\$ 63,627	\$ 69,884	\$ 72,214
8	7	\$ 64,912	\$ 71,295	\$ 73,672
9	8	\$ 66,196	\$ 72,706	\$ 75,129
10	9	\$ 67,486	\$ 74,123	\$ 76,594
11	10	\$ 68,569	\$ 75,312	\$ 77,823

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12	11	\$ 69,658	\$ 76,508	\$ 79,058
13	12	\$ 70,749	\$ 77,706	\$ 80,296
14	13	\$ 71,839	\$ 78,904	\$ 81,535
15	14	\$ 72,927	\$ 80,099	\$ 82,769
16	15	\$ 73,909	\$ 81,177	\$ 83,883
17	16	\$ 74,894	\$ 82,259	\$ 85,001
18	17	\$ 75,872	\$ 83,333	\$ 86,111
19	18	\$ 76,852	\$ 84,410	\$ 87,224
20	19	\$ 77,833	\$ 85,487	\$ 88,336
21	20	\$ 80,782	\$ 88,726	\$ 91,684
22	21	\$ 81,993	\$ 90,057	\$ 93,059
23	22	\$ 81,993	\$ 90,957	\$ 93,989
24	23	\$ 81,993	\$ 91,867	\$ 94,929
25	24	\$ 82,715	\$ 92,675	\$ 95,765
26	25	\$ 83,955	\$ 94,065	\$ 97,200
27	26	\$ 83,955	\$ 95,006	\$ 98,172
28	27	\$ 83,955	\$ 95,956	\$ 99,154
29	28	\$ 83,955	\$ 96,915	\$ 100,146
30	29	\$ 85,400	\$ 98,583	\$ 101,869
31	30	\$ 86,682	\$ 100,062	\$ 103,397
32	31	\$ 86,682	\$ 101,063	\$ 104,431
33	32	\$ 86,682	\$ 102,073	\$ 105,476

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34	33	\$ 86,682	\$ 103,094	\$ 106,530
35	34+	\$ 88,133	\$ 104,821	\$ 108,315

Salary Scale K - Law Students

Law Students shall receive a minimum wage required by law.

18.6 Salary After Assuming Higher Duties

(A) Salary After Promotion

If an employee is appointed to a permanent position, that employee shall receive the new salary immediately, regardless of the pay status of the employee who previously occupied the line. If an employee was “acting” on the line for more than six (6) weeks, they shall also receive the differential in pay between the two lines from the date of assumption of the acting title until the permanent designation was made.

(B) Calculating Increase for Promoted Legal Workers

The salary for any legal worker who is promoted to a different legal worker job classification shall be calculated using one of the three following methods, whichever is higher:

1. If the promotion is to a job title on a different salary scale than the employee’s prior job title, the employee shall be placed on the appropriate step for their new job title based on their years of experience, as described in 18.3(B); or
2. If the promotion is to a job title on a different salary scale than the employee’s prior job title, the employee shall receive an amount equal to the difference, if any, between the Step 1 salaries for the two positions added to the employee’s current salary. The employee shall then be placed on the applicable schedule for their new job classification at the next step greater than or equal to the figure obtained in § 18.6(B)(1) above; or
3. If the promotion is to a new job title on the same salary scale as the employee’s prior job, the employee shall be placed one step higher than their current step.

(C) Increase for Filling-In

If an employee assumes a higher position for more than six (6) weeks, the employee shall receive the differential in starting salaries of the two positions retroactive to the first day of fill-in. If an employee fills-in for less than six (6) weeks, additional pay may be given in the discretion of the Project Director. Fill-in scheduling shall not be done in such a way as to avoid the payment outlined above.

18.7 Salary Differentials

(A) Specialist/Coordinator Differential

The Project Director may within their sole discretion create, fill, refill, eliminate, or discontinue one position of Specialist for each unit, practice area, or administrative department in their project. Project Directors also have the discretion to create more than one position of Specialist in each unit, practice area or department as follows: programs up to 50 employees may create a total of two additional specialists, programs between 50 and 100 may create a total of four additional specialists, and programs over 100 may create a total of six additional

Article 18 – Salaries and Wages

specialists. These additional specialists may be in one unit or spread across different units, practice areas and administrative departments.

The categories of Specialists include but are not limited to [1.] Publicly Subsidized Housing; [2.] Private/Other Housing; [3.] SSI/SSD; [4.] Government Benefits I (including Medicare, Income Maintenance/Other Welfare, Food Stamps); [5.] Government Benefits II (including Unemployment Insurance Benefits, Veterans Benefits, Workers Compensation); [6.] Family/Juvenile; [7.] Individual Rights (including Immigration/Naturalization, Mental Health, Prisoner's Rights, Physically Disabled Rights); [8.] Employment (including Job Discrimination, Wage Claims and other Employment matters); [9.] Education; [10.] Consumer (including Bankruptcy/Debtor Relief, Collection/Repossession/Deficiency/Garnishment, Contracts/Warranties, Credit Access, Energy, Loans/Installment Purchases, Public Utilities, Unfair Sales Practices and other Consumer/Finance matters); and [11.] Litigation Skills (including Administrative Proceedings, Trials, and Appeals); [12.] Computer systems and related equipment; and [13.] Community Outreach; [14.] Payroll backup.

A Staff Attorney or Legal Worker who is promoted to Specialist shall receive a salary differential of three thousand dollars (\$3,000) per year. The Employer shall provide the Union and the employee with a copy of the Personnel Action Form that reflects the salary differential.

The salary level rates for the LSNYC Coordinators shall be increased by three thousand (\$3,000).

Staff who want to become a specialist should speak with their Project Director or supervisor. A decision to eliminate or discontinue a staff member's specialist position shall be made in writing with a statement of the reason(s).

(B) Computerized Case Management System Operators

The Project Director may within their sole discretion create, fill, refill, eliminate, or discontinue two positions of Data and Case Management System Specialists per program. Additional positions may only be created with agreement of both parties to the CBA. The Data and Case Management Specialist is someone with enhanced skills and understanding of data and case management systems. The Specialist will assist management in maintaining and analyzing data, tracking contract goals and requirements, and developing and running grant reports in more than one practice area.

A legal worker who is promoted to Specialist shall receive a salary differential of \$2,000 per year. Any legal worker currently receiving a \$1,000 increase in salary for the former position of Computerized Case Management Operator shall be grandfathered in for purposes of this change. If such worker is designated a Specialist, they will receive an additional \$1,000, or a salary differential of \$2,000.

Article 18 – Salaries and Wages

(C) Differentials

The employer shall adopt written standards to govern the awarding and revocation of differentials. The standards will incorporate feedback from the Union and shall address criteria, fairness, and notice timelines.

18.8 Paycheck Distribution

Employee paychecks shall be distributed on alternate Thursdays. All pay stubs shall detail time accruals and/or balances of sick leave and annual leave. Such detail will lag by one (1) pay period.

18.9 “Reggies” Wages

The wages and benefits of a Reginald Heber Smith Fellow shall be no less than those provided in this Agreement.

19.0 INTERPRETATIONS AND DEFINITIONS

19.1 Employee Defined

The term “employee” means only those persons who work fourteen (14) hours per week or more, and who are in the collective bargaining unit described in § 1.1. It does not mean persons employed in offices of the Legal Aid Society.

19.2 Legal Worker Defined

The term “legal worker” will be employed to signify all employees in non-attorney classifications, where applicable.

19.3 Child Defined

The term “child” shall mean the biological or adopted child of an employee; a child for whom an employee holds legal custody or guardianship; and the stepchild of an employee.

19.4 Law Graduates

The title “Law Graduate” will be applied to employees in Staff Attorney positions who have not been admitted to the practice of law in the courts of the State of New York. Persons admitted to the practice of law in another state but not in New York may be employed as Staff Attorneys rather than Law Graduates if they apply, within two months of their employment, for admission pro hac vice to the practice of law in the State of New York, pursuant to the rules of the Courts of Appeals.

19.5 Executive Director’s Powers

In this Agreement, insofar as central LSNYC employees are concerned, the powers of the Executive Director shall include all powers of a Project Director.

19.6 Personnel Manual

Anything relating to employee-Employer relations is included in this Agreement, but may be reprinted in LSNYC Personnel Manual. All such provisions heretofore in the manual have been incorporated herein.

19.7 Business Day

Unless otherwise stated, any reference to days in this Agreement shall mean business days when the offices of the Employer are open.

19.8 Purpose of Agreement

The purpose of this Agreement is to establish the relationship between the Employer and the employees in the bargaining unit. The Union recognizes that the Employer maintains the right to manage its operations. Furthermore, the rights and duties of the parties are specifically expressed in this Agreement, and any prior agreement is negated unless specifically incorporated herein. This Agreement constitutes the entire agreement between the parties.

19.9 “Zipper” Clause

The parties agree that they have bargained fully with respect to all proper subjects of collective bargaining and have settled all such matters as set forth in this Agreement.

19.10 Saving Clause

Article 19 – Interpretations and Definitions

In the event any portion of this Agreement, the Employer’s Discrimination and Harassment policy, or the Employer’s Reasonable Accommodation policy, is invalidated by the passage of legislation, final decision of a court, or government agency having competent jurisdiction, such invalidation shall apply only to the provision invalidated and all remaining provisions of this Agreement not invalidated shall remain in full force and effect. The parties shall bargain in good faith with respect to any provision found to be unlawful. Any substitution for the invalidated provision that is mutually agreed upon between the parties shall be reduced to writing and shall become a part of this Agreement.

19.11 Term of This Agreement

This Agreement shall be effective as of and retroactive to July 1, 2024, except as otherwise provided herein, and shall terminate on June 30, 2027. It shall bind the signatories hereto, and the present and future OLSCs of the Employer, Programs, Divisions or Projects thereof, as determined by this contract, their successors and assigns, pursuant to applicable law.

19.12 No Derogation

No policies, manuals or rules promulgated by the Employer shall derogate or detract from the rights or benefits granted to the employees by this Agreement.

19.13 Article Headings

The article headings are for general identification only and shall not be construed in a substantive manner.

SIDE LETTERS

2024 Individual Development Plan Side Letter

If an employee has a documented mental health issue or a substance use issue that impacts their ability to navigate their caseload/workload, upon request, the Employer, including Human Resources, shall provide the employee with information about Employer-sponsored resources and collaborate with the employee to create a written Individual Development Plan (IDP) that supports the employee in their ability to do their job. The employee shall be entitled to assistance from and the presence of a Union representative during the development of and throughout the IDP, if the employee desires. The IDP shall contain: a) measurable performance expectations for the employee's job/role as outlined in Article 14; b) the support that will be provided to help the employee meet the performance expectations for the employee's job/role, which may include mentoring, coaching, or information about and/or access to Employer-sponsored resources (such as employee assistance programs); and c) structured progress evaluations to allow for review and possible reassessment of measurable performance expectations, if necessary. Employer and the employee shall agree on the IDP's duration and any extensions or revisions thereto. The IDP is not intended to have punitive consequences, and failure to complete an IDP shall not constitute the sole basis to discipline or terminate an employee. Any information about the underlying mental health and/or substance use issues shall not be shared with anyone not directly involved with the IDP's creation and implementation without the consent of the employee. The Employer shall not discipline an employee for performance of the work covered by the IDP during the term of the IDP, provided they don't engage in gross misconduct in the performance of those duties.

2021 SIDE LETTERS

SIDE LETTER on COVID-19

During the COVID-19 pandemic, given the uncertainty with regard to virus transmissibility and immunity and rapidly changing public health recommendations, the employer and the union shall meet upon demand of either party to negotiate and/or update policies for safeguarding the health of our staff, our families, and our clients. Potential subjects include but are not limited to: provision of personal protective equipment (PPE), office sanitation, staggered work schedules, reduction of number of staff on-site on a given day, adequate physical space between staff member seating, social distancing measures in the office, ensuring fairness and equity for staff in-office who may be called to cover for a staff member working remotely, considerations for staff in high risk categories or with high-risk family members, sick time policies, identifying triggers for closing offices or re-opening offices (resuming remote work for all or resuming in-office work), and other appropriate subjects.

For the purposes of this Side Letter, the resolution process described in Article 8.2(D) applies, with the following exceptions:

- a. Bargaining shall take place with the Executive Director or their designee(s);
- b. If the Parties are unable to agree on how to resolve an issue following good faith negotiations, either Party may submit the dispute to arbitration. Each party shall submit a

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"Final Offer" to the arbitrator. After considering the valid interests of all parties, the arbitrator shall choose one of the proposed resolutions without modification, or may craft a resolution solely from elements of the two Final Offers. The decision of the arbitrator shall be final and binding upon the parties.

- c. The decision of the arbitrator shall be issued within 7 days of the hearing date.

In the event of a disagreement about a particular topic, pending the arbitrator's decision the parties shall make best efforts to proceed with negotiations on other topics and to find a mutually acceptable interim solution on the topic that is the subject of arbitration. Should no such solution be reached within 14 days of the date the notice of demand for arbitration is delivered to LSNYC, and only if implementation does not violate any of CDC, New York State or New York City guidelines for health and safety, the employer, after serving a Notice of Intent detailing their proposed policy, specifically how it does not violate said health and safety guidelines, and the specific staff affected by the policy, may implement the policy detailed within the Notice of Intent provided.

Within thirty (30) days of the execution of this Agreement, the Employer and the Union shall designate jointly a panel of arbitrators from which the arbitrator to hear a grievance pursuant to this section shall be chosen.

All terms of the CBA not explicitly modified by agreements under this side letter remain unaffected by this provision.

This Side Letter remains in effect until such date as both parties agree that Covid bargaining is no longer necessary, or until the ratification of the next contract, whichever comes first.

SIDE LETTER RE: Remote Work at LSNYC – CBA July 1, 2021, to June 30, 2024

Delivering high-quality, client-centered services through a community lawyering model is critical to our mission. Technology and recent experience show us that much work can be done effectively from home, and also that some work cannot be done effectively from home.

1. Employees whose jobs can be performed remotely are permitted to work remotely, on a regular basis, up to five days a pay period. This permission is subject to the employee, in collaboration with the employee's supervisor, developing a schedule that considers any specific duties or obligations, including training, supervision, duties related to clients or practice group, office needs, and the employee's needs. Assuming the above, permission is granted to work remotely up to five days a pay period.

Hotline paralegals employed by the central access line, in recognition of the unique nature of their job duties, may work remotely up to five days a week but are expected to be in the office for duties or obligations, including training, supervision, duties related to clients or practice group, and office needs. This permission is subject to a plan developed collaboratively with the supervisor.

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In situations where a schedule of remote work has not been agreed to, or in emergencies, written or electronic mail notice that the employee will be working remotely must be made by 3:00 pm, if possible, the day prior if arrangements for coverage are necessary. Permission to work remotely in these circumstances will not be unreasonably withheld.

2. While working remotely, employees are expected to:
 - a. Be available by email or by phone similar to as if they were in the office when working remotely;
 - b. Account for their time in Legal Server and use appropriate leave time if they are not working; and
 - c. Make themselves available for emergencies that may affect their clients or colleagues. This may require, for example, that they call their client, call the court, or go to court or come into the office when possible.

3. Employees may not work remotely if such work unduly burdens other coworkers.

Remote work may be a reasonable accommodation for a qualifying disability that is separate and apart from the above WFH policy. Please contact the Benefits Administrator and/or your union representative to learn more about reasonable accommodations. This policy in no way curtails the ability of those applying for a reasonable accommodation to utilize the remote work provisions described above.

This **Side Letter** is intended to apply once LSNYC offices open fully and remains in effect until the ratification of the next contract.

SIDE LETTER RE: Pay Parity Agreement

July 6, 2021

Due to parity payments by the City of New York, LSNYC and the LSSA agree as follows:

Effective immediately, salaries will be adjusted for the following scales and steps in the following amounts:

Scale B—From July 1, 2019 to date, the salary is increased to \$71,436

Step A-1—From July 1, 2019 to date, the salary is increased to \$71,436

Step A-2—From July 1, 2019 to date, the salary is increased to \$72,933

Step A-3—From July 1, 2019 to June 30, 2020, the salary is increased to \$73,986; because the LSNYC salary for Step A-3 exceeds the comparative Corporation Counsel salary from July 1, 2020 to date, the LSNYC salary remains set at \$75,320.

These changes will not cause changes to the salaries of any other steps.

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All staff who were on those scales and steps at any point from July 1, 2019 to date shall be paid at the new salary amounts for the periods they were on those scales and steps. Those payments were made on or about September 21, 2021.

SIDE LETTER RE: Working Group to Support Interpretation and Translation Services

It is critical for Union and Management to continue to explore and address interpretation and translation related items. In January 2022 management will convene—jointly with the union—a Working Group to Support Interpretation and Translation Services. The Working Group will be comprised of management and union representatives citywide, with preference for legal workers and those relevant managers that supervise interpreters and translators, including the Director of Training and Professional Development (or designee). The Working Group will be charged with identifying and recommending best practices that can help staff be supported and more effective in their work. It will also be responsible for reviewing mandatory training on working with interpreters as well as reviewing and providing any necessary feedback on the implementation of LSNYC’s interpreter proficiency assessment process. More broadly, the Working Group will also assess how to improve language access in general at LSNYC for LEP clients and will explore potential issues commonly faced by LEP clients, employees and community members as well as identifying any relevant litigation and advocacy efforts that may be needed.

Working Group priorities include, but are not limited to:

- Creating a process for sharing best practices and resources between offices;
- Assessing I&T needs in all programs across all offices;
- Improving workload distribution;
- Identifying strengths and areas for improvement in I&T services and support;
- Identifying ways to support staff with the issues of emotional labor and vicarious trauma associated with their work;
- Identifying ways to support professional development and increased proficiency;
- Supporting peer to peer mentorship and guidance;
- Acquisition and distribution of technology to improve efficiency of I&T work;
- Reviewing allocation of I&T staff appropriately across all units and programs;
- Developing ways to provide better I&T support for litigation; and
- Providing feedback regarding the effectiveness of I&T services in order to enable the continuous improvement of our services.

SIDE LETTER RE: Labor-Management Health and Wellness Working Group

It is agreed that, during the 2021-2024 contract term, the Working Group will:

- a) Discuss ways to improve the health and quality of life of LSNYC employees which include but are not limited to, ways to address burnout and vicarious trauma;
- b) Explore wellness initiatives and ways to educate all LSNYC staff about holistic mental and physical health care options;

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- c) Work to address any issues or barriers that arise related to working remotely;
- d) Identify and seek to obtain discounts that may be available to staff for services related to mental health and wellness, e.g., gym memberships, wellness/meditation apps, etc., and inform staff of the availability of such discounts;
- e) Discuss the potential implementation of support groups, self-care book clubs, meditation, yoga and self-care training programs at LSNYC;
- f) Evaluate the ongoing effectiveness of current health care plans and review alternatives, including options for lowering the cost of health care plans;
- g) Educate LSNYC staff about how to access and navigate mental health & other health benefits through the employer's insurance plans.

The Working Group shall consist of ten (10) members. The Union shall designate five (5) members, which shall include the Union President (or designee), and the Employer shall designate five (5) members, which shall include the Chief, HR & Diversity (or designee).

Vacancies shall be filled by the appointing party for the balance of the term. Each side may designate one alternate. Representatives shall be given reasonable release time to prepare for participation in Health Care Working Group activities.

The Working Group shall meet at least four (4) times annually during the 2021-2024 contract term, at the call of either the Union members or the Employer members at times agreeable to both parties. Working Group decisions shall be made by modified consensus. Minutes shall be kept and copies supplied to all members of the Working Group and to the Executive Director of LSNYC and the Union President.

2020 SIDE LETTERS

SIDE LETTER RE: Date to return to the table, all unresolved items reserved

In the event we reach a tentative agreement:

The union and LSNYC management agree that all demands and proposals not resolved in this agreement are reserved without prejudice until the parties return to the table. The parties agree to commence bargaining on the July 2021 CBA no later than Feb 1, 2021.

SIDE LETTER RE: Layoffs

Notwithstanding any provisions contained in Section 7.6(A)(5) of the CBA, this Side Letter shall incorporate the mutual understanding of the parties that, in the event significant layoffs become necessary, the layoff plans subject to these procedures must be reasonable and fair in addition to establishing good faith economic and business-related reasons:

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1. These procedures will be available only when the Employer proposes to lay off, within a twelve (12) month period, at least 9% of the bargaining unit staff (with a minimum of three), in the respective borough or at 40 Worth Street, as of the date of the notice of intent to layoff. Temporary employees shall not be counted for purposes of this threshold.
2. The procedures described in this Side Letter are intended as an alternative to the procedures described in CBA paragraph 7.6(A)(5) and the procedures shall not be invoked simultaneously or serially with respect to the same layoff plan.
3. The Employer shall provide advance notice of planned layoffs, at least 45 days preceding the 30-day notice to the employee required under 7.6(A)(5) of the CBA. Within ten (10) business days of the first 30-day notice, the Union may request that the Employer bargain over the proposed plan for layoffs. The parties shall each bargain in good faith over possible alternatives to layoffs and other aspects of the proposed plan.
4. In the event that the parties are unable to agree on an alternative plan during the notice period, the Employer may proceed to implement its proposed plan. Nothing in these procedures limits the Employer's right to serve the 30-day notice of layoff required under 7.6(A)(5) of the CBA.
5. The Union retains the right to grieve and arbitrate whether the layoff plans subject to this Side Letter are reasonable and fair under all of the circumstances. The Union must first file a written grievance with the Executive Director within ten (10) business days of the Employer's notice to the Union that it intends to implement its proposed layoff plan. If the grievance is not resolved to its satisfaction, the Union may submit the dispute to arbitration under the expedited arbitration rules of the American Arbitration Association within ten (10) business days of the written decision of the Executive Director.
6. In determining whether the layoff plan is reasonable and fair under all of the circumstances the Arbitrator shall consider, among other things, the following factors, none of which is dispositive: (a) the impact of the layoffs on the bargaining unit; (b) the impact of the layoffs on diversity; (c) the need for quality supervision of legal work of the remaining bargaining unit staff, including the need for supervisors with appropriate substantive expertise; (d) the need to fulfill obligations imposed by a funder under a grant or contract; (e) any organizational changes that the Employer has implemented, or proposes to implement, within six (6) months preceding the opening of the bargaining period regarding the proposed layoffs, or six (6) months following the layoffs, including the reduction or departure of management or bargaining unit staff; and (f) the need to maintain efficiency and flexibility in the operation of Legal Services NYC.
7. In determining the reasonableness and fairness of the layoff plans subject to this Side Letter, the Arbitrator shall only consider facts specifically related to the layoff plan and shall not reject any plan which is otherwise reasonable and fair solely on grounds that any other plan would be more reasonable and fairer.
8. If the Arbitrator finds that the Employer's layoff plan is not reasonable and fair under all of the circumstances, the sole remedy available shall be to remand the plan to the Employer who shall rescind the plan and restore the Union members, with back pay offset by any

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severance payments made, to the pre-layoff status quo. The Employer may devise a new plan, which thereafter shall be subject to the procedures set forth in this Side Letter.

The terms of this Side Letter shall remain in effect through the ratification of the next contract.

SIDE LETTER RE: Remote Work at LSNYC

Delivering high-quality, client-centered services through a community lawyering model is critical to our mission. Technology enables us to work remotely consistent with that goal.

1. Accordingly, employees are permitted to work remotely up to four days a month subject to:
 - a. Advance notice; and
 - b. Any specific duties or obligations, including duties related to practice group or office needs, that reasonably require the employee to work from the office on the relevant date. Barring the above, permission shall be granted to work remotely.

Except in emergencies, written notice that the employee will be working remotely must be made by 3:00 pm the day prior if arrangements for coverage are necessary. Such permission shall not be unreasonably withheld.

Notwithstanding the above, this does not preclude any supervisor and employee from developing alternative arrangements, to accommodate Covid-related concerns, within reason and subject to Project Director or Chief of HR & Diversity approval, during the period after LSNYC offices open fully and the beginning of the next contract.

2. While working remotely, the employee is expected to:
 - a. Be available by email or by phone similar to as if they were in the office when working remotely;
 - b. Account for their time in Legal Server and use appropriate leave time if you are not working;
 - c. Make themselves available for emergencies that may affect their clients or colleagues. This may require, for example, that they call their client, call the court, go to court, or come into the office if possible.

3. If you seek to work remotely as a reasonable accommodation for a qualifying disability, please contact the Benefits Administrator. This in no way curtails the ability of those applying for a reasonable accommodation to utilize the remote work provision described above.

This Side Letter is intended to apply once LSNYC offices open fully. The union management Covid committee will address ongoing remote work arrangements for the period before LSNYC offices fully open.

This Side Letter remains in effect until the ratification of the next contract.

SIDE LETTER on Covid-19

During the COVID-19 pandemic, given the uncertainty with regard to virus transmissibility and immunity and rapidly changing public health recommendations, the employer and the union shall

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meet upon demand of either party to negotiate and/or update policies for safeguarding the health of our staff, our families, and our clients. Potential subjects include but are not limited to: provision of personal protective equipment (PPE), office sanitation, staggered work schedules, reduction of number of staff on-site on a given day, adequate physical space between staff member seating, social distancing measures in the office, ensuring fairness and equity for staff in-office who may be called to cover for a staff member working remotely, considerations for staff in high risk categories or with high-risk family members, sick time policies, identifying triggers for closing offices or re-opening offices (resuming remote work for all or resuming in-office work), and other appropriate subjects.

For the purposes of this Side Letter, the resolution process described in Article 8.2(D) applies, with the following exceptions:

- a. Bargaining shall take place with the Executive Director or their designee(s);
- b. If the Parties are unable to agree on how to resolve an issue following good faith negotiations, either Party may submit the dispute to arbitration. Each party shall submit a "Final Offer" to the arbitrator. After considering the valid interests of all parties, the arbitrator shall choose one of the proposed resolutions without modification, or may craft a resolution solely from elements of the two Final Offers. The decision of the arbitrator shall be final and binding upon the parties.
- c. The decision of the arbitrator shall be issued within 7 days of the hearing date.

In the event of a disagreement about a particular topic, pending the arbitrator's decision the parties shall make best efforts to proceed with negotiations on other topics and to find a mutually acceptable interim solution on the topic that is the subject of arbitration. Should no such solution be reached within 14 days of the date the notice of demand for arbitration is delivered to LSNYC, and only if implementation does not violate any of CDC, New York State or New York City guidelines for health and safety, the employer, after serving a Notice of Intent detailing their proposed policy, specifically how it does not violate said health and safety guidelines, and the specific staff affected by the policy, may implement the policy detailed within the Notice of Intent provided.

Within thirty (30) days of the execution of this Agreement, the Employer and the Union shall designate jointly a panel of arbitrators from which the arbitrator to hear a grievance pursuant to this section shall be chosen.

All terms of the CBA not explicitly modified by agreements under this side letter remain unaffected by this provision.

This Side Letter remains in effect until the ratification of the next contract.

SIDE LETTER RE: Commitment to Immediate Implementation of Time-Sensitive Agreements Agreed to 6/5/2020

We are in the process of negotiating agreements on several urgent and time-sensitive topics: protections for union members with DACA/TPS, a Covid-19 side letter governing joint labor-management negotiation of policies to safeguard health and safety in light of the Covid-19 pandemic, and an agreement responding to Empire's unilateral termination of its health insurance

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plan. We here memorialize LSNYC's agreement that it will implement and follow each of these agreements immediately once they are made, without waiting for the ratification of the complete contract renewal, due to the urgency of these items.

SIDE LETTER RE: Gender-Affirming Care CIGNA Commitment

The Union and LSNYC Management agree that they will jointly work to remove barriers to comprehensive gender-affirming care in our Cigna health plan and seek fully inclusive coverage that meets current WPATH standards.

Cigna alleges that in order to meet WPATH standards and expand health care coverage options, it must file its intended policy with the New York State Department of Financial Services and receive their approval of the policy. Otherwise, Cigna claims they are prohibited from providing inclusive coverage to fully insured programs like LSNYC.

Our Cigna coverage currently excludes many types of trans-related health care, incorrectly categorizing them as not medically necessary despite the fact that Medicaid, in accordance with the World Professional Association of Transgender Health Position (WPATH), deems them medically necessary with justification from doctors and prior authorization. Cigna's exclusionary policies are unacceptable, discriminatory, and presents obstacles for LSNYC trans, gender non-conforming, non-binary staff members seeking gender-affirming health care.

By September 30, 2020, LSNYC will gather information to confirm whether Cigna intends to file or has filed a WPATH-compliant policy for approval to the NYS Dept. of Financial Services. LSNYC agrees to work jointly with the union through litigation, permissible lobbying, or other means to secure approval for Cigna to offer WPATH-compliant health care services, and to begin pursuing these changes by October 30, 2020. LSNYC also agrees that by December 31, 2020 it will calculate the cost of adding fully inclusive trans care to our Cigna plan via a rider or other method, the cost of switching to a self-insurance type plan through Cigna, will research similar fully-insured Cigna programs at sister organizations for possible coalition building, and will explore any other possible options. This agreement does not obligate LSNYC to purchase this coverage if it believes that it is not financially feasible.

SIDE LETTER RE: Interpretation and Translation Working Group

Management and the Union agree to convene, no later than September 14, 2020, a working group that will assess and seek to improve LSNYC's approach to the provision of, and compensation for, interpretation and translation assistance.

The working group will address interpretation and translation needs, training for staff, a system to provide interpretation and translation services, and approaches to reasonable and fair compensation for those services.

The working group will make recommendations to be considered by the union and management during bargaining in 2021 and beyond.

SIDE LETTER RE: 2018 Supervision Training and Support Plan

In 2018, LSNYC is committed to a top-priority focus on the comprehensive enrichment of supervision throughout the organization.

- 1. Training. Senior management will develop and implement a rigorous supervisor training program that will be required for all supervisors.** Core topics will include at least the following: supervision; management; leadership; Diversity, Equity & Inclusion; cross-racial and cross-cultural communication; team building; and conflict resolution.
 - All supervisors will be required to attend annual training that addresses supervision and management skills
 - New supervisors will be required to attend additional supervision and management training during their first year as supervisors
 - Leadership training will be designed to offer all staff the opportunity to develop the skills needed to continue to advance professionally

- 2. Support and Feedback. Senior management will ramp up the mentoring of all supervisors.**
 - Senior management will be required to meet with each supervisor regularly to discuss and get feedback about performance and support needs. Feedback from supervisees will also be sought, and can be offered (anonymously if so desired), to inform these discussions.

- 3. Expectations for Supervisors and Staff. Senior management will clarify LSNYC's supervision expectations for all case handlers.**
 - LSNYC managers and staff will work together to clarify what staff should expect from supervisors in the supervision relationship
 - LSNYC managers and staff will work together to clarify what supervisors should expect from staff in the supervision relationship

- 4. Support and Feedback for New Staff. During their first year of employment, all new staff will meet at least quarterly with their supervisors to discuss and get feedback about performance and support needs.** These meetings will augment and not replace regular, ongoing supervision meetings.

Timeline:

The implementation of the 2018 Supervision Training and Support Plan will be conducted according to the following timeline:

Within 1 week of contract ratification LSNYC will disseminate the 2010 supervision standards, previously developed by LSNYC, to all staff.

By March 31st, LSNYC will develop and disseminate an executive summary that substantiates the efforts previously outlined, including formalization of plans related to:

- How supervisee feedback will be more regularly incorporated into supervisor evaluations;
- How staff at all levels in the organization will be involved in development of the Supervision Training and Support Plan;

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- This executive plan shall also identify trainings currently offered by LSNYC that will be incorporated into the overall plan, as well as outline the new trainings that will need to be developed.

By June 30th LSNYC will have substantially completed the efforts outlined in section 3 of the plan, including reissuance to all staff of the 2010 standards, or any revisions thereto.

By Labor Day (September 3rd) LSNYC will have completed or begun full implementation of all aspects of the 2018 Supervision Training and Support Plan.

SIDE LETTER RE: Task Force to Address the Quality of Work Life

We think it is critical to explore and address quality of work life concerns. In March 2018 management will convene—jointly with the union—a Quality of Work Life Task Force. The Task Force will be co-chaired by the COO and one union member appointed by the LSSA, and membership will be comprised of management and union representatives from Central and every borough, including both staff attorneys and support staff. The Task Force will be charged with identifying and recommending best practices that can help us reduce burnout and turnover and become better supported and more effective in our work. Examples include, but are not limited to:

- examining underlying reasons for turnover, transfers, and attrition
- hiring appropriate support staff
- allocating support staff appropriately across all units
- developing ways to provide better litigation support (e.g. document assembly);
- improving workload distribution and management
- minimizing the need for duplicative administrative work (e.g. for multiple, related cases for a single client)
- supporting peer to peer mentorship and guidance
- improving legal server interface with handheld devices
- acquisition and distribution of technology to improve efficiency of offsite work creating a process for sharing best practices between offices

The Task Force's progress and recommendations will be distributed to all staff and discussed monthly with Senior Leadership for their review and implementation across the organization.

SIDE LETTER RE: Health Care Committee

The Joint Labor-Management Healthcare Committee shall publicize and educate members on (1) the availability and benefits of MDLive and other such programs provided by the respective healthcare insurers which give staff the opportunity to contact a doctor for advice telephonically on routine medical matters, as well as on (2) the availability and mechanism for reimbursement of CIGNA deductibles for in-network, out-of-network, and out-of-pocket expenses.

SIDE LETTER RE: Flexibility in Scheduling Practice – CBA 2017 to 2020

All staff may adjust their schedules within the hours of 8am – 6pm, consistent with the nature of their work and other staffing/work needs of the office, upon consent of management. Flex schedules will be for not less than one-year periods, unless there are extenuating circumstances. This memo is not intended to change an existing scheduling agreement for any particular staff member.

SIDE LETTER RE: Practice for Working from Home/Remotely

In general, it is expected that employees be present in the office on a daily basis in order to attend to client needs and to effectively collaborate on our work. However, we understand that there are limited situations when working from home/remotely may make more sense than coming into the office. Therefore, employees may occasionally be permitted to work from home/remotely consistent with the nature of your work.

First, obtain advance approval from their supervisor, identifying the nature of the work to be done from home;

Be available by email or by phone similarly as if they were in the office when working from home/remotely;

Account for their time in Legal Server and use appropriate leave time if you are not working a full day;

Make themselves available for emergencies that may affect your clients. This may require that they call their client, call the court, or come into the office, if possible.

If an employee seeks to work from home as a reasonable accommodation for a qualifying disability, please contact the Benefits Administrator.

SIDE LETTER RE: Early Commencement of Bargaining

If the conditions set forth below occur, the parties agree, at the request of the Employer, to commence collective bargaining with respect to the 2020-2023 Collective Bargaining Agreement as early as possible, but no later than four months after notification of the request to commence bargaining.

Early bargaining may be requested if either of the following occurs:

1. Health insurance premium costs (including any other charges, surcharges, taxes, or increases of any kind imposed by a provider or the U.S. government) increase by 15% or more due to external factors, such as changes to the Affordable Care Act or other market pressures; or

Side Letters

2. Health insurance premium costs for CIGNA (including any other charges, surcharges, taxes, or increases of any kind imposed by a provider or the U.S. government) increase by 15% or more per year over two consecutive years due to high claims.

SIDE LETTER RE: Safety and Security Planning

Safety and security for staff and clients are a top priority for Legal Services NYC. Accordingly, in 2018 LSNYC will review current Safety and Security Plans and update or create new plans for all its offices using the following process:

1. Within three months of the ratification of this contract management in collaboration with staff will update/create draft Safety and Security Plans for all offices that are occupied. They will consider and include in the plans as necessary at least the following considerations:
 - a) security at points of entry;
 - b) possible alterations to the physical environment of the office;
 - c) one-button on-call response to crisis;
 - d) training for staff on de-escalation strategies;
 - e) appropriate responses to threats of harm by clients and visitors to themselves, staff, and others;
 - f) protocols to connect clients with mental health resources;
 - g) organizational support and resources for staff following traumatic incidents, including but not limited to interfacing with law enforcement on behalf of staff with sensitivity to history, race, class, and gender, making adjustments in work environment, and provision of mental health resources;
2. Upon completion of the draft plans management will circulate them to all staff at the relevant office for input.
3. Final plans will be adopted no later than six months after ratification of this contract.
4. Safety and Security Plans will be reviewed and adjusted at least annually or more frequently as needed.
5. New offices that open will develop plans that will follow this procedure.
6. Final Safety and Security Plans will be posted on the LSNYC Intranet.

SIDE LETTER RE: Training

Management and the Union recognize that changes in technology and changing office needs require training for staff members to develop the skills needed to perform their job responsibilities. Management will provide training opportunities and support for staff to develop and improve necessary skills including computer, technology, writing and communication skills. Ongoing professional development trainings will be provided as needed for all staff.

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Specifically, LSNYC will provide:

1. Within three (3) months of the contract signing date, LSNYC will provide training on Excel (basic and intermediate) and document preparation and formatting in Word.
2. Within six (6) months of the contract date, LSNYC will provide training on Adobe Pro and Excel (intermediate advanced).
3. Also within six (6) months of the contract date, LSNYC will prepare and publish a training schedule for trainings on basic writing, e-filing, and other identified needs. Those trainings will be completed within one (1) year of the contract date.

These training commitments are not intended to replace other training or supervision provided by LSNYC.

The above trainings will be offered at least twice. The trainings will be open to all staff, regardless of job category, with preference being given to staff who will be expected to use the associated skills. If there is additional demand, LSNYC will add sessions as needed. Managers and Project Directors will arrange for coverage of job duties for staff to attend trainings.

No staff will be asked to perform new job responsibilities without training.

SIDE LETTER RE: Job Protections for Existing Staff

Any staff member who wishes to remain in their current position that is changed by the terms of this CBA will be governed by the job description in effect prior to ratification of this 2014-2017 contract. Their salary scale will continue to be governed by their prior job category. In addition, those staff members who currently hold combined paralegal/ intake officer titles will remain on their current salary scales.

An executive secretary or intake officer who agrees to assume the revised position shall have the right, if they so choose, to return to the former position without penalty within a period of six (6) months after training is complete.

The party's agreement to any new job descriptions is without prejudice to either party's position regarding what is contained in currently existing job descriptions. The parties agree that the Employer withdraws its present proposal regarding a new Legal Services Assistant (Paralegal Advocate) without prejudice to its position regarding what is contained in the current Legal Services Assistant (Paralegal) job description.

SIDE LETTER RE: Health Care Contingency

If the final weighted average of total health insurance premium costs in the June 2016 renewal period (including any other charges, surcharges, taxes, or increases of any kind imposed by a provider or the U.S. government) increases by more than 13%, the Joint Labor-Management

Side Letters

Health Care Working Group will study potential ways to reduce costs below the 13% increase and present the results of that study to the LSSA and Management negotiating teams. Bargaining of the renewal contract will begin no later than the first business day after January 1, 2017.

SIDE LETTER RE: RFP for 403(b) Contract

The Employer shall put forth a request for proposal (RFP) for bids for a provider of the LSNYC 403(b) Retirement Plan. A consultant shall be engaged to manage this RFP process no later than February 28, 2015, and the Employer shall make their best effort to ensure the evaluation and selection process shall conclude in time to allow the Employer to finalize a decision before the October 31, 2015 deadline to end or renew the contract with our current retirement plan provider. The Employer shall keep the Labor-Management 403(b) Committee apprised and involve the committee in the evaluation and selection process.

SIDE LETTER RE: Discrimination Complaint Policy

LSNYC and LSSA agree to convene a committee comprised of equal numbers of staff and management that will draft a Discrimination and Sexual Harassment Complaint Policy to be submitted to the LSNYC board no later than December 1, 2015.

SIDE LETTER RE: Labor-Management Health Care Working Group

In 2013, LSNYC Management and LSSA created a Joint Labor-Management Health Care Working Group. The group engaged an outside health care consultant ("Consultant") to evaluate LSNYC's health care options for obtaining high quality health care at the most affordable cost. The Working Group currently consists of five (5) representatives from the Union and five (5) from management. It is agreed that the Working Group will continue during the 2014-2017 contract term, with the following objectives:

- a) Improve the health and quality of life of LSNYC employees;
- b) Continue review of the Consultant's analysis and recommendations, and any follow-up related to the Consultant's reports;
- c) Explore wellness initiatives and work together to educate all LSNYC staff about health care options;
- d) Seek to identify a health club or clubs that will provide discounted memberships at reasonable cost to LSNYC staff;
- e) Evaluate the ongoing effectiveness of current health care plans and review alternatives;

Side Letters

- f) Explore options for lowering the cost of health care plans.

Union and management further agree to join in an education campaign regarding the benefits of mail order prescriptions and use of urgent care facilities. The Health Care Working Group will come up with an education plan no later than the second quarter of 2015, to be commenced no later than the beginning of July 2015.

LSNYC shall establish a one-time wellness fund of \$24,000. The Health Care Working Group will come up with a plan by the third quarter of 2015 for how the funds shall be used, which may include reimbursement to members of health club membership or health classes, to be commenced no later than the beginning of October 2015.

Matters that are the subject of active bargaining shall not be appropriate items for consideration by the Health Care Working Group. The existence of the Working Group does not in any way interfere with or replace grievance rights or other rights in the Collective Bargaining Agreement. The Working Group shall gather relevant information, consider the above issues, and share that information with staff and the organization as appropriate.

The Working Group shall consist of ten (10) members. The Union shall designate five (5) members, which shall include the Union President, and the Employer shall designate five (5) members. Vacancies shall be filled by the appointing party for the balance of the term. Each side may designate one alternate. Representatives shall be given reasonable release time to prepare for the participation in the Health Care Working Group activities.

The Working Group shall meet at least four (4) times annually during the 2014-2017 contract term, at the call of either the Union members or the Employer members at times agreeable to both parties. Working Group decisions shall be made by modified consensus. Minutes shall be kept and copies supplied to all members of the Working Group and to the Executive Director of LSNYC and the Union President.

SIDE LETTER RE: Translation/Interpretation Training 03/06 Contract

The Training Committee will oversee the development of this training, which shall be offered for implementation no later than the fall of 2004. It is understood that oral or written interpretation will continue to be provided while training is being designed and implemented.

SIDE LETTER RE: Job Descriptions

In order to evaluate whether these changes will result in unmanageable workloads, LSNYC agrees that the employees in the following job titles shall not be subject to disciplinary measures related to these job descriptions during the twelve (12) months following the ratification of the 06-09 contract:

Side Letters

Accounting Associate

Accounts Payable Specialist

Payroll Specialist

Senior Accountant III

Staff Accountant II

Staff Accountant I

The parties expressly agree that this exemption from disciplinary measures does not apply to those that address work rule violations, including but not limited to absenteeism, lateness, or failure to comply with office procedures, or to behavioral issues that are not related to work load or job descriptions.

In addition, any evaluations made during the 12-month period shall not be made part of the employee's personnel file.

LSNYC agrees to provide adequate training to these employees and further agrees that these employees shall not be expected to complete more work than can reasonably be accomplished in a seven (7) hour day. Any dispute shall be resolved pursuant to 8.1 of the Collective Bargaining Agreement. The reference to section 8.1 does not prejudice the position of either party as to whether such provision is applicable to other non-casehandling legal workers.

SIDE LETTER RE: Retirement Health Insurance Coverage

The Labor-Management Committee will meet during the term of this contract to explore providing health insurance coverage for retirees of LSNYC commencing with the next contract. The committee shall commence this work no later than January 1, 2007 and complete it no later than December 31, 2008.

SIDE LETTER RE: Reopener

A. If the conditions set forth below in Paragraph B of this Side Letter are fully satisfied, the parties agree, if requested by LSSA, to reopen the contract for collective bargaining and possible adjustment of the following economic benefits for the third year of the contract (July 1, 2008 to June 30, 2009): salary, loan forgiveness and short-term disability benefits. In the event that the contract is reopened, the parties further agree as follows:

1. Negotiations shall be conducted over a period not to exceed six (6) weeks, unless the parties mutually agree to extend such period;
2. In the event that the economic benefits for the members of the Collective Bargaining Unit are increased as a result of this collective bargaining, the current Collective

Side Letters

Bargaining Agreement, including all provisions other than those specifically addressed during this reopener, will be extended for an additional year, to June 30, 2010;

3. In the event that no agreement is reached within the period specified in Subparagraph above, either party may declare that an impasse has been reached;
 4. In the event that impasse is declared, unless the parties agree to some other form of dispute resolution, the parties will jointly submit the dispute to arbitration in accordance with the rules of the American Arbitration Association. Each side shall submit a “Final Offer” to the arbitrator. The arbitrator shall select the Final Offer that is most reasonable and appropriate after considering the valid interests of all parties. The decision of the arbitrator(s) shall be final and binding on both parties;
 5. Section 1.10 of the CBA (the “no strike” clause) will remain in full effect during the period of the reopener negotiations and any subsequent arbitration.
- B. The provisions of Section A will only be available if all of the following conditions are fully satisfied:
1. The total aggregate amount of LSNYC’s ongoing revenue for general program support for a calendar year (including LSC, IOLA, State and Civil Legal Services, unrestricted private donations and any new general support revenue that comes into being during the course of the contract), plus any balance of such revenues from the prior calendar year, increases or is anticipated in a budget approved by the LSNYC Board of Directors to increase by 25% or more above the actual amount of such revenues in the prior calendar year; AND
 2. The total aggregate amount of LSNYC’s remaining revenues for the calendar year in which the condition in Subparagraph 1 has been met has not decreased to such an extent that, when offset against the increase specified in Subparagraph 1 above, the net increase in ongoing general support revenue for that calendar year is less than 25% above the actual amount of ongoing revenue for general program support in the prior calendar year; AND
 3. The budget that has been finally approved by the LSNYC Board for the calendar year in which the provisions of Subparagraphs 1 and 2 are satisfied does not result in a negative change in net assets and has sufficient working capital to satisfy the reserve required by the LSNYC Board for the prior calendar year, provided such reserve requirement was adopted by the LSNYC Board by December 31st of the year preceding the prior calendar year.

SIDE LETTER RE: Deferred Associates

Unless the Employer can demonstrate that the presence of “deferred associates” did not contribute to the layoff decision, “deferred associates” shall not be utilized in any office in which a “notice of intent to lay off” has been issued until one year after the effective date of the layoffs or until no

Side Letters

laid-off employee in that office remains on the recall list, whichever is sooner. Deferred associates shall not be utilized in a substantive area of law in which a laid-off employee was practicing at the time of the layoff.

SIDE LETTER RE: Continuity of Care

Employer will reimburse, through the current course of treatment, deductible and co-insurance expenses in excess of in-network co-pays for current employees who are receiving care from doctors who participate in the PPO network but do not participate in the Open Access network.

SIDE LETTER RE: Special Separation

In consideration of both our financial picture and of possible consolidation of programs, Management makes a one-time offer to staff with 20 years or more of service with LSNYC as of February 1, 2010. Employees interested in taking advantage of this offer must express their interest no later than October 15, 2009 and must select a last date of employment of no earlier than January 1, 2010 and no later than February 1, 2010 and will be required to sign a release.

Employees who opt for this offer will receive the following:

- COBRA payments or cash equivalent of cost of 18 months of COBRA on CIGNA rate;
- Cash equivalent of 6 months of salary;
- Employer contribution to 403(b) on any amounts listed above that is distributed through payroll.

Examples of estimated special separation offer that will vary depending on employee's individual circumstances:

Employee with 25 years of service (at salary rate based on salary scales in this Memorandum of Agreement) and Individual plus Children CIGNA Open Access Network:

Attorney:	\$84,513
Paralegal:	\$62,873
Intake Officer/Exec. Secretary:	\$61,167

Memoranda of Understanding

MEMORANDUM OF UNDERSTANDING

FINAL VERSION 2:30 P.M., September 11, 2009

MEMORANDUM OF AGREEMENT

IT IS HEREBY AGREED between Legal Services NYC and the Legal Services Staff Association that the Collective Bargaining Agreement which expired June 30, 2009 is hereby renewed and extended through June 30, 2012 as modified on the attached pages.

The terms hereof are subject to ratification and shall be recommended for ratification by the members of the respective bargaining committees or governing authorities.

AGREED to this 11th day of September, 2009

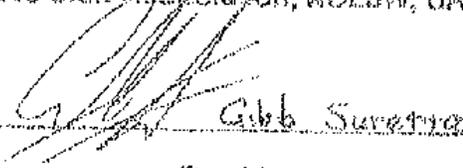
Legal Services NYC



By: _____

Executive Director and President

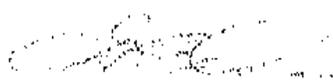
Legal Services Staff Association, NGLSW, UAW Local 2320



By: _____

President

National Organization of Legal Services Workers, UAW Local 2320



By: _____

President

Memoranda of Understanding

AMENDMENT OF MEMORANDUM OF AGREEMENT

It is hereby agreed between Legal Services NYC and the Legal Services Staff Association that the Memorandum of Agreement dated September 11, 2009, renewing, extending and modifying the Collective Bargaining Agreement between the parties, shall be amended as follows, and this amendment shall be accordingly reflected in the terms of the Collective Bargaining Agreement in effect through June 30, 2012.

The last paragraph of the former section 5.2G, providing for a financial incentive to enroll in the less costly of the offered healthcare options, shall be retained in the Collective Bargaining Agreement, modified without substantive change as follows:

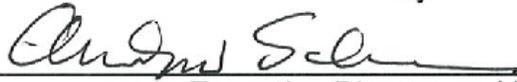
For each employee who chooses to switch to any plan other than CIGNA, LS-NYC will offer, during the plan year in which the switch is made, an amount equivalent to 25% of the difference in premiums between that plan and our CIGNA plan (or its successor). These incentives will be 12.5% in subsequent plan years after the "switch" year. Payments shall be made to employees on a biweekly basis.

This text shall be incorporated into the 2009-2012 Collective Bargaining Agreement as section 5.2G in place of the prior 5.2G. The old 5.2B as modified by the MOA shall accordingly become the new 5.2H rather than the new 5.2G. The newly created section which was to have been 5.2H shall become the new 5.2I. The old 5.2H, which was to have been redennominated 5.2I, shall instead be redennominated 5.2J.

AGREED to this 5th day of Feb , 2010

Legal Services NYC

By:

 Andrew Scherer
Executive Director and President

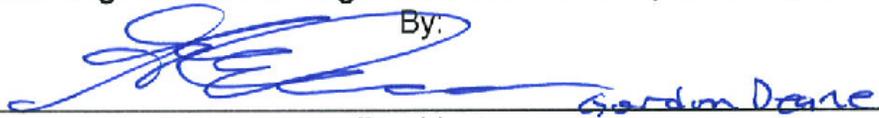
Legal Services Staff Association, NOLSW, UAW Local 2320

By:

 G. bb Surette
President

National Organization of Legal Services Workers, UAW Local 2320

By:

 Gordon Deane
President

Memoranda of Understanding

Final Version 5:30 June 21, 2013

MEMORANDUM OF AGREEMENT

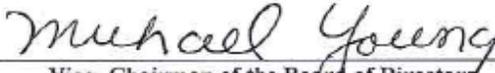
IT IS HEREBY AGREED between Legal Services NYC and The Legal Services Staff Association that the Collective Bargaining Agreement which expired June 30, 2012 is renewed and extended through July 31, 2014 except as modified herein.

The terms hereof are subject to ratification and shall be recommended for ratification by the members of the union bargaining committee to the members of the union.

AGREED to this 21st day of June, 2013

Legal Services, NYC

By:


Vice- Chairman of the Board of Directors

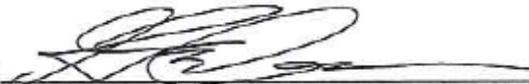
Legal Services Staff Association, NOLSW, UAW Local 2320

By:


Gibb Surette
President

National Organization of Legal Services Workers, UAW Local 2320

By:


Gordon Deane
President

Memoranda of Understanding

Final Version January 16, 2015

MEMORANDUM OF AGREEMENT

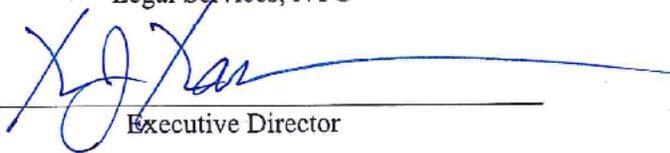
IT IS HEREBY AGREED between Legal Services and the Legal Services Staff Association that the Collective Bargaining Agreement which expired July 31, 2014 is renewed and extended through June 30, 2017 except as modified herein.

The terms hereof are subject to ratification and shall be recommended for ratification by the members of the union bargaining committee to the members of the union.

Agreed to this 16th day of January, 2015

Legal Services, NYC

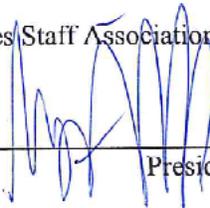
By: _____



Executive Director

Legal Services Staff Association, NOLSW, UAW Local 2320

By: _____



President

National Organization of Legal Services Workers, UAW Local 2302

By: _____



President

Memoranda of Understanding

Final Version February 2, 2018

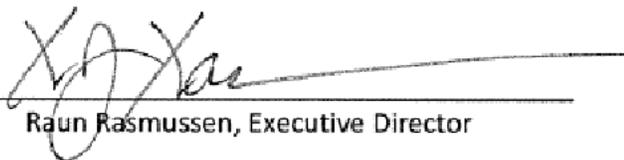
MEMORANDUM OF AGREEMENT

IT IS HEREBY AGREED between Legal Services and the Legal Services Staff Association that the Collective Bargaining Agreement which expired July 31, 2017 is renewed and extended through June 30, 2020 except as modified herein.

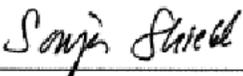
The terms hereof are subject to ratification and shall be recommended for ratification by the members of the union bargaining committee to the members of the union.

Agreed to this 2nd day of February, 2018

Legal Services NYC

By: 
Raun Rasmussen, Executive Director

Legal Services Staff Association, NOLSW, UAW Local 2320

By: 
Sonja Shield, President

National Organization of Legal Services Workers, UAW Local 2320

By: 
Gordon Deane, President

Memoranda of Understanding

Final Version January 29, 2026

MEMORANDUM OF AGREEMENT

IT IS HEREBY AGREED between Legal Services NYC and the Legal Services Staff Association that the Collective Bargaining Agreement which expired June 30, 2024 is renewed and extended through June 30, 2027 except as modified herein.

The terms hereof are subject to ratification and shall be recommended for ratification by the members of the union bargaining committee to the members of the union.

Agreed to this 29th day of January, 2026.

Legal Services NYC

By: 
Shervon M. Small, Executive Director

Legal Services Staff Association, NOLSW, UAW Local 2320

By: 

Natalie James, President

National Organization of Legal Services Workers, UAW Local 2320

By: 
Katherine Kerwin, Regional Servicing Representative, NOLSW UAW 2320

APPENDIX A

Discrimination and Harassment Policy

TITLE: Discrimination and Harassment Policy

Effective Date: March 7, 2025

Supersedes: Discrimination and Harassment Policy, adopted January 12, 2020

Issuing Authority: Chief Human Resources and Diversity Officer

Responsible Party: Chief Human Resources and Diversity Officer

1. General Provisions

Legal Services NYC (“LSNYC”) is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices based on any legally protected characteristic, including but not limited to race, color, national origin, immigration or citizenship status, religion, creed, sex, gender, gender identity or expression, disability, actual or perceived age, uniformed service, height, weight, prior record of arrest or conviction, marital or partnership status, caregiver status, sexual and reproductive health decisions, pregnancy or pregnancy-related medical condition, genetic predisposition or carrier status, genetic information, sexual orientation, or status as a victim of domestic violence, a sex offense or stalking. Conduct prohibited by this policy is unacceptable in the workplace and in any work-sponsored setting outside the workplace, such as during meetings, conferences, trips, and business-related social events.

This policy is intended to ensure that all employees can work in an environment free from unlawful discrimination and harassment, whether in the workplace itself or during outside work-sponsored settings. LSNYC will make every reasonable effort to ensure that its entire workforce is familiar with this policy and is aware that any complaint received will be investigated and resolved appropriately. Anti-discrimination and sexual harassment trainings will be conducted annually and all employees will be required to attend. Members of the LSNYC and Constituent Corporation boards of directors are also required to attend annual sexual harassment training. In addition, members of the Discrimination and Harassment Committee shall be given adequate training regarding diversity, equity, inclusion, and belonging principles; sexual harassment, including decisional standards used in such cases; as well as LSNYC's policy and procedures.

If the LSNYC Board of Directors (“the Board”) learns of a sexual harassment complaint or retaliation on the basis of a sexual harassment complaint, it must take steps to ensure that LSNYC properly addresses the complaint, including promptly notifying the New York City Department of Social Services (DSS)/Human Resources Administration (HRA)/Department of Homeless Services (DHS). Names of complainants, respondents, and witnesses, along with identifying details, shall be redacted.

This policy is for the benefit of all employees and applicants for employment (including interns and volunteers), whether permanent or temporary, full- or part-time, and applies to the conduct of

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the above-stated employees, applicants for employment, supervisors, managers, LSNYC and Constituent Corporation board members, and those not directly connected with LSNYC (e.g., clients, volunteers, and outside vendors). Managers and supervisors are responsible for implementing this policy and must immediately advise the Chief Human Resources and Diversity Officer if they become aware of possible discrimination or harassment.

The prohibitions contained in this policy extend to all work-related communications, activities, and behavior that impact LSNYC's employees, including but not limited to e-mail and office or work space display of materials including, but not limited to, materials sent, received, or installed on a computer (games, screen savers, materials sent by e-mail or other software, cartoons, pictures, objects, posters, etc.) that insult, degrade, or exploit others based on any characteristics protected by law.

Nothing in this policy shall be interpreted to limit a union member's right to speak with a delegate or union official about any workplace conditions, treatment, experiences, harassment, discrimination or any other matter. Nothing in this policy shall obligate a union delegate or other union official to discuss or otherwise reveal to management any information discussed by a union member in confidence.

2. The Discrimination and Harassment Committee (“the Committee”)

The Committee shall be comprised of the Chief Operating Officer, Chief Human Resources and Diversity Officer, two Project Directors, and three Middle Managers. The Project Directors and Middle Managers will be selected by the Executive Director for staggered two-year terms, and may be reappointed, after considering recommendations from union and management staff of LSNYC, taking into account diversity and the need to represent Central leadership and all borough programs. No more than fifty percent of Committee members shall be individuals who self-identify as white or male. Names of Committee members must be published annually by January 15th of each year, and posted in each office location in plain view.

Members of the Committee shall be given adequate training regarding diversity, equity, inclusion, belonging, and sexual harassment in:

- (a) counseling employees seeking information, guidance, and/or advice;
- (b) resolving complaints between a complainant and a respondent;
- (c) investigating complaints and reporting findings and conclusions; and,
- (d) decisional standards used in such complaints and LSNYC's policy and procedures.

The union shall designate a member to sit in on the trainings and to participate, as described below, in Committee functions.

The Committee will meet regularly to review problems, suggest solutions and to receive on-going training. A union member designated by the union shall be present at all committee meetings, whether general or relating to an investigation, and copied on all communications and

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deliberations. In limited circumstances, when LSNYC retains private counsel for a particular case, the union designee will be excluded from some attorney/client communications in order to preserve LSNYC's attorney/client privilege.

3. Prior to Filing a Complaint

Conflict resolution with the help of a third party is often effective in stopping behavior that may make us feel uncomfortable, is offensive or is otherwise unwanted. Accordingly, employees may initially wish to speak with their union delegate, other union official, supervisor, other manager, Project Director, or any other employee with whom they feel comfortable, before filing a complaint.

Should a staff member choose to seek the help of a third party, that person will work with the involved persons to resolve the problem. Possible outcomes may include explicit agreements about future conduct, changes in workplace assignment, or other accommodations where appropriate. If management or the complainant is not satisfied with the thoroughness of the investigation or the resolution of the conflict, management may choose to conduct a formal investigation.

Consultation with a third party is intended to stop the behavior. It is not intended to result in discipline, though it may.

A complainant may at any time make a formal complaint as described below or may pursue any other available legal remedy.

4. Immediate Intervention

Individuals who believe they are being subjected to harassing conduct, and who are comfortable doing so, may promptly advise the alleged offender that their behavior is unwelcome and request that it be discontinued. However, it is not necessary for an individual to talk directly to an alleged offender if they feel uncomfortable doing so. If for any reason an individual does not wish to confront the alleged offender directly, or if such a confrontation occurs but does not result in successfully ending the offending behavior, the individual should discuss these matters with any union representative; any supervisor or manager; with any member of the Committee, all of whom are specifically designated and trained to receive such complaints; or directly with LSNYC's Chief Human Resources and Diversity Officer.

If, in either the judgment of the complainant or the person receiving the complaint, the working environment of the complainant has become untenable due to behavior that violates this policy or if the complainant feels in any way physically threatened, the person receiving the complaint shall notify a member of the Committee who shall, in consultation with the Project Director or Chief Human Resources and Diversity Officer, immediately intervene to put a stop to the behavior. The Committee member, the Project Director, and the respondent shall meet immediately to ensure that the behavior stops. At the meeting the respondent is to be orally informed of the nature of the complaint in as much detail as is currently available and that the continuation of the behavior, or retaliation in any manner for the complaint, will not be tolerated and may result in immediate discipline. The respondent shall be informed prior to the meeting that they may be accompanied

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in the meeting by any person of their choosing, including a representative of the union. The goal of immediate intervention is to ensure the safety of the complainant, and to address the allegation without prejudicing the determination.

If the complainant feels that they cannot immediately return to work with the respondent, they will be allowed to use up to five (5) days annual leave or, if they have exhausted all annual leave, sick/safe leave. Employees who have exhausted sick/safe leave have the right to request to borrow up to ten (10) additional days of sick leave regardless of length of employment, pursuant to Article 6.4(G)(2). Senior management will make any adjustment in work assignment practicable to avoid a hostile or untenable work environment for the complainant.

5. Complaint Procedure

A complainant may choose to file a complaint at any time and may do so without first consulting any third parties. Complaints need not be in writing to initiate an investigation under the procedure outlined herein. However, a complaint form is available on the LSNYC intranet. A complaint or inquiry regarding discrimination or harassment should be brought to the attention of LSNYC's Chief Human Resources and Diversity Officer, Project Director, or the employee's supervisor (in each case, so long as a report is made to someone other than the alleged offender). The Committee shall make all efforts to use consistent, though not necessarily identical, methods throughout LSNYC to resolve harassment and discrimination complaints about similar problems.

Selection of the third-party investigator (“the investigator”): A third-party investigator will be chosen jointly by unanimous vote of the Committee and union representative on an annual basis. Candidates will only be considered if they demonstrate to the Committee the ability to bring an anti-oppressive and DEIB lens to their investigations. Any complaint about the investigator shall be brought to the Committee promptly, and the appointment of that investigator and a decision about a possible replacement will be made by the Committee immediately.

When a harassment or discrimination complaint is made, the Chief Human Resources and Diversity Officer shall within five (5) business days ask the investigator to conduct an investigation of the complaint. Written notice will then be given to the complainant and respondent within five (5) business days of the complaint, which will include a summary of the factual allegations and unless unnecessary to the investigation, the name of the complainant. If any other person is determined to be a subject of any such investigation or a potential respondent in an investigation, that person shall also receive written notice within five (5) business days of that determination. The investigators and Committee members must disclose any close personal relationships or conflicts of interest with the complainant or respondent, and recuse themselves when fairness requires.

Semi-annually (every six months), LSNYC shall issue a report to the Discrimination and Harassment Committee and the union designee, listing, for every complaint active during the period, the dates that: the complaint was commenced, written notice was given to the complainant and respondent, LSNYC received the investigator's report, the report was given to the complainant and respondent, and LSNYC senior management issued a decision.

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The investigator shall review facts and interview involved parties and witnesses in order to provide the Committee with a record of the facts and circumstances concerning the complaint. The investigator shall incorporate into the investigation any evidence, including records and witnesses, offered or identified by the complainant. It is not the function of the investigator to investigate or inquire into behavior or conduct that is not addressed by the complaint or could not violate this policy. All witnesses and other persons interviewed by the investigator will be advised that confidentiality will be maintained to the extent allowed by law but that communications between the employee and investigator are not legally privileged. If a witness refuses to be interviewed, their statements shall not be used in the report nor relied on by the investigator or Committee in any way. Witnesses and all others interviewed by the investigator shall be informed that any retaliation, whether by the respondent or any other person, for participation in this process is a violation of this policy and will be dealt with as a disciplinary matter. Persons interviewed shall be informed that they may be accompanied at the interview by any other person of their choosing, including private counsel or a representative of the union.

The investigator shall interview the respondent and give them an opportunity to respond, either orally or in writing, to the complaint and to identify any witnesses to the incident(s) or event(s) that they would like interviewed. In addition, the respondent may identify any other employee(s) that the respondent feels can attest to their character and those employee(s) shall be interviewed for that purpose. The respondent shall be informed prior to the interview that they may be accompanied in the interview by any person of their choosing, including private counsel or a representative of the union.

The investigation will be limited to the conduct alleged and witnesses with direct knowledge of the alleged events, except that previous findings (not mere allegations) of harassment or discrimination may be reviewed. The investigator will submit an investigative report to the Chief Human Resources and Diversity Officer, with copies provided to the Committee and to the union designee. The Committee will review the report and determine appropriate action to recommend to the Executive Director. A member of the Committee against whom a complaint is made will be suspended from the Committee pending resolution of the complaint. During the period of suspension, the Executive Director shall promptly appoint an interim Committee member in the place of the suspended Committee member.

The investigator shall normally conclude the investigation of the allegations within twenty (20) business days, but no more than sixty (60), business days.

The LSNYC Board will ensure that full investigations of sexual harassment complaints, which may include interviews with relevant witnesses and a review of relevant documents, are completed, and will inform the New York City Department of Social Services of the outcome. Names of complainants, respondents, and witnesses, along with identifying details, shall be redacted unless disclosure is required by law.

Individuals who violate this policy will be subject to discipline in proportion to the violation, potentially up to and including termination of employment. When appropriate, discipline short of termination should be used. LSNYC shall make every effort to impose discipline or other resolutions consistently throughout the organization. Any discipline taken under this policy against

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a bargaining unit member is subject to the disciplinary, grievance, and arbitration procedures in the CBA. Any bargaining unit member accused of violating this policy will be afforded union representation consistent with its duty of fair representation, and/or has the right to be represented or assisted by any other person of their choosing, including private counsel.

6. Report of the Committee

Within twenty (20) business days of receipt of the investigator's report, the Committee shall complete a written report of its findings, including a summary of each witness's statement, the Committee's supported conclusion as to whether the respondent has violated this policy and a recommendation as to any steps necessary to remedy the problem. The report shall address any evidence offered or identified by the complainant. A copy of the report will be sent to the Executive Director to review and approve the recommendations. A copy of the report approved by the Executive Director that does not identify complainant or adverse witnesses by name will be provided to the complainant and the respondent and they will be given five (5) business days to comment on the report either orally or in writing. The report and any responses will be given to the complainant's Project Director or Senior Manager, with a copy to the union's designee. The Project Director or Senior Manager shall render a decision within five (5) business days of any steps necessary to remedy the problem and appropriate disciplinary action if any.

In the event that the complaint involves a Project Director, the Committee's report and any responses will be given to the Executive Director who shall render a decision within five (5) business days of any steps necessary to remedy the problem and appropriate disciplinary action if any. A copy of the decision will be provided to the complainant, respondent, and union's designee.

In the event that a sexual harassment complaint or allegation of retaliation for such a complaint involves the Executive Director, any of the Executive Director's direct reports, or an equivalent principal of LSNYC, the investigation will be conducted by the Executive Committee of the LSNYC Board of Directors, which may in its discretion bring on an outside investigator. The accused senior leader may be placed on administrative leave (paid or unpaid as determined on a case-by-case basis). The Executive Committee shall render a decision within twenty (20) business days of any steps necessary to remedy the problem and appropriate disciplinary action if any. A copy of any complaint or allegation of sexual harassment or retaliation related to a sexual harassment complaint brought against the Executive Director, any of the Executive Director's direct reports, or an equivalent principal of LSNYC, including through LSNYC's Equal Employment Opportunity process, must be redacted as to the name and any identifying information about any individuals except the respondent, and be provided to the New York City Department of Investigation (DOI) by a secure means. Additionally, a copy of the report of final determination or judgment in these matters shall be provided to DOI, as well as DSS/HRA/DHS.

Written records of a complaint, the results of the investigation, and the resolution of the process will be maintained in the personnel files of the complainant and the respondent (if founded) or in the HR Office (if unfounded). Unless a subsequent complaint against the respondent is substantiated, these records will be removed from personnel files after five years, but retained under seal by the HR Office for purposes of information if similar incidents occur. Such records may be unsealed in the event of a similar incident by the respondent.

7. What Happens After a Complaint Is Made?

(a) Cooperation

All employees, including employees who witness harassment, are encouraged to cooperate with investigations of complaints of harassment. Managers and supervisors are responsible for implementing this policy and must immediately advise the Chief Human Resources and Diversity Officer if they become aware of possible discrimination or harassment. The investigation may include interviews with the parties involved and, where necessary, with the individuals who may have observed the alleged conduct or may have relevant knowledge. Any reported allegations will be handled in a sensitive and discreet manner to the extent possible.

LSNYC encourages any individual with a complaint to come forward immediately so that prompt corrective action may be taken. Failure of an employee who believes they have been a victim of harassment or discrimination, or who has witnessed an ambiguous event, to report such event, shall not be subject to disciplinary action by LSNYC.

(b) Who Is Responsible?

The investigation of complaints is the responsibility of senior management of LSNYC acting through the Committee. The Chief Human Resources and Diversity Officer has the authority and responsibility to make a report to the Committee or directly to the Executive Director in the event that the Chief Human Resources and Diversity Officer concludes that the discrimination and harassment requires attention at that level of the organization. Timeliness in reporting an incident is important. Prompt reporting of incidents is important so that appropriate action may be taken. However, due to the sensitivity of these problems and because of the emotional toll such misconduct may have on the individual, no fixed period has been set for reporting incidents of harassment or discrimination.

(c) Confidentiality

Confidentiality will be maintained throughout the investigatory process to protect the privacy of the persons involved. In the event the respondent grieves the final disposition of the complaint, witnesses will have to be identified and the content of their statements disclosed to the respondent. They may also be called to testify before the Executive Director and/or an arbitrator. In the event there is a violation of confidentiality by any member of the Committee or the union designee, that person may be removed from any future involvement in Committee processes at the sole discretion of the Chief Human Resources and Diversity Officer, and shall be replaced.

(d) Protection Against Retaliation

Employees will not be retaliated against in any way for good-faith inquiries or complaints regarding discrimination or harassment. Retaliation against an individual who makes a good-faith report of alleged harassment, discrimination, or retaliation, or who assists in providing information relevant to a claim of such discrimination or harassment, or who has refused to obey an illegal order, is a violation of this policy. Acts of retaliation should be reported immediately to a member of the Discrimination and Harassment Committee, and if the allegation is substantiated the

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offender will be subject to disciplinary action. LSNYC and the union will make all reasonable efforts to protect employees from retaliation.

(e) Responsive Action

Misconduct constituting sexual or other unlawful harassment or discrimination based on any legally-protected characteristic, including but not limited to race, color, national origin, immigration or citizenship status, religion, creed, sex, gender, gender identity or expression, disability, actual or perceived age, uniformed service, height, weight, prior record of arrest or conviction, marital or partnership status, caregiver status, sexual and reproductive health decisions, pregnancy or pregnancy-related medical condition, genetic predisposition or carrier status, genetic information, sexual orientation, or status as a victim of domestic violence, a sex offense or stalking will be dealt with appropriately and in proportion to the misconduct. Responsive action may include, for example, training or referral to counseling, and/or disciplinary action such as warnings, reprimands, reassignment, temporary suspension without pay, or termination of employment.

(f) False Allegations/Good Faith Reporting

Individuals who make reports that are later found to have been intentionally false or made maliciously without regard for the truth may be subject to disciplinary action under the CBA or LSNYC Employee Handbook. This provision does not apply to reports made in good faith, even if the facts alleged in the report cannot be substantiated by an investigation.

8. What Types of Behavior Are Covered by This Policy?

(a) Discrimination and Harassment

Discrimination or harassment based on any legally-protected characteristic, whether blatant and overt or subtle and covert, is a violation of LSNYC's policy. Such behavior can demean, abuse, intimidate, or offend others because of their legally-protected characteristics, including but not limited to race, color, national origin, immigration or citizenship status, religion, creed, sex, gender, gender identity or expression, disability, actual or perceived age, uniformed service, height, weight, prior record of arrest or conviction, marital or partnership status, caregiver status, sexual and reproductive health decisions, pregnancy or pregnancy-related medical condition, genetic predisposition or carrier status, genetic information, sexual orientation, or status as a victim of domestic violence, a sex offense or stalking. Harassment can take the form of oral or written comments, signs, gestures, or other types of behavior. Whether the actions in question are verbal or nonverbal, often they (1) are directed toward an individual or group whom they insult, stereotype, or threaten, (2) are designed to create or have the effect of creating an intimidating or hostile working environment, or (3) disrupt an individual's ability to pursue normal social or business activities. Examples of harassment may include, but are not limited to: the use of epithets and slurs, as well as jokes, statements, remarks, questions, or gestures that are derogatory or demeaning to an individual's or group's characteristics or that promote negative stereotyping, ridiculing or insulting behavior, threats, intimidation or hostile acts of denigrating or hostile visual displays (in hard copy or electronic medium, including text, photographs, cartoons, and drawings), written/graphic material displayed or circulated in the workplace, or any other degrading behavior.

(b) Sexual Harassment

Sexual harassment constitutes discrimination, is a violation of LSNYC's policies, and is illegal under federal, state, and local laws. For purposes of this policy, sexual harassment is defined as it is in the Equal Opportunity Commission ("EEOC") Guidelines promulgated in 1980 as:

unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such conduct by an individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different genders. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances; subtle or overt pressure for sexual favors; sexual jokes, flirtations, innuendoes, advances or propositions; verbal abuse of a sexual nature; graphic commentary about an individual's body, sexual prowess or sexual deficiencies; sex-based leering, whistling, touching, pinching or assault; coerced sexual acts; suggestive, insulting or obscene comments or gestures; and display and circulation in the workplace of sexually suggestive objects or pictures, including through email. The absence of objection does not constitute or imply that the behavior is welcome, especially when there is a difference in job status between the individuals. Under EEOC Guidelines, behavior need not be explicitly "sexual" to constitute sexual harassment.

(c) Romantic Relationships

All consenting romantic and sexual relationships between a supervisor and their subordinate are inappropriate, must be disclosed, and will result in reassignment so that the employee is no longer directly supervised by the person with whom the employee is or was in a relationship. A supervisor shall withdraw from and shall not participate in activities or decisions involving hiring, evaluations, promotions, and discipline which reward or penalize any person with whom the supervisor has or has had a romantic and/or sexual relationship. The parties should recognize that other employees and the workplace generally may be adversely affected by such behavior.

Employees should be aware that consenting romantic and sexual relationships between employees not involving supervisors and their subordinates can also impact the office environment and work performance.

9. Grievance and Appeal

If a complainant or a respondent who is not a member of the Collective Bargaining Unit is dissatisfied with the decision at any level, they may appeal to a higher level in the following order:

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- (a) from the Project Director or other Senior Manager to the Executive Director;
- (b) from the Executive Director to the Executive Committee of the LSNYC Board of Directors.

Nothing in this policy shall be construed to preclude a complainant from seeking any other available legal remedy at any time during or after the conclusion of these procedures.

A respondent who is a member of the Collective Bargaining Unit and is dissatisfied with the decision or the discipline imposed may grieve beginning on Step 4 (Executive Director) of the Usual Grievance Handling Procedure in § 8.1 of the Collective Bargaining Agreement. All evidence collected and/or produced during any stage of the procedure or investigation shall be subject to disclosure to the respondent upon demand.

During the Step 4 hearing, the Executive Director may accept the factual findings contained in the Committee's report unless the respondent/grievant can show, by substantial evidence, that the Committee's findings on material matters are inaccurate, incorrect, not supported by the record or beyond the scope of this policy or the investigation. The respondent shall have the right to respond to the report, present any evidence relevant to the Committee's findings, including the testimony of witnesses at a hearing, and make legal argument relevant to either liability or the appropriateness of the discipline imposed. If the Executive Director finds that the respondent/grievant has cast sufficient doubt on material matters, the Committee must support its findings by direct evidence at a hearing.

In the event the matter is taken to arbitration, it shall be LSNYC's burden to prove liability. The alleged offender shall have the right to confront adverse witnesses on material matters.

Nothing in this policy shall preclude the Executive Director or other Senior Manager from immediately suspending and/or discharging the respondent of a complaint where the conduct involved amounts to gross misconduct and where the conduct can be readily verified. In this event, the action of the Executive Director or other Senior Manager shall become immediately grievable commencing on Step 4 of the applicable section of Article 8 of the CBA.

APPENDIX B

LSSA Authorization for Check-Off

To: Legal Services NYC, and its appropriate Constituent Corporations

1. Check box if you choose to become a member of the LSSA.

The undersigned hereby authorizes and directs you to deduct from the bi-weekly wages earned and to be earned by me as your employee such amounts as the Legal Services Staff Association shall, from time to time, duly establish as its membership dues and initiation fees for membership in the Association, and to remit the amounts so deducted to the Association.

2. Check box if you choose NOT to become a member of LSSA.

The undersigned hereby authorizes and directs you to deduct from the bi-weekly wages earned and to be earned by me as your employee such amounts as the Legal Services Staff Association shall, from time to time, duly establish as its agency fees and registration fees for employees who choose not to be members of the Association, and to remit the amounts so deducted to the Association.

DATE _____

SIGNATURE _____

PRINT NAME _____

HOME ADDRESS _____

NON-WORK TELEPHONE NO. _____

SOCIAL SECURITY NO. _____

DELEGATE CORP (LSNYC OFFICE) _____

PERSONAL EMAIL _____

APPENDIX C

Authorization for Assignment and Check-Off of Contributions to UAW V-CAP

To: Legal Services NYC, and its appropriate Constituent Corporations

I hereby assign to UAW V-CAP, from any wages earned or to be earned by me as your employee, the sum of (circle one):

\$1 \$3 \$5 \$10 \$25 Other \$ _____

each and every month. I hereby authorize and direct you to deduct such amounts from my pay and remit same to UAW V-CAP at such times and in such manner as may be agreed between you and the Union at any time while this authorization is in effect.

This authorization is voluntarily made. I understand that the signing of this authorization and the making of payments to UAW V-CAP are not conditions of membership in the Union or of employment with Legal Services NYC, that I have the right to refuse to sign this authorization and contribute to UAW V-CAP without any reprisal, that UAW V-CAP will use the money it receives to make political contributions and expenditures in connection with federal, state and local elections, that all UAW members may be eligible for V-CAP raffle drawings, regardless of whether they make a contribution to UAW V-CAP, and that the monies contributed to UAW V-CAP constitute a voluntary contribution to a joint fundraising effort by the UAW and the AFL-CIO. Contributions or gifts to UAW V-CAP are not deductible as charitable contributions for federal tax purposes.

I also understand that the guidelines for contributions to UAW V-CAP set forth are merely suggestions, that I can contribute more or less than the guidelines suggest, and that the Union will not favor or disadvantage me based on the amount of my contribution or any decision not to contribute.

Name (Print) _____ **SS#** _____

LSNYC Delegate Corporation (Office) _____

UAW Region: 9A **Local Union:** 2320 **Unit:** Legal Services Staff Association

Dated: _____ **Signature:** _____

UAW V-CAP is an independent political committee created by the UAW. This committee does not ask for or accept authorizations from any candidate and no candidate is responsible for its activities.

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APPENDIX D

Cigna & HIP Benefits

Effective June 1, 2020

	CIGNA OPEN ACCESS PLUS (PPO)		EMBLEMHEALTH (HMO)
	IN NETWORK	OUT OF NETWORK	
Physician Office Visits	\$20 per visit	70% of Charges*	No Co-pay
Specialist Office Visits	\$20 per visit	70% of Charges*	No Co-pay
Annual Deductible	\$150 single** \$300 family**	\$500 single** \$1,000 family**	N/A
Annual Out of Pocket Maximum (includes deductible and co-pays)	\$750 single \$1,500 family	\$1,500 single*** \$3,000 family***	N/A
Prescription Drugs	\$10 generic \$20 brand \$35 non-preferred Mail Order for Maintenance & Specialty Drugs: 2x retail co-pay for 90-day supply	70% of Charges*	\$5 generic \$5 brand (subject to drug formulary) Mail Order: Co-pay is reduced by 50%. Up to a 90-day supply may be obtained.
Hospital and Physician Services	\$500 co-pay per admission, then 100% after plan deductible****	70% of Charges*	No Co-pay
Semi-Private Room & Board	Limited to semi- private room negotiated rate	Limited to semi-private room negotiated rate	No Co-pay
Surgeon's Fees In Patient Out Patient	No charge after plan deductible	70% of Charges*	No Co-pay

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	CIGNA OPEN ACCESS PLUS (PPO)		EMBLEMHEALTH (HMO)
	IN NETWORK	OUT OF NETWORK	
Annual Adult Preventive Visits	No charge; no plan deductible	70% of charges after plan deductible*	No Co-pay
Well Child Visits through Age 18	No charge; no plan deductible	70% of charges after plan deductible*	No Co-pay
Well Woman Annual	No Charge	100% of Charges	No Co-pay
Pap Test	No Charge	No charge	No Co-pay
Mammogram	No Charge	70% of Charges*	No Co-pay
X-Ray & Lab Tests	No Charge after plan deductible	70% of Charges*	No Co-pay
Prenatal/Postnatal Care in Physician's Office	\$20 for first visit to confirm pregnancy	70% of Charges*	No Co-pay
Outpatient Surgery including Physician and Facility Services	\$20 per visit; 60 visit combined annual max	70% of Charges*	No Co-pay
Second Medical and Surgical Opinion	\$20 co-pay	70% of Charges*	No Co-pay
Chiropractic Services	\$20 per visit	70% of Charges*	No Co-pay
Mental Health Care			
Inpatient	\$500 per admission then 100% after plan deductible	70% of Charges*	No Co-pay
Outpatient	\$20 per visit	70% of Charges*	No Co-pay
Alcohol & Substance Abuse Care			
Inpatient Rehabilitation	\$500 per admission co-pay then 100% after plan deductible	70% of Charges*	No Co-pay
Outpatient Rehabilitation	\$20 per visit	70% of Charges*	No Co-pay

APPENDIX E

Dental Benefits

**LEGAL SERVICES FOR NEW YORK CITY
DENTAL BENEFITS
GUARDIAN POLICY #291131
EFFECTIVE 02/01/2015**

DENTALGUARD PREFERRED

<u>ITEM</u>	<u>IN-NETWORK</u>	<u>OUT-OF-NETWORK</u>
Calendar Year Deductible	\$0	\$50.00/per person
Annual Maximum	\$3,500.00/per person	\$3,500.00/per person
Preventative and Diagnostic Services	100%	80%
Basic Services	80%	80%
Major Services	50%	50%

Out-of-Network charges are based on usual, customary and reasonable rates for a given area.

*Orthodontic services only for covered dependent children who are less than 19 years old when the active appliance is first placed.

Initial payment is made when active appliance is first placed. Further payments are made at the end of the subsequent 3 month period. Treatment must continue and the covered person must stay insured. Limit pay to a covered person's lifetime to \$1,000.00.

APPENDIX F

Vision Benefits

Your VSP Vision Benefits Summary



LEGAL SERVICES NYC and VSP provide you with an affordable eye care plan.

VSP Coverage Effective Date: 04/01/2018

VSP Provider Network: VSP Choice

Benefit	Description	Copay	Frequency		
Your Coverage with a VSP Provider					
WellVision Exam	<ul style="list-style-type: none"> Focuses on your eyes and overall wellness 	\$10	Every 12 months		
Prescription Glasses		\$25	See frame and lenses		
Frame	<ul style="list-style-type: none"> \$130 allowance for a wide selection of frames \$150 allowance for featured frame brands 20% savings on the amount over your allowance \$70 Costco® frame allowance 	Included in Prescription Glasses	Every 12 months		
Lenses	<ul style="list-style-type: none"> Single vision, lined bifocal, and lined trifocal lenses Polycarbonate lenses for dependent children 	Included in Prescription Glasses	Every 12 months		
Lens Enhancements	<ul style="list-style-type: none"> Standard progressive lenses Premium progressive lenses Custom progressive lenses Average savings of 20-25% on other lens enhancements 	\$55 \$95 - \$105 \$150 - \$175	Every 12 months		
Contacts (instead of glasses)	<ul style="list-style-type: none"> \$130 allowance for contacts; copay does not apply Contact lens exam (fitting and evaluation) 	Up to \$60	Every 12 months		
Extra Savings	Glasses and Sunglasses <ul style="list-style-type: none"> Extra \$20 to spend on featured frame brands. Go to vsp.com/specialoffers for details. 20% savings on additional glasses and sunglasses, including lens enhancements, from any VSP provider within 12 months of your last WellVision Exam. 				
	Retinal Screening <ul style="list-style-type: none"> No more than a \$39 copay on routine retinal screening as an enhancement to a WellVision Exam 				
	Laser Vision Correction <ul style="list-style-type: none"> Average 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities 				
Your Coverage with Out-of-Network Providers					
Get the most out of your benefits and greater savings with a VSP network doctor. Your coverage with out-of-network providers will be less or you'll receive a lower level of benefits. Visit vsp.com for plan details.					
Exam	up to \$45	Lined Bifocal Lenses	up to \$50	Progressive Lenses	up to \$50
Frame	up to \$70	Lined Trifocal Lenses	up to \$65	Contacts	up to \$105
Single Vision Lenses	up to \$30				
<small>Coverage with a participating retail chain may be different. Once your benefit is effective, visit vsp.com for details. Coverage information is subject to change. In the event of a conflict between this information and your organization's contract with VSP, the terms of the contract will prevail. Based on applicable laws, benefits may vary by location. In the state of Washington, VSP Vision Care, Inc. is the legal name of the corporation through which VSP does business.</small>					

VSP Choice - \$130 Frame / \$130 Elective Contact Lens Allowances

12/12/12 Copay	Employee Only	Employee + Spouse/One	Employee + Child(ren)	Employee + Family
\$10/\$25	\$7.00	\$10.00	\$10.25	\$16.00

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