

**DRAFT**

**LETTER OF UNDERSTANDING – WORKLOAD POLICY**

**BETWEEN:**

**THE CROWN IN RIGHT OF ALBERTA AS REPRESENTED BY THE MINISTRIES  
AND THE PROGRAM OF  
CHILDREN’S SERVICES**

**COMMUNITY AND SOCIAL SERVICES**

**OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE  
(THE EMPLOYER)**

**-and-**

**THE ALBERTA UNION OF PROVINCIAL EMPLOYEES  
(THE UNION)**

Whereas the Union has filed Policy Grievance #848404; and

Whereas the Parties are committed to address the issues raised by Policy Grievance #848404 and have carried out numerous discussions in order to address the issues, the Parties agree as follows;

1. The outcome of the Workload Assessment Model (WAM) is to improve effective service delivery by staff for Albertans.
2. The Parties will jointly foster a work environment where workload management strategies are part of the organizational culture and are actively managed in a collaborative

way.

3. For the Office of the Public Guardian and Trustee, Disability Services and Assured Income for the Severely Handicapped the development of WAM will proceed in accordance with the timelines set out below.

- Contract procurement - completion end of August 2016

- Project initiated – end of September 2016

- Commencement of work - October – December 2016

- January 2017 project in progress

- Target completion 18 – 24 months

However, it is understood by the parties that circumstances may arise where these timelines will require adjustment;

4. For the Ministry of Children’s Services, the timelines set out below apply with respect to the development of WAM.

- Intake, caseworker, assessor, generalist and permanency role benchmark range pilots will end on March 31, 2017 with analysis and recommendations to be completed and communicated to frontline staff by June 2017;

- Adoptions, fostercare/kinship and child care licensing benchmark ranges will be completed by

June 2017 with communication to frontline staff in June 2017;

- Full provincial implementation of the benchmark ranges for Children's Services roles identified above will occur July 1, 2017;

However, it is understood by the parties that circumstances may arise where these timelines may require adjustment;

5. Pending the program being reviewed, the WAM projects referred to above will result in the creation of either pilot or finalized workload benchmark ranges by:

- February 2018 for Office of the Public Guardian and Trustee;
- August 2017 for Disability Services in Community and Social Services;
- April 2017 for Assured Income for the Severely Handicapped in Community and Social Services; and
- July 2017 in the case of Child Intervention in Children's Services.

However, it is understood by the parties that circumstances may arise where these timelines will require adjustment.

6. The Union will continue to appeal under the workload appeal process as outlined in Letter of Intent 2 (LOI 2) in Subsidiary Agreement 006 of the Current Collective Agreement. During the appeal process, the Union will be entitled to submit the benchmark ranges referred to in article 5, noted above, as persuasive authority for its position during any appeal. Conversely, the Employer will be entitled to submit other evidence as persuasive authority to contradict the benchmark ranges submitted by the Union. The parties agree that any pilot benchmark ranges presented by the Union are not binding until they have been finalized.
7. The parties have built and are committed to using a robust informal process for workload appeals during any pilot phase of WAM. This interim process has been developed by the Advisory Working Group and was provided as a recommendation to the Executive Sponsors.
8. The parties agree that within two years of the completion of the WAM referred to in articles 3 and 4 above, a similar review process will be carried out and the workload benchmark ranges will be revised and updated if necessary. Thereafter a similar review process will be carried out every five years in order to review, update and revise the workload benchmark ranges.
9. The Union will withdraw Policy Grievance #848404 upon signing of this Letter of Understanding without prejudice to the Union's ability to file a grievance on a similar subject to Policy Grievance #848404.

Dated this \_\_\_\_ day of \_\_\_\_\_, 2017

ORIGINAL SIGNED BY

\_\_\_\_\_  
ADM, Child Intervention  
Children's Services

ORIGINAL SIGNED BY

\_\_\_\_\_  
ADM, Delivery Services Portfolio  
Community and Social Services

ORIGINAL SIGNED BY

\_\_\_\_\_  
ADM, Justice Services

ORIGINAL SIGNED BY

\_\_\_\_\_  
Public Service Commission

ORIGINAL SIGNED BY

\_\_\_\_\_  
Alberta Union of Provincial Employees