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2 **LETTER OF AGREEMENT 35.1M-23-469 Article 35.1M--M Agency-Monitored/Recorded Phone**
3 **Calls & Phone Call Metrics (35.1 Calls and Metrics)**

4 This Letter of Agreement (LOA) is entered into between the State of Oregon by the Department of
5 Administrative Services (DAS), Labor Relations Unit (LRU), on behalf of the ~~Oregon Department of~~
6 ~~Human Services (ODHS)~~ Human Services Coalition and the Service Employees International Union
7 (SEIU)/Oregon Public Employees Union (OPEU) Local 503.

8 The Parties recognize that the ~~Agency~~ Human Services Coalition Agencies engages in the
9 monitoring, recording, and/or live listening to telephone communications between staff and clients
10 in various programs for the purpose of continuous quality improvement and assurance.

11 The Parties agree that monitoring, recording and/or live listening of telephone communications
12 shall not be reviewed and/or monitored for the sole purposes of initiating a disciplinary process,
13 and will only be reviewed as such when the Agency has cause to initiate an investigation.

14 **Feedback from recorded and monitored calls shall be provided as soon as possible.** No
15 recordings shall be used for disciplinary purposes after twelve (12) months, unless there is a
16 potential significant risk to the Agency and/or clients, or unless required by law.

17 ~~The Employer shall immediately provide non-disciplinary coaching feedback to employees based~~
18 ~~on recorded and monitored calls.~~

19 The Employer will comply with any applicable laws regarding service monitoring or observation.

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Evan Paster-Pearl
Evan Paster-Pearl (Jun 25, 2025 14:00 PDT)

06/25/25

Joshua Wetzel
Joshua Wetzel (Jun 25, 2025 14:14 PDT)

06/25/25








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Final Audit Report

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