



RESOLUTION NO. 2021-84  
RESOLUTION NO. PFA-02  
ORDINANCE NO. 2021-02

## MINUTES

### CALAVERAS COUNTY WATER DISTRICT SPECIAL BOARD MEETING

NOVEMBER 23, 2021

Directors Present: Cindy Secada, Vice-President  
Scott Ratterman, Director  
Bertha Underhill, Director  
Russ Thomas, Director

Directors Absent: Jeff Davidson, President

Staff Present: Michael Minkler, General Manager  
Rebecca Hitchcock, Clerk to the Board  
Stacey Lollar, Human Resources Manager  
Damon Wyckoff, Director of Operations  
Jessica Self, External Affairs Manager  
Jesse Hampton, Plant Operations Manager  
Pat Burkhardt, Construction and Maintenance Manager  
Brad Arnold, Water Resources Manager  
Deja Howarth, Human Resources Technician  
Kate Jesus, Engineering Coordinator

Others Present: None

## ORDER OF BUSINESS

### CALL TO ORDER / PLEDGE OF ALLEGIANCE

#### 1. ROLL CALL

Vice-President Secada called the Regular Board Meeting to order at 1:06 p.m. and led the Pledge of Allegiance. Director Davidson was absent.

#### 2. PUBLIC COMMENT

There was no public comment.

#### 3. NEW BUSINESS

- 3a Discussion/Action regarding Side Letter Agreement with the SEIU Local 1021 and Amending the Fiscal Year 2021-22 Personnel Allocation

(Stacey Lollar, Human Resources Manager)

-Approving Side Letter Agreement with the SEIU Local 1021                   **RES 2021-84**

-Amending Fiscal Year 2021-22 Personnel Allocation   **RES 2021-85**

**MOTION:**       **Directors Thomas/Ratterman–Approved Resolutions No. 2021-84 Approving Side Letter Agreement with the SEIU Local 1021 and 2021-85 Amending Fiscal Year 2021-22 Personnel Allocation in one unified motion**

**DISCUSSION:** Ms. Lollar expressed that the District has evaluated several options to improve the customer experience. Staff determined the need for a Customer Service (CS) Supervisor classification to provide technical and functional supervisory duties for the CS Representatives. All CS Representatives would report to the CS Supervisor who would be responsible for performance evaluations, scheduling, and day-to-day management of the department. The CS Supervisor would also be able to assist the CS Representatives during high call times, manage the workflow of the department, take elevated supervisor calls, as well as work on special projects and initiatives with the External Affairs Manager. In addition to creating the CS Supervisor, she reviewed the additional changes in the plan.

- Fill a vacancy in customer service with a limited term (one year) employee to give the District time to reevaluate the appropriate customer service staffing level.
- Utilize a temporary employee funded through Mother Lode Job Training to assist with an unusually high workload for CS Representatives.
- Once new staff are on-board and trained on the new finance and payroll software, shift all customer service functions from the Accounting Department to Customer Service. This would allow payroll functions to return to the Accounting Department rather than continue to be handled by the Human Resources Department.

There was significant discussion between the Board and staff regarding the plan to shift workloads between the departments and whether all employees are agreeable to these changes.

**PUBLIC COMMENT:** There was no public comment.

**AYES:**           **Directors Thomas, Ratterman, Underhill, and Secada**  
**NOES:**           **None**  
**ABSTAIN:**       **None**  
**ABSENT:**       **Director Davidson**

**4.       REPORTS**

4a       General Manager's Report  
          (Michael Minkler)

**DISCUSSION:** Mr. Minkler reported on the following activities: 1) gave appreciation to staff for the hard work they have put in for all the various projects going on at the District; 2) interviews are being conducted for the new Utility Crew Supervisor; 3) the CAMRA meeting last week; 4) the site visit in West Point; and 5) the ACWA Conference next week.

**5.       BOARD REPORTS / INFORMATION / FUTURE AGENDA ITEMS**

Director Underhill discussed an article she read regarding the California drought.

Director Ratterman had nothing to report.

Director Thomas had nothing to report.

Director Secada had nothing to report.

**6. NEXT BOARD MEETINGS**

- Wednesday, December 8, 2021, 1:00 p.m., Regular Board Meeting
- Wednesday, December 22, 2021, 1:00 p.m., Regular Board Meeting-Cancelled

The meeting adjourned into Closed Session at approximately 1:51 p.m. Those present were Board Members: Russ Thomas, Bertha Underhill, Cindy Secada, and Scott Ratterman; and staff member Michael Minkler, General Manager.

**7. CLOSED SESSION**

- 7a Conference with Real Property Negotiators (Gov. Code section 54956.8.)  
Property: APN 012-011-011 Agency negotiators: M. Minkler and D. Wyckoff  
Negotiating parties: Calaveras Healthy Impact Prod Solutions (CHIPS)

The Board reconvened into Open Session at approximately 2:10 p.m. There was no reportable action.

**8. ADJOURNMENT**

With no further business, the meeting adjourned at approximately 2:10 p.m.

Respectfully Submitted:

  
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Michael Minkler  
General Manager

ATTEST:

  
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Rebecca Hitchcock  
Clerk to the Board