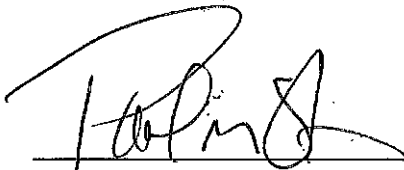


**Agreement between  
Service Employees International Union (SEIU) Local 1000 and  
the State of California**

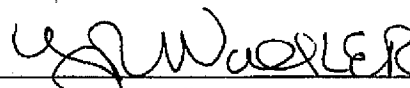
The State of California and SEIU Local 1000 agree to modify the existing MOU to reflect an addition to Article 11 specific to Call Center differentials.

The Department of Managed Health Care Call Center Differential (Pay Differential 411) will be increased from \$100 per pay period to \$150 per pay period. This increase will be effective with the November 2019 pay period (October 31, 2019).

This side letter will be incorporated into the 2020-2023 Memorandum of Understanding.

 3/12/2020  
\_\_\_\_\_  
Date

Paul Starkey  
Deputy Director  
Labor Relations Division  
CalHR

 3.12.2020  
\_\_\_\_\_  
Date

Yvonne R. Walker  
President  
SEIU Local 1000