

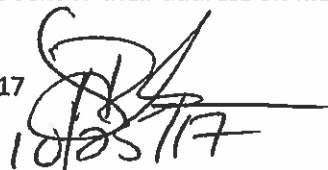
Agreed to Add as
Exhibit 0 11/22/17

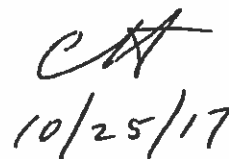
SALARY OVERPAYMENT PROCESS

The Overpayment recovery process was developed between the San Francisco Community College District (The District) and American Federation of Teachers, Local 2121 (AFT). The intent of these procedures is to articulate a process that is clear and creates a workflow for faculty to work collaboratively with Payroll and the Administration to correct and resolve payroll over-payments in a timely manner.

1. The Payroll Department will send the Initial Notification Letter (Attachment A) to the employee.
 - a. The Initial Notification Letter will be sent to employee's work email and a hard copy will be sent via regular USPS mail to their address on file.
 - b. The Initial Notification Letter will include
 - i. Brief explanation of what caused the overpayment.
 - ii. How/who to contact in the Payroll Department in order to arrange a repayment schedule and/or discuss any questions the employee may have.
 - iii. Request that the employee respond within 20 work days.
 - iv. Inform the employee that they should contact the Dean of Payroll Services or the Payroll Supervisor if they do not receive an appointment within 10 work days of their response.
 - v. You have the right to union representation or other representation of your choice at any point in this process.
 - c. Copies of the Initial Notification Letter will be emailed to AFT and the Department Chair.
2. Employees who contact Payroll Department after receiving the Initial Notification Letter:
 - a. Will have up to 10 work days to meet and review overpayment with Payroll Staff.
 - b. Employee and Payroll staff will make a mutually agreed upon and reasonable repayment plan.
 - c. If a repayment plan is agreed upon, the Union will be emailed a copy.
 - d. If no repayment plan is agreed upon, the employee has a right to request an internal appeal with the Vice Chancellor of Human Resources within 10 working days.
 - e. Time limits and collection efforts are stayed pending appeal.
3. If the employee does not request a meeting within 20 work days of the Initial Notification Letter, or if the employee does not show up for a scheduled meeting, Payroll Department will send a Second Request Letter (Attachment B) to the employee.
 - a. The Second Request Letter will be sent to employee's work email and a hard copy will be sent to their address on file via regular USPS mail and also via Certified mail.
 - b. The Second Request Letter will have same information as the Initial Notification Letter with added information that this is the 2nd notice and that the employee needs to contact Payroll Department immediately.
 - c. Copies of the Second Request Letter will be emailed to AFT and the Department Chair.
4. If there is no response to the Second Request Letter at the end of 20 work days, or if the employee does not show up for a scheduled meeting, Payroll Department will send a Final Notification Letter (Attachment C) to the employee.
 - a. The Final Notification Letter will be sent to employee's work email and a hard copy will be sent to their address on file via regular USPS mail and also via Certified mail.

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- b. The Final Notification Letter will inform employee that unless they respond within 10 working days of the date of the Final Notification Letter, their case may be turned over to the District's Collection Agency.
 - c. Copies of the Final Notification Letter will be emailed to AFT and the Department Chair.
 - d. If a Collection Agency is employed to seek repayment, such action shall not be reported to any credit rating bureau and no interest shall be applied.
- 5. Timelines identified herein may be extended by mutual agreement.

SALARY OVERPAYMENT PROCESS

Attachment A: Initial Notification Letter

Date:

Employee name

Employee address

Subject: Overpayment

Dear Employee:

We regret to inform you were overpaid on pay period _____, pay date XX/XX/XX. The gross overpayment amount is \$xxgross.xx and the net amount is \$xxnet.xx.

This overpayment occurred due to the following:

Class Cancellation _____

Reduction of Workload _____

We apologize for any inconvenience that this may cause you. Because the District is legally required to collect all overpaid funds and has no authority to negotiate a repayment amount lower than the amount owed, we ask that you respond within 20 working days of the date of this letter.

You have the option to pay the full amount in one payment or to work out a reasonable repayment schedule. If you wish to repay the full amount in one payment, kindly provide to Payroll services a check in the amount of \$xxnet.xx payable to CCSF and mail to the above address. If you wish to work out a repayment schedule please contact XXXXX in Payroll Services via phone: (415) 241-xxxx or via email: xxxxx@ccsf.edu to set up an agreed-to time-frame and method for reimbursement, either by payroll deduction(s) or payment(s) by check.

If you wish for more clarification please contact XXXXX in Payroll Services via phone: (415) 241-xxxx or via email: xxxxx@ccsf.edu to set up an appointment. If you do not receive an appointment within 10 working days please contact me at kwilHITE@ccsf.edu or (415) 241-2338, or Payroll Supervisor, Maria D'Souza. Maria's contact information is mdsouza@ccsf.edu, phone# (415) 241-2223.

You have the right to union representation or other representation of your choice at any point in this process.

If, after your meeting with Payroll Services, the matter is not resolved, you have a right to request an internal appeal conference. You must submit your request within 10 working days to the Vice Chancellor of Human Resources, Dianna Gonzales via email: overpayments@ccsf.edu.

Again, we apologize for any inconvenience this overpayment may cause.

September 25, 2017

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SALARY OVERPAYMENT PROCESS

Sincerely,

Kerry Wilhite
Dean – Payroll Services
kwilhite@ccsf.edu
(415) 241-2338

cc:
AFT local 2121
Department Chair, xxxxx xxxxxxxx
Enclosure

September 25, 2017

SALARY OVERPAYMENT PROCESS

Attachment B: Second Request Letter

Date _____

Employee name _____

Employee address _____

Subject: Overpayment – Second Notice

Dear Employee:

Per our letter dated _____, you were overpaid on pay period _____, pay date XX/XX/XX. The gross overpayment amount is \$xxgross.xx and the net amount is \$xxnet.xx. As of the date of this letter, these funds are still outstanding.

This overpayment occurred due to the following:

Class Cancellation _____

Reduction of Workload _____

The reason for the overpayment occurring does not negate the responsibility that you have to repay overpaid amounts. If we do not receive payment or a response from you soon, the District may refer this matter for further collection assistance.

We apologize for any inconvenience that this may cause you. Because the District is legally required to collect all overpaid funds and has no authority to negotiate a repayment amount lower than the amount owed, we ask that you respond immediately.

You have the option to pay the full amount in one payment or to work out a reasonable repayment schedule. If you wish to repay the full amount in one payment, kindly provide to Payroll services a check in the amount of \$xxnet.xx payable to CCSF and mail to the above address. If you wish to work out a repayment schedule please contact XXXXXXX in Payroll Services via phone: (415) 241-xxxx or via email: xxxxx@ccsf.edu to set up an agreed-to time-frame and method for reimbursement, either by payroll deduction(s) or payment(s) by check.

If you wish for more clarification please contact XXXXXXX in Payroll Services via phone: (415) 241-xxxx or via email: xxxxx@ccsf.edu to set up an appointment. If you do not receive an appointment within 10 working days please contact me at kwilHITE@ccsf.edu or (415) 241-2338, or Payroll Supervisor, Maria D'Souza. Maria's contact information is mdsouza@ccsf.edu, phone# (415) 241-2223.

September 25, 2017

[Signature] 10/25/17

CTH 10/25/17

SALARY OVERPAYMENT PROCESS

If, after your meeting with Payroll Services, the matter is not resolved, you have a right to request an internal appeal conference. You must submit your request within 10 working days to the Vice Chancellor of Human Resources, Dianna Gonzales via email: overpayments@ccsf.edu.

You have the right to union representation or other representation of your choice at any point in this process.

Again, we apologize for any inconvenience this overpayment may cause.

Sincerely,

Kerry Wilhite
Dean – Payroll Services
kwilhite@ccsf.edu
(415) 241-2338

cc:
AFT local 2121
Department Chair, xxxxx xxxxxxxx

Enclosure

September 25, 2017

SALARY OVERPAYMENT PROCESS

Attachment C: Final Notification Letter

Date:

Employee name

Employee address

Subject: Overpayment – Final Notice

Dear Employee:

You were informed on _____ & _____ you were overpaid on pay period _____, pay day XX/XX/XX. The gross overpayment amount is \$xxgross.xx and the net amount is \$xxnet.xx.

This overpayment occurred due to the following:

Class Cancellation _____

Reduction of Workload _____

Other: _____

The reason for the overpayment occurring does not negate the responsibility that you have to repay overpaid amounts. If we do not receive payment or a response from you soon, the District may refer this matter for further collection assistance, up to and including court action.

We apologize for any inconvenience that this may cause you. The District is legally required to collect all overpaid funds and has no authority to negotiate a repayment amount lower than the amount owed. Failure to collect overpaid compensation would be a gift of public funds in violation of Article XVI, section 6 of the California Constitution. We ask that you respond immediately.

You have the option to pay the full amount in one payment or to work out a reasonable repayment schedule. If you wish to repay the full amount in one payment, kindly provide to Payroll services a check in the amount of \$xxnet.xx payable to CCSF and mail to the above address. If you wish to work out a repayment schedule please contact XXXXX in Payroll Services via phone: (415) 241-xxxx or via email: xxxxx@ccsf.edu to set up an agreed-to time-frame and method for reimbursement, either by payroll deduction(s) or payment(s) by check.

If you wish for more clarification please contact XXXXXX in Payroll Services via phone: (415) 241-xxxx or via email: xxxxx@ccsf.edu to set up an appointment. If you do not receive an appointment within 10 working days please contact me at kwilhite@ccsf.edu or (415) 241-2338, or Payroll Supervisor, Maria D'Souza. Maria's contact information is mdsouza@ccsf.edu, phone# (415) 241-2223.

If you do not respond within 10 working days of the date of this letter your case will be turned over to the District's Collection Agency.

Again, we apologize for any inconvenience this overpayment may cause.

September 25, 2017

[Signature] 10/25/17

[Signature] 10/25/17

SALARY OVERPAYMENT PROCESS

Sincerely,

Kerry Wilhite
Dean – Payroll Services
kwilhite@ccsf.edu
(415) 241-2338

cc:
AFT local 2121
Department Chair, xxxxx xxxxxxxx

Enclosure

September 25, 2017