

## Vacancy Analysis by SEIU Local 521 February 2023

Over the last year, the number of vacancies in SEIU Local 521 represented positions has increased from 1,313 in December 2021 to 2,071 in October 2022. The countywide vacancy rate of 15% is more than double the national job openings rate for State and Local Governments of 5.6%. County data also shows that 2/3 of new county hires in 2021 and 2022 were extra help and that the number of regular permanent SEIU bargaining positions as of December 2022 is lower than those of comparable positions in July 2019.

Within the Health and Hospital system, vacancies have increased from 463 in December 2021 to 681 in October 2022. Of the SEIU HHS positions with reported vacancies, there are 4,070 budgeted FTEs. The county's data shows that the vacancy rate in HHS is 13.5%, which is more than double the national rate for State and Local Government.

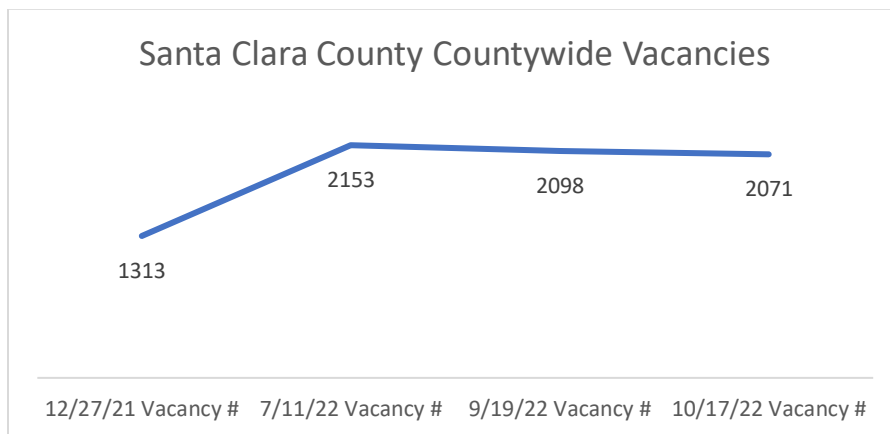
The staffing crisis and the failure of county management to fill vacancies in a timely manner is having adverse effects on patient care. There are several questions on VMC's most recent Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) results which reveal patient **dissatisfaction with the timeliness and comprehensiveness of the care provided.**

### Examples of solutions

- Partner with SEIU to implement career advancement programs for hard to recruit positions through the SEIU-UHW Training Fund.
- Implement immediate pay increases to address recruitment and retention for jobs with over 10% vacancy and/or 20% combined vacancy and under 6 months of service.
- Create a list of positions throughout the county that have been difficult to fill in the past and create solutions to ensure that these positions are filled in a timely manner. The County has stated that they are not authorized to implement new programs at this time.

### Countywide Vacancies

While the number of countywide vacancies has declined slightly since July 2022, it remains elevated compared to December 2021. At the current rate of decline the county will get back to the number of vacancies in December 2021 in April 2025.



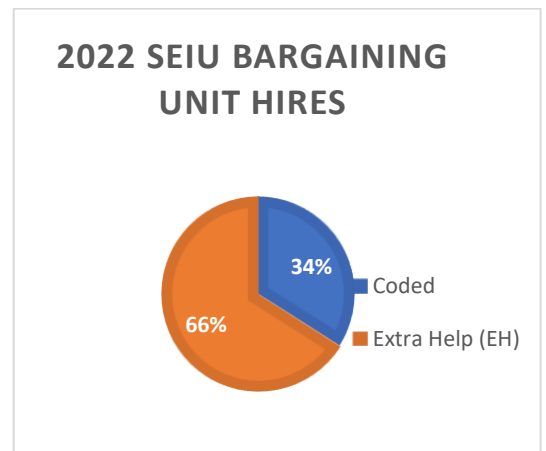
Outside of HHS, the following jobs had the highest vacancy percentage across the county with at least 20 budgeted FTE are the following:

Job Title	Percentage Vacant
Health Services Rep (Behavioral Health)	67%
Communications Dispatcher III	66%
Road Maintenance Worker III	64%
Library Page	63%
Psychiatric Social Worker II	51%
Mental Health Peer Support Worker	38%
Food Service Worker (Corrections)	32%
Social Worker III	32%
Librarian II	31%
Library Clerk	25%

### Countywide Hiring

The county has presented data that shows that in both 2021 and 2022 roughly 2/3 of county hires were “extra help” employees. Extra help employees are not eligible for health insurance until they have worked for 1040 hours. Once Extra help workers have reached 1040 hours, they are eligible for the Valley Health Plan, however they are required to pay much more than full time permanent employees. The county does not offer any subsidy for coverage of extra help employees dependents until their 4<sup>th</sup> year of employment.

# EEs Hired	SEIU		HHS_SEIU	
	2021	2022	2021	2022
Coded	1,028	1,419	434	551
Extra Help (EH)	2,026	2,754	1,021	660
Transfers	622	916	186	262
<b>Total New Hires (coded + EH)</b>	<b>3,054</b>	<b>4,173</b>	<b>1,455</b>	<b>1,211</b>
<b>Total Coded + Transfers</b>	<b>1,650</b>	<b>2,335</b>	<b>620</b>	<b>813</b>



SEIU Local 521 has done comprehensive work identifying the negative impact that vacancies, high turnover and understaffing have on patient outcomes. For example: in January of 2022, the Santa Clara County Board of Supervisors declared that mental illness and substance abuse disorders were a public health emergency. However, there are several categories measured by the Center for Medicare & Medicaid Services for inpatient psychiatric care where the results of Valley Medical Center fall behind state and national averages.

- Patients discharged from an inpatient psychiatric facility who received (or whose caregiver received) a complete record of inpatient psychiatric care and plans for follow-up:** The national average is 69% of patients. **VMC reported that 0% of patients received a complete record of inpatient psychiatric care and a plan for follow up.**<sup>1</sup>

<sup>1</sup> [Santa Clara Valley Medical Center, Psychiatric Services](#)