

Career Service Board Meeting #2261
Minutes
Thursday, April 2, 2015
5:00 P.M.
Webb Municipal Building
201 W. Colfax, Fourth Floor, Room 4.G.2

Colleen M. Rea, Esq. (Chair)
Gina Casias, Esq. (Co-Chair)
Patti Klinge
Derrick Fuller
Neil Peck, Esq.

I. Opening: *Meeting called to order at 5:05 pm.*

- 1. Approval of the Agenda for the April 2, 2015 Board Meeting.**
The Board unanimously approved the Agenda for the April 2, 2015 meeting.
- 2. Approval of the Minutes for the March 19, 2015 Board Meeting.**
The Board unanimously approved the March 19, 2015 meeting minutes.

II. Board Comments: *None.*

III. Public Comments: *None.*

IV. Public Hearings:

- 1. Classification Public Hearing Notice No. 1502 – Child Support Technician**
Kat Heid presented the classification public hearing notice to the board. The Child Support Services within the Department of Human Services requested that the Office of Human Resources conduct a study involving two classifications: Child Support Enforcement Technician and Child Support Assistant. The primary focus of the study was to ensure that the two job specifications reflected the work being performed by employees and that the classifications and associated pay were aligned appropriately with similar internal and external positions.

OHR interviewed 85 employees as well as supervisors within the Child Support Division to gather information on the type and level of work being performed by Child Support Enforcement Technicians and Child Support Assistants. The findings and accompanying analysis support the following modifications: the revision of the Child Support Enforcement Technician job specification and change of title to Child Support Technician II, the creation of a new class titled Child Support Technician I, and minor revisions to the Child Support Assistant job specification. These changes will distinguish two levels of Child Support Technicians. Also, the removal of Enforcement from the title will eliminate any assumption that enforcement is the only responsibility of the Technicians. Listed below are summaries of the duties that will be performed by each class:

Child Support Technician II: - Provides services to clients involving the establishment, enforcement and/or modification of child support obligations. Completes the discovery process by interviewing obligors and obligees as well as researching and gathering any remaining relevant information. Determines child support payment and arrears amounts utilizing calculation guidelines. Meets with and communicates to clients and associated parties regarding explanation of child support enforcement services.

Child Support Technician I: Receives and reviews referrals and determines the next appropriate steps needed to initiate child support obligations. Conducts intake interviews to assist clients with child support applications, gather information and documentation, and answer questions related to the child support process. Determines the status of a case and transfers it accordingly for child support orders to be established, enforced or modified.

Child Support Assistant: Performs work assisting Child Support Technicians. Provides customer service by phone and in person responding to a variety of questions, explaining policies and procedures, and relaying child support related information to various stakeholders. Assists Child Support Technicians with case reviews and the locate process. Schedules and reminds Child Support Technicians of upcoming appointments with clients. Prepares and sends paperwork to appropriate parties including but not limited to child support applications, modification packets, assignments and notices.

The Mountain States Employers Council (MSEC) Public Employers Compensation Survey provided a job match to the newly defined general class concept of the Child Support Technician II. The weighted pay average of that job match was then compared to the current pay range midpoint of the Child Support Enforcement Technician: \$42,884 versus \$49,593. The comparison showed that the pay of the Child Support Enforcement Technician is approximately 15.64% above the market. These findings are reasonable because Denver is the largest country with the highest volume of work. Denver is also in direct competition with surrounding counties for staff for these positions. Filling vacancies quickly is essential to the operations and delivery of services to Denver residents. A decrease in pay could compromise Denver's ability to attract, retain and motivate employees and it is therefore recommended that the pay range of the Child Support Technician II stay similar to that of the Child Support Enforcement Technician.

Since the work of the Child Support Technician II and Child Support Technician I is similar and varies only by level, it is recommended that an internal pay relationship is used to establish the pay grade for the Child Support Technician I. In this case, it is appropriate that the Child Support Technician I is one pay grade lower than the Child Support Technician II.

In addition, it is recommended that both the Child Support Technician II and Child Support Technician I be in the General Administrative (A) Occupational Group rather than the Legal (L) Occupational Group. The two Occupational Groups are defined as such:

A-Professional Occupational group definition: This group includes classifications which advise on, research, administer, supervise, and/or perform work that is analytical, evaluative or technical in nature which may be used to formulate, establish and executive broad policies and related work. Decisions require creative and conceptual application of theory and principals of a professional occupational field. A professional field is one in which knowledge is gained by completion of advanced course or study resulting in a college degree or equivalent experience.

L-Legal occupational group definition: This group includes classifications that provide legal work; administer or supervise legal work or perform work of a legal or related nature in the line of supervision of an attorney or judge. This includes professional legal work, research and investigation, technical support and assistant work for attorneys or judges in the District Attorney's Office, Department of Law and municipal/county court system.

The employee impact is as follows:

- 55 Child Support Enforcement Technicians reallocated to Child Support Technician IIs.
- 3 Child Support Enforcement Technicians reallocated to Child Support Technician Is.
- 9 Child Support Assistants reallocated to Child Support Technician Is.
- 1 Administrative Support Assistant reallocated to a Child Support Assistant.

The total annualized budget impact associated with moving reallocated employees whose current pay is less than the range minimum of the new class to the range minimum is \$10,053.73.

Joy Brown, Director of HSPA Child Support Services is happy with the results and agrees with the assessment.

The Board unanimously approved Classification Public Hearing Notice No. 1502.

V. Approval to Post: None.

VI. Director's Briefing:

1. Karen Niparko, Executive Director of Office of Human Resources provided the board with an update on recruitment for the City and County of Denver. Recruitment has been provided with LinkedIn licenses that will assist in filling the 100+ vacancies in the City.
2. Ms. Niparko also informed the board of OHR's teaming with Universities for several upcoming job fairs. The job fairs will target candidates at the Bachelor and Graduate levels. This will present partnering and internship opportunities for the City and for the Universities. Additionally, it will provide networking opportunities and potentially establish a certification program in the business area for Denver employees.
3. Ms. Niparko informed the board Talent Acquisition is working on a Candidate Experience Initiative.
4. Ms. Niparko provided an update on the Learning and Development Model and Patti Rowe is meeting with Agency Heads for feedback.
5. DHS is moving forward with the Coaching Program recently presented to the agency.

VII. New Cases:

VIII. Pending Cases:

1. Rosanna Jenkins . Department of Safety, Denver Sheriff Department, Appeal No. 55-14A, Agency's Motion for Stay.
The Career Service Board DENIED the Agency's Motion for Stay, written order to follow.
2. Erick Wright v. Department of Safety, Denver Sheriff Department, Appeal No. 40-14
Agency's Motion To Dismiss.
3. Loretta Perry-Wilborne v. Denver Human Services, Appeal No. 62-13
The Career Service Board AFFIRMED the Hearing Officer's Decision, written order to follow.
4. Jennifer LaCombe et al v. Department of Aviation, Denver International Airport, Appeal Nos. 56-14, 57-14, and 58-14, Agency's Motion To Stay.

The Career Service Board DENIED the Agency's Motion To Stay, written order to follow.

IX. Executive Session:

*Board went into executive session at 5:31 p.m. to discuss cases and staffing matters.
Board re-convened Board meeting at 6:01 p.m.*

X. Adjournment: Adjournment was at 6:01 p.m.