



Career Service Board Meeting #2312

Minutes

Thursday, May 18, 2017, 9:00 a.m.

Webb Municipal Building

201 W. Colfax Ave, Fourth Floor, Room 4.G.2

Gina Casias (Co-Chair)

Patti Klinge (Co-Chair)

Neil Peck

I. Opening: *Meeting called to order at 9:06 a.m.*

1. Approval of the Agenda for the May 18, 2017 Board Meeting.

The board unanimously approved the agenda for the May 18, 2017 meeting.

2. Approval of the Minutes for the May 4, 2017 Board Meeting.

The board unanimously approved the minutes for the May 4, 2017 meeting.

II. Board Comments: *None.*

III. Public Comments: *None.*

IV. Public Hearing:

1. Classification Notice No. 1541 – Senior Information Technology Communications Technician

Blair Malloy, Senior Classification and Compensation Analyst from the Office of Human Resources, presented Classification Notice No. 1541 to the board.

Ms. Malloy proposed the new classification and pay grade listed below. She said this new classification will create a career path opportunity to employees currently classified as Information Technology Communications Technician.

Proposed Title

Proposed Pay Grade

Senior Information Technology Communications Technician I-626 (\$32.15-\$46.94 per hour)

The Career Service Board unanimously approved Classification Notice No. 1541.

2. Public Hearing Notice No. 544 – Abolishing the Short-Range Pay Schedule

Pete Garritt, HR Supervisor from the Office of Human Resources, presented Public Hearing Notice No. 544 to the board.

Mr. Garritt said the removal of the short-range pay schedule has already been approved through the ordinance process. He explained that the current proposal is to simply remove all references to the short-range pay schedule from the Career Service rules.

The Career Service Board unanimously approved Public Hearing Notice No. 544.

V. Director's Briefing:

1. *Karen Niparko, Executive Director of the Office of Human Resources, told the board that she would like to renominate Heather Britton, Director of Benefits and Wellness, to the Denver Employees Retirement Plan (DERP) Advisory committee. She said Ms. Britton's current term expires in June.*

Board co-chair Patti Klinge said she is very supportive of Ms. Britton's reappointment to the committee and emphasized how important it is for DERP to have representation from the Office of Human Resources. She also expressed her concern that the Office of Human Resources has no representation on DERP's voting board and suggested that this matter be looked into further.

Board co-chair Gina Casias agreed with Ms. Klinge's comments.

All board members approved of the reappointment of Heather Britton to the DERP Advisory Committee.

2. *Alyx Sparrow, Senior Human Resources Data Analyst from the Office of Human Resources, provided a pre-employment assessment update to the board. She said the Office of Human Resources has transitioned from using in-person proctored tests to online unproctored tests. She outlined the many benefits of this transition, including a reduction in average testing time per candidate and reduced staff time required for administering tests.*

Ms. Sparrow's slide presentation is included at the end of this document.

3. *Valerie McNaughton, Hearing Officer from the Career Service Hearing Office, presented the 2017 first quarter report, outlining the appeal and mediation statistics since the beginning of the year. She also said the Hearing Office has implemented Salesforce CRM to streamline the appeal and mediation process.*

VI. Pending Cases:

1. *Krishna Colquitt v. Department of Human Services, Appeal No. 34-15A
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.*
2. *Anna Romero v. Department of Safety, Denver Sheriff Department, Appeal No. 28-16A
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.*
3. *Isabelle Rocha v. Department of Safety, Denver Sheriff Department, Appeal No. 19-16A.
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.*
4. *William Jackson v. Department of Safety, Denver Sheriff Department, Appeal No. 42-16A
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.*
5. *Daniel Williams v. Department of Safety, Denver Sheriff Department, Appeal No. 52-16A
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.*

VII. Executive Session:

The Board went into executive session at 9:39 a.m. to discuss staffing matters and the following cases:

1. *Ryan Bosveld v. Department of Safety, Denver Sheriff Department, Appeal No. 53-16A
The Career Service Board reversed the hearing officer's decision and remanded the case back to the Hearing Office for reconsideration of the penalty.*
2. *Sonya Leyba v. Department of Safety, Denver Sheriff Department, Appeal No. 25-16A
The Career Service Board affirmed the hearing officer's decision, written order to follow.*

The Board re-convened the meeting at 10:05 a.m.

VIII. Adjournment: *Adjournment was at 10:06 a.m.*



Pre-employment Assessment Update

CSA Board Meeting – 5/18/2017



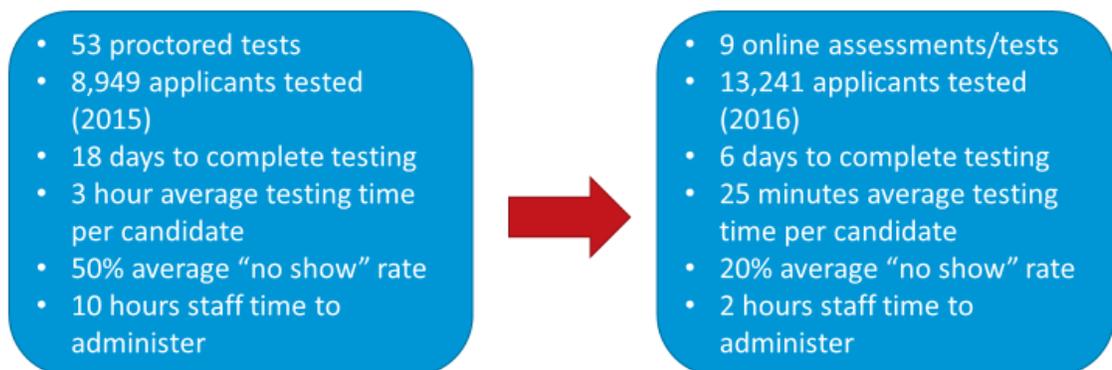
Background

- In late 2015 OHR began transitioning pre-employment assessment from in-person proctored tests to online unproctored assessments
- Prior to the change:
 - Tests were developed and validated by OHR staff
 - Applicants were required to come to city facility to test
 - OHR administered and scored all tests
- The city contracted with CEB SHL to provide online assessments

Key Objectives

- Identify and select higher quality candidates
- Reduce the time to hire
- Increase the legal defensibility of assessments

Progress to Date – Online Assessments



As of 5/15/2017 OHR is no longer proctoring test sessions (excluding special events for the Sheriff's Department)

Legal Defensibility

- CEB SHL creates and validates online assessment content
- OHR and agency subject matter experts are involved during implementation to ensure assessments are appropriate for city positions
- Online assessments are showing no adverse impact
- Assessments provide consistent, objective measures to evaluate applicants
- CEB SHL provides quarterly updates on assessment passing rates and industry benchmarks

Other Benefits of Online Assessments

- More detailed information about candidate competencies is provided to hiring managers
 - Sample interview questions are also available
- Development reports based on assessment results are available to employees
- For supervisory positions, the competencies measured by the pre-employment assessment are aligned with the Learning & Development leadership model and available courses

Progress to Date – Other Testing

- Performance Testing (Equipment operator positions)
 - Standardized test administration process and forms to create greater consistency
 - Updated content for outdated tests
- Public Safety Testing
 - Outsourced Sheriff's Deputy, 911 Emergency Communications, and Dispatcher testing to the National Testing Network (NTN)
 - Candidates can choose a time and date at any registered NTN testing location
 - Outsourced Sheriff's promotional testing process to Ergometrics
- Training and Experience Screening
 - Automatically scored questions on the application that can be used to quickly screen applicants on preferred training and experience

Upcoming Assessment Changes

- Online Assessments
 - Social Case Worker Assessment
 - Target implementation date September 1, 2017
 - General Customer Service Assessment
 - Positions for this assessment have not yet been identified
 - Target implementation date 2018/2019
- Performance Testing
 - Continue to update test content
 - Implement a rater certification training
 - Target date September 2017

Contact Information

- Cindy Bishop – Director of Talent Acquisition
- Alyx Sparrow – Assessment Specialist
- Andrew Pugliese – Assessment Specialist

Appendix

Online Pre-Employment Assessments

Assessment	Position(s)
Professional Supervisor	First line, office-based supervisors
Labor and Trades Supervisor	First line, field-based supervisors
Administrative Professional	ASAs, EAs, Legal Secretary
Customer Service Agent	See next slide
Microsoft Office Programs	Various entry level positions
Data Entry	Eligibility Tech, Tax Tech, Vehicle Impound Clerk, Document Management Tech
Forms Checking	Document Management Tech
Multitasking	Maintenance Control Tech, Airport Operations Representative
Basic Math	Tax Technician

Online Pre-Employment Assessments

- There are two of the Customer Service Agent Assessment: Compliance and Non-Compliance

Positions using Compliance version	Positions using Non- Compliance version
311 Customer Service Agent	Recreation Services Representative
DHS Customer Service Agent	
Aviation Customer Service Agent	
Motor Vehicle Technician	
Licensing Technician	
DIA Security Agent	
Eligibility Technician	
Landside Service Agent	
Right of Way Enforcement Agent	