



**Career Service Board Meeting #2314**  
**Minutes**  
**Thursday, June 15, 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**  
**Patricia Barela Rivera**  
**Tracy Winchester**

**I. Opening:** *Meeting called to order at 9:03 a.m.*

- 1. Approval of the Agenda for the June 15, 2017 Board Meeting.**  
*The board unanimously approved the agenda for the June 15, 2017 meeting.*
- 2. Approval of the Minutes for the May 18, 2017 Board Meeting.**  
*The board unanimously approved the minutes for the May 18, 2017 meeting.*

**II. Board Comments:**

*Board co-chair Patti Klinge welcomed Tracy Winchester as the newest Career Service Board member.*

**III. Public Comments:** *None.*

**IV. Public Hearing:**

1. Classification Notice No. 1542 – Assistant Golf Course Operator

*John Hoffman, Senior Classification and Compensation Analyst, presented Classification Notice No. 1542 to the board.*

*Mr. Hoffman proposed the following new classification and pay grade:*

<u>Proposed Classification</u>	<u>Proposed Pay Grade</u>
Assistant Golf Course Operator	J-614 (\$17.69-\$25.82 per hour)

*The Career Service Board unanimously approved Classification Notice No. 1542.*

2. Classification Notice No. 1543 – Emergency Communication Supervisor

*Susan O'Neill, Senior Classification and Compensation Analyst, presented Classification Notice No. 1543 to the board.*

*Ms. O'Neill proposed the following new classification and pay grade:*

<u>Proposed Classification</u>	<u>Proposed Pay Grade</u>
Emergency Communication Supervisor	N-809 (\$52,071-\$83,314)

*Board member Neil Peck asked who is currently doing the work of the proposed classification.*

*Ms. O'Neill said that employees classified as Operations Supervisors are currently performing the work.*

*Athena Butler, Executive Director of Denver 911, responded that there are currently 13 Operations Supervisors who oversee the 911 call takers and 911 dispatchers. She said the proposed classification is a much better match to what the job entails.*

*Board member Patricia Barela Rivera asked if candidates will be recruited externally for the position.*

*Ms. Butler responded that they already recruit for these positions externally.*

*The Career Service Board unanimously approved Classification Notice No. 1543.*

## **V. Director's Briefing:**

1. *Rory McCluster, Deputy Director, Office of Human Resources, and Patti Rowe, Director of Learning and Development, presented the Citywide Learning and Development Strategy Update to the board. They explained Learning and Development's goal to create a high-performing culture as well as the perspectives of "leading self," "leading teams," and "leading the function and organization." They also reviewed the resources and tools they have available to employees and measures of success.*

*Don Mares, Executive Director of Denver Human Services, said he is very pleased with the partnership his agency has with the Office of Human Resources and, particularly, for the leadership training that's available through Learning and Development.*

*The slide presentation for the Citywide Learning and Development Strategy Update can be found at the end of this document.*

## **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. *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.*
3. *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.*
4. *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.*

## **VII. Executive Session:**

*The Board went into executive session at 10:05 a.m. to discuss staffing matters and the following case:*

*Jose Santistevan, Jr. v. Denver Parks and Recreation, Appeal No. 75-16A  
The Career Service Board denied the Respondent's Motion to Dismiss Agency's Appeal as Moot, written order to follow.*

*The Board re-convened the meeting at 10:43 a.m.*

## **VIII. Adjournment:** *Adjournment was at 10:44 a.m.*

Slide presentation for the Citywide Learning and Development Strategy Update:

#WhereDenverWorks



# Citywide Learning & Development Strategy Update

Office of Human Resources/Rory McLuster and Patti Rowe  
Career Service Board Presentation  
June 15, 2017



#WhereDenverWorks

## Learning & Development Purpose

- High performing workforce that provides and is accountable for exceptional customer service
- Culture that embraces and lives continuous learning and shared responsibility for professional development
- Leaders that model CCD values and lead employees to extraordinary performance



## Learning & Development Perspectives

### LEADING SELF

Models the principals and values of the organization to create a climate of mutual trust, respect and accountability. Practices ethical standards in making decisions that best serve the public interest.

### LEADING TEAMS

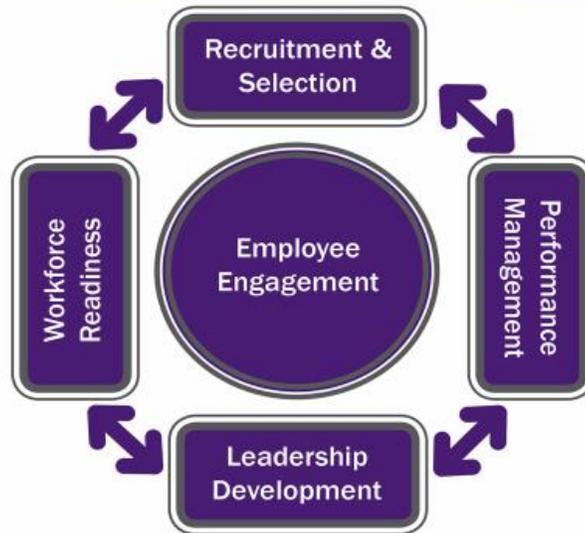
Creates partnerships and builds strong working relationships with employees and customers to enhance service delivery and achieve desired results.

### LEADING THE FUNCTION & ORGANIZATION

Mobilizes the organization, unit or team from vision to action by leading strategies that provide a long-term measurable benefit to the organization and the city



## Learning & Development Cross Functional Integration



## Learning & Development Resources and Tools



## Learning & Development Measures of Success

### Decreased ↓

- Turnover within first year
- Disciplinary action
- Investigations

### Increased ↑

- Engagement scores
- Promotions to supervisor/manager
- Crucial conversations
- Employee initiative
- Leader accountability

