



Career Service Board Meeting #2343
Minutes
Thursday, September 6, 2018, 4:30pm
Webb Municipal Building
201 W. Colfax Ave, Fourth Floor, Room 4.G.2

Neil Peck (Co-Chair)
Patti Klinge (Co-Chair)
Karen DuWaldt
Patricia Barela Rivera
Tracy Winchester

I. Opening: *Meeting was called to order at 4:32pm*

- 1. Approval of the Agenda for the September 6, 2018 Board Meeting.**
The Board unanimously approved the agenda for the September 6, 2018 meeting.
- 2. Approval of the Minutes for the August 16, 2018 Board Meeting.**
The Board unanimously approved the minutes for the August 16, 2018 meeting.

II. Board Comments:

Commendation of Patti Klinge, Co-Chair & Board Member

Neil Peck, Board Co-Chair, announced today's meeting was special as the Career Service Board and the Office of Human Resources ("OHR") were saying farewell to Patti Klinge, Co-Chair, who is stepping down after ten years of serving on the Board.

Mr. Peck noted being present at the board meetings was only a small portion of what Ms. Klinge did during her tenure, stating she always made herself available for consultation outside of the meetings, demonstrating her strong commitment to being a dedicated public citizen with her service. Mr. Peck stated it is impossible to overstate the contribution Ms. Klinge has made to the welfare of the Career Service employees in the City, noting we all owe her a debt of gratitude for her service.

Mr. Peck presented a plaque from the Board and a letter of appreciation from Mayor Hancock honoring Ms. Klinge for her service. Ms. Klinge thanked Mr. Peck for his remarks and the plaque. Ms. Klinge noted it was a privilege to work with such dedicated professionals, including her colleagues on the Board, whom she thanked for their collaboration and professionalism.

Ms. Klinge stated she is very proud of the OHR staff and their accomplishments, commending Karen Niparko's leadership in creating a team that has made the City a much more competitive employer where people want to work. Ms. Klinge noted she has witnessed tremendous positive change in OHR in the last few years and thanked everyone for their extraordinary work.

Karen Niparko, Executive Director of OHR, presented a card from OHR and thanked Ms. Klinge for her support and encouragement, noting the Board's support has been critical to raising the profile of the agency and giving the team a platform to accomplish positive changes.

Ms. Klinge thanked Ms. Niparko for her remarks and the card, expressing congratulations to the team for their progress, and wishing everyone good luck in the future.

III. Public Comments: *None.*

IV. Public Hearing: *None.*

V. Director's Briefing:

1. Leadership Education Update – Patti Rowe

Patti Rowe, Director of Learning & Development, presented an update on the leadership education training series to the Board. Ms. Rowe expressed thanks to Board Co-Chair Patti Klinge for her support of the training and development initiatives at OHR.

Ms. Rowe summarized the six modules of the Supervisor series training: (1) making an impact, including creating a culture of engagement; (2) emotional intelligence; (3) coaching; (4) performance management; (5) conflict management, and (6) creating inclusiveness. All of the training being offered has a digital component, in which participants are reminded about the material and given information about further resources.

Ms. Rowe announced the Manager training series is being readied for implementation, which includes the following modules: (1) overview of the City and its structure; (2) how to make wise decisions; (3) creating a culture of continuous improvement; (4) how to practice and adopt change; (5) how to manage across generations (there will be six working at the City).

Ms. Rowe noted OHR had conducted focus groups with managers and directors from many different agencies to design core competencies. Ms. Klinge asked what feedback the participants gave about the proposed training during the focus groups. Ms. Rowe stated the response was extremely enthusiastic, as many of the managers had noted positive feedback from the supervisors who attended the Supervisor Series training and were pleased they would be attending their own training series.

Board Member Patricia Barela Rivera asked if the training would be mandatory, to which Ms. Rowe responded in the negative, noting the participation and enthusiasm is there. Ms. Niparko stated OHR's strategy has been focused on creating a "pull", rather than a "push" initiative, whereas managers want to do the training and encourage their staff to do so as well.

Ms. Rowe explained the desired outcomes for each of the training modules and noted the key objectives for managers. Ms. Barela Rivera asked if the training would include the topics of ageism and supervising millennials, which Ms. Rowe stated would be covered in the inclusiveness topic.

Board Member Tracy Winchester asked about the six generations, as she identified the four most cited in general. Ms. Rowe stated there were really five, although there are still some members of the Silent Generation working, followed by the Baby Boomers, and Generations X, Y, and Z.

Ms. Klinge asked about the delivery options, which Ms. Rowe stated would now be piloted with fifty managers to see what the feedback is, but her goal is to continue time-space learning in which sessions do not last longer than three hours to allow people to absorb the material and put it into practice. The initial estimate is the total amount of training will take place over two and a half days, with three weeks in between sessions.

Ms. Rowe reviewed the pilot training schedule for first quarter 2019, to which Ms. Klinge asked what happens if someone misses a session. Ms. Rowe replied it has happened very rarely and they can join another session in the future. Ms. Winchester asked if there would be an incentive offered for completing the training. Ms. Rowe noted the plan was to deploy a new learning and development system next year, which could include adding a reward points structure or prizes.

VI. Pending Cases:

1. Eric Givens vs. Denver Sheriff's Department, Appeal No. A037-17
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.
2. Erika Gajarszki, Dawn Havens, and Iwona Meaney vs. Denver Sheriff's Department, Consolidated Appeals Nos. 30-17A, 32-17A, and 033-17A
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.
3. Cristella Rodriguez vs. Denver Parks & Recreation, Appeal No. 60-17A
The Career Service Board modified the Hearing Officer's decision, re-instating the appellant to a non-supervisory position without back pay, written order to follow.
4. Timothy Applegate & Justin Tomsick, Denver Sheriff's Department, Appeal Nos. 46-17A/47-17A
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.
5. James Johnson vs. Denver Sheriff's Department, Appeal No. A024-17A
The Career Service Board reversed the Hearing Officer's decision and remanded the case back to the Hearing Office for reconsideration of the discipline, written order to follow.
6. Carlos Hernandez & Bret Garegnani vs. Denver Sheriff's Department, Consolidated Nos. A025-17A and A026-17A
The Career Service Board reversed the Hearing Officer's decision and remanded the case back to the Hearing Office for reconsideration of the discipline, written order to follow.
7. Virgil Ferguson vs. Denver Sheriff's Department, Appeal No. A064-17
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.

VII. Executive Session:

The Board went into executive session at 5:04pm. Karen Niparko updated the Board on several OHR issues, after which the Board discussed various employee matters.

In addition, the following cases were adjudicated:

1. Erin Mischo-Quintana vs. Office of Human Resources, Appeal No. 048-18
The Career Service Board reconsidered the appeal and vacated its Order issued on August 16, 2018. Appellant was granted until September 14, 2018 to comply with CSR 21-26 to either order a transcript of the hearing or give notice that no transcript is requested. Failure to do so will result in automatic dismissal of the appeal, no written order to follow.
2. Matthew Hammernik & Daniel Trujillo vs. Denver Sheriff's Department, Appeal Nos. A041-17 & A042-17
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.
3. Michelle Lee Tenorio vs. Office of Economic Development, Appeal No. 34-16B
The Career Service Board denied the Agency's Motion to Stay the Hearing Officer's decision, written order to follow.

The Board re-convened the meeting at 6:06pm.

VIII. Adjournment: *Adjournment was at 6:08pm.*