



Office of Human Resources

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Career Service Board Meeting #2414

Minutes

Thursday, September 15, 2022, 9:00am

201 W. Colfax Ave, First Floor, Career Service Hearings Office

**David Hayes, Co-Chair
Patricia Barela Rivera
LaNee Reynolds
Michelle Devoe**

I. Opening: *The meeting was called to order at 9:00am by Board Co-Chair David Hayes. Members of the Career Service Board were present are listed above, in addition to Bob Wolf, Sr. Asst. City Attorney to the Board, and Kathy Nesbitt, Executive Director, Office of Human Resources (“OHR”).*

1. Approval of the Agenda for the September 15, 2022 Board Meeting.

Board Member Patricia Barela Rivera made a motion, seconded by Board Member LaNee Reynolds, to approve the agenda for the September 15, 2022 meeting, which was approved unanimously by the Board.

2. Approval of the Minutes for the August 18, 2022 Board Meeting.

Board member Patricia Barela Rivera made a motion, seconded by Co-Chair David Hayes, to approve the minutes for the August 18, 2022 meeting, which was approved unanimously by the Board.

II. Board Comments: *Board Co-Chair David Hayes introduced and welcomed new board member Michelle Devoe. Ms. Devoe provided a brief summary of her background. Ms. Devoe is an Environmental lawyer and has had her own practice for two years and is happy to join the Career Service Board.*

III. Public Comments: *Nicole de Gioia-Keane, Director of Classification and Compensation introduced two new staff members on her team to the board. Aaron Asher, Senior Classification and Compensation Analyst and Alex Marvin, Staff Classification and Compensation Analyst.*

IV. Public Hearing:

1. Classification Notice No. 1735 – Victim Advocate Lead, Victim Advocate District Attorney

The public hearing on Classification Notice No. 1735 – Victim Advocate, Lead, Victim Advocate District Attorney has been postponed until the October 20, 2022 Career Service Board Meeting.

2. Public Hearing Notice No. 1736 – Park Ranger Series

Gregg Thress, Senior Compensation Analyst presented the results for the Park Ranger Study to the board. This study was requested by the Parks Division to ensure that pay ranges are competitive due to turn over and expansion of their duties.

The following pay changes are being proposed based of the market data.

PROPOSED NEW PAY GRADE/RANGE

<u>Current Classification Code/Title</u>	<u>Current Pay Grade/Range</u>	<u>Proposed Pay Grade/Range</u>
CN2570 Park Ranger	NE-09 (\$19.31 - \$24.14 - \$28.97)	NE-11 (\$21.70 - \$27.13 - \$32.55)

The market median is \$27.88 and the midpoint is \$27.13

CN2550 Park Ranger Senior	NE-11 (\$21.70 - \$27.13 - \$32.55)	NE-14 (\$25.34 - \$32.31 - \$39.28)
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The market median is \$32.80 and the midpoint is \$32.31

CN2872 Park Ranger Supervisor	EX-08 (\$57,860 – 76,664 – 95,469)	EX-09 (\$62,488 – 82,797 – 103,105)
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There was no market data for the Park Ranger Supervisor. Therefore, as per the standard compensation practice the supervisor paygrade is proposed to be set at the midpoint of at least 15% to 25% above the midpoint of the highest contributor which is the senior rangers and that would put them 23% above the senior rangers.

The employee budget impact is minimal and three rangers that need to be adjusted and moved up to the minimum NE-11 with annual cost of \$4258. The cost for the remainder of 2022 it will be \$710.

Board member Patricia Barela Rivera inquired how many Park Supervisors does the city have? Mr. Thress responded there are four. Eliza Hunholz from the Park Ranger Program introduced herself and stated there are seven Park Rangers in the city. Ms. Barela Rivera further inquired out of the seven, how many are women? Ms. Hunholz stated two are women. Board member Barela Rivera was happy to hear that.

Ms. Hunholz explained a recent change that moved mountain park rangers under her jurisdiction and for this particular study four Park Rangers is an accurate number.

Board Chair David Hayes mentioned this is a multiple grade jump based on the analysis? Mr. Thress stated the information is from the Employers Council Public Employees survey dated April of 2022. Mr. Thress agreed it is a significant jump based off the market data for the local area.

Board member LaNee Reynolds noticed there weren't that many number of survey participants or data points for Senior Park Rangers and inquired if Classification and Compensation is noticing a trending down. Ms. Reynolds further stated for the Park Ranger senior class there was only ten government organizations reporting eighteen jobs and that seemed low to her. Mr. Thress stated the pool is shrinking and causing an increase in demand.

Nicole de Gioia-Keane added the compensation standards require at least five organizations reporting data and while it may seem like a small data set it is still considered a valid sample size for the city to make a recommendation. Nicole further stated this is a symptom of supply and demand and there may be additional survey data collected since this particular study.

Board member Patricia Barela Rivera asked if the city has a hard time finding rangers? Ms. Hunholz stated the city has a hard time finding the "right" rangers. The Denver Park Rangers lead with compassion and much of their work is dealing with people experiencing homelessness in the city's green spaces. Ms. Hunholz stated it takes a unique individual to be able to do the compassionate outreach and then enforce because they are making the homeless lives harder by asking them to move out of the green space.

Ms. Hunholz stated the folks they do have are amazing, but a lot of people show up thinking the job is going to be campfire talks, nature hikes and marsh mellow roasts but learn quickly it is a challenging yet rewarding job.

Board member Patricia Barela Rivera asked what percentage of the work is dealing with homelessness? Ms. Hunholz agreed a major part of the job is dealing with homelessness. Ms. Hunholz added the parks program has 24/7 coverage and the trails district focuses on the river corridors and are involved in the homelessness and connecting those folks with services. Additionally, parks curfew team monitors the parks from 11pm to 5am and deal with homelessness trying to find shelter in the parks at night.

Kathy Nesbitt congratulated Ms. Hunholz and her team for the great job they are doing on the Cherry Creek path and city parks. Ms. Hunholz stated there was a terrible drug problem on that path and she has extra coverage in those areas along the South Platte River corridor. Ms. Hunholz stated she wanted to thank the Mayor's Office and DPR leadership for their tremendous support and outreach.

Board member LaNee Reynold made a motion, which was seconded by Board Member Patricia Barela Rivera, to approve Public Hearing Notice No. 1736, which was unanimously approved by the Board.

V. Director's Briefing:

1. One OHR Internal Branding – Theresa Marchetta

Executive Director Kathy Nesbitt introduced Theresa Marchetta, Director of Marketing and Communications for OHR to present the new OHR branding. Ms. Marchetta has been with the Office of Human Resources for almost two months and noticed an immediate priority in communicating Kathy's vision to OHR and citywide.



CULTURE	Recruitment & Retention	Technology
<ul style="list-style-type: none"> • Build confidence • Have fun • Equity Diversity Inclusion (EDI) • Forgiveness/Trust • Business Impact • Urgency • Openness 	<ul style="list-style-type: none"> • Staffing support tools • Support Directors • Workforce planning prioritization • Brand update, organizational storytelling • Career development • Flexibility & Promote wellbeing 	<ul style="list-style-type: none"> • Set process metrics • Process map • Outcome metrics • Streamline hiring • Expand remote options • Enhance capabilities • Surveys & engagement



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Board member Patricia Barela Rivera asked with the rollout of the new OneHR brand if OHR is providing change management training? Theresa responded at this time we are laying the ground work and it has been talk about. Kathy Nesbitt added the branding is more of a clarification than a change.

Kathy added one big takeaway from the leadership off-site was the team spending time with one another to figure out who we want to be and what are the things we want to stop doing as a leadership team. Kathy further stated change management training is not off the table, but she is laying the framework and will see where to go from there and that it may include some executive coaching.

Board member Patricia Barela Rivera stated some people find it difficult to have change with new staff coming and leaving. Ms. Barela Rivera added some employees do not want to come back in the office for three days a week and they do not understand the priority in team building in that process.

Kathy agreed and stated leadership has been talking about returning for a third day in the office. OHR is an independent agency, but OHR will still join the rest of the city in returning to the office for a third day. Leadership also realizes there are certain roles that benefit from working at home than not. Kathy added OHR wants to provide employees engagement opportunities when they return to the office and not just sit behind their desks. One example of that is the NFL kick off day. OHR created a fun way for employees to engage in the Webb Building atrium and try and kick a field goal for a prize. The event was very successful. Kathy added we are going to have work areas painted and other things to create the right vibrancy for the team. OHR is trying to help employees feel whole and adjust to the middle space, that may change, when the new mayor arrives.

Board Member LaNee Reynolds asked what “expand remote options on technology” means? Ms. Nesbitt stated when she arrived there were certain process that were click heavy and she asked how these processes can be streamlined and made easier for folks to get work done. OHR is also considering a new Talent Acquisition software to assist with interviewing candidates. HireVue is one vendor you can send questions to candidates and it pops up during their interview in real time. The applicant responds on video and that video can be shared with hiring managers to shorten the amount of time and coordination on an interview.

Board member Patricia Barela Rivera is concerned there is still a lot of communities out there that still do not know they can apply for a job with the city. Ms. Rivera asks the community if they are aware of these opportunities and the answer is often no. This is an issue she is concerned about for the community itself. She would like to see more outreach to the community and middle and high schools for internship positions. Board member Barela Rivera will contact Kathy if she sees an opportunity for the city to market and participate in.

Kathy Nesbitt has been able to staff the team under Nicole Kim, Campus Relations and Internship Fellow Program and will now be able to see a return on investment. The volume of work for one person was too much. Now with a team Nicole can reach more communities by advertising and participating. Ms. Nesbitt added she intends to seek a non-traditional marketing and branding effort.

Kathy introduced Kat Barker, Interim Deputy Director for OHR and thanked her for all her hard work. Ms. Barker wanted to add to the Campus Relations/Internship Program discussion stating the new OHR Talent Acquisition Director will be assisting with this initiative. The goal is to get other agencies, Park Ranger, Equipment Operator, etc., to come to recruitment events with Nicole’s team and speak to potential candidates or high school students about their career with the City and County of Denver. Ms. Barker assures the board there is more to come and will provide updates.

Board Co-Chair David Hayes would like to hear updates on this initiative.

Board member LaNee Reynolds moved to adjourn the public hearing portion of the meeting. Board member Patricia Barela Rivera second the motion and the board unanimously approved going into executive session at 9:39am.

VI. Executive Session:

The Board went into executive session at 9:39am.

1. Lindsey Golden vs. Denver Animal Protection, Appeal No. 11-22A
The Board affirmed the Hearing Officer’s decision, written order to follow.

VII. Adjournment: Board member Patricia Barela Rivera moved to adjourn the meeting. Board member LaNee Reynolds second the motion and the board unanimously approved adjourning the meeting. Adjournment was at 10:05am.