



Career Service Board Meeting #2437

Minutes

Thursday, April 18, 2024, 9:00 a.m.

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

Board Attendance: Ashley Kilroy, June Taylor, Erin Brown, Michelle DeVoe (via Teams), and Patricia Barela-Rivera.

Call to Order: The public meeting was called to order at 9:00 a.m. by Erin Brown. Members of the Career Service Board present are listed above. Kathy Nesbitt, Executive Director of the Office of Human Resources, and Richard Moore, Assistant City Attorney, were also present.

I. Agenda/Minutes

A. Approval of the Agenda for the April 18, 2024 - Board Meeting

Ashley Kilroy moved to approve the April Agenda; Patricia Barela-Rivera seconded. The motion was approved by unanimous consent.

B. Approval of the Minutes for the March 21, 2024 - Board Meeting

Ashley Kilroy moved to approve the March 2024 minutes; Patricia Barela Rivera seconded. The motion was approved by unanimous consent.

II. Board Comments

Executive Director Kathy Nesbitt announced that Erin Brown, Board Co-Chair would be stepping down from the Career Service Board. Ms. Nesbitt thanked Ms. Brown for her service to the Board and the City and County of Denver and expressed her appreciation for Ms. Brown's service. Erin Brown thanked everyone and said she appreciated being part of a team. Ms. Brown expressed her pleasure serving on the Career Service Board. Executive Director Kathy Nesbitt then announced that Patricia Barela-Rivera would also be stepping down from the Board and thanked Ms. Barela-Rivera for her eight years of service on the Board and providing leadership through advocacy for women and people of color. Ms. Barela-Rivera expressed her thoughts and thanks for Kathy, her staff, and the Board. Co-Chair Ashley Kilroy recognized both Ms. Brown and Ms. Barela-Rivera for keeping the focus on diversity and inclusion for the Career Service Board and thanked them for the service.

III. Public Comments

No public comments.

IV. Public Hearing

No public hearing today.

V. Career Service Hearing Officers Briefing

Ms. Brown asked for an agenda change to receive a briefing from the CSHO's Hearing Officers. Messrs. Brand and Tilbury outlined the contents of the report they submitted.

The CSHO was busy during 2023 with more cases and appeals and a smaller staff. The trends have remained the same since 2021. In addition, the Hearing Officers have taken on three additional agencies since 2021 while having one less employee. A question was presented regarding balancing workload between the many cases. Mr. Brand stated it goes in cycles, for example Parks and Rec had relatively few last years; however, this year they are getting slammed. Ms. Kilroy asked about the tracking of the types and highest numbers of cases for example: harassment by employees, retaliation, discipline, discrimination claims. Mr. Tilbury responded the

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CSHO doesn't track these types of claims at this time. Many of the cases alleging discrimination and harassment are being dismissed due to the lack of facts or missing filing deadlines. Ms. Kilroy asked if cases are being published on-line to enable researching them and followed up with the suggestion that it would be helpful to track these for purposes of training by OHR.

VI. Director's Briefing

A. OHR Update – Kathy Nesbitt, Executive Director of the Office of Human Resources

- 1. Future Fest –** Ms. Nesbitt had a discussion with Tara Eckberg on how to get the youth interested in work for the City and County Denver. Ms. Alyse West came up with the idea of Future Fest – a unique event by OHR. Marketing was done in-house with a logo by Laura Adams and Theresa Marchetta was able to get media coverage through her connections. A video of FutureFest was shown to the Board. This was an interactive opportunity for the youth to see what we do in the city. Participating organizations included sporting organizations who provided give-a-ways, a STEM presentation from the Museum of Nature & Science, a TV station's weather vehicle and other attendees. There were 220+ Denver youth in the parade; 2,000 attendees, 38 booths and 51 unique activities for all ages; 100% of vendors surveyed will return in 2025. The event was covered on Fox31 and in the Denver Gazette.
- 2. Workday Boost -** Began in 2021, allows our employees to learn about HR; Recruiting and Learning; Finance and Accounting; Purchasing; Dashboards and Reporting; Technology; Payroll and Timekeeping. There were 375 people attended in-person and 125 attended virtually. Workday and Accenture were the sponsors. Kathie McDonald, with Piedmont Airlines, a subsidiary of American Airlines was our keynote speaker. Her topic was how she utilizes WorkDay at work.
- 3. Budget update -** There will be no layoffs or furloughs of city employees and recreation centers and DMV hours are being restored. There will be \$503,106 in cuts which impact OHR's budget versus the \$3M of proposed cuts. The OHR impacts include vacancy savings, MarComm cuts, the allocation of the cost of two OHR positions to DEN who will continue to report to OHR.
- 4. Newcomer Program –** The new program is being named "The Denver Asylum Seeker Program". The participants will receive free legal support to file asylum paperwork and receive food and rental assistance for 6 months. All ages are required to fill out the paperwork and it takes approximately 20 hours to complete. The City Attorney's Office and community attorneys are assisting pro bono to complete the paperwork. During the time of filing the paperwork, it is illegal to work. Asylum seekers currently in shelter can also register for the "WorkReady" program. The WorkReady program provides housing support while newcomers wait for the federal work authorization. Once newcomers "graduate" and obtain authorization, they are eligible for work in Denver. We have partnered with a variety of employers to help with the training. The program doesn't accelerate the 6 month process given it is a federal mandate. The plan is at 6 months you are able to go to work. If you arrive and you are not an asylum seeker or you don't want to participate in the program, you only have 24-hours to stay in Denver. There will be people in El Paso who will inform Newcomers of these new rules. There is a welcome center which handles processing immigrants and determining if they are seeking asylum.
- 5. Tiger Teams –** Kathy Nesbitt and Phil Washington are leading the Employee Engagement Tiger Team. The team is looking to increase employee engagement by 5% in 2024. The Executive Directors have been provided with the six questions that make up the engagement score from the 2022 survey and are expected to submit action plans addressing the issues raised in that survey. This action plans are due by the end of this week. The EDs have been provided with a tool kit that OHR's Service Team has put together included a template, and how to influence the score. The plan is to do the 2024 engagement survey during the first two weeks in December and (hopefully) have the results in January. The top areas for improvement include does my leadership communicate with me; am I likely to recommend the city as a place to work; and do I plan to stay with city. Problem areas identified include individuals tend to leave in the first two years due to people not being clear what their position entails and the onboarding process. DOTI and DPR have the highest turnover in the lower-level positions. Our goal is to make the posting of positions more transparent.
- 6. Denver City Values (STARS) Refresh –** the former STARS Values have been rebranded to Denver Values. The new logo was created by MarComm. Thank you to the Directors for the help on the rebrand. These new Denver Values will account for 20% of the performance ratings for the employees.

These are defined in performance plans as:

- Listen (Respectful Inclusivity) – Demonstrates active listening and continuous learning when engaging with others. Collaborates with city coworkers, Denver residents and the broader community to achieve shared goals and positive outcomes. Champions of a culture of inclusivity and respect. Strives to find solutions across departments and teams.
- Dare (Drive Innovation) – Dares to be bold and creative. Driven to deliver breakthrough solutions with speed and efficiency. Actively contributes to a culture that embraces continuous improvement.
- Deliver (Accountable) - Takes initiative, identifies problems and solutions, rises to meet challenges, and adapts to change. Follows through on commitments and takes responsibility for results and timely completion of tasks. Exceed the needs and expectations of those we serve.

Next Steps for the Denver City Values:

- Now – Metrics-driven goals training for managers, supervisors and employees for performance management. There is also messaging and socialization for city employees.
- May 10th – the deadline to upload goals into Workday.
- No mid-year reviews in 2024.

B. Theresa Marchetta, Division Director of Marketing & Communications Marketing and Communications Metrics

1. MarComm began in January 2024 to track metrics for their products and platforms and is using the information to make data driven decisions for internal and external marketing and communications; inform OHR group's of broader strategies and policies; and understand OHR's audiences and engage in more meaningful fashion.

Key takeaways of metrics as of March 2024:

a) Tickets

- Ticket submissions were up nearly 40% in March over February.
- Most requests come from Talent Acquisition and Benefits & Wellness.
- The top three requests support the OneHR strategic priorities of recruitment, culture and retention.

b) Denvergov Jobs Page

- Visits to this page are down, reflecting the citywide hiring slowdown and budget cuts that have impacted the consistency of our marketing and branding campaigns.
- Direct Traffic just edged past Search Engines as the winning source of traffic to this page which coincides with the Mayor's announcement of service cuts and departmental budget reductions.
- MarComm is building a library of social media videos on YouTube. For the first time, YouTube appeared in the social media metrics related to Jobs Page visits.

c) Newsletters

- In March, the MarComm team sent out 13 newsletters, including three special sends.
- The OneHR Update open rates remained above 80% in March.

- The team sent out back-to-back citywide newsletters regarding storm closures at the request of the Mayor's Office. The first encouraged all employees who were able to work from home to do so. The second updated that information by declaring that most city offices and services would be closed the following day.

d) The DEB

- The most clicked article in March was on Accountability Rule 10.13.
- The Mayor's Goal Setting DEB had the highest number of unique opens in March. The Q&A following the Mayor's Goals Town Hall also performed well, with 234 employees following links in the DEB to the DenverHub page with the detailed information. That page, also created by the MarComm team, has had 786 total views.

e) Social Media Platforms

- The end of paid advertising resulted in lower numbers of accounts reached on Facebook and fewer impressions on LinkedIn.
- After reactivating our Instagram account just a few months ago, there is growth. The top post was a Future Fest video advertisement, reaching 893 people, about 860% higher than the median post reach on Instagram.

VII. Executive Session

Executive Session was called to order by Ms. Brown at 10:30 a.m. Ms. Barela-Rivera moved to adjourn Executive Session; June Taylor seconded the motion. The motion passed unanimously. Executive Session was adjourned at 10:52 a.m.

VIII. Pending Appeals

No pending appeals.

IX. Adjournment

Adjournment of the Public Session of the Career Service Board meeting was at 10:30 a.m.

Adjournment of the Executive Session of the Career Service Board meeting was at 10:52 a.m.