

Career Service Board Meeting #2446**Minutes****Thursday, January 16, 2024, 9:04 a.m.**

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

(This meeting has been recorded and the recording is available to the public)

Board Attendance: Ashley Kilroy, Michelle DeVoe, June Taylor, Jorge Avendaño-Curiel, and Lynnea Hutton, Bob Wolf, Assistant City Attorney Section Supervisor, Kathy Nesbitt, Executive Director of Office of Human Resources.**Call to Order:** The public meeting was called to order at 9:04 a.m. by Ashley Kilroy.**I. Agenda/Minutes****A. Approval of the Agenda for the January 16, 2025 - Board Meeting**

Michelle DeVoe moved to approve the amended January Agenda; June Taylor seconded. The motion was approved by unanimous consent.

B. Approval of the Minutes for the December 19, 2024 - Board Meeting

June Taylor moved to approve the October Minutes; Michelle DeVoe seconded. The motion was approved by unanimous consent.

II. Board Comments

None

III. Public Comments

None

IV. Public Hearing**V. Executive Director's Briefing****A. OHR Update –Kathy Nesbitt, Executive Director, Office of Human Resources**

(Note: The PowerPoint presentation for this portion of the Board meeting may be found in the official Board packet, which is available to the public)

Presentation of Changes to the Classification & Pay Plan **NOT** requiring Career Service Board Hearing Pursuant to DRMC 18-42 and CSR 7-20. Informational for the Board. Has been reviewed and approved by OHR and submitted to City Council for approval.**B. DPR Employee Engagement Program- Jolon Clark, Executive Director of Denver Parks and Recreation and Debbie Hanley, HR Director**

1. DPR is big, broad and diverse due to the many different places where their employees show up. Have as many as 2,500 employees between FTEs and on-call during peak season. We are working to engage all employees. The department has an employee-driven partnership council which gets

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together employee engagement surveys to discuss the survey results. Found that many of the ideas from that group would get stuck so created a tiger team. It was named after the mayor's tiger team.

2. Employment engagement action progress in the last year was the idea that if the agency hit 80% or above on the survey then all employees would receive an award of 2 hours of exemplary time. The department hit 82% and all full-time employees received the award.
3. Made progress by adding Engagement Pulse Survey in July 2024.
4. Rollin with Jolon: bi-weekly email from Jolon to all employees in addition to the monthly newsletter.
5. Dear Jolon/Digital Comment Box- Employees can come directly to him with questions and helping to avoid concerns about retaliation for raising issues or asking questions.
6. On- Call Engagement Survey in Summer of 2024-
7. The best employee engagement action item came from the collaborative efforts of the DPR tiger team, the partnership council, and the marketing team. It is modeled after the Parks and Rec TV Show's Lil Sebastian award and is known as the "Lil Bison" award - allows employees to nominate other employees for the award. The winner receives 8-hours exemplary time and is announced during an all-employee gathering.
8. With the recent acquisition of the Park Hill Golf Course, in the short-term there will be minimal staffing of the new park while the department works with the community on a vision for the park. In the short-term the new park will have passive recreation areas (disc golf and dog park) while ramping up over the next 3-5 years the park's offerings.

Board members expressed appreciation for setting up a process whereby employees could raise concerns and speak up without fear of retaliation; DPR's role in the community for showing how government can work effectively and efficiently; and asked how the Board could support DPR.

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

1. Going forward will try to bring more Executive Directors to Board Meetings so that the Board hears about the departments' employees, their contributions to the City and needs, starting with the larger agencies, so that the Board has some context when issues are brought before them.
2. Employee Engagement Survey
 - a. Employee Engagement Survey – survey ended at the end of the year; results are coming. Planning to do a formal presentation with vendor in February. One on one meeting with mayor at the end of the month. Will share mayor and Chief of Staff specific information on the results and recommendations on the departmental action plans along with follow-ups by the HRBPs.
 - b. Citywide 67% completed the survey. This was all agencies, including uniformed staff. Many uniformed staff do not participate as they have a separate survey. In OHR, 97% of OHR employees completed the survey. Four agencies had 100% participation; twenty-five agencies completed 75-99%; six agencies completed 45-74%; five agencies completed 0 – 44%. Overall, the survey included independent agencies and 8,235 of 12,368 surveys were completed.
3. 2025 OHR Draft Goals – the Mayor's Office made recommendations on goals for OHR
 - a. Mayoral Priority Guidance – the Mayor's Office made recommendations on priorities to guide OHR's goals.

This includes, first, developing a comprehensive plan for attracting and retaining talent across the city by reducing 1st year voluntary employee turnover by a yet to be determined percentage and executing engagement action plan, along with a leadership development focus for supervisors. In Q2, confirm technology strategy in support of this goal. Prior, we had 1,800 to 2,000 openings, we have had a decline in the number of people leaving within the first year. The second mayoral priority guideline is to expand and refine professional development programs and market broadly. As a draft departmental goal, OHR's Learning and Development will look to initiate updates to course offerings in Q2 2025 that corresponds to business needs. OHR MarComm will work with MO on incentives and marketing efforts. Also will look to host focus groups to find out the needs of the employees.

The third mayoral priority guideline will be to prepare for the change in labor relations related to collective bargaining. A draft departmental goal for OHR, in partnership with the Mayor's Office,

CAO and City Council, will be to lead labor relations efforts and communication efforts. In addition, there will be development of a curriculum to educate the employees on collective bargaining. Finally, a Director of Labor Relations will be hired in Q1 to drive internal processes.

4. OHR-Looking Ahead

- a. Q1 “Kick-Off”: Kathy and her leadership team will be having an off-site to work on the departmental goals before February 17th to set up cascading goals. Then there will be an all-hands meeting will be held on February 17 to present the agency goals for 2025.
- b. Collective Bargaining: Hiring is underway for the Director position. Writing the ordinance is underway and we are requesting additional resources to support the overall effort.
- c. Webb Restack – renovations starting in March and April for the 4th floor. OHR has previously occupied 1, 4, and 6. The Directors will move to the Republic Plaza and the remainder of staff will be working from home or available space on the 22nd floor. This process will most likely take up to a year and half. Acknowledgement of Ms. Albertine who turned 90 years old yesterday. Her 70th year with the city will be in October. When asked how she accomplished the longevity in her position, she talked about talking care of herself so that when she came to work she was prepared for a full day of work. While she does not have children of her own, many of her co-workers talked about how they were her kids.

Ms. Kilroy asked that the OHR goals, both Kathy’s and her direct reports, be run past the Board prior to any type of presentation to OHR employees at an all-staff meeting.

VII. Executive Session

Executive Session started at 9:42 a.m.

VIII. Pending Appeals

IX. Adjournment

The Executive Session of the Career Service Board was called to order at 9:42 a.m. Adjournment of the Executive Session of the Career Service Board was at 10:25 a.m. Michelle DeVoe moved to adjourn the Executive Session of the Career Service Board; Lynnea Hutton seconded. The motion carried by unanimous consent.