

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**.

****All fields must be completed.****

Incomplete request forms will be returned to sender which may cause a delay in processing.

Date of Request: **July 2, 2015**

Please mark one: **Bill Request** or **Resolution Request**

1. Has your agency submitted this request in the last 12 months?

Yes No

If yes, please explain:

2. Title: **Approve classification notice #1505**

3. Requesting Agency: Office of Human Resources

4. Contact Person: *(with actual knowledge of proposed ordinance)*

- Name: Seth Duhon-Thornton
- Phone: 720-913-5664
- Email: seth.duhon-thornton@denvergov.org

5. Contact Person: *(with actual knowledge of proposed ordinance who will present the item at Mayor-Council and who will be available for first and second reading, if necessary)*

- Name: Meredith Creme
- Phone: 720-913-5722
- Email: meredith.creme@denvergov.org

6. General description of proposed ordinance including contract scope of work if applicable:

The proposed change amends the Classification and Pay Plan by changing the pay grade for the Program Quality Assurance Technician from 615-N (\$39,000 - \$56,940) to 615-A (\$41,291 - \$60,285).

7. Is there any controversy surrounding this ordinance? (groups or individuals who may have concerns about it?)
Please explain.

None known

8. Budget Impact:

- None

POSTING IS REQUIRED

Classification Notice No. 1505

To: Agency Heads and Employees
From: Karen Niparko, Executive Director of Human Resources
Date: June 18, 2015
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by changing the pay grade for the Program Quality Assurance Technician from 615-N (\$39,000 - \$56,940) to 615-A (\$41,291 - \$60,285)

The Performance, Improvement and Accountability Division at the Department of Human Services requested that the Office of Human Resources conduct a study involving the Program Quality Assurance Technician classification. The purpose of the study was to ensure that the job specification reflected the work being performed by employees and that the pay range of the classification aligned appropriately with the market.

OHR conducted a focus group of employees in which information was gathered involving the type and level of work being performed by Program Quality Assurance Technicians. Based on the findings and accompanying analysis, it is proposed that the Program Quality Assurance Technician job specification be updated including revising the list of job duties as well as raising the education requirement to an Associate's Degree. In addition, it is recommended that the pay grade of the Program Quality Assurance Technician change from 615-N (\$39,000 - \$56,940) to 615-A (\$41,291 - \$60,285).

PAY GRADE CHANGE

<u>Classification Title</u>	<u>Current Pay Grade</u>	<u>Proposed Pay Grade</u>
Program Quality Assurance Technician	615-N (\$39,000 - \$56,940)	615-A (\$41,291 - \$60,285)

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting changes to the classification and pay plan shall be the beginning of the first work week following approval by the Mayor or by the City Council over the Mayor’s veto.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday July 2, 2015 at 5:00 p.m.** in the OHR Board Room, Room 4.G.2, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Meredith Crème meredith.creme@denvergov.org Office of Human Resources, in care of Seth Duhon-Thornton seth.duhon-thornton@denvergov.org by 8:00 a.m. on **Wednesday, July 1, 2015**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Frances Trujillo frances.trujillo@denvergov.org at (720) 913-5168 no later than noon on **Tuesday June 30, 2015**.

PAY GRADE CHANGE**Classification Title**

Program Quality Assurance Technician

Current**Pay Grade & Range**

615-N (\$39,000 - \$56,940)

Proposed**Pay Grade & Range**

615-A (\$41,291 - \$60,285)

Current**Job Code**

CN2145

Proposed**Job Code**

CA2905

FLSA

Non-exempt

Supervisory Level

3 – None/Incidental

EEO Code

5 – Paraprofessionals

Medical Group

3 - Sedentary

Synopsis:

The Performance, Improvement and Accountability Division at the Department of Human Services requested that the Office of Human Resources conduct a study involving the Program Quality Assurance Technician classification. The purpose of the study was to ensure that the job specification reflected the work being performed by employees and that the pay range of the classification aligned appropriately with the market.

OHR conducted a focus group of employees in which information was gathered involving the type and level of work being performed by Program Quality Assurance Technicians. Based on the findings and accompanying analysis, it is proposed that the Program Quality Assurance Technician job specification be updated including revising the list of job duties as well as raising the education requirement to an Associate's Degree. In addition, it is recommended that the pay grade of the Program Quality Assurance Technician change from 615-N (\$39,000 - \$56,940) to 615-A (\$41,291 - \$60,285).

Pay Rationale:

The pay recommendation for the Program Quality Assurance Technician involves a movement from the Enforcement, Compliance and Protective Services (N) Occupational Group to the General Administrative (A) Occupational Group. The two Occupational Groups are defined as such:

A-Professional occupational group definition: This group includes classifications which advise on, research, administer, supervise, and/or perform work that is analytical, evaluative or technical in nature which may be used to formulate, establish and executive broad policies and related work. Decisions require creative and conceptual application of theory and principals of a professional occupational field. A professional field is one in which knowledge is gained by completion of advanced course or study resulting in a college degree or equivalent specialized experience.

N-Enforcement, Compliance, and Protective Service occupational group definition: This group includes classifications which advise on, administer, supervise, and/or perform investigation, inspection, permitting, compliance, or enforcement work primarily concerned with alleged or suspected offenses against the laws, codes or other regulations and related work. This includes investigators, security officers, and non trades-related inspectors.

The Program Quality Assurance Technician is responsible for the review of public assistance programs offered and administered at the Department of Human Services to ensure compliance with federal and state rules and regulations. The role of the Program Quality Assurance Technician is not to enforce laws but rather to help identify and resolve operational program errors in an effort to avoid sanctions from authorities. It is also important to note that the Program Quality Assurance Technician examines work that is performed by employees with classifications that are in the General Administrative (A) Occupational Group. To ensure a proper internal pay relationship between these classifications going forward, it is critical that they are all in the same occupational group. Therefore, based on the occupational group definitions, the work performed and the need for internal alignment, it is recommended that the Program Quality Assurance Technician be in the General Administrative (A) Occupational Group.

In addition, it is recommended that the pay range of the Program Quality Assurance Technician be increased. This determination was made using wage information from the Mountain States Employer's Council (MSEC) Public Employers

Compensation Survey. The Program Quality Assurance Technician classification was matched to Job 39220: Human Services Investigator in that survey. The current pay range midpoint of the classification was then compared to the weighted pay average of the job match: Program Quality Assurance Technician midpoint \$47,970 versus Human Services Investigator weighted pay average \$50,143. The comparison showed that the midpoint of the Program Quality Assurance Technician is approximately 7.2% below the market average and an increase in the pay grade is appropriate. Of the pay grades in the General Administrative (A) Occupational Group, the midpoint of pay grade 615-A is closest to the weighted pay average of the job match. It is therefore recommended that the Program Quality Assurance Technician be placed at pay grade 615-A (\$41,291 - \$60,285).

In summary, it is proposed that the Program Quality Assurance Technician classification be changed from 615-N (\$39,000 - \$56,940) to 615-A (\$41,291 - \$60,285).

Employee Impact:

The study will impact seven employees currently classified as Program Quality Assurance Technicians.

Budget Impact:

There is no budget impact. The pay of each Program Quality Assurance Technician will remain the same as they are all paid above the recommended new pay grade minimum.

Organizational Data:

The Program Quality Assurance Technicians will be used within the Performance, Improvement and Accountability Division at the Department of Human Services. The Program Quality Assurance Technicians will report to an Operational Supervisor I. The Operational Supervisor I will report to an Administrator II who will then report to the Director of the Performance, Improvement and Accountability Division.

Effective Date Rule:

Section 7-37 A: If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting changes to the classification and pay plan shall be the beginning of the first work week following approval by the Mayor or by the City Council over the Mayor's veto.