

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: **April 8, 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 #1502**

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 title and pay grade of Child Support Enforcement Technician (616-L) to Child Support Technician II (615-A). Additionally, the change amends the Classification and Pay Plan by adding the classification of Child Support Technician I at pay grade 614-A.

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

None known

8. Budget Impact:

The total annualized budget impact associated with moving reallocated employees whose current pay is less than the range minimum of the new class to the range minimum is: \$14,521.49088. The following details the annualized budget impact for the reallocations:

- Child Support Enforcement Technicians reallocated to Child Support Technician IIs: \$39.99424
- Child Support Enforcement Technicians reallocated to Child Support Technician Is: \$0.00
- Child Support Assistant reallocated to Child Support Technician Is: \$14,481.49664
- Administrative Support Assistant reallocated to Child Support Assistant: \$0.00

POSTING IS REQUIRED

Classification Notice No. 1502

To: Agency Heads and Employees
From: Karen Niparko, Executive Director of Human Resources
Date: March 20, 2015
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by changing the title and pay grade of Child Support Enforcement Technician (616-L) to Child Support Technician II (615-A). Additionally, the change amends the Classification and Pay Plan by adding the classification of Child Support Technician I at pay grade 614-A.

The Child Support Services Division within the Department of Human Services requested that the Office of Human Resources conduct a study involving two classifications: Child Support Enforcement Technician and Child Support Assistant. The primary focus of the study was to ensure that the two job specifications reflected the work being performed by employees and that the classifications and associated pay were aligned appropriately with similar internal and external positions.

REVISED CLASS SPECIFICATION INCLUDING TITLE CHANGE

Present
Classification Title / Job Code
Child Support Enforcement Technician / CL1555

Present
Pay Grade & Range
616-L (\$40,319 - \$58,866)

Proposed
Classification Title / Job Code
Child Support Technician II / CA2901

Proposed
Pay Grade & Range
615-A (\$40,329 - \$58,880)

NEW CLASS

Classification Title / Job Code
Child Support Technician I / CA2900

Pay Grade & Range
614-A (\$38,574 - \$56,318)

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 April 2, 2015 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, April 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 March 31, 2015**.

REVISED CLASS SPECIFICATION INCLUDING TITLE AND PAY GRADE CHANGE

Present	Proposed
<u>Classification Title / Job Code</u>	<u>Classification Title / Job Code</u>
Child Support Enforcement Technician / CL1555	Child Support Technician II / CA2901

Present	Proposed
<u>Pay Grade & Range</u>	<u>Pay Grade & Range</u>
616-L (\$40,319 - \$58,866)	615-A (\$40,329 - \$58,880)

<u>Supervisory Level</u>	<u>EEO Code</u>	<u>Medical Group</u>	<u>FLSA</u>
3 – None/Incidental	5 - Paraprofessionals	3 - Sedentary	Non-Exempt

NEW CLASS

<u>Classification Title / Job Code</u>	<u>Pay Grade & Range</u>
Child Support Technician I / CA2900	614-A (\$38,574 - \$56,318)

<u>Supervisory Level</u>	<u>EEO Code</u>	<u>Medical Group</u>	<u>FLSA</u>
3 – None/Incidental	5 - Paraprofessionals	3 - Sedentary	Non-Exempt

Synopsis

The Child Support Services Division within the Department of Human Services requested that the Office of Human Resources conduct a study involving two classifications: Child Support Enforcement Technician and Child Support Assistant. The primary focus of the study was to ensure that the two job specifications reflected the work being performed by employees and that the classifications and associated pay were aligned appropriately with similar internal and external positions.

OHR interviewed employees as well as supervisors within the Child Support Division to gather information on the type and level of work being performed by Child Support Enforcement Technicians and Child Support Assistants. The findings and accompanying analysis support the following modifications: the revision of the Child Support Enforcement Technician job specification and change of title to Child Support Technician II, the creation of a new class titled Child Support Technician I, and minor revisions to the Child Support Assistant job specification. These changes will distinguish two levels of Child Support Technicians. Also, the removal of Enforcement from the title will eliminate any assumption that enforcement is the only responsibility of the Technicians. Listed below are summaries of the duties that will be performed by each class:

Child Support Technician II: Provides services to clients involving the establishment, enforcement and/or modification of child support obligations. Completes the discovery process by interviewing obligors and obligees as well as researching and gathering any remaining relevant information. Determines child support payment and arrears amounts utilizing calculation guidelines. Meets with and communicates to clients and associated parties regarding explanation of child support enforcement services.

Child Support Technician I: Receives and reviews referrals and determines the next appropriate steps needed to initiate child support obligations. Conducts intake interviews to assist clients with child support applications, gather information and documentation, and answer questions related to the child support process. Determines the status of a case and transfers it accordingly for child support orders to be established, enforced or modified.

Child Support Assistant: Performs work assisting Child Support Technicians. Provides customer service by phone and in person responding to a variety of questions, explaining policies and procedures, and relaying child support related information to various stakeholders. Assists Child Support Technicians with case reviews and the locate process. Schedules and reminds Child Support Technicians of upcoming appointments with clients. Prepares and sends paperwork to appropriate parties including but not limited to child support applications, modification packets, assignments and notices.

Pay Rationale

The Mountain States Employer’s Council (MSEC) Public Employers Compensation Survey provided a job match to the newly defined general class concept of the Child Support Technician II. The weighted pay average of that job match was then compared to the current pay range midpoint of the Child Support Enforcement Technician: \$42,884 versus \$49,593. The comparison showed that the pay of the Child Support Enforcement Technician is approximately 15.64% above the market. These findings are reasonable because Denver is the largest county with the highest volume of work. Denver is also in direct competition with surrounding counties for staff for these positions. Filling vacancies quickly is essential to the operations and delivery of services to Denver residents. A decrease in pay could compromise Denver’s ability to attract, retain and motivate employees and it is therefore recommended that the pay range of the Child Support Technician II stay similar to that of the Child Support Enforcement Technician.

Since the work of the Child Support Technician II and Child Support Technician I is similar and varies only by level, it is recommended that an internal pay relationship is used to establish the pay grade for the Child Support Technician I. In this case, it is appropriate that the Child Support Technician I is one pay grade lower than the Child Support Technician II.

In addition, it is recommended that both the Child Support Technician II and Child Support Technician I be in the General Administrative (A) Occupational Group rather than the Legal (L) 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.

L-Legal occupational group definition: This group includes classifications that provide legal work; administer or supervise legal work; or perform work of a legal or related nature in the line of supervision of an attorney or judge. This includes professional legal work, research and investigation, technical support and assistant work for attorneys or judges in the District Attorney’s Office, Department of Law and municipal/county court system.

The work of the Child Support Technicians involves providing services related to the initiation, establishment, enforcement and/or modification of child support orders. This involves case management and requires the ability to advise on, research, administer and perform work that is evaluative and technical in nature. Technicians follow Title IV-D of the Social Security Act to perform work and make decisions involving child support cases and the establishment of paternity. Technicians are responsible for drafting standard legal documents and preparing case documentation for court but they are not in the line of supervision of an attorney or judge. The work of Child Support Technicians is similar to other work being performed by employees classified in the General Administrative (A) Occupational Group at the Department of Human Services in that these employees are required to understand and follow laws as well as execute associated work and processes according to state laws and regulations to provide services to clients. Therefore, based on the occupational group definitions as well as a comparison of similar work being performed, it is recommended that both the Child Support Technician II and Child Support Technician I be in the General Administrative (A) Occupational Group.

The following is a summary of the pay recommendations:

CURRENT					PROPOSED				
Job Title	Cur Pay Grade	Cur Sal Plan	Cur Range Min	Cur Range Max	Rec Job Title	Rec Pay Grade	Rec Sal Plan	Rec Range Min	Rec Range Max
CSET	616	L	\$40,319	\$58,866	CST II	615	A	\$40,329	\$58,880
					CST I	614	A	\$38,574	\$56,318

Employee Impact

As a result of the study findings and analysis, it is recommended that 65 of the 85 employees examined be reallocated. The following is a summary of the reallocation recommendations:

- 55 Child Support Enforcement Technicians reallocated to Child Support Technician IIs
- 3 Child Support Enforcement Technicians reallocated to Child Support Technician Is
- 9 Child Support Assistants reallocated to Child Support Technician Is
- 1 Administrative Support Assistant reallocated to a Child Support Assistant

Budget Impact

The total annualized budget impact associated with moving reallocated employees whose current pay is less than the range minimum of the new class to the range minimum is: \$14,521.49088. The following details the annualized budget impact for the reallocations:

- Child Support Enforcement Technicians reallocated to Child Support Technician IIs: \$39.99424
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- Administrative Support Assistant reallocated to Child Support Assistant: \$0.00

Organizational Data

The Child Support Technician II and Child Support Technician I classifications will be used within the Child Support Services Division which is a part of the Assistance Division at the Department of Human Services. Both classifications will report to an Operational Supervisor I. The Operational Supervisor I reports to an Operational Supervisor II who reports to the Director of Child Support Services.

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.