

## ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at [MileHighOrdinance@DenverGov.org](mailto:MileHighOrdinance@DenverGov.org) by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: **August 3, 2018**

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

**1. Type of Request:**

- Contract/Grant Agreement**     **Intergovernmental Agreement (IGA)**     **Rezoning/Text Amendment**  
 **Dedication/Vacation**               **Appropriation/Supplemental**               **DRMC Change**  
 **Other: Classification & Pay Plan Update**

**2. Title:** Approves Classification Notice #1571

**3. Requesting Agency:** Office of Human Resources

**4. Contact Person:**

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Lori Schumann	Name: Nicole De Gioia-Keane
Email: lori.schumann@denvergov.org	Email: Nicole.degioia-keane@denvergov.org

**5. General description or background of proposed request. Attach executive summary if more space needed:**

In April 2017 and in August 2017, the Career Service Board approved the annual Pay Survey Market Analysis and Pay Survey Market Analysis amendment that upgraded the Eligibility Technician series by two pay grades for positions at Denver Human Services (DHS) as outlined below.

Job Code	2017 Eligibility Technician Series Pay Survey Market Changes	Old Pay Grade	New Pay Grade
CA2655	Eligibility Tech I	A-611	A-613
CA2691	Eligibility Tech II	A-612	A-614
CA2667	Lead Eligibility Tech	A-613	A-615
CA2666	Eligibility Specialist	A-613	A-615
CA2668	Outreach Case Coordinator	A-613	A-615
CA2905	Program Quality Assurance Tech (PQAT)	A-615	A-617
CA2691	Eligibility Supervisor	A-807	A-809
CA2692	Outreach Case Coordinator Supervisor	A-807	A-809

Because of the pay survey market changes made in 2017 to the Eligibility Technician series, compression issues and career pathing issues were identified with DHS employees in the city-wide classifications of Operational Supervisor I (A-808) and Operational Supervisor II (A-810). When the Eligibility Supervisor (A-809) and the Outreach Case Coordinator Supervisor (A-809) were upgraded from A-807 to A-809, the Operational Supervisor I (A-808) became subordinate to both positions. The Operational Supervisor I report to the Operational Supervisor II and the Eligibility Supervisor report to the Operational Supervisor II. Therefore, it is proposed to create two new classifications (Human Services Operations Supervisor and Human Services Operations Manager) which will restore the full staff-to-management career pathing within Human Services. It is also

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Date Entered: \_\_\_\_\_

proposed to abolish the Eligibility Supervisor and Outreach Case Coordinator Supervisor classifications to allow for the employee reallocation to the new proposed classifications.

6. City Attorney assigned to this request (if applicable):

7. City Council District:

8. **\*\*For all contracts, fill out and submit accompanying Key Contract Terms worksheet\*\***

### Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Vendor/Contractor Name:

Contract control number:

Location:

Is this a new contract?  Yes  No Is this an Amendment?  Yes  No If yes, how many? \_\_\_\_\_

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>

Scope of work:

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**Was this contractor selected by competitive process?**

**If not, why not?**

**Has this contractor provided these services to the City before?**  Yes  No

**Source of funds:**

**Is this contract subject to:**  W/MBE  DBE  SBE  XO101  ACDBE  N/A

**WBE/MBE/DBE commitments (construction, design, Airport concession contracts):**

**Who are the subcontractors to this contract?**

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**POSTING IS REQUIRED**

**Classification Notice No. 1571**

**To:** Agency Heads and Employees  
**From:** Karen Niparko, Executive Director of the Office of Human Resources  
**Date:** July 20, 2018  
**Subject:** Proposed Change to the Classification and Pay Plan

**The proposed change amends the Classification and Pay Plan by creating new classifications of Human Services Operations Supervisor (A-809) and Human Services Operations Manager (A-812). The proposed change also abolishes the classifications of Eligibility Supervisor and Outreach Case Coordinator Supervisor.**

In April 2017 and in August 2017, the Career Service Board approved the annual Pay Survey Market Analysis and Pay Survey Market Analysis amendment that upgraded the Eligibility Technician series by two pay grades for positions at Denver Human Services (DHS) as outlined below.

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Because of the pay survey market changes made in 2017 to the Eligibility Technician series, compression issues and career pathing issues were identified with DHS employees in the city-wide classifications of Operational Supervisor I (A-808) and Operational Supervisor II (A-810). When the Eligibility Supervisor (A-809) and the Outreach Case Coordinator Supervisor (A-809) were upgraded from A-807 to A-809, the Operational Supervisor I (A-808) became subordinate to both positions. The Operational Supervisor I report to the Operational Supervisor II and the Eligibility Supervisor report to the Operational Supervisor II. Therefore, it is proposed to create two new classifications (Human Services Operations Supervisor and Human Services Operations Manager) which will restore the full staff-to-management career pathing within Human Services. It is also proposed to abolish the Eligibility Supervisor and Outreach Case Coordinator Supervisor classifications to allow for the employee reallocation to the new proposed classifications.

**NEW CLASSIFICATIONS**

**Proposed Classification Title**

Human Services Operations Supervisor  
Human Services Operations Manager

**Proposed Pay Grade**

A-809 (\$58,433-\$75,963-\$93,493)  
A-812 (\$71,382-\$92,797-\$114,211)

**ABOLISHMENTS**

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**Classification Title**

Eligibility Supervisor

Outreach Case Coordinator Supervisor

Per Career Service Rule 7-37 A – “If it is determined that changes to the Classification & Pay Plan are necessary, the effective date of any resulting changes to the Classification & 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. Provisional classifications resulting from changes to the Classification & Pay Plan may be used upon approval by the OHR Executive Director or Board, but use for longer than six months is contingent upon City Council approval.”

**Public Hearing:** Yes  No  in accordance with Career Service Rule 7-21

**Public Notice of Changes:**

The scheduled time for the public hearing is **Thursday, August 2, 2018 at 4:30 PM** in the OHR Board Room, Room 4.G.2, Webb Municipal Building, 201 West Colfax Avenue.

Please submit any questions or comments on this proposal in writing to [compensation@denvergov.org](mailto:compensation@denvergov.org) by 8:00 AM on **Thursday, August 2, 2018**. 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 George Branchaud [george.branchaud@denvergov.org](mailto:george.branchaud@denvergov.org) at (720) 913-5650 no later than noon on **Tuesday, July 31, 2018**.

**Public Hearing:** Yes  No  in accordance with Career Service Rule 7-21

**Analyst Name:** Blair Malloy

**Impacted Department(s):** Denver Arts & Venues

**Date:** 6/5/18

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*To be completed by Mayor’s Legislative Team:*

Resolution/Bill Number: **BR18 0879**

Date Entered: \_\_\_\_\_

Public Hearing: Yes  No  in accordance with Career Service Rule 7-21

Analyst Name: Lori Schumann

Impacted Agency(s): Denver Human Services Agency

Date: 7/18/18

### NEW CLASSIFICATIONS

<u>Job Code</u>	<u>Proposed Class Title</u>	<u>Proposed Pay Grade</u>	<u>Proposed Range</u>
CA3096	Human Services Operations Supervisor	A-809	\$58,433 – 93,493
CA3097 114,211	Human Services Operations Manager	A-812	\$71,382 –

### CLASSIFICATION ABOLISHMENTS

<u>Job Code</u>	<u>Current Class Title</u>	<u>Pay Grade</u>
CA2691	Eligibility Supervisor	A-809
CA2692	Outreach Case Coordinator Supervisor	A-809

#### Synopsis:

In April 2017 and in August 2017, the Career Service Board approved the annual Pay Survey Market Analysis and Pay Survey Market Analysis amendment that upgraded the Eligibility Technician series by two pay grades for positions at Denver Human Services (DHS) as outlined below.

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Because of the pay survey market changes made in 2017 to the Eligibility Technician series, compression issues and career pathing issues were identified with DHS employees in the city-wide classifications of Operational Supervisor I (A-808) and Operational Supervisor II (A-810). When the Eligibility Supervisor (A-809) and the Outreach Case Coordinator Supervisor (A-809) were upgraded from A-807 to A-809, the Operational Supervisor I (A-808) became subordinate to both positions. The Operational Supervisor I report to the Operational Supervisor II and the Eligibility Supervisor report to the Operational Supervisor II. Therefore, it is proposed to create two new classifications (Human Services Operations Supervisor and Human Services Operations Manager) which will restore the full staff-to-management career pathing within Human Services. It

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is also proposed to abolish the Eligibility Supervisor and Outreach Case Coordinator Supervisor classifications to allow for the employee reallocation to the new proposed classifications.

**Pay Rationale:**

Because of identified compression issues and to restore the full staff-to-management career pathing within the Eligibility Technician series it is recommended to create two (2) new classifications for DHS. The proposed classifications will be called Human Services Operations Supervisor (A-809) and Human Services Operations Manager (A-812). The proposed classifications will reallocate employees in the Eligibility Supervisor (A-809), Outreach Case Coordinator Supervisor (A-809), and Operational Supervisor I (A-808) classifications to the Human Services Operations Supervisor (A-809) classification. All three of these classifications are similar in distinguishing characteristics, essential duties, decision-making, level of supervision received and exercised, and span of control. It is also proposed to abolish the Eligibility Supervisor and Outreach Case Coordinator Supervisor classifications.

It is proposed to place the Human Services Operations Manager in pay grade A-812 to follow the standard compensation practice of preserving a at least a 15% pay grade distance between classifications in a series and to keep the relative worth and alignment with classifications at DHS that have similar scope and assignment. The proposed Human Services Operations Manager classification and pay grade was compared to other A-812 classifications at DHS that are similar in scope, assignment, and distinguishing characteristics, i.e., Contract Administration Supervisor and Management Analyst Supervisor. The proposed pay grade of A-812 for the Human Services Operations Manager keeps the relative worth and internal equity in line with the current career pathing at DHS.

<b>Job Code</b>	<b>Current Job Title</b>	<b>Current Pay Grade</b>	<b>Proposed Job Title</b>	<b>Proposed Pay Grade</b>
CA2313	Operational Supervisor I	A-808	Human Services Operations Supervisor	A-809
CA2691	Eligibility Supervisor	A-809	Human Services Operations Supervisor	A-809
CA2692	Outreach Case Coordinator Supervisor	A-809	Human Services Operations Supervisor	A-809
CA2314	Operational Supervisor II	A-810	Human Services Operations Manager	A-812

**Benchmark:**

None. Internal Equity.

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**Employee Impact:**

These changes will impact fifty-seven (57) employees. Fourteen employees (14) will be reallocated from the Operational Supervisor I classification to Human Services Operations Supervisor. Eight (8) employees will be reallocated from the Operational Supervisor II classification to Human Services Operations Manager. Twenty-nine employees (29) will be reallocated from the Eligibility Supervisor classification to Human Services Operations Supervisor. Six (6) employees will be reallocated from the Outreach Case Coordinator Supervisor to Human Services Operations Supervisor.

**Budget Impact:**

Two (2) employees in the Operational Supervisor I and two (2) employees in the Operational Supervisor II classification will see an increase to their pay. These employees pay will be brought to the minimum of the range. The budget impact is \$4,555 for 2018 (effective 9/1/18) or \$13,665/annually.

**Organizational Structure:**

The proposed classifications reduce the number of supervisor classifications in the Eligibility Technician Series at DHS from three to one in CORE, CSS, CW, FAAD, and PIAD divisions.

**Workday Information**

(Complete below for each classification. Add additional boxes if more than one class is being created, revised, etc.)

Classification Title:	Human Services Operations Supervisor
Manager Level:	7 First Level Supervisor
EEO Code & Job Category:	2 - Professionals
Medial Group	1-Sedentary (0-10 lbs.)

Classification Title:	Human Services Operations Manager
Manager Level:	6 Second Level Supervisor
EEO Code & Job Category:	2 - Professionals
Medical Group	1-Sedentary (0-10 lbs.)

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