

**COUNTY PERSONNEL COMMITTEE MEETING
THURSDAY, NOVEMBER 9, 2000, 9:30 AM**

Present: Talmage S. Baggett, Chairman
J. Lee Warren, Jr., Commissioner

Absent: Billy R. King, Commissioner

Others: Juanita Pilgrim, Deputy County Manager
Garrett Alexander, Tax Administrator
Hank Debnam, Mental Health
James Lawson, Human Resources Manager
Howard Lloyd, Sheriff's Office
William McDougal, Mental Health
Diane Tolar, Mental Health
James Silman, Safety/Risk Management Director
Ken Young, Human Resources
Rhonda C. Raynor, Deputy Clerk to the Board
Press

Chairman Baggett called the meeting to order.

INVOCATION: Commissioner Warren offered the Invocation.

1. Approval of Minutes of the September 12, 2000 meeting.

MOTION: Commissioner Warren offered a motion to approve the September 12, 2000 committee meeting minutes.

SECOND: Chairman Baggett

VOTE: UNANIMOUS

2. Consideration of Proposed Classification Changes.

Mr. Lawson reviewed the proposed classification changes with regard to salary and title changes for positions in Tax Administration. He noted these changes were done as a result of concerns expressed by the Personnel Committee. He reviewed the description of the basic responsibilities of each of the proposed classifications. The basic duties of each of these descriptions is attached to and made a part of these minutes. He noted that within the proposed classifications there might be various levels based upon qualifications and/or tasks to be performed. As the organization grows, it may be required to expand the classifications and/or the number of positions within each classification. With the exception of the GIS Technician(s), the positions initially will be minimally staffed. With the placement of the GIS Manager (a person capable of and performing at all levels) recommendation and determination of additional positions obviously will be at the discretion of the board. He also noted the further development of additional GIS applications (layers) (Planning, Health, DSS etc.) may result in similar Technician and/or Analyst classifications being reclassified/added in those departments.

Mr. Alexander advised the GIS Coordinator position was funded for the current year's budget with no grade. They need to recruit and hire someone into this position. The

Proposed classification reflects the transition from an exclusive organization to a more robust GIS organization. The three top people will be outside the purview of normal mapper functions; the two lower classifications will do more mapper functions. He noted they were in the process of recruiting a GIS Coordinator at this time.

Commissioner Warren questioned changing five of the Mapper positions from a grade 65 to a grade 64.

Mr. Lawson explained that when the DMG study was done, the issue of the pay grade for the Mappers was raised. It was noted that there are different levels of skills among the Mappers. When the DMG study was done, some of the Mappers were placed in a grade higher than the skill level they had at the time. The change in grade helps place them at the level at which they are currently working.

Mr. Alexander stated that when the pay study was done, some specific functions of GIS were pulled into the Mapper grade. The grade for Mappers was changed from 63 to 64 in the DMG study. That salary range was created based on skills that are performed in the GIS Technician position. Some Mappers received the GIS Technician pay without doing any of the position's work. He advised the Mapper positions were compared with other CAD-type positions. It was determined that Cumberland County has the highest paid Mappers in the State. The realignment to a grade 64 will not impact any Mapper's salary. It will give parity and will allow them to move forward to the Technician III grade based on their skills. If this situation is not corrected, it will create parity issues and other positions will need to have their grades adjusted as well. It will specifically create a parity issue with the real estate appraisers. He noted a new person would start at the lesser grade and it would take two years for that person to achieve their certification. He feels the different grades will help adjust people for their accomplishments and will give them an opportunity to move up as their skills increase. He also feels this system will assist in retaining employees.

Mr. Lawson noted most training positions start at one step below where you want them to be at.

Mr. Alexander also noted the steps help recognize an employee's years of service. He noted there are five Technician II's that have longevity in excess of ten years. He feels several of them will transition within one year to the Technician III position. He noted he would be amenable to any change the Committee deemed appropriate with regard to the grades. He noted a comprehensive study has been done in which information was obtained from other states. Duties and expertise of work performed was also studied. He noted they are also working on the other half of the Committee's request to analyze how this will affect the Real Estate Appraisers. He feels they have presented a solid plan that will work well in the future. They have also tried to keep new personnel from earning a salary close to that of a current employee.

Commissioner Warren noted he is concerned about moving the grade back one step. He does not want to take any action that would adversely affect morale.

Mr. Alexander proposed the following grades for the GIS positions:

- GIS Coordinator – Grade 76
- GIS Programmer – Grade 70
- GIS Analyst (2 positions) – Grade 68
- GIS Technician II (5 positions) – Grade ~~64~~ ⁶⁵
- *The GIS Technician position would remain a Grade 63.

Mr. Alexander noted there are sufficient lapsed salaries to cover the change in the grades for these positions.

MOTION: Commissioner Warren offered a motion to approve the proposed Classification changes for position numbers 179, 181, 172, 177, 171, 173, 180, 183 and 248 with the grade changes as proposed by the Tax Administrator.

SECOND: Chairman Baggett

VOTE: UNANIMOUS

Department: Sheriff's Office

<u>Current Classification/Gr.</u>	<u>Posn#</u>	<u>Current Budgeted Salary</u>	<u>Proposed Classification/Gr</u>	<u>Proposed Salary</u>	<u>Annualized Difference</u>
Administrative Support I/63	4000	27,636	Crime Analyst/67	31,176	\$3,540

Mr. Lawson then reviewed the proposed classification change for position number 4000 with the Sheriff's Office. It is being recommended that this position be changed to the title of Crime Analyst at a Grade 67. He noted that in order to obtain and retain CALEA certification in the Sheriff's Office, several new tasks were required to be performed and the scope of several other duties were broadened. The incumbent in this position was tasked with these expanded responsibilities. The level of these responsibilities far exceeded the responsibilities reported in the last classification study. A survey was conducted of other government agencies that have indicated the position performs those duties most associated with the Crime Analyst in other agencies. A grade study of those positions indicated the most appropriate grade would be equal to that of a sworn Deputy Sergeant.

Department: Message Center

<u>Current Classification/Gr.</u>	<u>Posn#</u>	<u>Current Budgeted Salary</u>	<u>Proposed Classification/Gr</u>	<u>Proposed Salary</u>	<u>Annualized Difference</u>
Administrative Support II/65	303	30,424	Communications Center Admin./66	31,945	\$1,521

Mr. Lawson then reviewed the proposed classification change for position number 303 in the Message Center. He noted that with the installation of the new county telephone system during FY00, the incumbent was tasked with maintenance of the computer

system(s) used in programming telephone extension services and completing telephone reporting. The position is now responsible for phone services, mail services and message (hard copy) routing for the county. He noted the incumbent is now spending 70% of their time managing the phone system. He noted management also recommends that the name of the section be changed from the Message Center to the Communications Center.

MOTION: Commissioner Warren offered a motion to approve the classification changes for position number 4000 in the Sheriff's Office and position number 303 in the Message Center as recommended and that the name of the Message Center be changed to the Communications Center.

SECOND: Chairman Baggett

VOTE: UNANIMOUS

2. Consideration of Special Entry Rate Plan for Certified Employee Assistance Program Employees.

BACKGROUND: The Cumberland County Mental Health Center (CCMHC) has been experiencing increased difficulties in the recruitment and retention of Employee Assistance Program (EAP) employees. Over the past several months, much of their experienced EAP staff has been lost due to their inability to pay these employees at a rate that is competitive with the market demand. Experienced EAP employees have left the CCMHC to accept employment in similar positions with other organizations offering significantly higher rates of pay. Currently, the EAP unit of Mental Health has contracts with many companies and organizations in the local area that serves a total of approximately 20,550 employees. These contracts are worth a total of approximately \$28,000, which is used to help fund two (2) of the positions in the EAP unit.

CONSIDERATIONS: The increased demand for experienced EAP workers can be attributed to the requirements of accredited Mental Health Centers. North Carolina State Mental Health requires all area programs to be accredited by the Council on accreditation (COA). Additionally, the COA requires that each EAP program have a Certified EAP (CEAP) person on staff. The CCMHC was the first center in the State to attain accreditation. Consequently, competition has increased to attract CEAPs to accredited EAPs in accordance with the COA requirements, which has driven the market rate up for these jobs. However, Cumberland County has not made additional considerations for pay for current EAP employees, or for candidates.

As a result, the CCMHC has only one CEAP employee remaining on staff. The loss of this employee would cause the center to be out of compliance with the requirements of the COA. Additionally, the CCMHC has been unable to attract certified or experienced candidates for the EAP unit. Unless consideration is made to resolve the recruitment and retention problem, not only will CCMHC's accreditation be jeopardized, but also their ability to continue EAP services will be impacted.

A proposed Special Entry Rate plan is submitted to address this recruitment and retention problem. The salary increases resulting from the implementation of this plan would be funded through lapsed salaries in the Mental Health budget and from available funds in the Risk Management Office's budget. The proposed plan is attached hereto and made a part of these minutes.

Hank Debnam and Diane Tolar reviewed the information for the committee.

RECOMMENDATION/PROPOSED ACTION: Consider whether to approve the Special Entry Rate plan effective retroactive to 7/2/00.

MOTION: Commissioner Warren offered a motion to approve the Special Entry Rate plan as proposed and that it be effective retroactive to 7/2/00.
SECOND: Chairman Baggett
VOTE: UNANIMOUS

3. Discussion of Customer Service Delays in the Tax Administration Office.

Ms. Pilgrim advised this issue has been resolved and no longer needs discussion by the Committee.

Mr. Alexander advised he forwarded a memorandum to the Commissioners explaining the situation in order to help them answer any questions they may receive from the public. He noted the County Manager has assisted him with this issue.

4. Other Committee Concerns.

No other committee concerns were raised.

Meeting adjourned.

GIS SECTION

GIS Technician I (Grade 63, \$25,939 - \$42,799).

Work includes review of paper maps. Verifies map information and makes changes. Includes some technical tasks required to convert analog to digital geospatial data.

GIS Technician II (Grade 65, \$28,422 - \$46,896).

Work includes all technical tasks required to convert analog to digital data. Intermediate software functions and multiple data layers. May include adding cartographic features based on control point information. May include photo editing, documenting for metadata and finalizing map sheets.

GIS Technician III (Grade 67, \$31,176 - \$51,440).

Work includes responsibility of maintenance and management of large datasets. Evaluating and importing data for integration and writing text for geospatial metadata. Resolves discrepancies with research and is responsible for map production, supervision of subordinate technicians and completion of GIS project populating goals and objectives.

GIS Analyst (Grade 68, \$32,615 - \$53,815).

Work includes communicating with clients of the GIS. Researches and prepares projects, reports and summaries of GIS information layers. Provides management information as to the development of procedures and population of layers.

GIS Programmer (Grade 70, \$35,700 - \$58,905).

Work includes the development of raster and vector based GIS software and other computerized cartography processes. Utilizes programming languages such as Avenue, AML etc in the development of software for the production of datasets and facilitation of output of data for the useful analysis and GIS data.

GIS Coordinator (Grade 76, \$46,849 - \$77,301)

Work includes the management of the enterprise GIS operating system including hardware and software and personnel assigned to the Cumberland County GIS section. Makes recommendation for changes to hardware and software. Prepares budgets for county and interagency GIS operations. Provides information to inter- and intra- agency users concerning the possible uses of data layers.

Within these classifications may be various levels based upon qualifications and/or tasks to be performed. As the organization grows, it may be required to expand the classifications and/or the number of positions within each classification. With the exception of the GIS Technician(s), the positions initially will be minimally staffed. With the placement of the GIS Manager (a person capable of and performing at all levels) recommendation and determination of additional positions obviously will be at the discretion of the board.

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