

PERSONNEL BOARD

<http://www.ci.richmond.ca.us/1090/Personnel-Board>



REGULAR MEETING
Thursday, March 28, 2024
6:15 p.m.

@ 440 Civic Center Plaza – City Council Chambers
PLEASE NOTE HYBRID MEETING FORMAT



AGENDA

Personnel Board Members

Chair: Larry Wirsig

Vice Chair: Vernetta Buckner

Phillip Front

1. **ROLL CALL**
2. **AGENDA REVIEW**
3. **STATEMENT OF CONFLICT OF INTEREST**
4. **APPROVAL OF MINUTES**
 - a. Regular Meeting of January 25, 2024.
 - b. Special Meeting of March 13, 2024.
 - c. Special Meeting of March 14, 2024.
5. **PUBLIC COMMENT**
6. **CONSENT AGENDA**
7. **NEW BUSINESS**
 - a. APPROVE the Community Intervention Specialist Job Description
8. **UNFINISHED/OLD BUSINESS**
9. **REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**
10. **CONSIDERATION OF PROBLEMS AND REPORTS**
11. **ADJOURNMENT**

NOTE: Copies of items to be distributed from the Public to the Personnel Board must also include two (2) copies; one (1) for the Secretary to the Board and one (1) for Board Counsel.

COMMUNICATION ACCESS INFORMATION This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact Laura Marquez, ADA Coordinator at ADACoordinator@ci.richmond.ca.us or (510) 620-6974 at least three business days before the meeting date.

PERSONNEL BOARD AGENDA

March 28, 2024

PAGE 2

NOTICE: SEATING WILL BE LIMITED AND MASKS ARE STRONGLY ENCOURAGED.

How to watch the meeting from home: The meeting may be accessed by using the following Zoom meeting link:

<https://us06web.zoom.us/j/85011892620?pwd=MkV5eDEzRTlOcFdJNFJxOGtaTnZ0Zz09>

Webinar ID: 850 1189 2620 Passcode: ezyKB0

Public comments may be submitted: In Person: Anyone who desires to address the Personnel Board on items appearing on the agenda, including PUBLIC COMMENT, must complete and file a yellow speaker's card with Human Resources prior to the Personnel Board's consideration of the item. Once the Human Resources has announced the item, no person shall be permitted to speak on the item other than those persons who have submitted their names to Human Resources. Each speaker will be allowed up to TWO (2) MINUTES to address the Personnel Board.

Via email to personnel_board@ci.richmond.ca.us. Email must contain in the subject line **Public Comment**. The email must be submitted on or before Thursday, March 28, 2024, by 12:00 Noon.

Public comment for an agenda item may be submitted by: sending an email to personnel_board@ci.richmond.ca.us by 12:00 Noon on Thursday, March 28, 2024. The email must contain in the subject line **Public Comment on Agenda item #**. The request must include the following:

- (a) Your Name
- (b) Your Phone Number
- (c) The Item for which you wish to make a Public Comment

Public comment is limited to two (2) minutes.

The City cannot guarantee that its network and/or the site will be uninterrupted.

Record of all public comments: All public comments will be considered a public record, put into the official meeting record, and considered before Personnel Board action. All public comments will be available after the meeting as supplemental materials and will be posted as an attachment to the meeting minutes when the minutes are posted.

Accessibility for Individuals with Disabilities: Upon request, the City will provide for written agenda materials in appropriate alternative formats, or disability related modification or accommodation, including auxiliary aids or services and sign language interpreters, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be emailed to personnel_board@ci.richmond.ca.us or submitted by phone at 510-620-6588. Requests will be granted whenever possible and resolved in favor of accessibility.

CITY OF RICHMOND, CA
HUMAN RESOURCES MANAGEMENT DEPARTMENT

**PERSONNEL BOARD
REGULAR MEETING**

**CITY COUNCIL CHAMBERS
440 CIVIC CENTER PLAZA
RICHMOND, CA 94804**

**January 25, 2024
MINUTES**

The meeting was called to order by Rozma Paiz at 6:19 p.m. on January 25, 2024.

1. ROLL CALL

Present: Larry Wirsig, Chair
Vernetta Buckner, Vice Chair
Phillip Front, Board Member

2. AGENDA REVIEW

- None

3. STATEMENT OF CONFLICT OF INTEREST

- None

4. APPROVAL OF MINUTES

- a. Special Meeting of October 19, 2023

SPEAKERS:

None

Vice Chair Buckner made a motion to approve the Special Meeting Minutes of October 19, 2023. Board Member Front seconded the motion. The Special Meeting Minutes of October 19, 2023, were approved by the following vote:

YEA: V. Buckner, P. Front, L. Wirsig. NAY: None. ABSENT: None.

- b. Special Meeting of December 13, 2023

SPEAKERS:

- Cordell Hindler: Stated he is a Richmond resident, and he has reviewed the previous meeting minutes and does not see a problem with them. Hopes the minutes are approved.

Board Member Front made a motion to approve the Special Meeting Minutes of December 13, 2023. Vice Chair Buckner seconded the motion. The Special Meeting Minutes of December 13, 2023, were approved by the following vote:

YEA: V. Buckner, P. Front, L. Wirsig. NAY: None. ABSENT: None.

Audio recordings of Personnel Board Meetings are available at:

<http://www.ci.richmond.ca.us/index.aspx?NID=1090>

5. PUBLIC COMMENT

SPEAKERS:

Cordell Hindler: Email received and read.

6. CONSENT AGENDA

- None

7. NEW BUSINESS

- a. Approve the revision of Parks Supervisor job description.

SPEAKERS:

- Cordell Hindler: Stated he is a Richmond resident, and he has reviewed the job descriptions and has no objections. Would like the job descriptions to be approved by the Board and staff to work with the consultants on establishing a timeline for when the position is offered.

Human Resources Director, Sharrone Taylor, presented the revised job descriptions. Ms. Taylor advised the small revision is because the City Council voted several years ago to halt the application of toxic pesticides and that applicators license was still in the bulk of the job description. This revision removed the phase because it is no longer applicable to the current standards of operation. Deputy Director of Public Works, Tawfic Halaby, acting Parks Supervisor, Gregory Everetts and Human Resources Senior Analyst Jessica Somera were introduced and present to answer any questions.

Chair Wirsig asked Mr. Everetts if there were any issues. Mr. Everetts confirmed the City voted over 10 years ago to halt spraying pesticides and herbicides and does need to be removed from the job description. Mr. Everetts stated he had two questions concerning the salary compensation between a lead worker and the salary of the supervisor and the variation in pay for supervisors in Local 21. Chair Wirsig inquired if the reason some are making more is if maybe they have been working with the City for a longer time.

Human Resources Director Sharrone Taylor informed the board that she can't speak specifically to the differences between the salary ranges that Mr. Everetts was referencing but all were reviewed in accordance with what is on the market, skill set, education level, etc. Ms. Taylor added that there are provisions in the MOU for a supervisor that is supervising a 1021 General Employee to receive a differential if it's found that there's some compassion and is addressed on a case-by-case basis. Ms. Taylor informed the board that it doesn't have purview over salaries, any salary issues would need to be taken to City Council.

Board Member Front confirmed that vote on the job description has no bearing on the salary.

Audio recordings of Personnel Board Meetings are available at:
<http://www.ci.richmond.ca.us/index.aspx?NID=1090>

Chair Wirsig inquired if this is typically a position where the City would recruit from within or recruit externally. Ms. Taylor stated that the City is looking at open promotional recruitment.

Board Member Front made a motion to approve the revision to the Parks Supervisor job description. Chair Wirsig seconded the motion. The revision to the Parks Supervisor job description was approved by the following vote:

YEA: V. Buckner, P. Front, L. Wirsig. NAY: None. ABSENT: None.

b. DISCUSS nomination of and ELECT Personnel Board Chair and Vice Chair

SPEAKERS:

- Cordell Hindler: Mr. Hindler proposed the same Chair and Vice Chair.

Vice Chair Buckner nominated Larry Wirsig for Chair. Board Member Front seconded the motion. Larry Wirsig was elected Chair by the following vote:

YEA: V. Buckner, P. Front, L. Wirsig. NAY: None. ABSENT: None.

Board Member Front nominated Vernetta Buckner for Vice Chair. Chair Wirsig seconded the motion. Vernetta Buckner was elected Vice Chair was by the following vote:

YEA: V. Buckner, P. Front, L. Wirsig. NAY: None. ABSENT: None.

8. UNFINISHED BUSINESS

- None

9. REVIEW OF SUBPOENA(S)

- None

10. CONSIDERATION OF PROBLEMS AND REPORTS

- None

11. ADJOURNMENT OF SPECIAL MEETING

The meeting adjourned at 6:33 p.m.

Audio recordings of Personnel Board Meetings are available at:
<http://www.ci.richmond.ca.us/index.aspx?NID=1090>

CITY OF RICHMOND, CA
HUMAN RESOURCES MANAGEMENT DEPARTMENT

**PERSONNEL BOARD
SPECIAL MEETING**

**CITY COUNCIL CHAMBERS
440 CIVIC CENTER PLAZA
RICHMOND, CA 94804**

**March 13, 2024
MINUTES**

The meeting was called to order by Rozma Paiz at 6:24 p.m. on March 13, 2024.

1. ROLL CALL

Present: Larry Wirsig, Chair
Vernetta Buckner, Vice Chair
Phillip Front, Board Member

2. AGENDA REVIEW

- None

3. STATEMENT OF CONFLICT OF INTEREST

- None

4. APPROVAL OF MINUTES

- None

5. PUBLIC COMMENT

- None

6. CONSENT AGENDA

- None

7. NEW BUSINESS

- None

8. UNFINISHED BUSINESS

- None

9. REVIEW OF SUBPOENA(S)

- None

10. CONSIDERATION OF PROBLEMS AND REPORTS

- a. PUBLIC EMPLOYEE DISCIPLINE (Gov. Code § 54957(b)) CLOSED SESSION

11. ADJOURNMENT OF SPECIAL MEETING

The meeting adjourned at approximately 9:03 p.m.

Audio recordings of Personnel Board Meetings are available at:

<http://www.ci.richmond.ca.us/index.aspx?NID=1090>

CITY OF RICHMOND, CA
HUMAN RESOURCES MANAGEMENT DEPARTMENT

**PERSONNEL BOARD
SPECIAL MEETING**

**CITY MANAGER'S CONFERENCE ROOM
450 CIVIC CENTER PLAZA
RICHMOND, CA 94804**

**March 14, 2024
MINUTES**

The meeting was called to order by Rozma Paiz at 6:20 p.m. on March 14, 2024.

1. ROLL CALL

Present: Larry Wirsig, Chair
Vernetta Buckner, Vice Chair
Phillip Front, Board Member

2. AGENDA REVIEW

- None

3. STATEMENT OF CONFLICT OF INTEREST

- None

4. APPROVAL OF MINUTES

- None

5. PUBLIC COMMENT

- None

6. CONSENT AGENDA

- None

7. NEW BUSINESS

- None

8. UNFINISHED BUSINESS

- None

9. REVIEW OF SUBPOENA(S)

- None

10. CONSIDERATION OF PROBLEMS AND REPORTS

- a. CONTINUATION OF PUBLIC EMPLOYEE DISCIPLINE (Gov. Code § 54957(b)) CLOSED SESSION

11. ADJOURNMENT OF SPECIAL MEETING

The meeting was adjourned at 8:30 p.m.

Audio recordings of Personnel Board Meetings are available at:

<http://www.ci.richmond.ca.us/index.aspx?NID=1090>



STAFF REPORT

HUMAN RESOURCES DEPARTMENT

DATE: March 28, 2024

TO: Chair Wirsig and Members of the Personnel Board

FROM: Sharrone Taylor, Human Resources Director

SUBJECT: APPROVE THE COMMUNITY INTERVENTION SPECIALIST JOB DESCRIPTION

BACKGROUND

The Community Crisis Program (CCRP) began taking root in November 2020 amidst conversations within the Reimagining Public Safety Community Task Force (Task Force). CCRP's goal is to provide a diversion model to reduce reliance on police and criminal justice responses by offering a public health response. CCRP would navigate people to the right services at the right time by utilizing community responders with strong ties and connections to Richmond that can respond in a respectful and non-stigmatizing manner.

The City Council approved an allocation of \$1 million for this program as part of the Fiscal Year (FY) 2023-24 budget, which will cover the costs of implementing this new program in the current FY. The cost to implement the program annually is estimated to range from approximately \$2.8 million to \$3.4 million (if the program is to operate 24 hours per day and 7 days per week).

On July 26, 2022, the City Council approved a contract with Urban Strategies Council, selected through a competitive process, to conduct research and analysis of various CCRP options and set forth recommendations. Urban Strategies Council conducted a community survey, focus groups, community meetings, and direct interviews with Richmond residents and community stakeholders to understand their experiences with the 911 system, crisis resources, and their expectations for new response strategies.

On September 12, 2023, Urban Strategies Council, in collaboration with City staff, presented a program update and draft report outlining potential program components and options for CCRP implementation. After presentation and discussion, City Council provided direction for the following:

Direct staff, in partnership with Urban Strategies Council, to move forward with instituting the Community Crisis Response Program within an existing city department, specifically within the Office of Neighborhood Safety (ONS); bring the

Personnel Board

Community Intervention Specialist

ONS director to the table to propose new community crisis response program division structural options by November 2023, presenting proposal for program design implementation plan and timelines for launch by August 2024; and draft job descriptions to ensure they are approved and posted publicly by December 15, 2023.

The City Council approved the formation of the Community Crisis Response Program division, which will be overseen by the Deputy Director of Community Services for the Office of Neighborhood Safety (Deputy Director of ONS). It is important to note that the Office of Neighborhood Safety and the Community Crisis Response Program will remain as separate programs. The CCRP program will offer conflict mediation and intervention services to the City of Richmond community. The Community Intervention Specialist will be the primary point of contact who will work directly with members of the community to provide support and services to reduce low-level instances being escalated to Public Safety.

RECOMMENDATION

The Human Resources Department recommends approval of the new job description of Community Intervention Specialist.

ANALYSIS

The Human Resources Staff, the Deputy City Manager of Community Services, the Deputy Director of ONS, and the Community Services Intern collaborated on developing a job description for the Community Intervention Specialist. They modeled the job description after similar programs in the Bay Area, with a focus on the specific needs identified in the City of Richmond community and the goals specified by the City Council.

In conclusion, the Community Crisis Response Program is an essential program that will provide community-focused, trauma-informed, and healing-centered call responses by well-trained non-police personnel, such as Community Intervention Specialists, who can increase impacted individuals' access and connection to timely, appropriate, and safe community-based services and resources. The approval of the new Community Intervention Specialist job description will ensure that the program is successful in achieving its goals and providing much-needed services to the community.

CONCLUSION

On February 12, 2024, the City sent the draft revisions to the specification to SEIU Local 1021 and invited the union to meet and confer regarding the drafted description. HR staff recommends approval of the new classification and job description for Community Intervention Specialist.

ANALYST: Sharrone Taylor, Human Resources Director

Personnel Board
Community Intervention Specialist

Attachments: Draft Community Intervention Specialist job description



Classification Specification

| | |
|-----------------------------|-----------------------------------|
| Classification Title | Community Intervention Specialist |
| Job Code | |
| FLSA Status | Non-exempt |

GENERAL SUMMARY

Under general supervision of the Community Crisis Response (CCRP) Program Manager, the Community Intervention Specialist will be responsible for providing immediate assistance and support to Richmond residents facing crises within the community. The Crisis Intervention Specialist responds to low-level emergency and non-emergency calls within Richmond and connects individuals with appropriate resources, advocates for the community, provides a variety of health and wellness services, and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents are responsible for employing public health, trauma-informed, restorative, harm-reducing, equity-focused, and community-based methodologies for intervention. Incumbents must exercise sound judgment when evaluating community members, implementing suitable responses, and providing referrals or recommendations for relevant services. Community Intervention Specialists are also required to work shifts, including holidays and weekends.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by fellows in this job. Fellows perform job-related tasks other than those specifically presented in this description. Essential duties and responsibilities will vary depending on the assignment.

- Responds to low-level emergency and non-emergency calls within Richmond to provide on-scene crisis management and community intervention.
- Conducts thorough assessments of individuals in crisis to determine their immediate needs and level of risk.
- Utilizes de-escalation techniques to defuse tense situations and ensure the safety of individuals involved.
- Provides referrals to health and wellness services and other related agencies with resources.

Classification Specification

| | |
|-----------------------------|-----------------------------------|
| Classification Title | Community Intervention Specialist |
| Job Code | |
| FLSA Status | Non-exempt |

- Records all individual observations and actions using program-specific forms and standards; ensures timely completion of reports and records; performs data entry responsibilities while maintaining confidentiality.
- Maintains relationships and collaborates with local service providers and organizations to connect individuals with relevant resources, including mental health services and community support programs.
- Makes a warm hand-off to community providers when necessary and provide follow-up support to individuals post-crisis, ensuring they have ongoing access to necessary resources and assistance.
- Drives a City vehicle to respond to dispatched incidents, remains knowledgeable about Richmond's geography, and uses maps and traffic navigation platforms to promptly reach designated call locations.
- Operates radio and mobile communication equipment.
- Attends community and staff meetings and present information regarding CCRP.
- Participates in trainings as needed.
- Builds and maintains positive relationships with community members, organizations, and stakeholders to enhance crisis response effectiveness.
- Required to work various shifts associated with a 24-hour, 365-day operation and wear a uniform.
- Performs related work as required.

SUPERVISORY RESPONSIBILITIES

- Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

HUMAN COLLABORATION & JOB IMPACT

This area describes the personal interaction with others outside direct reporting relationships as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.

- Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
- The impact the job has on the City of Richmond is limited in terms of time, money, or public/employee relations.

Classification Specification

| | |
|-----------------------------|-----------------------------------|
| Classification Title | Community Intervention Specialist |
| Job Code | |
| FLSA Status | Non-exempt |

FISCAL RESPONSIBILITY

This section describes the accountability and participation if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.

- Position has no fiscal responsibility.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent. Two (2) years of experience in an outreach/advocacy role.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities.
- Accredited coursework or a degree in social work, criminal justice, sociology, psychology, counseling, or related field is highly desirable but not required.
- Personal or familial lived experience with alcohol or other substance use, homelessness, detention/incarceration, mental or behavioral health conditions, and other relevant experiences is highly desirable.
- Former or current Richmond resident and/or those experienced working with Richmond community members is highly desirable.

Required Licenses or Certifications

- Possession of a valid California driver's license and satisfactory driving record is an ongoing requirement.
- Possession of a training certificates required by end of probationary period: Cardiopulmonary Resuscitation Certificate (CPR), Stop the Bleed Training, Narcan, Automatic External Defibrillator (AED), and First Aid.
- Other specific trainings necessary to fulfill the job duties, as specified by the Human Resources Department and/or Community Services Department.

REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Richmond's diverse community and techniques for outreach and engagement amongst residents.
- Working with vulnerable populations and crisis case management.
- Richmond's Health in all Policies and Race and Equity Work.
- Crisis intervention techniques.

Classification Specification

| | |
|-----------------------------|-----------------------------------|
| Classification Title | Community Intervention Specialist |
| Job Code | |
| FLSA Status | Non-exempt |

- Public contact and community engagement techniques that foster collaborative community exchanges.
- Interviewing and counseling techniques.
- Basic computer system and software applications, electronic equipment, and other mobile devices.
- Available health and wellness resources in the city, county, and state.

Skill in:

- Understanding human behavior, especially of high-risk vulnerable populations.
- Understanding educational and social service resources.
- Assessing an individual's mental, social, and functional status; engage individuals in problem-solving processes when necessary.
- Crisis intervention strategies and techniques.
- Computer systems and software applications such as Microsoft Word and Outlook.

Ability to:

- Maintain composure in high stress situations and make quick, sound decisions.
- Maintain effective community relations by using empathy, patience, tact, and courtesy when serving and delivering services to the community.
- Serve as a trusted liaison between system partners, community-based organizations and community members.
- Work primarily in the field.
- Understand and support equity and inclusion in practices; work effectively with people from diverse backgrounds, perspectives, and lived experiences.
- Coordinate efforts with other first responders on scene.
- Perform under difficult and stressful conditions and manage confrontations with community members who may be or become hostile.
- Recognize relevant information and make informed decisions in a timely appropriate manner.
- Exercise sound independent judgement.
- Safely operate a city vehicle.
- Express thoughts in a clear, respectful manner.
- Communicate effectively in oral and written format.
- Work collaboratively and cooperatively with other departments and agencies.

Classification Specification

| | |
|-----------------------------|-----------------------------------|
| Classification Title | Community Intervention Specialist |
| Job Code | |
| FLSA Status | Non-exempt |

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

| Work Environment | Seldom or Never | Sometimes | Frequently or Often |
|--|-----------------|-----------|---------------------|
| Office or similar indoor environment | | X | |
| Outdoor environment | | | X |
| Street environment (near moving traffic) | | X | |
| Construction site | X | | |
| Confined space | X | | |
| Vehicle | | | X |
| Warehouse environment | X | | |
| Shop environment | X | | |
| Other | X | | |
| Exposures | Seldom or Never | Sometimes | Frequently or Often |
| Individuals who are hostile or irate | | | X |
| Individuals with known violent backgrounds | | X | |
| Extreme cold (<i>below 32 degrees</i>) | X | | |
| Extreme heat (<i>above 100 degrees</i>) | X | | |
| Communicable diseases | | X | |
| Moving mechanical parts | X | | |
| Fumes or airborne particles | | X | |
| Toxic or caustic chemicals, substances or waste | | X | |
| Loud noises (<i>85+ decibels such as heavy trucks, construction</i>) | X | | |

WORKING CONDITIONS & PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position requires frequent exposure to unpleasant environmental conditions and/or hazards. Majority of work performed outside or with exposure to risk.

Classification Specification

| | |
|-----------------------------|-----------------------------------|
| Classification Title | Community Intervention Specialist |
| Job Code | |
| FLSA Status | Non-exempt |

- Must be willing to work outdoors in all weather conditions. Exposure to unpleasant, unsafe or hazardous conditions, including dust, noise, odors, chemicals, biohazards, and controlled substances. Incumbents must have a range of motion to permit climbing stairs, walking, standing, stooping, and crouching for extended periods of time. Required to walk on unpaved, cluttered, or rough surfaces.
- **Medium Work** – Incumbents may be required to exert up to 35 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.

Date approved by the Personnel Board:

Date(s) Revised:

DRAFT