

**Mark Mercer**  
 Chair

**Rose Haverkos**  
 Vice-Chair

**Voting Members: Katherine Becker, Richard Cardwell, Dottie Cash, Scott Chapel, Elizabeth Crehan, Robert Harris, James Johns, Alicia Pater, Trevor Snider, Eric Taylor, Robert Vollbrecht, and Ed Wilson**

**Ex-Officio Members: Letitia Block, Craig Bucheit, and Nadine Hill**

**Secretary: Boyce Swift**

**I. Call to Order - 6:06 p.m.**

**II. Roll Call**

Mercer	Haverkos	Becker	Cardwell	Cash	Chapel	Crehan	Harris
Present	Present	Present	Present	Present	Present	Present	Present
Johns	Pater	Snider	Taylor	Vollbrecht	Wilson		
Present	Present	Absent	Present	Absent	Present		

**Ex Officio members present: Letitia Block, Craig Bucheit, and Nadine Hill**

**III. Introductions**

**IV. Review and approval of previous meeting minutes**

- A. Internal Retention, Recruitment and Promotion subcommittee
- B. Marketing and Communications subcommittee
- C. Citizen Engagement and Community Partnerships subcommittee

The Commission took time to review the minutes from the previous Commission meeting along with minutes from the IRRP, M&C, and CE&CP subcommittee meetings. There was a motion from Rose Haverkos, seconded by Ed Wilson to approve the meeting minutes with the correction of spelling for Tim Werdmann's name on the IRRP subcommittee meeting minutes along with correcting the name of the CE&CP subcommittee in CE&CP subcommittee meeting minutes. The motion passed. 12-0-0.

**V. Reports**

- A. EMBARK program with NAACP - Vice Chair Haverkos and Secretary Swift

Rose Haverkos and Boyce Swift gave an update on the progress of the internship. Rose H. informed the Commission that she is currently working with the Civil Service & Personnel Department to make sure the EMBARK/NAACP internship is properly processed and recognized by CS&P.





Rose and Boyce informed the Commission that the interns will be paid \$9.25/hr and will intern with their selected City department for 6 weeks total.

Boyce informed the Commission of the timeline of the internship. The City will hire three high school interns, graduating 11<sup>th</sup> graders heading into their senior year. The internship application deadline is April 29<sup>th</sup> with selected interns being notified by May 20<sup>th</sup>. Upon acceptance, the interns first day will be June 6<sup>th</sup>. Boyce also informed the Commission that there is currently collaboration with the NAACP to outline the weekly professional development component of the internship.

Letitia Block informed that legislation for the Schedule D-2 payment for high school interns was updated last summer to represent pay range changes. Letitia recommended Boyce get with the City Clerk to obtain the latest version of the Schedule D-2 payment legislation for high school interns.

**B. Internal and external survey process- Chair Mercer and Ms. Dottie Cash**

Member Dottie Cash gave an update on the process for utility bill inserts for distribution of the external and internal surveys. Cash informed the Commission that she met with Bruce Kern to discuss the logistics of distributing the external surveys via utility bills. Cash explained that in order for survey information to be distributed it must be submitted at the first of the month to Bruce Kern.

Dottie also informed the Commission that the City has 32,000 utility accounts. As a point of reference, Dottie included that the 17 Strong survey received 1,239 responses out of the 32,000 surveys that they sent with utility bills. Dottie explained more information about the logistics of the 17 Strong survey distribution and responses that may help the Commission make decisions with the distribution of the external barriers to diversity and inclusion surveys.

Ed Wilson addressed the Commission to inform members that he works on the City's annual action plan survey and has experience with data entry from surveys. Ed Wilson volunteered to assist with data entry for the surveys upon return.



Alicia Pater informed the Commission on the importance of distributing the survey in Spanish. The Commission agreed that it would be a great idea to utilize a two-sided utility bill insert to include one-side with a Spanish translation of the survey. The Commission also decided that it would be a good idea to include an online version of the survey, with a link to the online version included on the utility bill insert.

While the Commission agreed to utilize the same drop off locations as 17 Strong, Kathy Becker and James Johns suggested reaching out to community locations that reach a more diverse population of survey respondents. Chairman Mercer agreed that the Commission will make an effort to distribute to a more diverse population, which then will be compiled into a list to keep the involved organizations on file for possible collaboration in the future.

Rose H. made a motion, second by Bob Harris, to carry out the actions outlined above. The motion passed unanimously. 12-0-0.

#### **10 unconventional methods:**

Dottie Cash addressed the Commission on the list of unconventional outreach methods which is a task for the M&C subcommittee. Cash informed the Commission that she met with Brandon Saurber, director of Strategy & Information Department, to discuss the possibility of utilizing hold music as a new way to relay important information to residents who are calling customer services. One important question that arose from this meeting was determining who would create, monitor and update the service.

Cash also informed the Commission about the job kiosk in the utility office. The M&C subcommittee conceptualized about an interactive monitor that would inform customers of relevant information when they visit customer service. The question that arose is who would maintain the kiosk once implemented.

Richard Cardwell suggested exploring a radio advertisement as a method of outreach. Ex officio member Bucheit informed the Commission that has reached out to radio stations in his recruitment efforts for HPD and come to realize that it is an expensive advertising choice. Bucheit explained that the charge for a radio ad



was substantial. Bucheit also informed that they've utilized The Wiz for social media promotion.

The M&C subcommittee will continue to explore different outreach methods for the Commission to utilize.

C. Discussion of Award Recognition Program draft

Ed Wilson gave a brief report regarding his work on an outline/draft for the Award Recognition Program which is a task under the CE&CP subcommittee. Ed explained that he is working to determine selection criteria for the awards program. Ed invited the Commission to give him any suggestions to consider in creation of the award recognition program and selection criteria.

**VI. New Business**

A. Questions for internal and external surveys

Mark Mercer informed the Commission on the timeline for creating the internal and external survey to determine the barriers to diversity and inclusion in the City of Hamilton. From Cash's report, the desired survey must be completed and submitted to Bruce Kern at the first of the month in order to be distributed to utility customers.

Mark informed the Commission that the survey should be 5-7 questions to maintain brevity and increase survey response rate. The following were questions that were brought up during a brainstorm session in the meeting to address the internal barriers to diversity and inclusion within the City organization:

Internal (City employees):

Mark expressed a desire to include a question that addressed the departmental ranking of the survey respondent.

1 - Do you feel like there is a need for greater diversity in employment within the City of Hamilton?

2 - Do you feel that your department outlines a clear path to promotion?

3 - Job classification: Entry level, supervisor, part time, full time?

4 - Does my supervisor/director make me feel included in my work environment?



Utilize a Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree - answer scale?

The Commission agreed to close the brainstorming session and accept suggestions from members by sending any suggested questions to Chairman Mercer or Secretary Swift.

Kathy Becker made Commission members aware of the fact that it is important to consider the City services that residents receive versus focusing on City employment on residents for the survey looking to determine the external barriers to diversity and inclusion. Letitia Block also stressed the importance of including definitions of diversity and inclusion on the survey as a lead in.

**B. Report to Council**

Chairman Mercer gave an update on the report to council. Mercer explained that he will like to have a finalized draft compiled and presented at the next Commission meeting to be reviewed by the Commission.

**VII. Special Presentations**

**VIII. Audience of Citizens**

Individuals may speak during this part of the Agenda. All individuals who intend to speak are requested to sign in at the table in the back of the room. Each speaker is allowed 5 minutes.

**IX. Audience of the Commission**

Commission members may bring up any issues not on the agenda and not previously discussed at the current meeting.

**X. Schedule Next Meeting**

**A. Scheduled subcommittee meetings**

i. IRRP-May 2, 2016 @ 6:00 PM 5th floor conference room

ii. M&C- April 11, 2016 @ 6:00 PM, 5th floor conference room

iii. CE&CP- May 16, 2016 @ 6:00 PM, 5th floor conference room

**B. Next Commission Meeting**

i. April 25 @ Booker T Washington Community Center  
(tentatively)

**XI. Motion to Adjourn -**

There was a motion made by Rose Haverkos, seconded by Bob Harris to adjourn the meeting. The motion passed unanimously. 12-0-0. - 7:09 p.m.

