



NEW CASTLE COUNTY COUNCIL EXECUTIVE COMMITTEE MEETING

Co-Chairs: Monique Williams-Johns, Council
Co-Chairs: President Penrose Hollins, Fourth District

April 28, 2026
3:45 PM

VIRTUAL ZOOM WEBINAR MEETING &
LOUIS L. REDDING CITY/COUNTY BUILDING
1ST FLOOR COUNCIL CHAMBERS
800 N. FRENCH STREET, WILMINGTON, DE 19801**

AGENDA

A. Meeting Call to Order

B. Approval of Minutes

C. Review/Discussion of Resolution(s)

D. Review/Discussion of Ordinance(s)

°26-051: (STATUS: TO BE CONSIDERED 5/12/2026) AMEND THE PAY PLAN AND RATES OF PAY FOR NON-UNION CLASSIFIED SERVICE EMPLOYEES AND ADOPT THE CLASS SPECIFICATION OF LEAD PROGRAM ADMINISTRATOR AND LEAD PROGRAM ASSISTANT ADMINISTRATOR FOR THE DEPARTMENT OF COMMUNITY SERVICES, DIVISION OF COMMUNITY DEVELOPMENT AND HOUSING
Prime Sponsor(s): Ms. Williams-Johns

°26-052: (STATUS: TO BE CONSIDERED 5/12/2026) AMEND THE PAY PLAN AND RATES OF PAY FOR CLASSIFIED SERVICE 35-HOUR WORKWEEK EMPLOYEES REPRESENTED BY THE DELAWARE PUBLIC EMPLOYEES COUNCIL 81, AFSCME, AFL-CIO, AFFILIATE LOCAL 1607 AND ADOPT THE NEW CLASS SPECIFICATION OF HOUSING PROGRAM ASSISTANT I AND HOUSING PROGRAM ASSISTANT II FOR THE DEPARTMENT OF COMMUNITY SERVICES, DIVISION OF COMMUNITY DEVELOPMENT & HOUSING
Prime Sponsor(s): Ms. Williams-Johns

E. Other

F. Public Comment

G. Adjournment

AGENDA POSTED: April 21, 2026

*The agenda is posted (7) seven days in advance of the scheduled meeting in compliance with 29 *Del. C.* Section 10004(e)(2). The meeting may go into Executive Session to address issues that arise at the time of the meeting.

**Under Title 29, Section 10006A of *Delaware Code*, New Castle County Council is holding this meeting as a

telephone and video conference, utilizing  Webinar. In addition, this meeting is open to the public in Council Chambers (800 N. French Street, Wilmington, DE 19801). The link to join the meeting via computer, smart device, or smart phone is : https://us02web.zoom.us/webinar/register/WN_nMNvEBVLR4eRRGxQ4a6g7g You may also call into the meeting (audio) using the following call in numbers: 1-312-626-6799 or +1-646-558-8656 or +1-346-248-7799 or +1-669-900-9128 or +1-253-215-8782 or +1-301-715-8592. Then enter the Webinar ID: 377 322 142. If you do not have a good connection with one, please try the others. Additional information regarding phone functionality during the meeting is available at: <https://support.zoom.us/hc/en-us/articles/360029527911-Live-Training-Webinars>

Meeting materials, including a meeting agenda, legislation to be addressed during the meeting, and other materials related to the meeting are electronically accessible at <https://www.nccde.org/2351/Agendas-and-Minutes> Members of the public joining the meeting may be provided an opportunity to make comments in real time. A comment period will be administered by a moderator to ensure everyone may have an opportunity to comment.

If permitted to comment, you will not be able to speak until called upon by the moderator. For those appearing virtually, there are functions in the program that allow you to do this. Please see the link in the previous paragraph.

Prime Sponsor(s): Ms. Williams-Johns
Requested by: Administration/HR
Date of introduction: April 28, 2026

ORDINANCE NO. 26-051

**AMEND THE PAY PLAN AND RATES OF PAY FOR NON-UNION CLASSIFIED
SERVICE EMPLOYEES AND ADOPT THE CLASS SPECIFICATION OF LEAD
PROGRAM ADMINISTRATOR AND LEAD PROGRAM ASSISTANT ADMINISTRATOR
FOR THE DEPARTMENT OF COMMUNITY SERVICES, DIVISION OF COMMUNITY
DEVELOPMENT AND HOUSING**

1 **WHEREAS**, the Department of Community Services, Division of Community
2 Development and Housing has determined that it is necessary to make organizational
3 changes to operate most effectively; and
4

5 **WHEREAS**, the Department submitted a new class specification for Lead Program
6 Administrator at Pay Grade 34, and Lead Program Assistant Administrator at Pay Grade 26;
7 and
8

9 **WHEREAS**, the Human Resources Advisory Board at its meeting on April 2, 2026,
10 recommended that the class specification for the new position title of Lead Program
11 Administrator (Pay Grade 34) and Lead Program Assistant Administrator (Pay Grade 26) be
12 added to the Pay Plan and Rates of Pay for Non-Union Classified Service Employees; and
13

14 **WHEREAS**, the Chief Human Resources Officer concurs with the recommendation of
15 the Human Resources Advisory Board.
16

17 **NOW, THEREFORE, THE COUNTY OF NEW CASTLE HEREBY ORDAINS:**
18

19 Section 1. The Class Specifications for Lead Program Administrator is adopted as set
20 forth in Exhibit "A."
21

22 Section 2. The Class Specification for Lead Program Assistant Administrator is
23 adopted as set forth in Exhibit "B."
24

25 Section 3. The Pay Plan and Rates of Pay for Non-Union Classified Service
26 Employees, effective July 1, 2025 through June 30, 2026, is hereby amended by adding the
27 material that is underscored as set forth in Exhibit "C."
28

29 Section 5. The Pay Plan and Rates of Pay for Non-Union Classified Service
30 Employees, effective July 1, 2026, is hereby amended by adding the material that is
31 underscored as set forth in Exhibit "D."
32

33 Section 4. This Ordinance shall become effective immediately upon its adoption by
34 County Council and approval by the County Executive, or as otherwise provided in 9 *Del. C.*
35 § 1156.

Adopted by County Council of
New Castle County on:

Monique Williams-Johns
President of County Council
of New Castle County

Approved on:

Marcus Henry
County Executive
New Castle County

SYNOPSIS: This Ordinance, if approved, adds the position titles of Lead Program Administrator (Pay Grade 34) and Lead Program Assistant Administrator (Pay Grade 26) to the Pay Plan and Rate of Pay for Non-Union Classified Service Employees and adopts the class specifications of Lead Program Administrator and Lead Program Assistant Administrator, as recommended by the Human Resources Advisory Board.

FISCAL IMPACT: This Ordinance, if approved, adds the position titles of Lead Program Administrator (Pay Grade 34) and Lead Program Assistant Administrator to the Pay Plan and Rate of Pay for Non-Union Classified Service Employees and adopts the class specification of Lead Program Administrator and Lead Program Assistant Administrator, as recommended by the Human Resources Advisory Board.

There will be no discernible fiscal impact upon the adoption of this Ordinance.

Acknowledged by the Chief Financial Officer April 16, 2026.

NEW CASTLE COUNTY GOVERNMENT CLASS SPECIFICATION	Number NEW Page 1 of 3 Date DRAFT
Title: LEAD PROGRAM ADMINISTRATOR	Approved:

DISTINGUISHING FEATURES OF THE CLASS:

The Community Services Lead Program Administrator provides senior program leadership and administrative oversight for the County's lead hazard reduction and healthy homes initiatives. This role ensures program integrity, compliance with federal and state funding requirements, operational quality control, community outreach and partnerships, and effective delivery of services that prevent lead exposure and improve residential health conditions for eligible County residents. The incumbent works collaboratively across departments, with community partners, and with state and federal agencies to advance program goals.

ESSENTIAL FUNCTIONS:

Program Leadership & Administration

- Lead the planning, development, implementation, and evaluation of the County's **Lead Hazard Reduction (No Lead) and Healthy Homes Programs**, ensuring that program goals align with community needs and funding requirements.
- Oversee program operations, including intake, eligibility assessment, environmental hazard identification, remediation coordination, and follow-up service delivery.
- Establish and enforce policies, procedures, quality assurance standards, and performance metrics for program activities.
- Ensure compliance with applicable federal and state grant requirements, including funding reporting, documentation, and auditing obligations.

Operational & Staff Management

- Supervise program managers and professional staff responsible for case management, environmental assessments, contractor coordination, and community outreach.
- Recruit, train, evaluate, and develop staff; promote a high standard of customer service and professional performance across teams.
- Facilitate effective internal communication, coordination, and resource allocation to support program delivery.

Fiscal & Grant Oversight

- Assist with the preparation of annual budgets and manage program expenditures within approved funding levels.
- Oversee grant administration, including proposal development, budget submission, progress reporting, and compliance documentation.
- Monitor contracts and procurements with certified inspectors, remediation contractors, and service providers.

Community Outreach & Stakeholder Engagement

- Represent the County in community presentations, public meetings, advisory groups, and interagency collaborations to increase public awareness of lead safety and healthy housing initiatives.
- Cultivate and maintain partnerships with community organizations, health departments, housing authorities, social service agencies, and advocacy groups.
- Engage directly with residents, landlords, property owners, and families to facilitate access to services and support informed decision-making about lead and home health hazards.

Quality Assurance & Continuous Improvement

- Implement data collection, tracking, and reporting systems to measure program effectiveness, identify trends, and recommend improvements.
- Develop educational materials, training, and workshops for residents, community partners, and staff to promote lead safety, healthy home practices, and hazard prevention techniques.
- Evaluate program outcomes and participate in strategic planning to adapt services based on community feedback and emerging public health needs.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough understanding of lead hazard issues, healthy homes principles, environmental health considerations, and related public health practices.
- Knowledge of applicable federal and state regulations and guidelines related to lead poisoning prevention and healthy housing programs.
- Strong leadership, program management, and organizational skills.
- Excellent written and oral communication skills, including public speaking and report preparation.
- Proficiency in developing policies, procedures, and program documentation.
- Ability to supervise and motivate staff, manage multiple priorities, and make sound decisions under pressure.
- Ability to build productive partnerships with internal and external stakeholders.

- Commitment to high standards of service to diverse communities, with sensitivity to cultural and socioeconomic factors.

MINIMUM REQUIREMENTS:

- Bachelor's degree from an accredited college or university in public administration, environmental health, social services, community development, urban planning, or a closely related field (or an equivalent of education and experience).
- At least five (5) years of progressively responsible experience in program administration, community services, housing, environmental health, or related fields.
- Experience managing federal/state funded programs, grants, and compliance reporting is strongly preferred.
- Demonstrated experience in supervision, program development, and community engagement.

ADDITIONAL REQUIREMENTS:

- Valid driver's license and ability to travel locally to service sites, meetings, and community events.
- Ability to work occasional evenings or weekends as program needs require.
- Must pass a county background check.

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer (up to 8 hours per day).
- Frequent use of hands and fingers to operate a computer keyboard, mouse, and other standard office equipment.
- Ability to view computer monitors and read printed materials for extended periods.
- Ability to communicate effectively in person, over the phone, and via virtual platforms.
- Occasional standing, walking, bending, or reaching within the office environment.
- Ability to lift and carry light items (typically up to 15 pounds), such as files, documents, or office supplies.
- Ability to maintain concentration and focus in a standard office setting.

HISTORY OF REVISIONS:
Established: NEW

NEW CASTLE COUNTY GOVERNMENT CLASS SPECIFICATION	Number NEW Page 1 of 2 Date DRAFT
Title: LEAD PROGRAM ASSISTANT ADMINISTRATOR	Approved:

DISTINGUISHING FEATURES OF THE CLASS:

The Community Services Lead Program Administrator Assistant supports the leadership, planning, coordination, and operational management of the County's Lead Hazard Reduction and Healthy Homes programs. This role assists in ensuring effective service delivery, compliance with funding requirements, quality assurance, community outreach, interagency collaboration, and data-driven program evaluation that help reduce lead exposure risks and improve residential health conditions for eligible New Castle County residents.

ESSENTIAL FUNCTIONS:

Program Support & Operations

- Assist in day-to-day administrative and program oversight of the *Lead Hazard Reduction* and *Healthy Homes* initiatives, ensuring services are delivered in accordance with program goals, funding requirements, and relevant regulations.
- Support intake and eligibility processes for residents seeking services, ensuring accurate assessment and appropriate referrals.
- Coordinate with field assessment teams, contractors, and inspectors to facilitate environmental assessments, hazard remediation, and follow-up interventions.
- Monitor case progress, collect service delivery data, and assist in preparation of reports and documentation required for internal oversight and external compliance.
- Help develop and maintain policies, procedures, and operational standards to ensure program quality and consistency.

Administrative & Fiscal Duties

- Assist in preparing program budgets, tracking expenditures, and managing resources to stay within approved funding levels.
- Support grant administration activities, including data collection for progress reporting, compiling documentation for audits, and ensuring compliance with federal/state funding requirements.
- Help manage contracts, agreements, and relationships with vendors, certified lead professionals, and service providers.

Community Outreach & Engagement

- Participate in community outreach efforts designed to raise awareness of the *No-Lead* and *Healthy Homes* services among residents, landlords, property owners, and community partners.
- Assist in creating and disseminating educational materials on lead hazards, healthy housing practices, and how to access services.
- Represent the division at community meetings, workshops, and informational events as needed.

Quality Assurance & Continuous Improvement

- Assist in development and maintenance of data collection, tracking systems, and performance measures to evaluate program effectiveness, identify trends, and recommend improvements.
- Support program evaluation efforts and prepare information for periodic program reviews, strategic planning, and service enhancement initiatives.

Supervision & Team Collaboration

- Provide guidance and operational support to program staff, contractors, and temporary personnel engaged in program activities.
- Work collaboratively with the Community Services Administrator, division leadership, and cross-department teams to coordinate work efforts and address operational challenges.

Required Knowledge, Skills & Abilities

- Understanding of environmental health issues, especially lead hazard mitigation and healthy home interventions, and the impact of these issues on community health and safety.
- Familiarity with federal and state grant administration practices, including reporting, documentation, and compliance expectations.
- Strong organizational and administrative skills with the ability to coordinate multiple tasks and priorities effectively.
- Excellent written and verbal communication skills suitable for preparing reports, community outreach materials, and stakeholder correspondence.
- Competency in collecting, analyzing, and interpreting program data to support reporting and continuous improvement.
- Ability to work collaboratively in a team environment, provide operational direction when needed, and communicate effectively with diverse populations.
- Capacity to manage client-focused processes with empathy, confidentiality, professionalism, and a commitment to equitable service delivery.

MINIMUM REQUIREMENTS:

- Bachelor's degree from an accredited college or university in public administration, environmental health, social services, community development, urban planning, or a closely related field (or an equivalent of education and experience).
- At least three (3) years of progressively responsible experience in program administration, community services, housing, environmental health, or social service delivery.
- Experience in grant-funded program operations, community outreach, and data reporting is strongly preferred.

ADDITIONAL REQUIREMENTS:

- Valid driver's license and ability to travel locally to service sites, meetings, and community events.
- Ability to work occasional evenings or weekends as program needs require.
- Must pass a county background check.

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer (up to 8 hours per day).
- Frequent use of hands and fingers to operate a computer keyboard, mouse, and other standard office equipment.
- Ability to view computer monitors and read printed materials for extended periods.
- Ability to communicate effectively in person, over the phone, and via virtual platforms.
- Occasional standing, walking, bending, or reaching within the office environment.
- Ability to lift and carry light items (typically up to 15 pounds), such as files, documents, or office supplies.
- Ability to maintain concentration and focus in a standard office setting.

HISTORY OF REVISIONS:

Established: NEW

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PAY PLAN AND RATES OF PAY FOR NON-UNION CLASSIFIED SERVICE EMPLOYEES

CLASSIFICATION	PAY GRADE	1	2	3	4	5	6	7	8	9	10	11
SENIOR SERVICES TRANS. PROGRAM COORD.	16	35,803	37,592	39,472	41,446	43,518	45,693	47,977	50,376	52,895	55,540	58,317
INSURANCE CLAIMS ASSISTANT	17	37,593	39,473	41,447	43,519	45,695	47,980	50,379	52,898	55,543	58,320	61,236
SENIOR SERVICES CENTER DIRECTOR	18	39,474	41,448	43,520	45,696	47,981	50,380	52,900	55,544	58,321	61,238	64,300
CONFIDENTIAL ASSISTANT HUMAN RESOURCES ASSISTANT	20	43,520	45,696	47,981	50,380	52,900	55,544	58,321	61,238	64,299	67,514	70,889
FINANCE INFORMATION SPECIALIST FIRE/MEDICAL COMMUNICATIONS SUPERVISOR POLICE COMMUNICATIONS SUPERVISOR VICTIM'S ASSISTANCE OFFICE COORDINATOR	22	47,980	50,379	52,898	55,543	58,320	61,237	64,298	67,513	70,888	74,433	78,155
REGISTER IN CHANCERY OFFICE ADMINISTRATOR STORMWATER INSPECTION SUPERVISOR	23	50,378	52,897	55,542	58,319	61,236	64,297	67,512	70,887	74,432	78,154	82,061
CRIME ANALYST LAND USE PARALEGAL PUBLIC INFORMATION SPECIALIST REAL ESTATE COORDINATOR	24	52,900	55,544	58,321	61,238	64,299	67,514	70,889	74,434	78,156	82,064	86,167
CUSTOMER INFO. AND ASSISTANCE SUPV. POLICE ACCREDITATION COORDINATOR	25	55,545	58,322	61,239	64,301	67,515	70,891	74,435	78,157	82,065	86,168	90,476
ASSISTANT COMMUNITY SERVICES ADMIN. ASSISTANT LAND USE ADMINISTRATOR ENVIRONMENTAL ENGINEER I HUMAN RESOURCES TECHNICIAN INSURANCE ADMINISTRATOR LAW OFFICE ADMINISTRATOR <u>LEAD PROGRAM ASSISTANT ADMINISTRATOR</u>	26	58,322	61,239	64,301	67,515	70,891	74,435	78,157	82,065	86,168	90,476	95,000
COMMUNITY GOVERNING ADMINISTRATOR SPORTS AND ATHLETICS ADMINISTRATOR	27	61,238	64,299	67,514	70,889	74,434	78,156	82,064	86,167	90,475	95,000	99,749
ENVIRONMENTAL ADMINISTRATOR FACILITIES PROJECT MANAGER FISCAL AND POLICY ANALYST LAND USE SERVICES ADMINISTRATOR LAND USE SERVICES ADMINISTRATOR, EMPLOYEE ENGAGEMENT AND HIRING SUPPORT PUBLIC WORKS PROGRAM MANAGER STORMWATER PROGRAM COORDINATOR	28	64,299	67,514	70,889	74,434	78,156	82,064	86,167	90,475	95,000	99,749	104,737
BENEFITS ADMINISTRATOR COMMUNITY SERVICES ADMINISTRATOR EMPLOYEE RELATIONS SPECIALIST HUMAN RESOURCES ADMINISTRATOR LAND USE ADMINISTRATOR PARKS DEVELOPMENT PLANNER PAYROLL SUPERVISOR PENSION ADMINISTRATOR SENIOR FISCAL AND POLICY ANALYST TRANSPORTATION PLANNER	30	70,891	74,435	78,157	82,065	86,168	90,476	95,001	99,750	104,738	109,975	115,474
DEVELOPMENT FACILITATOR PROPERTY ASSESSMENT SERVICES MANAGER	31	74,439	78,160	82,068	86,171	90,479	95,004	99,753	104,742	109,979	115,477	121,251

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PAY PLAN AND RATES OF PAY FOR NON-UNION CLASSIFIED SERVICE EMPLOYEES

CLASSIFICATION	PAY GRADE	1	2	3	4	5	6	7	8	9	10	11
DEPARTMENT FINANCE OFFICER	32	78,159	82,067	86,170	90,478	95,003	99,752	104,740	109,977	115,475	121,249	127,312
INFORMATION SYSTEMS ASSISTANT MANAGER												
LICENSING MANAGER												
MANAGEMENT AND PRODUCTIVITY MANAGER												
PLANNING MANAGER												
SENIOR FINANCIAL OFFICER												
ACCOUNTING AND FISCAL MANAGER	34	86,169	90,477	95,002	99,751	104,739	109,976	115,474	121,248	127,310	133,675	140,359
ASSISTANT LAND USE MANAGER												
CHIEF OF SPECIAL PROJECTS												
COMMUNITY SERVICES MANAGER												
CONSTRUCTION SUPPORT DIVISION MANAGER												
COUNTY ASSESSOR												
ENGINEERING SERVICES MANAGER												
INFORMATION SYSTEMS MANAGER												
INSURANCE AND LOSS CONTROL MANAGER												
INTERNAL SERVICES MANAGER												
<u>LEAD PROGRAM ADMINISTRATOR</u>												
PARKS DIVISION MANAGER												
PENSION PROGRAM MANAGER												
SEWER OPERATIONS MANAGER												
STORMWATER & ENVIRONMENTAL PROGS. MGR												
TREASURY MANAGER												
FINANCE LEGAL OFFICER	35	90,478	95,003	99,752	104,740	109,977	115,475	121,249	127,312	133,677	140,361	147,379
HUMAN RESOURCES MANAGER												
DEPUTY CHIEF FINANCIAL OFFICER	36	95,002	99,751	104,739	109,976	115,474	121,248	127,310	133,675	140,358	147,376	154,745
FIRST ASSISTANT COUNTY ATTORNEY												
PUBLIC WORKS SENIOR MANAGER												
DEPUTY CHIEF OF TECHNOLOGY												

NON-UNION CLASSIFIED SERVICE EMPLOYEES OF EMERGENCY COMMUNICATIONS AND EMERGENCY MEDICAL SERVICES

ASSISTANT CHIEF OF EMERG. COMMUNICATIONS	32	83,144	87,050	91,155	95,463	99,986	104,738	109,725	114,962	120,459	126,234	132,546
CHIEF OF EMERGENCY COMMUNICATIONS	36	99,525	104,275	109,261	114,499	119,997	125,770	131,832	138,198	144,881	151,899	159,495
CHIEF OF EMERGENCY MEDICAL SERVICES	38	112,278	117,516	123,014	128,787	134,849	141,216	147,900	154,918	162,287	170,024	178,526

*Effective: 07/01/2025 (Ordinance 23-063)**Revised: 07/01/2025 (Ordinance 23-086)**Revised: 08/29/2023 (Ordinance 23-097)**Revised: 08/01/2023 (Ordinance 23-126)**Revised: 07/07/2022 (Ordinance 24-013)**Revised: 10/8/2024 (Ordinance 24-148 and Ordinance 24-149)**Revised: 10/8/2024 (Ordinance 24-151) - Add Step 11**Revised: 11/19/2024 (Ordinance 24-160)**Revised: 02/24/2025 (Ordinance 25-016)**Revised: 04/11/2025 (Ordinance 25-031)**Revised: 10/21/2025 (Ordinance 25-119)**Revised: 11/25/2025 (Ordinance 25-144)**Revised: 02/27/2026 (Ordinance 26-009)**Revised: 03/18/2026 (Ordinance 26-022)**Revised: xx/xx/xxxx (Ordinance 26-xxx) - Lead Program Administrator & Lead Program Assistant Administrator*

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PAY PLAN AND RATES OF PAY FOR NON-UNION CLASSIFIED SERVICE EMPLOYEES

CLASSIFICATION	PAY GRADE	1	2	3	4	5	6	7	8	9	10	11
SENIOR SERVICES TRANS. PROGRAM COORD.	16	36,699	38,532	40,459	42,483	44,606	46,836	49,177	51,636	54,218	56,929	59,775
INSURANCE CLAIMS ASSISTANT	17	38,533	40,460	42,484	44,607	46,838	49,180	51,639	54,221	56,932	59,778	62,767
SENIOR SERVICES CENTER DIRECTOR	18	40,461	42,485	44,608	46,839	49,181	51,640	54,223	56,933	59,780	62,769	65,908
CONFIDENTIAL ASSISTANT HUMAN RESOURCES ASSISTANT	20	44,608	46,839	49,181	51,640	54,223	56,933	59,780	62,769	65,907	69,202	72,662
FINANCE INFORMATION SPECIALIST FIRE/MEDICAL COMMUNICATIONS SUPERVISOR POLICE COMMUNICATIONS SUPERVISOR VICTIM'S ASSISTANCE OFFICE COORDINATOR	22	49,180	51,639	54,221	56,932	59,778	62,768	65,906	69,201	72,661	76,294	80,109
REGISTER IN CHANCERY OFFICE ADMINISTRATOR STORMWATER INSPECTION SUPERVISOR	23	51,638	54,220	56,931	59,777	62,767	65,905	69,200	72,660	76,293	80,108	84,113
CRIME ANALYST LAND USE PARALEGAL PUBLIC INFORMATION SPECIALIST REAL ESTATE COORDINATOR	24	54,223	56,933	59,780	62,769	65,907	69,202	72,662	76,295	80,110	84,116	88,322
CUSTOMER INFO. AND ASSISTANCE SUPV. POLICE ACCREDITATION COORDINATOR	25	56,934	59,781	62,770	65,909	69,203	72,664	76,296	80,111	84,117	88,323	92,738
ASSISTANT COMMUNITY SERVICES ADMIN. ASSISTANT LAND USE ADMINISTRATOR ENVIRONMENTAL ENGINEER I HUMAN RESOURCES TECHNICIAN INSURANCE ADMINISTRATOR LAW OFFICE ADMINISTRATOR <u>LEAD PROGRAM ASSISTANT ADMINISTRATOR</u>	26	59,781	62,770	65,909	69,203	72,664	76,296	80,111	84,117	88,323	92,738	97,375
COMMUNITY GOVERNING ADMINISTRATOR SPORTS AND ATHLETICS ADMINISTRATOR	27	62,769	65,907	69,202	72,662	76,295	80,110	84,116	88,322	92,737	97,375	102,243
ENVIRONMENTAL ADMINISTRATOR FACILITIES PROJECT MANAGER FISCAL AND POLICY ANALYST LAND USE SERVICES ADMINISTRATOR LAND USE SERVICES ADMINISTRATOR, EMPLOYEE ENGAGEMENT AND HIRING SUPPORT PUBLIC WORKS PROGRAM MANAGER STORMWATER PROGRAM COORDINATOR	28	65,907	69,202	72,662	76,295	80,110	84,116	88,322	92,737	97,375	102,243	107,356
BENEFITS ADMINISTRATOR COMMUNITY SERVICES ADMINISTRATOR EMPLOYEE RELATIONS SPECIALIST HUMAN RESOURCES ADMINISTRATOR LAND USE ADMINISTRATOR PARKS DEVELOPMENT PLANNER PAYROLL SUPERVISOR PENSION ADMINISTRATOR SENIOR FISCAL AND POLICY ANALYST TRANSPORTATION PLANNER	30	72,664	76,296	80,111	84,117	88,323	92,738	97,377	102,244	107,357	112,725	118,361
DEVELOPMENT FACILITATOR PROPERTY ASSESSMENT SERVICES MANAGER	31	76,300	80,114	84,120	88,326	92,741	97,380	102,247	107,361	112,729	118,364	124,283

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PAY PLAN AND RATES OF PAY FOR NON-UNION CLASSIFIED SERVICE EMPLOYEES

CLASSIFICATION	PAY GRADE	1	2	3	4	5	6	7	8	9	10	11
DEPARTMENT FINANCE OFFICER	32	80,113	84,119	88,325	92,740	97,379	102,246	107,359	112,727	118,362	124,281	130,495
INFORMATION SYSTEMS ASSISTANT MANAGER												
LICENSING MANAGER												
MANAGEMENT AND PRODUCTIVITY MANAGER												
PLANNING MANAGER												
SENIOR FINANCIAL OFFICER												
ACCOUNTING AND FISCAL MANAGER	34	88,324	92,739	97,378	102,245	107,358	112,726	118,361	124,280	130,493	137,017	143,868
ASSISTANT LAND USE MANAGER												
CHIEF OF SPECIAL PROJECTS												
COMMUNITY SERVICES MANAGER												
CONSTRUCTION SUPPORT DIVISION MANAGER												
COUNTY ASSESSOR												
ENGINEERING SERVICES MANAGER												
INFORMATION SYSTEMS MANAGER												
INSURANCE AND LOSS CONTROL MANAGER												
INTERNAL SERVICES MANAGER												
<u>LEAD PROGRAM ADMINISTRATOR</u>												
PARKS DIVISION MANAGER												
PENSION PROGRAM MANAGER												
SEWER OPERATIONS MANAGER												
STORMWATER & ENVIRONMENTAL PROGS. MGR												
TREASURY MANAGER												
FINANCE LEGAL OFFICER	35	92,740	97,379	102,246	107,359	112,727	118,362	124,281	130,495	137,019	143,871	151,064
HUMAN RESOURCES MANAGER												
DEPUTY CHIEF FINANCIAL OFFICER	36	97,378	102,245	107,358	112,726	118,361	124,280	130,493	137,017	143,867	151,061	158,614
FIRST ASSISTANT COUNTY ATTORNEY												
PUBLIC WORKS SENIOR MANAGER												
DEPUTY CHIEF OF TECHNOLOGY												
NON-UNION CLASSIFIED SERVICE EMPLOYEES OF EMERGENCY COMMUNICATIONS AND EMERGENCY MEDICAL SERVICES												
ASSISTANT CHIEF OF EMERG. COMMUNICATIONS	32	85,223	89,226	93,434	97,850	102,486	107,356	112,469	117,836	123,471	129,391	135,860
CHIEF OF EMERGENCY COMMUNICATIONS	36	102,014	106,882	111,993	117,362	122,997	128,915	135,128	141,653	148,504	155,697	163,483
CHIEF OF EMERGENCY MEDICAL SERVICES	38	115,085	120,454	126,090	132,007	138,221	144,747	151,598	158,791	166,345	174,275	182,990

*Effective: 07/01/2026 (Ordinance 23-063)**Revised: 07/01/2026 (Ordinance 23-086)**Revised: 08/29/2023 (Ordinance 23-097)**Revised: 08/01/2023 (Ordinance 23-126)**Revised: 07/07/2022 (Ordinance 24-013)**Revised: 10/8/2024 (Ordinance 24-148 and Ordinance 24-149)**Revised: 10/8/2024 (Ordinance 24-151) - Add Step 11**Revised: 11/19/2024 (Ordinance 24-160)**Revised: 02/24/2025 (Ordinance 25-016)**Revised: 04/11/2025 (Ordinance 25-031)**Revised: 10/21/2025 (Ordinance 25-119)**Revised: 11/25/2025 (Ordinance 25-144)**Revised: 02/27/2026 (Ordinance 26-009)**Revised: 03/18/2026 (Ordinance 26-022)**Revised: xx/xx/xxxx (Ordinance 26-xxx) - Lead Program Administrator & Lead Program Assistant Administrator*

**NEW CASTLE COUNTY
MINUTES OF HUMAN RESOURCES ADVISORY BOARD MEETING**

April 2, 2026

Board Members Present:

Valencia L. Brown, J.D., Chair
Nakishia Williams Bailey, Member

Board Members Absent:

None

Others Present:

Dusty Blakey – Office of Human Resources
Candy Boayue – Office of Human Resources
Yiannis Floropoulos – Office of Human Resources
Laura McDermott – Office of Human Resources
Carol Meadows – Office of Human Resources
Jacquelyn Moore – Office of Human Resources
Patricia Purnell – Office of Human Resources
Kathy Raduszewski – Office of Human Resources
Tonya Burbage – Community Services Department
Carrie Casey – Community Services Department
Franchon Dickinson – Community Services Department
Assunta Scarpitti – Community Services Department
Kenneth Dunn – Executive Office
Jane Rattenni – Executive Office
Toni Friesson-Jones – Office of Finance
Dawn Morrison – Office of Finance
Kellie Kemble – Land Use Department
Linda Carmichael – Office of Law, Attorney representing Human Resources
Aysha Gregory – Office of Law, Attorney representing the Board
Paul Frese – Public Works

The meeting was held on Thursday, April 2, 2026, in-person and by Teams video and audio conference, in the Managers Room, New Castle County Government Center, 87 Reads Way, New Castle, Delaware. Board Chair Valencia Brown called the meeting to order at 8:32 a.m. Dr. Brown introduced herself and asked those present in the room and on the call to introduce themselves.

Dr. Brown read the first Agenda item (listed below).

1. Approval of Meeting Minutes of February 5, 2026

Board Member Nakishia Williams Bailey made a motion to approve the meeting minutes of February 5, 2026. Board Chair Valencia Brown seconded the motion. All board members voted in favor of the motion. The motion passed.

Dr. Brown read the next Agenda item.

2. Recommendation of new class specification of Lead Program Administrator (Pay Plan and

Rates of Pay for Non-Union Classified Service Employees) Pay Grade 34 (\$86,169 to \$140,359)

Carrie Casey, General Manager, Community Services, thanked HR for working with her department, along with Claire Dematius, in looking at some of their positions. It had been a wonderful, exciting validating process and she shared some of the fruits of that work. The first position was the Lead Program Administrator. The lead program in the Healthy Homes Program had become a core program within the Department of Community Services. Ms. Casey mentioned that she was also joined in the meeting by Franchon and Tonya, who currently work in that program. HUD administered the grant and it is probably the most administratively cumbersome program that it offers. They had always been wary of this grant because of its administrative requirements. In 2019, they applied for and received funding and hired 2 employees as Executive Assistants (EAs) to help administer the grant. Since that time, they have really become big supporters, realizing that this was a program that the County should offer. They have also been awarded over \$24 million in HUD funding. Because of this, they thought it was time to make the shift from EA appointed positions to permanent positions and to solidify the fact that the Healthy Homes Program that serves low-income people, children under the age of 6, pregnant moms, seniors with home repair, lead remediation, and things of that nature were part of their department's core programs. These two positions would allow them to recruit, get the best candidates, and create permanent positions for the programs now that they had been responsible for them for 7 years. They believed that the job specifications outlined what they needed in these positions. HR will send these out through a competitive employment process. They will be converting those EAs into these positions, no longer having those EAs.

Dr. Brown had questions concerning the Org Chart, showing two individuals who were already predestined to be in the 2 new positions, Lead Program Administrator and Lead Program Assistant Administrator. Dr. Brown did not doubt that it might happen with a competitive process, but since it was mentioned by Ms. Casey that there would be that competitive process, the Org Chart ideally should have shown those folks with their current EA titles instead of the new titles. An additional org chart could show the new titles as vacant. It was suggested to revise those before presenting to Council. Dr. Brown was surprised it had been 7 years but also reminded the group that we had had COVID in the midst of it all. Dr. Brown also questioned the format of the specs as they had changed. Jackie Moore, HR Administrator, responded that they were working on class specs for the entire County and that the format was indeed changing, that they were broken out a little more in alignment with the LEAD Program. They were all going to look a bit different because of the different functions and responsibilities. Dusty Blakey, CHRO commented that they were still working on them.

Board Member Nakishia Williams Bailey made a motion to approve the recommendation of new class specification of Lead Program Administrator (Pay Plan and Rates of Pay for Non-Union Classified Service Employees) Pay Grade 34 (\$86,169 to \$140,359). Board Chair Valencia Brown seconded the motion. All board members voted in favor of the motion. The motion passed.

Dr. Brown read the next Agenda item.

3. Recommendation of new class specification of Lead Program Assistant Administrator (Pay Plan and Rates of Pay for Non-Union Classified Service Employees) Pay Grade 26 (\$58,322 to \$95,000)

Carrie Casey, Community Services General Manager, spoke again. As was covered with the Lead Program Administrator, they wanted to create this second permanent position of Assistant Administrator to support the work of the Lead and Healthy Homes Program in partnership with the LEAD Program Administrator. As stated, they have had this grant since 2019. They have

been awarded some of the largest grants in the country. They do work all throughout the County and because of the administrative requirements of the programs, they wanted to make these 2 positions permanent so that we were following all HUD requirements. There are a lot of moving parts so we felt that having 2 permanent positions would keep those core functions of the Lead and Healthy Homes Program moving. Ms. Casey announced that Franchon Dickinson completed negotiations with HUD and that they were getting an award of \$7.8 million next but had also received \$8.7 million a few years ago and with it, were doing a lot of lead work and also healthy homes work which was making sure that people were living in healthy environments throughout the County, including the City of Wilmington.

Board Member Nakishia Williams Bailey made a motion to approve the recommendation of new class specification of Lead Program Assistant Administrator (Pay Plan and Rates of Pay for Non-Union Classified Service Employees) Pay Grade 26 (\$58,322 to \$95,000). Board Chair Valencia Brown seconded the motion. All board members voted in favor of the motion. The motion passed.

Dr. Brown suggested combining Items #4 and #5 and read them to the group.

4. Recommendation of new class specification of Housing Program Assistant I (Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees Represented by the DE Public Employees Council 81, AFSCME, AFL-CIO, Affiliate Local 1607) Pay Grade 20 (\$43,518 to \$67,515)
5. Recommendation of new class specification of Housing Program Assistant II (Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees Represented by the DE Public Employees Council 81, AFSCME, AFL-CIO, Affiliate Local 1607) Pay Grade 23 (\$50,378 to \$78,157)

Carrie Casey, Community Services General Manager recognized Assunta Scarpitti, Housing Authority Administrator, of the Housing Choice Voucher Program, who started as a Housing Program Assistant and has worked up to Administrator of their program. These 2 positions were 100% federally funded and are part of their Housing Choice Voucher Program, which is the largest federally funded program they have in the County. They receive anywhere between \$18-\$20,000,000 a year to provide housing rental subsidies to up to 1,800 families. They pay about \$1,000,000 a month for people who need assistance with their rent. It is probably their most requested program with 5,000 people on a waiting list. The Housing Program Assistant I & II positions are basically the case managers--they have 250-300 caseloads a month, bringing people into their program, making sure their incomes, etc., are eligible, and conducting annual recertifications. Ms. Casey expressed her gratefulness to the Executive Office and Human Resources, as well as to Claire DeMatteis, Esq., Global Kompass Strategies, Inc., who assisted with the specs. Ms. Casey claimed she had tried to create a career ladder after starting with the County, almost 17 years ago and after researching, realized there are career ladders all over the country for Section 8 Housing Choice Voucher Programs, along with a program for people to reach a higher level of analysis and certification. This is the basis for the Housing Program Assistants I and II as they reviewed the job specs for the roles. They perform very complex eligibility reviews, support the administration of our housing programs including processing assistance, maintaining comp documentation, and ensuring adherence to state and county regulations. This again is highly program specific. They are audited (to the penny) through outside auditors, as well as through HUD. Subsequently, they wanted to create a higher-level career ladder for the folks who were working in their program to seek certification and seek that higher level program requirement. A Housing Program Assistant I, coming into their program, working for a few years, hopefully works towards their certification which requires a weeklong training as well as testing, then moves on to Housing Program Assistant II. They are people who work unbelievably hard from the second they walk in the office to the second they leave. Ms.

Casey thought that this career ladder would retain staff and validate the work they do. Dr. Brown mentioned possible housekeeping on one of the specs with a change to wording in a title.

Franchon Dickinson, Executive Assistant II thanked everyone for their consideration since HUD likes to see this type of permanency in order for them to receive such large awards.

Assunta Scarpitti, Administrator, New Castle County Housing Authority stated that this type of job was very difficult, dealing with all kinds of people, lots of changes, deadlines, and plenty to know. With the next day being a holiday, their office would pay for it because nothing ever stops, her team works constantly. She can back up everything they do 100%. If they do not work, their deadlines are not met, and they would receive backlash from HUD. So, they have been high performers--they are doing so well, and if some staff are out for medical, they all jump in to cover, and everyone does their job plus some. She just thanked everyone for this, because this was huge.

Board Member Nakishia Williams Bailey made a motion to approve the recommendations of new class specification of Housing Program Assistant I (Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees Represented by the DE Public Employees Council 81, AFSCME, AFL-CIO, Affiliate Local 1607) Pay Grade 20 (\$43,518 to \$67,515) and,

To approve new class specification of Housing Program Assistant II (Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees Represented by the DE Public Employees Council 81, AFSCME, AFL-CIO, Affiliate Local 1607) Pay Grade 23 (\$50,378 to \$78,157). Board Chair Valencia Brown seconded the motion. All board members voted in favor of the motion. The motion passed.

Dr. Brown ended with a comment for those who may not have understood why she stressed the importance of showing that the positions were vacant on the Org Chart. They go on the record as saying that there will be an open competitive process and they should know that when we have people already working in a particular class specifically, they are gaining the skills so that they will be successful.

Board Chair, Valencia Brown adjourned the Human Resources Advisory Board meeting at 9:01 a.m.

Prime Sponsor(s): Ms. Williams-Johns
Requested by: Administration/HR
Date of introduction: April 28, 2026

ORDINANCE NO. 26-052

**AMEND THE PAY PLAN AND RATES OF PAY FOR CLASSIFIED SERVICE 35-HOUR
WORKWEEK EMPLOYEES REPRESENTED BY THE DELAWARE PUBLIC
EMPLOYEES COUNCIL 81, AFSCME, AFL-CIO, AFFILIATE LOCAL 1607 AND ADOPT
THE NEW CLASS SPECIFICATION OF HOUSING PROGRAM ASSISTANT I AND
HOUSING PROGRAM ASSISTANT II FOR THE DEPARTMENT OF COMMUNITY
SERVICES, DIVISION OF COMMUNITY DEVELOPMENT & HOUSING**

1 **WHEREAS**, the Department of Community Services, Division of Community
2 Development & Housing has determined that it is necessary to make organizational changes
3 to operate most effectively; and
4

5 **WHEREAS**, the Department submitted a new class specification for Housing Program
6 Assistant I at Pay Grade 20; and
7

8 **WHEREAS**, the Department submitted a new class specification for Housing Program
9 Assistant II at Pay Grade 23 that requires experience, strong performance and ability to
10 handle more complex cases and compliance tasks, as well as a Certification as Section 8
11 Housing Choice Voucher Specialist, and completion of two (2) years service as a New Castle
12 county Housing Program Assistant I; and
13

14 **WHEREAS**, the Human Resources Advisory Board at its meeting on April 2, 2026,
15 recommended that the class specification for the new position title of Housing Program
16 Assistant I (Pay Grade 20) and Housing Program Assistant II (Pay Grade 23) be added to
17 the Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees
18 represented by the Delaware Public Employees Council 81, AFSME, AFL-CIO, Affiliate Local
19 1607; and
20

21 **WHEREAS**, the Chief Human Resources Officer concurs with the recommendation of
22 the Human Resources Advisory Board.
23

24 **NOW, THEREFORE, THE COUNTY OF NEW CASTLE HEREBY ORDAINS:**
25

26 Section 1. The Class Specification for Housing Program Assistant I is adopted as set
27 forth in Exhibit "A."
28

29 Section 2. The Class Specification for Housing Program Assistant II is adopted as set
30 forth in Exhibit "B".
31

32 Section 3. The Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek
33 Employees represented by the Delaware Public Employees Council 81, AFSME, AFL-CIO,
34 Affiliate Local 1607, effective July 1, 2025 through June 30, 2026, is hereby amended by
35 adding the material that is underscored as set forth in Exhibit "C."

36 Section 4. The Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek
37 Employees represented by the Delaware Public Employees Council 81, AFSME, AFL-CIO,
38 Affiliate Local 1607, effective July 1, 2025 through June 30, 2026, is hereby amended by
39 adding the material that is underscored as set forth in Exhibit "D."
40

41 Section 11. This Ordinance shall become effective immediately upon its adoption by
42 County Council and approval by the County Executive, or as otherwise provided in 9 *Del. C.*
43 § 1156.

Adopted by County Council of
New Castle County on:

Monique Williams-Johns
President of County Council
of New Castle County

Approved on:

Marcus Henry
County Executive
New Castle County

SYNOPSIS: This Ordinance, if approved, adds the position titles of Housing Program Assistant I (Pay Grade 20) and Housing Program Assistant II (Pay Grade 23) to the Pay Plan and Rate of Pay for Classified Service 35-Hour Workweek Employees represented by the Delaware Public Employees Council 81, AFSME, AFL-CIO, Affiliate Local 1607, and adopts the class specification of Housing Program Assistant I and Housing Program Assistant II, as recommended by the Human Resources Advisory Board.

FISCAL IMPACT: This Ordinance, if approved, adds the position titles of Housing Program Assistant I (Pay Grade 20) and Housing Program Assistant II (Pay Grade 23) to the Pay Plan and Rate of Pay for Classified Service 35-Hour Workweek Employees represented by the Delaware public Employees Council 81, AFSME, AFL-CIO, Affiliate Local 1607, and adopts the class specification of Housing Program Assistant I and II, as recommended by the Human Resources Advisory Board.

There will be no discernible fiscal impact upon the adoption of this Ordinance.

Acknowledged by the Chief Financial Officer April 16, 2026.

NEW CASTLE COUNTY GOVERNMENT CLASS SPECIFICATION	Number 1440 Page 1 of 3 Date
Title: HOUSING PROGRAM ASSISTANT I	Approved:

DISTINGUISHING FEATURES OF THE CLASS:

Performs entry-level administrative and program support work in assisting with the delivery of County housing and community development programs. Supports staff working on housing assistance, community development grants, program intake, and resident services. Does related work as required.

An employee in this class performs routine to moderately complex clerical, customer service, and technical support tasks related to housing programs. Duties involve assisting applicants, maintaining records, processing documentation, and supporting program operations.

Work is performed under close supervision, with assignments reviewed for accuracy, completeness, and adherence to program rules and County procedures. This is the entry-level classification in the Housing Program Assistant career ladder.

ESSENTIAL FUNCTIONS:

- Reviews, interprets and follows Federal regulations regarding housing assistance programs.
- Interview program applicants/participants and determines eligibility.
- Calculates income, deductions, amount of rental payment, amount of utility allowance and related figures.
- Prepares automated and manual payments requests to meet contractual obligations.
- Conducts applicant intake for housing programs, including answering inquiries, distributing forms, and explaining basic program requirements.
- Receives and reviews applications for completeness; assists applicants in assembling required documentation.
- Maintains case files, electronic records, and databases; enters and updates applicant and participant information.
- Provides customer service to applicants, landlords, community partners, and the public.
- Assists in coordinating services, processing invoices, and assembling program packets.
- Processes mail, maintains logs, and organizes filing systems.
- Tracks the status of applications and forwards issues to appropriate management

staff.

- Performs general office support including copying, scanning, data entry, and record maintenance.
- Operates a personal computer and other related equipment in the performance of work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Basic knowledge of office practices, procedures, and recordkeeping.
- Ability to understand and explain program rules, forms, and procedures to applicants.
- Skill in using computers, databases, and standard office software.
- Ability to work with diverse populations in a courteous and professional manner.
- Ability to maintain accurate files, enter data correctly, and follow established procedures.
- Strong customer service and communication skills.
- Ability to maintain confidentiality.

MINIMUM QUALIFICATIONS:

- Associate's degree from an accredited college or university in public administration, social services, housing services or related field preferred or equivalent experience in social services, housing services or related field.
- One (1) year of customer service, administrative or clerical experience preferred.

ADDITIONAL REQUIREMENTS:

- Valid Delaware Class D Driver's License or it's equivalent.
- Must pass a county background check.

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer (up to 8 hours per day).
- Frequent use of hands and fingers to operate a computer keyboard, mouse, and other standard office equipment.
- Ability to view computer monitors and read printed materials for extended periods.
- Ability to communicate effectively in person, over the phone, and via virtual platforms.
- Occasional standing, walking, bending, or reaching within the office environment.
- Ability to lift and carry light items (typically up to 15 pounds), such as files, documents, or office supplies.
- Ability to maintain concentration and focus in a standard office setting.

CAREER LADDER STRUCTURE:

LEVEL	NATURE OF WORK	SUPERVISION REQUIRED	ADVANCEMENT REQUIREMENTS
Housing Program Assistant I	Entry-level administrative and program support	Close supervision	Demonstrated proficiency, reliability and knowledge of housing programs
Housing Program Assistant II	Full-performance level; independent technical support	General supervision	Experience, strong performance and ability to handle more complex cases and compliance tasks. Certification as a Section 8 Housing Choice Voucher Specialist. Completion of two years of service as a New Castle County Housing Program Assistant I.

HISTORY OF REVISIONS:

Established NEW

NEW CASTLE COUNTY GOVERNMENT CLASS SPECIFICATION	Number NEW Page 1 of 3 Date DRAFT
Title: HOUSING PROGRAM ASSISTANT II	Approved:

DISTINGUISHING FEATURES OF THE CLASS:

Performs responsible technical and administrative work in support of County housing and community development programs. Provides advanced assistance to applicants, manages more complex case records, performs program eligibility reviews, and supports program compliance and reporting. An employee in this class performs more complex administrative and technical duties requiring a deeper understanding of housing program rules, documentation, and processes.

The position involves more independent judgment, may serve as a resource to Housing Program Assistant I employees, and handles more sensitive or detailed program transactions. Work is performed under general supervision.

ESSENTIAL FUNCTIONS:

- Conducts detailed eligibility reviews for housing programs by verifying income, household composition, residency, and other required data.
- Assists with processing of rental assistance, rehabilitation programs, homebuyer assistance, community development grants, or other assigned housing initiatives.
- Prepares drafts of agreements, inspection notices, participant communications, and compliance documentation.
- Maintains tracking systems for deadlines, recertifications, payments, inspections, and program milestones.
- Assists in preparing reports and documentation for federal, state, grant, or internal audits.
- Coordinates with landlords, contractors, housing counselors, and community partners to support program delivery.
- Assists with organizing outreach events, program workshops, and public information sessions.
- Conducts more complex data entry, reconciliations, and quality checks in program databases and software.
- Reviews applications and identifies discrepancies or missing information; follows up with applicants and stakeholders.
- Provides guidance or informal mentoring to Housing Program Assistant I staff.
- Assists with vendor invoices, contractor paperwork, and payment submissions.

- Ensures files meet federal and County compliance requirements.
- Operates a personal computer and other related equipment in the performance of work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Good knowledge of housing program procedures, eligibility requirements, and compliance standards.
- Strong understanding of recordkeeping, documentation, and verification requirements.
- Ability to interpret and apply program rules, regulations, and guidelines.
- Skill in handling multiple tasks, deadlines, and case files.
- Strong customer service and interpersonal skills when dealing with diverse populations.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Proficiency in databases, spreadsheets, and electronic case management systems.
- Ability to explain program requirements clearly to applicants, landlords, and contractors.
- Ability to work with increasing independence.

MINIMUM REQUIREMENTS:

- Associate or bachelor's degree from an accredited college or university in public administration, social services, housing services or related field or equivalent experience in social services, housing services or related field.
- Bachelor's degree preferred.
- At least two (2) years of experience in housing programs, case management support, public assistance programs or related administrative work.
- Certification as a Section 8 Housing Choice Voucher Specialist.

ADDITIONAL REQUIREMENTS:

- Possession of a valid Delaware Class D Driver's License or its equivalent.
- Must pass a county background check.

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer (up to 8 hours per day).
- Frequent use of hands and fingers to operate a computer keyboard, mouse, and other standard office equipment.
- Ability to view computer monitors and read printed materials for extended periods.
- Ability to communicate effectively in person, over the phone, and via virtual platforms.
- Occasional standing, walking, bending, or reaching within the office environment.

- Ability to lift and carry light items (typically up to 15 pounds), such as files, documents, or office supplies.
- Ability to maintain concentration and focus in a standard office setting.

CAREER LADDER STRUCTURE:

LEVEL	NATURE OF WORK	SUPERVISION REQUIRED	ADVANCEMENT REQUIREMENTS
Housing Program Assistant I	Entry-level administrative and program support	Close supervision	Demonstrated proficiency, reliability and knowledge or housing programs
Housing Program Assistant II	Full-performance level; independent technical support	General supervision	Experience, strong performance and ability to handle more complex cases and compliance tasks. Certification as a Section 8 Housing Choice Voucher Specialist. Completion of two years of service as a New Castle County Housing Program Assistant I.

26-052

**PAY PLANS AND RATES OF PAY FOR CLASSIFIED SERVICE 35-HOUR WORKWEEK EMPLOYEES
REPRESENTED BY THE DELAWARE PUBLIC EMPLOYEES COUNCIL 81, AFSCME, AFL-CIO, AFFILIATE LOCAL 1607**

CLASSIFICATION	PAY GRADE	1	2	3	4	5	6	7	8	9	10	11
CLERK	12	29,457	30,929	32,476	34,099	35,801	37,593	39,472	41,445	43,518	45,695	47,980
SURVEYOR ASSISTANT	12											
ADMINISTRATIVE SERVICES TECHNICIAN	14	32,476	34,099	35,801	37,593	39,472	41,445	43,518	45,695	47,979	50,378	52,897
AUTOMOTIVE PARTS CLERK	14											
CLERK TYPIST	14											
COMPUTER OPERATOR I	14											
JUNIOR ADMINISTRATIVE AIDE	14											
KEY OPERATOR	14											
MICROFILM TECHNICIAN	14											
PUBLIC SAFETY AIDE	14											
ACCOUNT CLERK I	15	34,099	35,801	37,593	39,472	41,445	43,518	45,695	47,979	50,378	52,898	55,543
CUSTOMER SERVICES COORDINATOR	15											
DRAFTING TECHNICIAN I	15											
INTERLIBRARY LOAN ASSISTANT	15											
LIBRARY ASSISTANT	15											
COMPUTER OPERATOR II	16	35,801	37,593	39,472	41,445	43,518	45,695	47,979	50,378	52,898	55,544	58,320
SURVEY INSTRUMENT OPERATOR	16											
ACCOUNT CLERK II	17	37,593	39,472	41,445	43,518	45,695	47,979	50,378	52,898	55,544	58,321	61,238
COURT CLERK	17											
DEPUTY I	17											
PRINCIPAL LIBRARY ASSISTANT	17											
SECRETARY	17											
STOREKEEPER	17											
PUBLIC WORKS DATA TECHNICIAN	17											
DISPATCHER	18	39,472	41,445	43,518	45,695	47,979	50,378	52,898	55,544	58,321	61,237	64,298
GRAPHIC ARTS DESIGNER	18											
MAINTENANCE PROGRAM TECHNICIAN	18											
RADIO COMMUNICATOR	18											
SANITARY MAINTENANCE TECHNICIAN	18											
TREASURY CUSTOMER SERVICE REPRESENTATIVE	18											
ACCOUNT CLERK III	19	41,445	43,518	45,695	47,979	50,378	52,898	55,544	58,321	61,237	64,298	67,514
ADMINISTRATIVE AIDE	19											
ASSESSMENT TECHNICIAN	19											
ASSESSOR I	19											
BUDGET OFFICE ASSISTANT	19											
LIBRARY SPECIALIST	19											
PARTY CHIEF	19											
CERTIFIED ASSESSOR I	20	43,518	45,695	47,979	50,378	52,898	55,544	58,321	61,237	64,298	67,515	70,890
COMMUNITY DEVELOPMENT HOUSING INSPECTOR	20											
CUSTOMER INFORMATION & ASSISTANCE SPECIALIST	20											
CUSTOMER SERVICE AND INFORMATION TECHNICIAN	20											
DELINQUENT ACCOUNT COLLECTOR	20											
DEPUTY II	20											
DRAFTING TECHNICIAN II	20											
GRAPHIC ARTS DESIGNER II	20											
HOUSING PROGRAM ASSISTANT	20											
<u>HOUSING PROGRAM ASSISTANT I</u>	<u>20</u>											
MAINTENANCE OFFICE ADMINISTRATOR	20											
PAYROLL ASSISTANT I	20											
PERMIT PROCESS TECHNICIAN	20											
PUBLIC WORKS INSPECTOR	20											
SANITARY SEWER INFORMATION SPECIALIST	20											
SENIOR OFFICE ASSISTANT	20											
SENIOR SANITARY MAINTENANCE TECHNICIAN	20											
VICTIM'S ASSISTANCE OFFICER	20											
ASSISTANT PROCUREMENT AGENT	21	45,695	47,979	50,378	52,898	55,544	58,321	61,237	64,298	67,515	70,890	74,434
BUILDING AND SITE INSPECTOR	21											
CERTIFIED PERMIT PROCESS TECHNICIAN	21											
CODE ENFORCEMENT OFFICER	21											
CONSTRUCTION INSPECTOR	21											
DRAFTING TECHNICIAN III	21											
ENVIRONMENTAL ANALYST	21											
PLAN EXAMINER	21											
PLUMBING AND MECHANICAL CODE SUPERVISOR	21											
PLUMBING AND MECHANICAL PLAN EXAMINER	21											
RIGHT-OF-WAY AGENT	21											
SENIOR CUSTOMER SERVICES & INFORMATION TECHNICIAN	21											
SENIOR PERMIT PROCESS TECHNICIAN	21											

26-052

**PAY PLANS AND RATES OF PAY FOR CLASSIFIED SERVICE 35-HOUR WORKWEEK EMPLOYEES
REPRESENTED BY THE DELAWARE PUBLIC EMPLOYEES COUNCIL 81, AFSCME, AFL-CIO, AFFILIATE LOCAL 1607**

CLASSIFICATION	PAY GRADE	1	2	3	4	5	6	7	8	9	10	11
ACCOUNTANT I	22	47,979	50,378	52,898	55,544	58,321	61,237	64,298	67,515	70,890	74,437	78,159
ASSESSOR II	22											
GEOGRAPHIC INFORMATION SYSTEMS TECHNICIAN	22											
HOUSING REHABILITATION SPECIALIST I	22											
OPERATIONS SPECIALIST	22											
ACCOUNTING OPERATIONS ASSISTANT	23	50,378	52,898	55,544	58,321	61,237	64,298	67,515	70,890	74,437	78,157	82,066
CENTRAL RECEIVING SUPERVISOR	23											
CENTRAL SERVICES TECHNICIAN	23											
CERTIFIED ASSESSOR II	23											
CERTIFIED BUILDING AND SITE INSPECTOR	23											
CERTIFIED PLAN EXAMINER	23											
CERTIFIED PLUMBING & MECHANICAL PLAN EXAMINER	23											
CERTIFIED PROPERTY MAINTENANCE & HOUSING INSPECTOR	23											
COMPLAINTS SPECIALIST	23											
CONSTRUCTION INSPECTION SUPERVISOR	23											
EQUESTRIAN PROGRAM COORDINATOR	23											
HOUSING PROGRAM ASSISTANT II	23											
HOUSING REHABILITATION SPECIALIST II	23											
SENIOR CERTIFIED PERMIT PROCESS TECHNICIAN	23											
SURVEY PARTIES SUPERVISOR	23											
TREASURY ASSOCIATE	23											
CHIEF RIGHT-OF-WAY AGENT	24	52,898	55,544	58,321	61,237	64,298	67,515	70,890	74,437	78,157	82,066	86,169
CUSTOMER SERVICES SPECIALIST	24											
GEOGRAPHIC INFORMATION SYSTEMS SPECIALIST	24											
PUBLIC WORKS CONTRACTS OFFICER	24											
SCHOOL CROSSING GUARD SUPERVISOR	24											
SITE INSPECTIONS SUPERVISOR	24											
STAFF ENGINEER	24											
ACCOUNTANT II	25	55,544	58,321	61,237	64,298	67,515	70,890	74,437	78,157	82,066	86,167	90,476
CHIEF CONSTRUCTION INSPECTOR	25											
EQUESTRIAN PROGRAM SUPERVISOR	25											
PROCUREMENT AGENT	25											
SENIOR CERTIFIED BUILDING AND SITE INSPECTOR	25											
SENIOR CERTIFIED PLAN EXAMINER	25											
SENIOR CERTIFIED PLUMBING AND MECHANICAL PLAN EXAMINER	25											
SENIOR CERTIFIED PROPERTY MAINTENANCE AND HOUSING INSPECTOR	25											
SENIOR STAFF ENGINEER	25											
SUPERINTENDENT OF WASTEWATER TREATMENT	25											
CHIEF FIELD SUPERVISOR	26	58,321	61,237	64,298	67,515	70,890	74,437	78,157	82,066	86,167	90,477	95,001
CIVIL ENGINEER I	26											
DRAFTING AND DESIGN SUPERVISOR	26											
ENVIRONMENTAL PROGRAM MANAGER I	26											
GEOGRAPHIC INFORMATION SYSTEMS ANALYST	26											
PAYROLL ASSISTANT II	26											
PROGRAMMER ANALYST	26											
ARCHITECT	28	64,298	67,515	70,890	74,437	78,157	82,066	86,167	90,477	95,000	99,750	104,737
CIVIL ENGINEER II	28											
ENVIRONMENTAL PROGRAM MANAGER II	28											
SENIOR PROCUREMENT AGENT	28											
SEWER MANAGEMENT ENGINEER	28											
SENIOR APPLICATION ENGINEER	28											
CHIEF OF PROJECT MANAGEMENT	30	70,890	74,437	78,157	82,066	86,167	90,477	95,000	99,750	104,739	109,977	115,477
CIVIL ENGINEER III	30											
ENVIRONMENTAL PROGRAM MANAGER III	30											
PUBLIC WORKS PROJECT ADMINISTRATOR	30											
CHIEF OF DRAINAGE OPERATIONS	32	78,157	82,066	86,167	90,477	95,000	99,750	104,739	109,977	115,477	121,249	127,311
CHIEF OF SITE MANAGEMENT	32											

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Revised: 12/19/2024 (Ordinance 24-177)

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Revised: 2/24/2025 (Ordinance 25-016)

Revised: 11/25/2025 (Ordinance 25-138)

Revised: xx/xx/xxxx (Ordinance 26-xxx)

26-052

**PAY PLANS AND RATES OF PAY FOR CLASSIFIED SERVICE 35-HOUR WORKWEEK EMPLOYEES
REPRESENTED BY THE DELAWARE PUBLIC EMPLOYEES COUNCIL 81, AFSCME, AFL-CIO, AFFILIATE LOCAL 1607**

CLASSIFICATION	PAY GRADE	1	2	3	4	5	6	7	8	9	10	11
CLERK	12	30,193	31,702	33,288	34,951	36,696	38,533	40,459	42,481	44,606	46,837	49,180
SURVEYOR ASSISTANT	12											
ADMINISTRATIVE SERVICES TECHNICIAN	14	33,288	34,951	36,696	38,533	40,459	42,481	44,606	46,837	49,178	51,637	54,219
AUTOMOTIVE PARTS CLERK	14											
CLERK TYPIST	14											
COMPUTER OPERATOR I	14											
JUNIOR ADMINISTRATIVE AIDE	14											
KEY OPERATOR	14											
MICROFILM TECHNICIAN	14											
PUBLIC SAFETY AIDE	14											
ACCOUNT CLERK I	15	34,951	36,696	38,533	40,459	42,481	44,606	46,837	49,178	51,637	54,220	56,932
CUSTOMER SERVICES COORDINATOR	15											
DRAFTING TECHNICIAN I	15											
INTERLIBRARY LOAN ASSISTANT	15											
LIBRARY ASSISTANT	15											
COMPUTER OPERATOR II	16	36,696	38,533	40,459	42,481	44,606	46,837	49,178	51,637	54,220	56,933	59,778
SURVEY INSTRUMENT OPERATOR	16											
ACCOUNT CLERK II	17	38,533	40,459	42,481	44,606	46,837	49,178	51,637	54,220	56,933	59,779	62,769
COURT CLERK	17											
DEPUTY I	17											
PRINCIPAL LIBRARY ASSISTANT	17											
SECRETARY	17											
STOREKEEPER	17											
PUBLIC WORKS DATA TECHNICIAN	17											
DISPATCHER	18	40,459	42,481	44,606	46,837	49,178	51,637	54,220	56,933	59,779	62,768	65,905
GRAPHIC ARTS DESIGNER	18											
MAINTENANCE PROGRAM TECHNICIAN	18											
RADIO COMMUNICATOR	18											
SANITARY MAINTENANCE TECHNICIAN	18											
TREASURY CUSTOMER SERVICE REPRESENTATIVE	18											
ACCOUNT CLERK III	19	42,481	44,606	46,837	49,178	51,637	54,220	56,933	59,779	62,768	65,905	69,202
ADMINISTRATIVE AIDE	19											
ASSESSMENT TECHNICIAN	19											
ASSESSOR I	19											
BUDGET OFFICE ASSISTANT	19											
LIBRARY SPECIALIST	19											
PARTY CHIEF	19											
CERTIFIED ASSESSOR I	20	44,606	46,837	49,178	51,637	54,220	56,933	59,779	62,768	65,905	69,203	72,662
COMMUNITY DEVELOPMENT HOUSING INSPECTOR	20											
CUSTOMER INFORMATION & ASSISTANCE SPECIALIST	20											
CUSTOMER SERVICE AND INFORMATION TECHNICIAN	20											
DELINQUENT ACCOUNT COLLECTOR	20											
DEPUTY II	20											
DRAFTING TECHNICIAN II	20											
GRAPHIC ARTS DESIGNER II	20											
HOUSING PROGRAM ASSISTANT	20											
<u>HOUSING PROGRAM ASSISTANT I</u>	<u>20</u>											
MAINTENANCE OFFICE ADMINISTRATOR	20											
PAYROLL ASSISTANT I	20											
PERMIT PROCESS TECHNICIAN	20											
PUBLIC WORKS INSPECTOR	20											
SANITARY SEWER INFORMATION SPECIALIST	20											
SENIOR OFFICE ASSISTANT	20											
SENIOR SANITARY MAINTENANCE TECHNICIAN	20											
VICTIM'S ASSISTANCE OFFICER	20											
ASSISTANT PROCUREMENT AGENT	21	46,837	49,178	51,637	54,220	56,933	59,779	62,768	65,905	69,203	72,662	76,295
BUILDING AND SITE INSPECTOR	21											
CERTIFIED PERMIT PROCESS TECHNICIAN	21											
CODE ENFORCEMENT OFFICER	21											
CONSTRUCTION INSPECTOR	21											
DRAFTING TECHNICIAN III	21											
ENVIRONMENTAL ANALYST	21											
PLAN EXAMINER	21											
PLUMBING AND MECHANICAL CODE SUPERVISOR	21											
PLUMBING AND MECHANICAL PLAN EXAMINER	21											
RIGHT-OF-WAY AGENT	21											
SENIOR CUSTOMER SERVICES & INFORMATION TECHNICIAN	21											
SENIOR PERMIT PROCESS TECHNICIAN	21											

26-052

**PAY PLANS AND RATES OF PAY FOR CLASSIFIED SERVICE 35-HOUR WORKWEEK EMPLOYEES
REPRESENTED BY THE DELAWARE PUBLIC EMPLOYEES COUNCIL 81, AFSCME, AFL-CIO, AFFILIATE LOCAL 1607**

CLASSIFICATION	PAY GRADE	1	2	3	4	5	6	7	8	9	10	11
ACCOUNTANT I	22	49,178	51,637	54,220	56,933	59,779	62,768	65,905	69,203	72,662	76,298	80,113
ASSESSOR II	22											
GEOGRAPHIC INFORMATION SYSTEMS TECHNICIAN	22											
HOUSING REHABILITATION SPECIALIST I	22											
OPERATIONS SPECIALIST	22											
ACCOUNTING OPERATIONS ASSISTANT	23	51,637	54,220	56,933	59,779	62,768	65,905	69,203	72,662	76,298	80,111	84,118
CENTRAL RECEIVING SUPERVISOR	23											
CENTRAL SERVICES TECHNICIAN	23											
CERTIFIED ASSESSOR II	23											
CERTIFIED BUILDING AND SITE INSPECTOR	23											
CERTIFIED PLAN EXAMINER	23											
CERTIFIED PLUMBING & MECHANICAL PLAN EXAMINER	23											
CERTIFIED PROPERTY MAINTENANCE & HOUSING INSPECTOR	23											
COMPLAINTS SPECIALIST	23											
CONSTRUCTION INSPECTION SUPERVISOR	23											
EQUESTRIAN PROGRAM COORDINATOR	23											
HOUSING PROGRAM ASSISTANT II	23											
HOUSING REHABILITATION SPECIALIST II	23											
SENIOR CERTIFIED PERMIT PROCESS TECHNICIAN	23											
SURVEY PARTIES SUPERVISOR	23											
TREASURY ASSOCIATE	23											
CHIEF RIGHT-OF-WAY AGENT	24	54,220	56,933	59,779	62,768	65,905	69,203	72,662	76,298	80,111	84,118	88,323
CUSTOMER SERVICES SPECIALIST	24											
GEOGRAPHIC INFORMATION SYSTEMS SPECIALIST	24											
PUBLIC WORKS CONTRACTS OFFICER	24											
SCHOOL CROSSING GUARD SUPERVISOR	24											
SITE INSPECTIONS SUPERVISOR	24											
STAFF ENGINEER	24											
ACCOUNTANT II	25	56,933	59,779	62,768	65,905	69,203	72,662	76,298	80,111	84,118	88,321	92,738
CHIEF CONSTRUCTION INSPECTOR	25											
EQUESTRIAN PROGRAM SUPERVISOR	25											
PROCUREMENT AGENT	25											
SENIOR CERTIFIED BUILDING AND SITE INSPECTOR	25											
SENIOR CERTIFIED PLAN EXAMINER	25											
SENIOR CERTIFIED PLUMBING AND MECHANICAL PLAN EXAMINER	25											
SENIOR CERTIFIED PROPERTY MAINTENANCE AND HOUSING INSPECTOR	25											
SENIOR STAFF ENGINEER	25											
SUPERINTENDENT OF WASTEWATER TREATMENT	25											
CHIEF FIELD SUPERVISOR	26	59,779	62,768	65,905	69,203	72,662	76,298	80,111	84,118	88,321	92,739	97,376
CIVIL ENGINEER I	26											
DRAFTING AND DESIGN SUPERVISOR	26											
ENVIRONMENTAL PROGRAM MANAGER I	26											
GEOGRAPHIC INFORMATION SYSTEMS ANALYST	26											
PAYROLL ASSISTANT II	26											
PROGRAMMER ANALYST	26											
ARCHITECT	28	65,905	69,203	72,662	76,298	80,111	84,118	88,321	92,739	97,375	102,244	107,355
CIVIL ENGINEER II	28											
ENVIRONMENTAL PROGRAM MANAGER II	28											
SENIOR PROCUREMENT AGENT	28											
SEWER MANAGEMENT ENGINEER	28											
SENIOR APPLICATION ENGINEER	28											
CHIEF OF PROJECT MANAGEMENT	30	72,662	76,298	80,111	84,118	88,321	92,739	97,375	102,244	107,357	112,726	118,364
CIVIL ENGINEER III	30											
ENVIRONMENTAL PROGRAM MANAGER III	30											
PUBLIC WORKS PROJECT ADMINISTRATOR	30											
CHIEF OF DRAINAGE OPERATIONS	32	80,111	84,118	88,321	92,739	97,375	102,244	107,357	112,726	118,364	124,280	130,494
CHIEF OF SITE MANAGEMENT	32											

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Revised: 2/24/2025 (Ordinance 25-016)

Revised: 11/25/2025 (Ordinance 25-138)

Revised: xx/xx/xxxx (Ordinance 26-xxx)

**NEW CASTLE COUNTY
MINUTES OF HUMAN RESOURCES ADVISORY BOARD MEETING**

April 2, 2026

Board Members Present:

Valencia L. Brown, J.D., Chair
Nakishia Williams Bailey, Member

Board Members Absent:

None

Others Present:

Dusty Blakey – Office of Human Resources
Candy Boayue – Office of Human Resources
Yiannis Floropoulos – Office of Human Resources
Laura McDermott – Office of Human Resources
Carol Meadows – Office of Human Resources
Jacquelyn Moore – Office of Human Resources
Patricia Purnell – Office of Human Resources
Kathy Raduszewski – Office of Human Resources
Tonya Burbage – Community Services Department
Carrie Casey – Community Services Department
Franchon Dickinson – Community Services Department
Assunta Scarpitti – Community Services Department
Kenneth Dunn – Executive Office
Jane Rattenni – Executive Office
Toni Friesson-Jones – Office of Finance
Dawn Morrison – Office of Finance
Kellie Kemble – Land Use Department
Linda Carmichael – Office of Law, Attorney representing Human Resources
Aysha Gregory – Office of Law, Attorney representing the Board
Paul Frese – Public Works

The meeting was held on Thursday, April 2, 2026, in-person and by Teams video and audio conference, in the Managers Room, New Castle County Government Center, 87 Reads Way, New Castle, Delaware. Board Chair Valencia Brown called the meeting to order at 8:32 a.m. Dr. Brown introduced herself and asked those present in the room and on the call to introduce themselves.

Dr. Brown read the first Agenda item (listed below).

1. Approval of Meeting Minutes of February 5, 2026

Board Member Nakishia Williams Bailey made a motion to approve the meeting minutes of February 5, 2026. Board Chair Valencia Brown seconded the motion. All board members voted in favor of the motion. The motion passed.

Dr. Brown read the next Agenda item.

2. Recommendation of new class specification of Lead Program Administrator (Pay Plan and

Rates of Pay for Non-Union Classified Service Employees) Pay Grade 34 (\$86,169 to \$140,359)

Carrie Casey, General Manager, Community Services, thanked HR for working with her department, along with Claire Dematius, in looking at some of their positions. It had been a wonderful, exciting validating process and she shared some of the fruits of that work. The first position was the Lead Program Administrator. The lead program in the Healthy Homes Program had become a core program within the Department of Community Services. Ms. Casey mentioned that she was also joined in the meeting by Franchon and Tonya, who currently work in that program. HUD administered the grant and it is probably the most administratively cumbersome program that it offers. They had always been wary of this grant because of its administrative requirements. In 2019, they applied for and received funding and hired 2 employees as Executive Assistants (EAs) to help administer the grant. Since that time, they have really become big supporters, realizing that this was a program that the County should offer. They have also been awarded over \$24 million in HUD funding. Because of this, they thought it was time to make the shift from EA appointed positions to permanent positions and to solidify the fact that the Healthy Homes Program that serves low-income people, children under the age of 6, pregnant moms, seniors with home repair, lead remediation, and things of that nature were part of their department's core programs. These two positions would allow them to recruit, get the best candidates, and create permanent positions for the programs now that they had been responsible for them for 7 years. They believed that the job specifications outlined what they needed in these positions. HR will send these out through a competitive employment process. They will be converting those EAs into these positions, no longer having those EAs.

Dr. Brown had questions concerning the Org Chart, showing two individuals who were already predestined to be in the 2 new positions, Lead Program Administrator and Lead Program Assistant Administrator. Dr. Brown did not doubt that it might happen with a competitive process, but since it was mentioned by Ms. Casey that there would be that competitive process, the Org Chart ideally should have shown those folks with their current EA titles instead of the new titles. An additional org chart could show the new titles as vacant. It was suggested to revise those before presenting to Council. Dr. Brown was surprised it had been 7 years but also reminded the group that we had had COVID in the midst of it all. Dr. Brown also questioned the format of the specs as they had changed. Jackie Moore, HR Administrator, responded that they were working on class specs for the entire County and that the format was indeed changing, that they were broken out a little more in alignment with the LEAD Program. They were all going to look a bit different because of the different functions and responsibilities. Dusty Blakey, CHRO commented that they were still working on them.

Board Member Nakishia Williams Bailey made a motion to approve the recommendation of new class specification of Lead Program Administrator (Pay Plan and Rates of Pay for Non-Union Classified Service Employees) Pay Grade 34 (\$86,169 to \$140,359). Board Chair Valencia Brown seconded the motion. All board members voted in favor of the motion. The motion passed.

Dr. Brown read the next Agenda item.

3. Recommendation of new class specification of Lead Program Assistant Administrator (Pay Plan and Rates of Pay for Non-Union Classified Service Employees) Pay Grade 26 (\$58,322 to \$95,000)

Carrie Casey, Community Services General Manager, spoke again. As was covered with the Lead Program Administrator, they wanted to create this second permanent position of Assistant Administrator to support the work of the Lead and Healthy Homes Program in partnership with the LEAD Program Administrator. As stated, they have had this grant since 2019. They have

been awarded some of the largest grants in the country. They do work all throughout the County and because of the administrative requirements of the programs, they wanted to make these 2 positions permanent so that we were following all HUD requirements. There are a lot of moving parts so we felt that having 2 permanent positions would keep those core functions of the Lead and Healthy Homes Program moving. Ms. Casey announced that Franchon Dickinson completed negotiations with HUD and that they were getting an award of \$7.8 million next but had also received \$8.7 million a few years ago and with it, were doing a lot of lead work and also healthy homes work which was making sure that people were living in healthy environments throughout the County, including the City of Wilmington.

Board Member Nakishia Williams Bailey made a motion to approve the recommendation of new class specification of Lead Program Assistant Administrator (Pay Plan and Rates of Pay for Non-Union Classified Service Employees) Pay Grade 26 (\$58,322 to \$95,000). Board Chair Valencia Brown seconded the motion. All board members voted in favor of the motion. The motion passed.

Dr. Brown suggested combining Items #4 and #5 and read them to the group.

4. Recommendation of new class specification of Housing Program Assistant I (Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees Represented by the DE Public Employees Council 81, AFSCME, AFL-CIO, Affiliate Local 1607) Pay Grade 20 (\$43,518 to \$67,515)
5. Recommendation of new class specification of Housing Program Assistant II (Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees Represented by the DE Public Employees Council 81, AFSCME, AFL-CIO, Affiliate Local 1607) Pay Grade 23 (\$50,378 to \$78,157)

Carrie Casey, Community Services General Manager recognized Assunta Scarpitti, Housing Authority Administrator, of the Housing Choice Voucher Program, who started as a Housing Program Assistant and has worked up to Administrator of their program. These 2 positions were 100% federally funded and are part of their Housing Choice Voucher Program, which is the largest federally funded program they have in the County. They receive anywhere between \$18-\$20,000,000 a year to provide housing rental subsidies to up to 1,800 families. They pay about \$1,000,000 a month for people who need assistance with their rent. It is probably their most requested program with 5,000 people on a waiting list. The Housing Program Assistant I & II positions are basically the case managers--they have 250-300 caseloads a month, bringing people into their program, making sure their incomes, etc., are eligible, and conducting annual recertifications. Ms. Casey expressed her gratefulness to the Executive Office and Human Resources, as well as to Claire DeMatteis, Esq., Global Kompass Strategies, Inc., who assisted with the specs. Ms. Casey claimed she had tried to create a career ladder after starting with the County, almost 17 years ago and after researching, realized there are career ladders all over the country for Section 8 Housing Choice Voucher Programs, along with a program for people to reach a higher level of analysis and certification. This is the basis for the Housing Program Assistants I and II as they reviewed the job specs for the roles. They perform very complex eligibility reviews, support the administration of our housing programs including processing assistance, maintaining comp documentation, and ensuring adherence to state and county regulations. This again is highly program specific. They are audited (to the penny) through outside auditors, as well as through HUD. Subsequently, they wanted to create a higher-level career ladder for the folks who were working in their program to seek certification and seek that higher level program requirement. A Housing Program Assistant I, coming into their program, working for a few years, hopefully works towards their certification which requires a weeklong training as well as testing, then moves on to Housing Program Assistant II. They are people who work unbelievably hard from the second they walk in the office to the second they leave. Ms.

Casey thought that this career ladder would retain staff and validate the work they do. Dr. Brown mentioned possible housekeeping on one of the specs with a change to wording in a title.

Franchon Dickinson, Executive Assistant II thanked everyone for their consideration since HUD likes to see this type of permanency in order for them to receive such large awards.

Assunta Scarpitti, Administrator, New Castle County Housing Authority stated that this type of job was very difficult, dealing with all kinds of people, lots of changes, deadlines, and plenty to know. With the next day being a holiday, their office would pay for it because nothing ever stops, her team works constantly. She can back up everything they do 100%. If they do not work, their deadlines are not met, and they would receive backlash from HUD. So, they have been high performers--they are doing so well, and if some staff are out for medical, they all jump in to cover, and everyone does their job plus some. She just thanked everyone for this, because this was huge.

Board Member Nakishia Williams Bailey made a motion to approve the recommendations of new class specification of Housing Program Assistant I (Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees Represented by the DE Public Employees Council 81, AFSCME, AFL-CIO, Affiliate Local 1607) Pay Grade 20 (\$43,518 to \$67,515) and,

To approve new class specification of Housing Program Assistant II (Pay Plan and Rates of Pay for Classified Service 35-Hour Workweek Employees Represented by the DE Public Employees Council 81, AFSCME, AFL-CIO, Affiliate Local 1607) Pay Grade 23 (\$50,378 to \$78,157). Board Chair Valencia Brown seconded the motion. All board members voted in favor of the motion. The motion passed.

Dr. Brown ended with a comment for those who may not have understood why she stressed the importance of showing that the positions were vacant on the Org Chart. They go on the record as saying that there will be an open competitive process and they should know that when we have people already working in a particular class specifically, they are gaining the skills so that they will be successful.

Board Chair, Valencia Brown adjourned the Human Resources Advisory Board meeting at 9:01 a.m.