



**CIVIL SERVICE BOARD MINUTES
REGULAR MEETING**

2386
Tuesday, May 4, 2021

Chair Terrence Welch called the Board meeting to order at 9:35 a.m.

Board members in Attendance:

Terrence Welch, Chair
Chandra Marshall-Henson, Vice-Chair
Kyla G. Cole
Shana Hope Khader
Dr. Glynn E. Newman
Gwendolyn W. Satterthwaite
Kendall W. Scudder

Attendees:

David M. Morris, President, Morris & McDaniel
Catrina Shead, Police Major, Dallas Police Department
Gary Villalba, Appellant

Staff in Attendance:

Adrian Amerson-Osorez, Management Analyst
Jarred D. Davis, Director
Laura Morrison, Senior Assistant City Attorney
Ana Monzon, Executive Assistant
Kamesha Williams, Administrative Specialist II

1. PUBLIC TESTIMONY

None

2. APPROVAL OF MINUTES

Approve Minutes from the April 6, 2021 Civil Service Regular Board Meeting

Vice-chair Marshall-Henson moved to accept the minutes as printed. Board member Cole seconded the motion. The Board unanimously approved the motion.

3. HEARING ITEM(S)

- a. Hear the rehire eligibility appeal of Mr. Don Mercer, a former employee in the Courts and Detention Services

No action was taken, Mr. Mercer did not attend the meeting.

- b. Hear the rehire eligibility appeal of Mr. Gary Villalba, a former employee in the Dallas Water Utilities Department.

The Board heard the appeal of Gary Villalba. The Board considered information about Mr. Villalba's previous employment with the City. After hearing from Mr. Villalba, including information about his City employment and work history since leaving the City, Board member Khader made a motion to approve Mr. Villalba's appeal. Board member Scudder seconded the motion.

The Board unanimously approved the motion.

4. BRIEFING & DISCUSSION ITEM(S)

- a. *Promotional and Assessment Centers Overview, Morris McDaniel Management Consultants*

Mr. Davis introduced to the Board, Dr. David Morris, President, Morris & McDaniel Consultants. Dr. Morris explained that his company has been working with several municipalities including Chicago, New York, New Haven, Houston, and Austin, providing Police and Fire entry level and promotional assessment centers. Dr. Morris emphasized that Morris & McDaniel understands metrics and the need to have diversity in public safety to ensure quality.

Chair Welch inquired about the scope of services that will be provided for the Civil Service Department. Dr. Morris explained that he will be working with Mr. Davis designing the promotional assessment centers for Police and Fire, as well as the entry level for Fire.

Vice-Chair Marshall-Henson sought clarification about whether there was a bid process to select this vendor. Mr. Davis explained that a competitive process took place. Leadership from Fire Rescue and Police Department evaluated all the potential vendor submissions before awarding the contract to Morris & McDaniel.

Chair Welch asked Dr. Morris about how Morris & McDaniel will ensure diversity in the applicant pool. Dr. Morris explained that they cannot help with the applicant unless they have control at the entry level; hence, they will be working with Mr. Davis to develop a new entry level assessment for Fire to make sure the candidates selected are the best, but also diverse.

Dr. Newman asked Dr. Morris about what type of measurement tools will Morris & McDaniel use after the assessment to be able to determine fairly, who is better than the other, also what kind of research will be done. Dr. Morris explained that they will focus on what is legally appropriate for testing. He further explained that there are certain statistics required. They will obtain the ratio of the people who get to the top, and apply the two standard deviation rule to make sure they have a system with the best candidates at the top, so they will have a good diversity of candidates to choose from.

Board member Khader sought clarification from Mr. Davis from a departmental perspective the role of Morris & McDaniel related to the Test and Validation Unit; specifically, who writes the exams, who does the first draft, and the process that ensues. Mr. Davis explained that CVS has been contracting with consultants to perform the job analysis for the sworn test, design the assessment center, write the test, and recruit the assessors, while Test Validation staff provides the administrative support to carry out the test.

Board member Khader inquired with Dr. Morris about when appropriate benchmarks in the process Board to hear about progress, and whether the Board would be receiving reports. She also inquired about the Civil Service role in preventing violence and inappropriate use of force by police officers, how CVS can incorporate in promotional exams and assessments related topics such as use of force, de-escalation tactics, implicit bias, and other relevant topics. Dr. Morris believes that a good part of the job is character, so selecting the right people is crucial. Based on his experience, he considers that selecting the people who can do the job, but also selecting for character, in addition to being smart and talented, is making a difference. Dr. Morris assured Board member Khader that he will make recommendations regarding this issue and would come back after the job analysis is done to show the design of the test, and as many times as Mr. Davis feels appropriate.

Chief Shead commented that the Dallas Police Department believes that immediate change in these areas is needed, and that assessment centers for supervisory ranks must include components related to procedural justice, duty to intervene, and de-escalation. She also stated that these skills are important for entry-level officers and day-to-day policing as well and are incorporated in the Police Academy and continued training.

Chair Welch requested Mr. Davis to include an update regarding assessment centers on the August agenda.

Board member Cole inquired of Mr. Davis whether he has a plan in mind for which position he is going to do an assessment center first. Mr. Davis informed her that he would like to start with Police, but he already has a request for Fire Prevention. Given the complexity of carrying out a Police Assessment Center and exam, he hopes to start out with Fire Prevention, since it would be more manageable. Board member Cole inquired of Dr. Morris about who will be the primary day to day contact person between Morris & McDaniel and the CVS department. Dr. Morris informed her that Ms. Elizabeth Wilson, Contract Project Manager, will oversee the project to ensure each deadline is met based on the contract. Board member Cole requested Ms. Wilson to be present at the Board meeting in August.

Board member Satterthwaite stated that it was important that the vendor firm receive goals and objectives from the DPD at the outset of this process. Mr. Davis and Dr. Morris stated that there would be meetings shortly to discuss those goals.

b. Performance Metric Scorecard (Q2 FY20-21)

Mr. Davis presented Quarter 2 FY20-21 Performance Metric Scorecard.

Chair Welch requested Mr. Davis to provide more information about the job fairs. Mr. Davis informed him that he does not have the actual listing with the positions that were advertised, but the recruitment team reported attending four virtual job fairs. He also informed him that CVS is starting to see more virtual job fair opportunities as well as virtual conferences.

Board member Khader noticed significant variations on the number of online tests administered from quarter to quarter, she asked Mr. Davis whether this was normal, or does he expect that to change. Mr. Davis explained that he can take a deeper dive and try to analyze it, but CVS continues to struggle with the show rate either in-person or online. Mr. Davis does not know why the numbers fluctuate. He continues to figure out ways in which CVS can increase the show rate virtually. He will continuously share with the Board the job analysis work.

c. Department Updates and Announcement

Mr. Davis informed the Board that CVS successfully made it through Budget Review Process presented at the City Manager and Budget Office. CVS budget was approved with no changes.

Mr. Davis shared with the Board that Ms. Ashley Rucker is joining the CVS department as Manager III. She has extensive Human Resources experience particularly in talent acquisition and HR compliance. She will be introduced to the Board in the June meeting.

Mr. Davis reported about the CVS's return to work plan. He informed the Board that the City Manager will be briefing the Council next week, so CVS may initiate the return to work at 70% capacity in June.

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ADJOURNMENT

Chair Welch adjourned the meeting at 11:07 a.m.


Jarred Davis (Aug 3, 2021 13:32 CDT)

ATTESTED


Terrence S. Welch (Aug 3, 2021 12:43 CDT)

APPROVED