



**CIVIL SERVICE BOARD MINUTES
REGULAR MEETING**

2374
Tuesday, November 3, 2020

Chair Terrence Welch called the Board meeting to order at 9:33 a.m.

Board members in Attendance:

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

Attendees:

Laura Morrison, Senior Assistant City Attorney

Staff in Attendance:

Jarred D. Davis, Director
Pamela McDonald, Manager
Ana Monzon, Executive Assistant
Kamesha Williams, Administrative Specialist

1. PUBLIC TESTIMONY

None

2. APPROVAL OF MINUTES

Approve Minutes from the October 6, 2020 Civil Service Board Regular Meeting Board

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)

None

4. BRIEFING & DISCUSSION ITEM(S)

- a. Dallas Police Department Communication Positions Update

Mr. Davis briefed the Board on the Dallas Police Department Communication Positions. He informed the Board that the Civil Service Department has been collaborating to aggressively recruit and onboard personnel in the positions of Police Dispatcher, 911 Call Taker Trainee, and Police Report Representative. In doing so, the CVS department launched an online testing capability for all communications positions in late September 2020.

He explained that the CVS department has removed the barriers of individuals having to come into City Hall and take the Civil Service exams for these three positions. The department is supporting the talent acquisition need of DPD in three specific areas: reach, review, and refer.

Chair Welch inquired about the driving factors contributing to the difference between the number of applications received with those that meet the minimum qualifications. Mr. Davis explained that according to his analysis there are three driving factors: incomplete applications, individuals not understanding what they are applying for, and applicants not having the requisite experience and skills.

Mr. Davis assured the Board that CVS department will continue engaging in regular feedback discussions, analyzing the applicant tracking data to understand candidate sourcing, and educating community members about City of Dallas' employment and hiring process.

- b. FY 19-20 Annual Report Preview and Feedback

Mr. Davis presented the Board with a preview of the FY 19-20 Annual Report. He explained that the report preview is intended to solicit input and feedback to develop an annual report reflective of the Board's direction and intentions.

Chair Welch suggested the report include an overview of what has occurred this year in written form, with the data behind it. Mr. Davis suggested to include a page of accomplishments, and highlights.

Board member Khader suggested including under the Year-end Review section, a summary or interpretation of the data, highlights, and accomplishments. She also suggested information be included that reflects some of the work that the department has been doing around piloting the online exams and working in the online environment as a response to COVID-19. She also recommended the report include some of the challenges with respect to creating Police and Fire lists of qualified candidates, how the department is addressing that challenge, and what is the plan for the coming year with respect to those lists.

Board member Scudder suggested to add a section to the report that preemptively answers questions from Council related to the department's COVID-19 challenges and how the department overcame each of those challenges.

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Board member Satterthwaite suggested the report have more narrative on how the department has managed to deal with COVID-19 obstacles, but also have a forward-looking section that includes priorities for the department, as well as, potential and future opportunities to advance the department in the upcoming year.

Mr. Davis will move forward and have another draft at the December meeting, so he can start proofing it in more detail, and have the report ready by the February 1st deadline.

c. FY 19-20 Civil Service Department Scorecard

Mr. Davis presented the Board with the FY 19-20 Civil Service Department Fourth Quarter Scorecard. Board member Scudder inquired about what was most heavily impacted department function due to COVID-19. Mr. Davis explained that when the City had to close and implemented the hiring freeze the number of applications went down, from the number of requisitions the department received all the way to the number of hires.

Chair Welch inquired if the numbers presented for applications and hires were pre-COVID-19. Mr. Davis explained some enterprise departments were allowed to continue to hire during the hiring freeze.

Mr. Davis expects the department will show more normal numbers at the end of the current quarter. CVS had to postpone exams for Dallas Police and Fire Rescue, but it will move forward with those exams in November and December. CVS will also ensure a list of eligible candidates from which those departments can promote.

Board member Khader suggested the department consider how to display and include the number of RIF individuals who have not been placed into another position.

Board member Satterthwaite suggested, as an alternative to physical job fairs, that the department explore developing and posting videos from different departments targeted to specific community colleges, community organizations, workforce commission centers, churches, etc. Mr. Davis informed her that he is meeting with the City's new communications and marketing director to talk about that. He will also meet with CVS' staff to discuss virtual job fairs. Mr. Davis will report back to the Board in December on virtual job fairs, and hopefully on some other marketing strategies.

5. ACTION ITEM(S)

None

ADJOURNMENT

Chair Welch adjourned the meeting at 10:39 a.m.


ATTESTED


APPROVED