



BOARD OF SUPERVISORS
AGENDA LETTER

**Agenda
Number:**

**Clerk of the Board of
Supervisors**
105 E. Anapamu Street, Suite
407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Human Resources
Department No.: 064
For Agenda Of: June 20, 2017
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Lori Gentles, Human Resources Director, 568-2816
Contact Info: Joseph Pisano, Employee Relations Manager, 568-2839

SUBJECT: *Proposed Change to Civil Service Rule 804*

County Counsel Concurrence

As to form: N/A

Other Concurrence:

As to form: N/A

Auditor-Controller Concurrence

As to form: N/A

Recommended Actions:

That the Board of Supervisors:

- a) Approves a change to Civil Service Rule 804 to add the classifications of Communications Dispatcher I/II, Deputy Probation Officer, and Juvenile Institutions Officer to the list of classifications for which all applicants on the eligible list can be certified to the hiring department and to make non-substantive changes to the language in the rule, and
- b) Determines pursuant to California Environmental Quality Act (CEQA) Guidelines Section 15378(b)(4) that the above action is a government fiscal activity which does not involve any commitment to any specific project which may result in a potentially significant physical impact on the environment, and therefore is not a project subject to environmental review.

Summary Text:

Civil Service Rule 804 specifies the number of names to be certified to a hiring department, typically nine names plus one for each vacancy to be filled, from the list of applicants with the highest scores in the examination process. The recommended action adds the classification of Communications Dispatcher I/II, Deputy Probation Officer, and Juvenile Institutions Officer to the list of classifications for which all applicants who are on the eligible list can be certified to the hiring department. This will make it easier and more efficient for the Sheriff and Chief Probation Officer to fill vacancies in these classifications. The Civil Service Commission voted to recommend this change, and the Deputy Sheriff's Association and Probation Peace Officers Associations both support it. The recommended action also updates the title "Personnel Director" to "Human Resources Director" in the rule.

Background:

Sheriff's Department management approached Human Resources staff to consider ways to streamline the hiring process for Communications Dispatchers. Communications Dispatcher work is a high stress occupation, and in the past the County has seen a higher level of turnover in this area than in others Countywide. Of those who left County Service from Communications Dispatcher I/II classifications in the last five years, 35% left after less than one year, and 61% left after less than three years of service. There are currently 6 vacancies in Communications Dispatcher classifications, and there has been a continuous open recruitment to fill vacancies in this job series since January 5, 2017. In recent years the Board has approved similar "rule-of-the-list" provisions for the Custody Deputy and Deputy Sheriff Trainee classifications because the hiring process required by law is extensive and time-consuming. The same is true for Communications Dispatcher classifications. Once certified for hiring consideration, Communications Dispatcher candidates are required to successfully complete and pass an extensive background investigation, which includes polygraph and medical examinations, financial and character investigations, and psychological and medical examinations before they are appointed. This process takes at least three months to complete, and many candidates fail to pass the background investigation, which requires additional names to be certified, and the process begins again.

In considering the request from the Sheriff's Department, Human Resources also considered other job classifications where the same issues filling positions arise, and identified Deputy Probation Officer, and Juvenile Institutions Officer as similarly situated. The Probation Department notes that 60% to 80% of candidates certified to fill vacant positions in the classifications of Juvenile Institutions Officer and Deputy Probation Officer fail to pass their background check, which includes polygraph exams and other provisions similar to the background process in the Sheriff's Office, and typically takes approximately 8 weeks.

Under the current rule of ten, Human Resources certifies nine candidates plus an additional candidate for each vacancy. The Sheriff's Office and the Probation Department cannot begin backgrounds on any candidates below the certification until they have completed the required hiring process and other candidates have failed backgrounds or dropped out. This has effectively slowed hiring to a crawl and has prevented the Sheriff's Office from having enough staff to operate the Dispatch Center. Although the Probation Department is not currently filling

any Juvenile Institutions Officer or Deputy Probation Officer positions, they have had similar difficulties in the past. The proposed rule change would allow both departments to consider all candidates on the eligible list. This change aligns with our goal of revising/updating civil service rules to create greater flexibility in recruiting a qualified and diverse workforce.

In addition, the old title "Personnel Director" is still being used in one line of the rule when the current title is "Human Resources Director." The proposed changes would revise Rule 804 as follows:

804. Number of Names to be Certified.

*Except as otherwise provided by these Rules, for each request for certification of eligible names, the ~~Personnel~~**Human Resources** Director shall certify the appropriate number of highest standings to supply at least nine more names than the number of vacancies to be filled, provided that the eligible list contains sufficient names to do so. When the score for the last certifiable name is the same as one or more scores following it, all names having that score shall be certified. If there are fewer than ten names available, the appointing authority may elect to appoint from the names available or may disregard them and request a new list. If there are fewer than three names, the appointing authority may request authorization to make a provisional appointment in accordance with Rule Nine.*

In the case of Juvenile Institutions Officer, Deputy Probation Officer, Sheriff's Deputy Trainee, Custody Deputy, Communications Dispatcher I and II, Firefighter Trainee, and Firefighter, the Human Resources Director shall certify all eligible names.

Fiscal Analysis:

Budgeted: Yes.

There is no fiscal impact associated with the proposed change to Civil Service Rule 804.

cc: Mona Miyasato, County Executive Officer
Michael C. Ghizzoni, County Counsel
Bill Brown, Sheriff – Coroner
Beverly Taylor, Acting Chief Probation Officer
Matt McFarlin, President, Deputy Sheriff's Association
Ed Torres, President, Probation Peace Officers' Association
Civil Service Commission