CITY OF CLEVELAND

PUBLIC SAFETY RECRUITMENT SECTION

END OF YEAR REPORT 2022



Department of Public Safety

Karrie D. Howard, Chief Director

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Letter from Chief Director Howard



We are in exciting and challenging times relating to the recruitment of personnel for the Department of Public Safety divisions of Police, Fire, EMS, Animal Care and Control and the Bureau of Emergency Communications. The nationwide environment, in which we share this message, has become complicated and challenging, requiring continued adjustments. In response to this environment we have begun to structure

recruitment operations and how we communicate career opportunities, related benefits, and the overall hiring process.

These changes began by centralizing our recruitment efforts within the Department of Public Safety. We now have combined the recruitment members from the divisions of Police, Fire and EMS, allowing this dynamic team to focus on the mission to attracting and recruiting the best qualified members from the Greater Cleveland community and abroad, for all the division with unified effort.

After centralizing the Recruitment Team, we hired a recruitment manager. The Recruitment Manager is responsible for developing relationships with important community partners, generating sources from which to draw candidates for hire, and developing and maintaining an active calendar of events to the Recruitment Team active. The Recruitment Manager also gathers and maintains data, which enable us to measure the success and trends in our recruitment efforts.

The above are just some of the changes we have made in order to have a more responsive and flexible recruitment initiative. I hope this report adequately captures the work we have done and are doing to attract candidates desirous of a career with a competitive salary and great benefits. For any questions about joining the team, speak with a member of the Recruitment Team at (216) 623-5233.

Sincerely,

Karrie D. Howard

INTRODUCTION

One of the most important goals of the City of Cleveland's Department of Public Safety (DPS) is to implement a recruitment plan which ensures that we staff the divisions of Police, Fire, EMS, Animal Care and Control, and the Bureaus of Emergency Communications with the best people who are dedicated to serving the citizens of Cleveland. It is important that our recruitment efforts begin with attracting candidates from cross-sections of the Cleveland community and then branching out. The citizens of Cleveland have openly stated that they want the divisions of Public Safety to reflect the diversity of the city, without compromising quality of services. Therefore, the Department of Public Safety Recruitment Team (PSRT) seeks out qualified candidates who exhibit an understanding and familiarity with the neighborhoods and people uniquely Cleveland.

The PSRT consists of a Recruitment Manager and, currently, five Public Safety Recruiters representative of the divisions of Public Safety.

Meet the Recruitment Team:



<u>Janet Nevels</u>, possesses a Master's Degree in Public Administration and has been a member the DPS since 2010. In November 2021, Janet was selected to serve as the Public Safety Recruitment Manager. Janet possesses a Master's Degree in Public Administration from the University of Akron and prior to taking on this important role, Janet served as the DPS Grant Administrator responsible for working with the Department of Justice relating to the Division of Police recruitment efforts since 2016.

As Recruitment Manager, Janet is a relationship builder, engaging community partners and other recruitment sources to develop and nurture fruitful

relationships. From these relationships, Janet develops and maintains a calendar of events that keeps the PSRT on the road, radio and social media. She is also responsible for developing and managing the recruitment budget, ordering supplies and equipment, and processing related invoices for payment. Janet ensures the proper collection and maintaining of source databases, recruitment data, and dissemination of important information to keep Mayor Bibb and Chief Director Howard abreast of recruitment initiatives.



<u>Detective Felton Collier</u>, a Marine Corps veteran with approximately 15 years in service as an officer with the Cleveland Division of Police, now serves as an Assistant Administrator to the Chief Director of Public Safety and Lead Recruiter of the PSRT. Having served a U.S. Marine Recruiter and a Cleveland Police recruiter since 2017, Felton brings an abundance of recruiting experience to the PSRT. Before joining the PSRT, Felton served as a Field Training Officer with the Cleveland Division of Police Fifth District, from which he brings an intimate familiarity with the city of Cleveland and its residence. Felton holds has a Bachelor's Degree in Communication from the University of Michigan.



<u>Sergeant Crystal Lewis</u>, with approximately 10 years of service as an officer with the Cleveland Division of Police, serves as the Officer in Charge of the PSRT. Crystal brings her experience from having served as a Community Engagement Officer in the Cleveland Division of Police Fourth District. While serving as a Community Engagement Officer, Crystal enjoyed engaging with members of the community and considered it very important to build trust between the community and police. Crystal has a Bachelor's of Science in Health Sciences from Cleveland State University, an Associate's Degree in Applied Sciences as well as an EMT-Paramedic Certifications from Cuyahoga

County Community College.



<u>Sergeant Desmond Anderson</u>, with approximately 25 years of service with the Cleveland Division of Emergency Medical Services (EMS), brings a deep and unwavering dedication and knowledge of the city and its citizens. He also has a unique method of connecting positively with members of the community. Desmond is a certified Paramedic and Paramedic Instructor.



<u>Firefighter Tyrelle Kiongozi</u>, with approximately 7 years of service with the Cleveland Division of Fire, brings his experience from his time\ with the Division of Fire Community Engagement Unit. In that capacity, Tyrelle was a natural at helping bridge the community to local fire stations and fire prevention resources. Tyrelle is a Certified Firefighter who possesses EMT-Basic, Hazardous Materials Technician and Live Fire Instructor certifications, and has been trained to be a Public Information Officer. He is also working on a degree in Public Safety Administration.



<u>Firefighter Paul Williams</u>, with approximately 6 years of service with the Cleveland Division of Fire, is the newest member of the PSRT. Having expressed a desire to share the value of a profession in public safety, he has been recognized as a natural fit for the PSRT. As a proud graduate of John Marshall High School, he is always passionate about the onboarding of Cleveland residents into the divisions of Public Safety. Paul has served as an instructor for the Warrensville High School's Fire/EMT Program. Paul is a Certified HAZMAT Technician Certification and Fire Instructor.

PUBLIC SAFETY RECRUITMENT OVERVIEW

In 2021, recruitment efforts for each division was combined and centralized under the Department of Public Safety as the Recruitment Team. While the members of the Recruitment Team are responsible for attracting candidates to fill vacancies across all divisions of Public Safety, they put forth a strong effort towards addressing police and EMS vacancies. Cleveland, like agencies across the country, are having extreme difficulties with filling Police and EMS vacancies.

Police Recruiting Challenges

Law enforcement recruitment has been difficult and evolving in a downward trend for some time. The City of Cleveland has not been immune to these challenges shared nationally. Having been impacted by emerging trends in population to the societal environment and perception of policing, it has been long warned that adjustments in recruitment strategies must be made.

In August 2009 the International Association of Chiefs of Police (IACP) published "The Law Enforcement Toolkit". Herein it notes that:

"Just as the police recruitment experience varies from one jurisdiction to another, so do the causes of recruitment difficulties. The nature of the law enforcement officer's job—shift work, hazardous duty— understandably limits its appeal. Police work isn't for everyone. But other factors could discourage persons who might otherwise apply for police work, even as demographic trends appear to compound the problem by limiting the size of the pool from which law enforcement recruits its new members."

The work related difficulties, which are embedded in the job description of a police officer, is just one challenge amongst others, with only a few within the control of leaders in the field. Other challenges include changes in demographics, social trends, lack of diversity in the field of law enforcement, the criticism of policing as a paramilitary organization, intense competition, and burdensome hiring process.

EMT/Paramedic Recruiting Challenges

A CBS news report on the subject noted a 2022 study conducted by the American Ambulance Association which found that "39% of part-time EMT and 55% of part-time paramedic positions went unfilled because of a lack of qualified candidates." This has resulted in some ambulance companies and jurisdictions, either halting in deprioritizing non-emergency calls for service. The Covid-19 pandemic has had a devastating effect on the emergency medical transport services industry. Many EMTs/Paramedics quit, suffered significant health issues and many died. Similar to the field of law enforcement, this has had a negative impact on the attractiveness of the career. "The recruitment and retention of EMS clinicians became – and still is – an existential problem for EMS in the United States," said EMS Attorney Doug Wolfberg in a December 2022 Journal of Emergency Medical Services article. Attorney Wolfberg added that "[p]rimary, intermediate and secondary education in the United States was hit with an earthquake during the pandemic. Now, EMS needs to be prepared for the

aftershocks". The Department of Public Safety and the PSRT are heeding this warning and working to make adjustments in recruiting.

Monitoring, Evaluating and Adjusting Our Recruitment Operations

There is no doubt that public safety recruitment is in a dire situation. During the National Homeland Security Conference we learned that the environment for recruiting of public safety candidates is very competitive. Challenges outside of our control, (i.e., a shortage of qualified candidates, current societal trends and environment, and ever evolving salary adjustments where the private sector carries a distinct advantage over state and local governments), all have created a constant need to monitor, evaluate and adjust our recruitment operations. These efforts begin with:

Keeping and Growing Our Recruitment Team - "The Law Enforcement Recruitment Toolkit" developed by the International Association of Chiefs of Police (IACP), says"...good recruiters generally share certain important skills, abilities, and characteristics: They are good public speakers, time managers, planners, and writers. They must be creative, maintain a professional appearance, and conduct themselves— on and off duty—in a way that reflects positively on the department. They are willing and available to work evenings and weekends and to travel out of town for recruitment events."

Exercising Review, Oversight and Data Management – In-line with the Consent Decree the Chief Director of Public Safety conducts an annual review of the data obtained through stakeholder outreach, the annual report from the PSRT, and the statistical information gathered by the City's online application service provider NEOGOV. He also reviews information from the testing consultant and social media data analytics to determine if recruitment strategies have attracted sufficient candidates to staff the divisions of Public Safety. We then utilize this data to make adjustments to recruitment operations.

Reorganization of the Recruitment Team and Improve Communication – As we enter into the second year of the redevelopment of the PSRT, in its current form, we continue to improve our processes and knowledge base. The restructuring of the PSRT fostering an environment of creating unified team culture, followed the implementation of the Recruitment Manager, and most recently adding the position of Lead Recruiter as a direct representative of the Chief Director, and filling the position of Officer in Charge (OIC), formerly held filled by Sgt. Charmaine Leon. Communication was enhanced by the holding of bi-weekly recruitment staff meetings in conjunction with the Civil Service hiring meeting.

The above allows for a more efficient sharing of information and providing more hands-on oversight of recruitment initiatives and progress. Additionally, members of the PSRT now provide a weekly engagement summary. The data from these engagement summaries will be discussed in the bi-weekly meetings and captured in the annual report. We will continue to make adjustments to the City's goals and strategies as necessary.

PUBLIC SAFETY 2023-2024 RECRUITMENT GOALS:

The Cleveland Department of Public Safety has established the following recruitment goals and specific objectives and action steps necessary to meet those goals.

➤ Marketing Professional Service

On December 9, 2022, the Department of Public Safety issues a Request for Proposals (RFP) to solicit proposals for professional marketing service. The goal of this RFP is to procure the services of a marketing professional(s) to help develop effective messaging to go along with a modern and attractive marketing campaign for police recruitment. This has been a common course of action across the country as jurisdictions seek to rebrand law enforcement and other public safety emergency response careers. The RFP was posted to the City of Cleveland website; published in the City Record; emailed directly to the twenty-five vendors on the mailing list (including the vendors that OEO recommended). The RFP concluded on February 3, 2023, with having received approximately eight responses from mostly local marketing professionals. The selection process is now under way, with bids currently being reviewed. The Administration and City Council will be kept apprised as this initiative develops.

The goal, once a proposal is selected, will be to show the profession of police in an exciting and favorable light. The most important aspects thought to be exploited are the diverse career opportunities within the Division of Police; humanize the members of the division; and tie the work of the division to the community it serves. Of course, direction and guidance from the professional service provider will be considered. We anticipate a full marketing release by the end of the second quarter.

> Enlist Support of the Media

A safer Cleveland is in the interest of all! Getting the message out to the public about the vast career opportunities is extremely important to recruitment. Members of the PSRT work diligently to be at locations which have the potential to attract candidates, however assistance is needed to reach significantly larger audiences. No one does this better than Cleveland's diverse media cohorts. We will continue to enlist the assistance of Cleveland's radio, news and podcast community. There are many topics of great interest to the public, and we can share highly sought after information with these outlets and highlight the PSRT recruitment initiatives. In 2022, we saw an increase in local personalities interested in sitting down with leadership from Public Safety and the divisions. These requests present opportunities that the PSRT will continue to capitalize on in 2023.

We are currently working with WOVU to secure a weekly slot to discuss public safety recruitment initiatives. The City of Cleveland also utilizes its City owned network TV20. TV20 provides the PSRT with an opportunity to produce unique and diverse content that can be made part of the TV20 programming schedule and posted to social media. We are currently working with the administrations Communication Chief and TV20 staff to facilitate a regularly scheduled biweekly slot to highlight recruitment and members of the divisions of Public Safety.

We also advertise with outlets such as Radio One, I Heart, LaMega, and WOVU. These outlets provide opportunities to engage in robust on-air interviews, circulation of radio recruitment ads, and placement of banners on social media platforms. We work with these entities to schedule advertisements based analytical data for the best times to reach attractive demographics.

In the coming year we will continue efforts to create additional partnerships to reach larger and broader audiences.

Greater Cross-Division Collaboration

A benefit of centralizing recruitment under the Department of Public Safety is the ability to engage in collaborate on recruitment initiatives, be present and multiple locations simultaneously, and engage in the marketing concept of "co-branding or cross-branding". Bringing two or more divisions together in marketing and recruitment initiatives has proven an incredibly powerful way address diverse audiences.

The PSRT, either through job fairs, speaking engagements or during the use of media and social media, work diligently to engage broad audiences. Here the PSRT discusses employment opportunities with each division and stresses the exploration of these opportunities for employment. This help with keeping a captive audience. We will work to continue to develop and increase cross-division collaboration in this manner.

Our goal is to increase applications across all divisions. The PSRT encourages interested candidates to apply for multiple vacancies for increased opportunity. If an applicant applies to the Division of Fire and is not selected, they may still be considered for the divisions of Police, EMS or the Emergency Bureau of Communications.

> Engage the Community

Proactive and dynamic community engagement is key to the success of the PSRT. We currently accomplish this by several means and continue to expand efforts. These efforts include working with entities such as Ohio Means Jobs, CMSD, for-profit and public institutions of higher learning, and trade schools.

We are not just looking locally for candidates for careers in public safety. The PSRT attends any event that places us in front of as many people as possible and discuss all career opportunities available to them within public safety. Recruiters attend college fairs all over Ohio, Michigan, Indiana & Pennsylvania. The team also visits elementary, middle, and high schools all over Cleveland and Northeast Ohio. As of this report, the PSRT has attended over 200 events in 2022.

In 2022, the PSRT re-established conditioning camps, assisting applicants in getting in shape for positions that require a physical agility test. These conditioning camps have been held at Cleveland recreation centers and now at the Public Safety Training Complex every Saturday. There have been over 100 participants at these camps. These have also been used as opportunities to provide guidance with the application process. We have begun and look to expand opportunities to demystify the hiring process. Talking with potential candidates we learned that there was an information gap between the application and hiring process. As a result, in the past year, the PSRT set up over 40 information sessions that focused on getting information to interested candidates.

Looking at nontraditional venues for recruitment opportunities is also part of our effort to leave no stone unturned. For example, recruiters have attended citizenship ceremonies in partnership with Global Cleveland, inviting recently sworn American citizens to apply.

In the coming year, the PSRT will remain vigilant in seeking occasions to engage with the public, attract people to opportunities to acquire information, and increase the applications to careers for all divisions.

> Improve Collaboration with Civil Service and Work to Streamline the Hiring Process

The Department of Public Safety is currently engaging with the new Executive Director of Civil Service on revamping and streamlining the hiring process. We have identified some self-imposed barriers that cause significant delay from the time of application to hiring decisions. An all hands approach has resulted in a reduction of approximately forty (40) days in the hiring process by overlaying background checks with steps to be taken by the applicant such as physicals and psychological assessments. We continue to work to develop a process that gets conditional offers in the hands of applicants with more efficiency. A major initiative is providing a conditional or preconditional offer letter earlier in the application process. This allows applicants to have an early notification and cuts down the overall time an applicant spends in the hiring process.

Additional steps being considered, is to embed an examiner within Civil Service who will focus on assisting with the posting and processing of Public Safety division applicants. Recently, the Department of Public Safety and Civil Service have also engaged with the National Testing Network (NTN) on developing an analysis of testing trends and other services beneficial to our recruitment and hiring efforts. We are currently evaluating opportunities to post employment opportunities on NTN and partner job boards, and easing access to testing to create greater convenience for job seeking applicants. All of the above, and more, is being done without any intent to sacrifice quality for quantity. In the coming year, Public Safety will continue to work with Civil Service in the development of a more streamlined and efficient application and hiring process.

Over the past two years, we have made it easier to obtain residency points for applicants who reside in the city of Cleveland; we implemented year-round job posting for Police and EMS (we anticipate the same for the Bureau of Emergency Communications); we have developed and will improve on applicants ability to provide ancillary documents throughout the application process; we will also increase the frequency of the physical agility test allowing applicants to test more often. These changes are intended to ease the process of moving toward the next step in the hiring process.

> Nurture and Increase Source Relationships

While PSRT has already established a great group of community partners we work with, we continue to look at and grow that list by adding even more. Through our partnerships, we will identify agencies that will be natural partners in these efforts where we can establish monthly information sessions at their venue and meet the people associated with their organization. PSRT will continue to improve its relationships with other public safety agencies. We understand that since the pandemic hiring across all professions has become increasingly difficult. Meeting and talking with other agencies allows us to collaborate and discuss our recruiting efforts, campaigns and our successes. The Recruitment Manager will maintain an electronic database of all community partners and update it as necessary with assistance from PSRT.

> Tell the Story of Each Division Better

The PSRT continues to craft a message that will create appeal and excitement for employment opportunities. A common understanding is that we need to do a better job of telling the story of Public Safety and its divisions. Significant organizational and individual success has been had, but not adequately shared.

The divisions of Police, Fire, EMS, AC&C and the Bureau of Communications have worked hard all year to help create a safer city and provide quality service to the citizens of Cleveland. Many lives have been saved, people in high stress situations have been put at ease, and property damage minimized. We have developed, and continue to develop, a Department and divisions that are responsive to the needs and concerns of the public. We have to do a better job of telling these stories and sharing these experiences. Showing appreciation and highlighting the good work of the individual members of the divisions of Public Safety is essential.

We have uniformed members of the Division of Police that have adopted schools and visit regularly to read and speak to kids. We have members of all divisions that have collaborated with the Food Bank of Greater Cleveland in providing food to those in need. We have members of the Division of Fire who collected and distributed academic and support items that improve the health, safety and comfort of people all around the greater Cleveland area. Members of the divisions go to great lengths to save lives during the course of their duties, we have to take time to pause and thank them.

The divisions of Public Safety are filled with socially conscientious and compassionate people who do great work every day. Recognizing these individuals will increase retention and have a positive impact on recruitment. We will begin taking affirmative steps of telling a more full story of Public Safety and its divisions through a newsletter generated in the Department of Public Safety which will be shared across social media platforms; highlight individual members on other media such as radio, television or print media; we have developed a challenge coin to be given in recognition for acts above and beyond the call of duty; and the installation of a new "Director's Award" for distinguished acts of valor exhibited by members of the divisions of Public Safety as well as courageous citizens.

Message from the Recruitment Team

Dear City of Cleveland,

The year 2022 saw PSRT return to pre-pandemic events and activity levels. In the prior two years, most in-person events were canceled or held with minimal attendance or, in some cases, were held virtually. To date, PSRT has attended and or held over 225 events. Getting back into the community is a vital part of what PSRT does. It allows us to communicate with citizens face-to-face and tell our stories while also breaking down any barriers. In 2023, the PSRT is looking forward to increasing our footprint and getting into the community with intention and precision to talk about safety careers.

Being led by the Chief Director of Public Safety, Karrie Howard, the future of public safety recruitment has never been brighter. The Department of Public Safety seeks to be innovative and at the forefront of recruitment in the years to come creating a model for others to emulate. The PSRT, in tandem with Public Safety, has helped increase efficiency, with more improvements on the horizon. We believe upcoming projects will allow us to be more effective in attracting a diverse group of applicants.

A couple of the significant accomplishments which have occurred in 2022 include:

- **Hiring and Installation of a Recruitment Manager** The Chief Director also hired a civilian Recruitment Manager to be the liaison between the team and the divisions, again ensuring effective oversight and accountability of the teams direction and work.
- Centralizing of Public Safety Recruitment Director Howard centralizing the recruitment team within The Department of Public Safety. Centralizing the team in public safety ensures we are all working towards the same goals and vision for the department, the city, its residents, business owners, travelers, students and the many people who work in the city.
- **Public Safety Recruitment Logo** A new logo for safety, that includes all 4 Divisions, was created and will be used on all recruitment materials going forward. This signifies our unified efforts for the future of public safety here within the City of Cleveland.
- New Standout Uniforms for Members of the Recruitment Team The recruitment team will also wear new uniforms starting in 2023. Removing uniforms from the individual divisions allows an interested applicant to approach any of the recruiters instead of seeking out a particular recruiter based on their uniform.
- Plans for Growth of the Recruitment Team PSRT will also look to bring on board a member from Animal Care & Control to assist with recruiting individuals for the various careers in that division.

- Generating a Pipeline to Careers in Public Safety In the 2023 budget includes resources for a Public Safety Ambassador Program. This program will give an opportunity to 18-26 year olds who have an interest in careers in public safety.
- Use of QR Codes to Track Another accomplishment for the team this year was successfully creating a way to track students we speak with at employment fairs, information tables and weekly conditioning camps. Tracking is through a QR code that candidates scan and input general information. This information is maintained in an Excel spreadsheet. This information is helpful tracking interest and keeping in contact with these individuals. Since we began tracking in mid-July, we have had over 160 applicants attend our conditioning camps, and we have spoken to over 100 students across college campuses.

Here is some data that captures participation in recruitment events over the last five years:

*Includes career fairs, high schools, colleges, community events, radio interviews, and more.

2022	2021	2020	2019	2018
248	102	55	283	222

Recruitment Activities by Month for 2022

January	February	March	April	May	June
5	21	21	22	20	20

July	August	September	October	November	December
17	31	25	24	18	24

We believe the next five years for the Public Safety Recruitment Team can hugely affect safety divisions, Public Safety, and the City of Cleveland. Under the leadership and direction of the Chief Director Howard, we seek to become a role model for the rest of the country as to how you successfully recruit top individuals and onboard them through your process while maintaining high standards. With everyone committed to change while working together, we believe our goals of increasing staffing, and maintaining relationships with community stakeholders are realistic. Our goal is to have a positive impact on current staffing levels and develop a system to minimize staffing deficiencies in the future.

Sincerely,

The Recruitment Team



Division of Police Mission Statement

"The mission of the Cleveland Division of Police is to serve as guardians of the Cleveland community. Guided by the Constitution, we shall enforce the law, maintain order, and protect the lives, property, and rights of all people. We shall carry out our duties with a reverence for human life and in partnership with members of the community through professionalism, respect, integrity, dedication and excellence in policing."

CLEVELAND DIVISION OF POLICE

The Cleveland Division of Police serves a population estimated at 375,000. As of February 6th, 2023, the Division has 1294 sworn officers, 13 of which are in the academy. With another Academy to start on spring of 2023. The 2022 budget for officers is 1640.

Division of Police Demographics

Classification	No.	Male	Female	Caucasian	Black	Hispanic	Other	Budgeted
Chief	1	1	0	0	1	0	0	1
Deputy Chief	4	3	1	2	1	1	0	4
Commander	12	11	1	7	5	0		12
Traffic	1	1	0	1	0	0	0	1
Commissioner								
Captain	17	14	3	16	0	1	0	18
Lieutenant	55	52	3	46	6	2	1	57
Sergeant	173	140	33	114	46	11	2	213
Patrol Officer	1018	836	182	644	248	111	15	1334
Academy	13	12	1	3	4	6	0	N/A

	No.	Male	Female	Caucasian	Black	Hispanic	Other	Budgeted
Total	1294	1070	223	833	311	132	18	1640
Percent		82%	17%	64%	24%	10%	1%	
Community		48.5%	51.5%	34%	48%	12%	4%	

In the 2020 Census, Cleveland's population was 372,624. Males: 178,621 and Females: 189,385. The above chart provides the numbers and demographics of current officers and those currently in the Academy. It also provides the demographics of the Cleveland community. Currently, females and blacks are underrepresented in the Division of Police compared to our community.

Over the last five years, the Division of Police has hired and separated (H/S) the following number of officers.

Division of Police Hiring and Attrition

Year	2022	2021	2020	2019	2018
Hired	46	65	87	136	236
Retired	89	93	91	61	47
Resigned	93	77	51	50	41
<i>Net</i> +/-	-136	-105	-55	+25	+148

2022 Numbers are accurate as of December 31, 2022

Division of Police Academy Classes

Class	Started	Graduated	Began	Ended
139	3	3	1/16/2018	3/5/2018
140	72	49	2/5/2018	8/24/2018
141	44	38	6/11/2018	1/18/2019
142	49	47	7/2/2018	2/8/2019
143	71	57	11/26/2018	7/3/2019
144	51	41	1/28/2019	9/20/2019
145	85	72	8/19/2019	5/5/2020
146	45	34	1/27/2020	11/6/2020
147	42	34	11/30/2020	7/29/2021
148	66	47	6/12/2021	3/7/2022
149	3	3	12/13/21	3/7/2022
150	26	25	12/27/21	8/15/2022
151	20	17	5/20/2022	12/14/2022
152	13	N/A	12/27/2023	??

2022 Division of Police Application Statistics

Ethnicity	BM	WM	НМ	ОМ	BF	WF	HF	OF	ND	Total
	316	291	82	51	146	35	26	16	5	968
Gender	Males	Females	ND							
	740	223	5							968

The Cleveland Division of Police Consent Decree calls for implementing a Division wide community and problem-solving-oriented policing policy. That is now referred to as the Community and Problem-Oriented Policing plan. The ability to effectively implement CPOP means we must reach our budgeted staffing numbers. However, coming out of the pandemic and the climate around the policing profession, trying to recruit new police officers was challenging not only for the City of Cleveland but across the nation.



Division of Fire Mission Statement

"To serve the City of Cleveland with the highest degree of quality and professionalism through a proactive commitment to prevent and mitigate emergency situations where life and property are at risk."

CLEVELAND DIVISION OF FIRE

The Cleveland Division of Fire serves a population estimated at 375,000. As of February 6th, 2022, the Division of Fire has 741 sworn CFD Officers. The 2022 budget for firefighters is 770. Fire academy class started January 17th, 2023 with 37 cadets and 2 EMT cadets.

Division of Fire Demographics

Classification	No.	Male	Female	Caucasian	Black	Hispanic	Other	Budgeted
Chief	1	1	0	0	1	0	0	1
Assistant Chief	7	7	0	4	1	2	0	N/A
Battalion Chief	25	25	0	23	1	1	0	N/A
Captain	55	55	0	43	11	1	0	N/A
Lieutenant	164	164	0	128	27	9	0	N/A
First Grade	367	366	1	281	51	33	2	N/A
Firefighter								
Second Grade	0	0	0	0	0	0	0	N/A
Firefighter								
Third Grade	83	75	8	63	9	10	1	N/A
Firefighter								
Fourth Grade	39	36	3	32	2	5	0	N/A
Firefighter								
Trainees	37	35	2	34	2	0	1	N/A

	No.	Male	Female	Caucasian	Black	Hispanic	Other	Budgeted
Total	778	764	14	608	105	61	3	770
Percent		98%	2%	78%	13%	7%	1%	
Communi	ty	48.5%	51.5%	34%	48%	12%	4%	

Over the last five years, the Division of Fire has hired and separated (H/S) the following number of firefighters.

Division of Fire Hiring and Attrition

Year	2022	2021	2020	2019	2018
Hired	43	88	0	23	39
Retired	50	29	31	37	26
Resigned	5	4	0	4	0
Net +/-	-12	+55	-31	-18	+13

2022 Numbers are accurate as of December 14, 2022

Division of Fire Academy Classes

Class	Started	Graduated	Began	Ended
#33	40	39	3/16/2018	7/13/2018
#34	20	20	9/10/2018	1/11/2019
#35	24	21	4/22/2019	9/6/2019
#36	87	83	7/26/2021	12/21/2021
#37	43	38	3/7/2021	7/27/2022
#38	37	n/a	1/17/2023	??

2022 Fire Application Statistics

Ethnicity	BM	WM	НМ	ОМ	BF	WF	HF	OF	ND	Total
	238	573	84	55	43	36	11	8	8	1056
Gender	Males	Females	ND							
	950	98	8							1056

As stated earlier in the report, the goal of attracting and hiring a diverse group of qualified applicants from a cross-section of the community to reduce the large gap in percentage points between all divisions' demographic makeup and that of the Cleveland community is being taken on by the administration through all divisions. The city citizens expect that all persons will have an equal and fair opportunity to become employed to serve their community should they have the necessary competencies. It is not a fact nor a proper perspective that these abilities are found in the majority of only one demographic. Due to this, the following changes were made to the fire process.

- 1. The Firefighter Mile replaced the old agility test, and as a result, we have seen far fewer applicants fail the test.
- 2. The city provides various sizes of gear to accommodate female applicants better. They no longer have to perform the agility test in gear meant only for male firefighters.
- 3. A visual clock was put in place at the test site so that no discrepancies were found in the time taken by the proctors and others in attendance.
- 4. Practice sessions were made mandatory for all applicants to be sure techniques needed to successfully pass the test were available to everyone with the ability to do so.
- 5. Accommodations for female facilities in the firehouses have started and will continue.



Division of Emergency Medical Services

Mission Statement

"We are committed to improving the quality of life in the City of Cleveland by maintaining the highest ethical and professional standards of pre-hospital care, treating our patients with dignity and respect, and caring for each patient as if they were a member of our own family."

CLEVELAND DIVISION OF EMS

The Cleveland Division of Emergency Medical Services serves a population estimated at 375,000. As of February 6th, 2022, the Division of EMS has 281 sworn officers, including dispatchers. The 2022 budget for EMS is 333. This report does not reflect the 32 Paramedic/EMT's and the 3 EMD's that graduated 2/7/2023.

Division of EMS Demographics

Classification	No.	Male	Female	Caucasian	Black	Hispanic	Other	Budgeted
Commissioner	1	1	0	0	1	0	0	1
Deputy	1	1		1	0	0	0	1
Commissioner								
Commander	1	1	0	0	0	0	1	
Captain	16	12	4	10	6	0	0	17
Sergeant	32	14	18	17	10	4	1	N/A
Paramedic / EMT	172	117	55	114	42	7	8	
EMT Trainees	2	2	0	1	1	0	0	N/A
Dispatchers	24	2	22	8	15	0	0	38
EMD Trainees	0	0	0	0	0	0	0	N/A
Division of EMS	281	164	117	165	89	14	9	333
Employees								

	No.	Male	Female	Caucasian	Black	Hispanic	Other	Budgeted
Total	281	164	117	165	89	14	9	333
Percent		58%	41%	58%	31%	4.9%	3%	
Community	,	48.5%	51.5%	34%	48%	12%	4%	

Over the last five years, the Division of Emergency Medical Services has hired and separated (H/S) the following number of firefighters.

Division of EMS Hiring and Attrition

Year	2022	2021	2020	2019	2018
Hired	51	37	3	26	41
Retired	0	3	0	4	0
Resigned	54	43	31	37	41
Net +/-	-3	-9	-28	-15	0

2022 Numbers are accurate as of December 31, 2022

Division of EMS Academy Classes

Class	Started	Graduated	Began	Ended
EMD	8	3	10/24/2022	2/07/2023
Paramedic	8	6	10/17/2022	2/07/2023
EMT	3	22	8/29/2022	2/07/2023
EMD	3	2	3/21/2022	4/29/2022
EMT /	36	33	8/9/2021	1/24/2022
Paramedic				
Paramedic	12	4	3/8/2021	6/11/2021
Paramedic	8	3	9/21/2020	1/8/2021
EMD	4	0	9/21/2020	N/A
EMT	21	12	12/23/2019	6/23/2020
EMD	5	4	11/4/2019	1/03/2020
Paramedic	8	5	8/12/2019	12/06/2019
EMD	5	5	2/25/2019	4/26/2019
EMT /	22	17	11/19/2018	3/22/2019
Paramedic				
EMD	1	0	6/18/2018	N/A
EMT /	29	24	3/12/18	6/08/2018
Paramedic				

2022 Division of EMS Application Statistics

Ethnicity	ВМ	WM	НМ	ОМ	BF	WF	HF	OF	ND	Total
	27	37	5	6	43	25	5	7	0	152
Gender	Males	Females	ND							
	75	77	0							152

2022 EMS-Paramedic Application Statistics

Ethnicity	ВМ	WM	НМ	ОМ	BF	WF	HF	OF	ND	Total
	4	16	1	2	12	7	3	1	0	47
Gender	Males	Females	ND							
	23	23	1							47

Recruiting for the Division of Emergency Medical Services proves to be as difficult as recruitment for police officers. More so on the paramedic side due to the small number of certified paramedics attending classes throughout the area. There is also a high demand for paramedics, and the pay disparity between agencies plays a significant factor in recruiting qualified paramedics. The best way to fill our paramedic ranks is by hiring entry-level Basic-EMTs and then providing them with a way to become certified. While understanding we need to balance the number of paramedics with EMTs, this is still the best possible outlook for growing the division. We also have the advantage of ensuring we have a diverse workforce because diversity among local paramedic classes is highly lacking. Creating and providing a way for those interested in a career in medical services to go from an EMT to a paramedic would make the city more attractive as a destination. This would be especially true for the hundreds of students we talk to yearly across the city looking for employment opportunities straight out of high school.



<u>Division of Animal Care & Control</u> <u>Mission Statement</u>

The mission of the Division of Animal Control Services is to reduce the number of stray and unwanted animals in the city of Cleveland by enforcing City animal ordinances and by referring low cost spay/neuter services for Cleveland residents.

CLEVELAND DIVISION OF ANIMAL CARE & CONTROL

The Cleveland Division of Animal Care & Control serves a population estimated at 375,000. As of February 6th, 2023, the Division of AC&C has 33 members. The 2022 budget for AC&C is 47.

Division of AC&C Demographics

Classification	No.	grapino Male	Female	Caucasian	Black	Hispanic	Other	Budgeted
				_		_		Duagetea
Division Manager	1	1	0	1	0	0	0	1
Chief Animal	1	1	U	1	0	0	U	1
Control Officer	2	2	0	2	0	0	0	3
Veterinarian (<i>Part-</i>	2	2	0	2	0	0	U	3
Time)	1	1	0	1	0	0	0	1
ACO Supervisor I	1	1	U	1	U	0	U	1
(Part-Time)	0	0	0	0	0	0	0	1
ACO Supervisor II (Full-Time)	U	U	U	U	U	0	U	1
Shelter Manager	1	0	1	1	0	0	0	1
Animal Care Officer	12	5	7	10	1	1	0	13
(Full Time)	12]	/	10	1	1	U	13
Animal Care Officer	2	0	2	2	0	0	0	2
(Part-Time)	2		2	2	0	0	U	2
Animal Care	5	0	5	4	1	0	0	6
Worker	3		3	7	1		U	Ü
(Full-Time)								
Animal Care	0	0	0	0	0	0	0	3
	U	U	U	U	U	0	U	3
Worker								
(Part-Time)		0	2	2	0		0	4
Animal Health	3	0	3	3	0	0	0	4
Technicians	-	0	0		0		0	
Animal Health	0	0	0	0	0	0	0	1
Technicians								
(Part-Time)	1	0	1	1	0	0	0	1
Chief Clerk	1	0	1	1	0	0	0	1
Senior Clerk	0	0	0	0	1	0	0	1
(Full-Time)	2	0	2	1	1	0	0	2
Junior Clerk	2	0	2	1	1	0	0	2
(Full-Time)	1	0	1	1	0	0	0	1
Clerk (Part-Time)	1 2	0	1	1 2	0	0	0	1 2
Canine Enrichment Staff (Full-Time)	2	1	1	2	0	0	0	2
Custodians	2	2	0	2	0	0	0	2
(Full-Time)								
Adoption	0	0	0	0	0	0	0	1
Coordinator								
(Volunteer)								
Totals	37	13	24	33	3	1	0	47

	No.	Male	Female	Caucasian	Black	Hispanic	Other	Budgeted
Total	37	13	24	33	3	1	0	47
Percen	t	35%	64%	89%	6%	2%	0	
Commur	nity	48.5%	51.5%	34%	48%	12%	4%	

Over the last five years, the Division of AC&C has hired and separated (H/S) the following number of employees.

Division of AC&C Hiring and Attrition

Year	2022	2021	2020	2019	2018
Hired	8	5	5	11	7
Retired	0	2	0	0	0
Resigned	9	5	5	5	1
Net +/-	-1	-2	0	+6	+6

2022 Numbers are accurate as of December 31st 2022

2022 Division of AC&C Application Statistics

Ethnicity	BM	WM	НМ	ОМ	BF	WF	HF	OF	ND	Total
	26	23	6	8	18	55	6	1	1	144
Gender	Males	Females	ND							
	63	80	1							144

While PSRT has done some recruitment for AC&C over the years, the division was never given the same attention as the other divisions. Chief Director Howard has made sure they are included in the conversation, but as stated earlier, he is also looking to move an AC&C employee to the recruitment team. This will give the team a member who has knowledge of the different positions and what characteristics make for the best employee. PSRT has already begun looking into the different schools specializing in the careers offered in AC&C. We will be attending various events held at these schools starting next year to help fully staff all positions within AC&C. Cory, the Division Manager of AC&C, began in July of 2021 and has done an outstanding job since. Cory will work with PSRT as we collect the statistical data needed to improve our recruitment efforts for AC&C.

APPENDIX A

RECRUITMENT ACTIVIES FOR 2022

January 2022

- ➤ The Ohio State University Career Fair
- Collinwood High School
- Ohio Means Virtual Job Fair
- Cleveland Central Catholic High School
- > EYEJ Virtual Community Meeting

February

- ➤ Tri-C East
- > John Carroll University Career Fair
- > Frederick Douglas
- > John Marshall
- ➤ University of Akron
- ➤ Bowling Green University
- East Tech High
- > John F Kennedy High School
- ➤ 1,000 Ties at Warrensville High School
- > Dayton University Career Fair
- ➤ Lincoln West High School
- ➤ Kenneth Clement Boys Leadership Academy
- ➤ Glenville High School
- ➤ NBA All Star Events Friday Sunday
- ➤ Lorain Community College
- > EYEJ Meet & Greet
- ➤ Rhodes High School
- ➤ Ginn Academy
- ➤ Information Session at Collinwood Rec Center

March

- ➤ Youngstown State University Career Fair
- ➤ Cleveland State University Career Fair
- > East Tech High Senior Meeting
- > Cavaliers Career Fair
- ➤ Lorain Community College 8 AM & 5 PM
- ➤ Information Session @ Michael Zone Rec Center
- ➤ Lincoln West High School
- ➤ Ginn Academy
- > Radio Interview @ La Mega
- ➤ Ohio Means Jobs Virtual Career Fair
- ➤ Radio Interview @ Radio One
- ➤ Mayfield High School
- ➤ Information Session @ Zelma George

- CMSD Career Fair
- ➤ Central State University Career Fair
- > Tri-C Virtual Career Fair
- ➤ Information Session @ Gunning Rec
- ➤ Information Session @ Frederick Douglas
- ➤ Annual E for Me Opportunity Fair
- > John F Kennedy High School
- > Tri-C Metro

<u>April</u>

- ➤ Information Session @ Estabrook Rec Center
- > John Marshall High School
- ➤ Information Session @ Collinwood Rec Center
- East Professional Career Fair
- ➤ Wayne State University Career Fair
- ➤ Information Session @Michael Zone Rec Center
- ➤ Information Session @ Thurgood Marshall Rec Center
- > EYEJ Town Hall Meeting
- > The Cleveland School of Art
- ➤ John Hay High School
- ➤ John F. Kennedy High School
- ➤ Youth Opportunity Career Fair
- ➤ AJ Rickoff Elementary School
- > Rhodes Career Day
- > 1,000 Ties Resource Fair
- ➤ Information Session @ Zelma George Rec Center

May

- ➤ Wade Park Elementary
- > Tri-C Metro Career Fair
- ➤ Conditioning Camp @ Gunning Rec Center
- > Information Session @ 1st District
- ➤ Campus International High School Career Fair
- > John Adams Career Fair
- ➤ Information Session & Conditioning Camp @ Frederick Douglass Rec Center
- ➤ CMSD Career Chats w/ 9-12 Graders
- ➤ CMSD Career Chast w/ 6-8 Graders
- ➤ University Hospital Career Week
- ➤ Information Session & Conditioning Camp @ EJ Kovacic Rec Center
- > Tri-C Parma / Dispatch Class
- ➤ Barbershop Talk @ 2nd Round Knockouts

<u>June</u>

- > John Hay High School Career Day
- ➤ Job Expo

- ➤ Information Session & Conditioning Camp @ Michael Zone Rec Center
- ➤ Wade Oval Wednesday Every Wednesday
- ➤ Juneteenth Celebration Block Party @ Glenview
- ➤ Juneteenth Celebration @ Fairfax Rec Center
- ➤ Information Session & Conditioning Camp @ Zelma George Rec Center
- > Juneteenth Celebration @ Mall C
- ➤ Grill & Chill w/ Morning Star Baptist Church
- ➤ 4th District Safety Fair
- ➤ Information Session & Conditioning Camp @ Gunning Rec Center
- > UMOJA Freedom Day Festival

<u>July</u>

- ➤ Wade Oval Wednesday Every Wednesday
- ➤ Information Session & Conditioning Camp @ Cudell Rec Center
- Fire & Ice Social Event @ Station 39
- ➤ Barbershop Talk @ First Draft Picks
- ➤ Public Safety Week / Various Locations Around the City
- > Public Safety Community Fest @ WOVU
- > Job Fair with Step Forward
- Community Night Out w/ Director & Chief Drummond @ Glenville Rec Center
- > Ohio Law Enforcement Recruitment Fair
- > 3rd District Safety Fair
- > Fire & Ice Social Event @ Station 30
- Annual Greek Softball Classic @ League Park

August

- > Speed Networking & Job Matching Event
- National Night Out Against Crime @ Steelyard Commons
- > Radio Interview @ La Mega
- ➤ In the Neighborhood @ Collinwood Rec Center
- Fire & Ice Social Event @ Station 36
- ➤ Information Session & Conditioning Camp @ Collinwood Rec Center
- ➤ Information Session @ Kovacic Rec Center
- ➤ Wade Oval Wednesday Every Wednesday
- > Feast of Assumption : Friday to Sunday
- ➤ Information Session & Conditioning Camp @ Michael Zone Rec Center
- ➤ Information Session @ Estabrook Rec Center
- ➤ AJ Rickoff Elementary School Meet & Greet
- > CHN Field Day
- ➤ Collinwood High School Meet & Greet
- > 5th District Safety Fair
- Community Resource Fair @ Lake Erie Prep & East Academy
- ➤ Information Session & Conditioning Camp @ Frederick Douglass Rec Center
- > The Cleveland La Placita Event

- ➤ Backpack, Braids & Fades Back to School Event
- ➤ Information Session & Thurgood Rec Center
- ➤ In the Neighborhood @ Holy Trinity Baptist Church
- Radio Interview @ Radio One
- ➤ Information Session & Conditioning Camp @ Gunning Rec Center
- Olivet Institutional Street Festival
- ➤ One World Day Event @ Cultural Gardens
- ➤ Information Session @ Cudell Rec Center

September

- ➤ Information Session & Conditioning Camp @ Zelma George Rec Center
- ➤ Tri-C Eastern Campus
- ➤ Information Session @ Kovacic Rec Center
- > Radio Interview @ Radio One
- > City of Cleveland Wellness Fair
- ➤ 2nd District Safety Fair
- ➤ Information Session & Conditioning Camp @ Kovacic Rec Center
- > The Ohio State Career Fair
- County Application Day Fair
- > Expungement Clinic & Job Fair
- ➤ In the Neighborhood @ La Sagrada Familia
- ➤ John Carroll University Information Table
- ➤ Information Session & Conditioning Camp @ Collinwood Rec Center
- University of Dayton Career Fair
- > Cleveland State Health & Safety Fair
- > Ohio Wesleyan University Career Fair
- ➤ In the Neighborhood @ 2nd Calvary Baptist Church
- > YMCA @ Downtown Location
- > Information Session & Conditioning Camp @ Michael Zone Rec Center
- > VA Resource Fair
- > Employer Job Mach Event
- ➤ Ohio University Career Fair
- City Mission Job Fair
- University of Akron Career Fair
- University of Pittsburgh Career Fair

October

- ➤ Information Session & Conditioning Camp @ Frederick Douglass Rec Center
- ➤ University of Dayton Student Athlete Career Fair
- ➤ Hiram College Information Table
- ➤ Kent State University Information Table
- University of Akron Career Fair
- ➤ Bowling Green State University Career Fair
- > Fall Festival @ Luke Easter Park
- ➤ Information Session & Conditioning Camp @ Estabrook Rec Center
- > Maple Heights High School
- ➤ Notre Dame College Information Table
- ➤ Notre Dame College Career Fair
- ➤ Baldwin Wallace University Information Table
- > Central State University Career Fair
- ➤ Americore Event Information Table
- ➤ Information Session & Conditioning Camp @ Thurgood Marshall Rec Center
- ➤ Youngstown State University Career Fair
- ➤ Innovation Academy Career Fair
- ➤ Information Session & Conditioning Camp @ Gunning Rec Center
- ➤ Bob Davis Boxing Classic Information Table
- ➤ Collinwood High School Meet the Seniors Event
- ➤ Public Safety Career Day @ Marion-Sterling School
- ➤ Information Session & Conditioning Camp @ Cudell Rec Center
- ➤ Resource Fair @ E.55th McDonalds
- ➤ Cleveland Fire Family Halloween Festival Information Table

November

- Eastern Michigan University Career Fair
- ➤ Information Session & Conditioning Camp @ Collinwood Rec Center
- ➤ Tri- C East & West Campus Information Table
- ➤ Campus International High School Public Safety Career Opportunities
- > Veterans Resource Fair
- ➤ Information Session & Conditioning Camp @ Michael Zone Rec Center
- ➤ Garrett Morgan School Public Safety Career Opportunities
- ➤ Stephanie Tubbs Jones School Public Safety Career Opportunities
- ➤ Indiana Tech University Criminal Justice Career Fair
- ➤ Benedictine High School
- Cleveland Central Catholic High School
- ➤ AJ Rickoff School
- ➤ Radio Interview @ WOVU
- ➤ Information Session & Conditioning Camp @ Frederic Douglass Rec Center
- > Tri-C Metro
- ➤ Information Session & Conditioning Camp (a) Estabrook
- ➤ Holy Name High School

> Trinity High School

December

- > Ohio Means Career Fair
- ➤ Lutheran East High School
- > Premier Barber Shop
- ➤ Garret Morgan High School
- ➤ Information Session & Conditioning Camp @ Thurgood Marshall Rec Center
- ➤ UH Parma Training Class
- ➤ Holy Name High School
- > UH EMT Basic Class
- ➤ Tri-C Paramedic Class
- ➤ Glenville Parade
- > UH Parma EMT Class
- > Tri-C Career Fair
- ➤ Glenville Career Fair
- ➤ Information Session & Conditioning Camp @ Gunning Rec Center
- ➤ Tri-C Dispatch Academy
- > Tri-C East EMT Class
- ➤ Class 151 Police Graduation
- ➤ Tri-C West EMT Class
- ➤ Information Session & Conditioning Camp @ Kovacic Rec Center
- ➤ Valley College
- > WOVU Radio Interview

CITY OF CLEVELAND

PUBLIC SAFETY RECRUITMENT SECTION

END OF YEAR REPORT 2022



For career opportunities with the divisions of the Department of Public Safety call:

(216) 623-5233

To speak with one of our recruiters.