

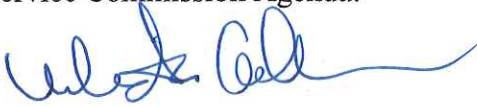


CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: 0293 - 102 - 1
2. For Civil Service Commission Meeting of: September 19, 2016
3. Check One: Ratification Agenda
 Consent Agenda
 Regular Agenda
 Human Resources Director's Report
4. Subject: **Report on Position-Based Testing Program**
5. Recommendation: Adopt the Report
6. Report prepared by: John Kraus Telephone number: 415 557-4884
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A).**
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director: 
Date: 8/26/16
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

**Executive Officer
Civil Service Commission
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102**

10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

Attachment



Notifications:

Micki Callahan
Human Resources Director
Department of Human Resources
1 S. Van Ness Ave. floor 4
San Francisco CA 94103

Ted Yamasaki
Department of Human Resources
1 S. Van Ness Ave. floor 4
San Francisco CA 94103

John Kraus
Department of Human Resources
1 S. Van Ness Ave. floor 4
San Francisco CA 94103

Anna Biasbas
Department of Human Resources
1 S. Van Ness Ave. floor 4
San Francisco CA 94103

Susan Gard
Department of Human Resources
1 S. Van Ness Ave. floor 4
San Francisco CA 94103



Edwin M. Lee
Mayor

Micki Callahan
Human Resources Director

Date: August 25, 2016
To: Honorable Civil Service Commission
Through: Micki Callahan
 Human Resources Director *we*
From: Anna Biasbas
 Recruitment and Assessment Services Operations Manager
Subject: Report on the Position-Based Testing Program

The purpose of this report is to update the Civil Service Commission (CSC) on the Position-Based Testing (PBT) Program. This report covers the period from July 1, 2015 through June 30, 2016.

CSC Rule 111A on PBTs was adopted on February 6, 2006. Under the PBT Program, local hiring departments or agencies are permitted to process recruitments in consultation with the Department of Human Resources (DHR). The program was intended to streamline the hiring of permanent employees by giving departments greater control over the recruitment and assessment process. The stated goal of the PBT Program is to adopt eligible lists resulting from merit-based examination processes within 60 days of the posting of an examination announcement.

The table below shows that 418 (60%) of this past year's 698 job announcements were processed as PBTs. This is the most that have been administered in a given year since the program's inception. The number of PBTs has increased this past year by approximately 7%. This is a 37% increase over the year before last. The table also shows that the average number of days associated with PBT recruitments (i.e., the median number of days from announcement closing to list issuance) is below the 60 day timeline.

	PBT			CBT			Total Tests
	# of tests	% of all tests	Avg. # days ¹	# of tests	% of all tests	Avg.# days	
FY 2006-2007	120	52%	99	109	48%	113	233
FY 2007-2008	180	61%	82	117	39%	111	291
FY 2008-2009	106	67%	67	52	33%	81	187
FY 2009-2010	142	56%	63	110	44%	80	222
FY 2010-2011	333	69%	42	152	31%	54	387
FY 2011-2012	268	70%	48	113	30%	90	358
FY 2012-2013	243	68%	58	113	32%	73	356
FY 2013-2014	305	65%	62	167	35%	81	472
FY 2014-2015	392	61%	58	251	39%	77	643
FY 2015-2016	418	60%	54	280	40%	88	698

City analysts processed a total of 698 separate recruitments within this past fiscal year. This is the highest number of exams administered within the last 10 years. We believe this is attributed to the increase in human resources analyst staff across City departments attending DHR's HR Academy, taking courses in the areas of examination and recruitment. This is supported by our records showing a high attendance rate in RAS' comprehensive training on job analyses, test development (written tests, behavioral consistency questionnaires, oral exams and performance exams) and use of the City's applicant management system (JobAps) from both new and existing human resources analysts.

¹ Average # days in this table corresponds to the median time frame between the announcement closing and list adoption

For PBT recruitments, a total of six protests and appeals were received during the period from 7/1/15 through 6/30/16². As the table below shows, these involved five different examinations and were received from five different candidates. SEIU Local 1021 also submitted essentially the same protest as one of the complainants regarding one of these examinations.

Department Responsible for Recruitment	Agency Receiving Complaint	Agency Responding to Complaint	Appeal/Protest Date	PBT or CBT	Class	# of Complainants	Reason for Complaint	Outcome/Resolution
DPH	DHR	DHR	08/19/15	PBT-2406-06481	2406 Pharmacy Helper	Sin Yee Poon (SEIU Local 1021)	DPH Scoring Procedure and Scoring Conversion Formula	Denied by DHR (Clerical error in DPH's notification of results to candidates did not impact scoring)
DPH	DHR	DPH	8/19/2015	PBT-2406-064861	2406 Pharmacy Helper	1	Scoring/Wrong Final Score Calculation Formula	DHR Administratively resolved by providing the correct conversion formula
LIB	LIB/CSS	LIB	12/02/15	PBT-8211-065360	8211 Supervising Building & Grounds Patrol Officer	1	Eligibility	Administratively resolved. Applicant initially rejected but later admitted following his submission of additional documentation to meet MQs
DPH	DPH/DHR	DPH/DHR	02/17/16	PBT-6139-066227	6139 Sr. Industrial Hygienist	1	Requests eligibility & waiver of required certification until such time he obtains cert.	Human Resources Director denies request; final determination
DBI	DBI/DHR/CSC	DBI/DHR/CSC	1/19/2016	PBT-0923-066329	0923 Legislative and Public Affairs Manager	1	Scores should have been higher on supplemental questionnaire based on scores received in other exams	Denied by DBI, DHR & CSC (No substance)
HSA	DHR/HSA/CSS	HSA	9/28/15 11/2/2015	PBT-2915-063511	2915 Program Specialist Supervisor	1	Exam computational errors	Human Services revised appellant's ratings and rank to administratively resolve complaint. HSA notified appellant of this on 10/27/15 and then again on 10/30/15

If we compare these five protests concerning eligibility and scoring calculations to the 418 separate PBT examinations administered during the same period, the “exam protest/appeal rate” is 1.2%. This is exceptionally low and reflects well on the City’s overall administration of its PBT projects during this reporting period.

Conclusion

Given approximately 10 years of data, there is ample evidence to conclude that the PBT Program has been quite successful in delivering eligible lists faster than Class-Based-Testing. Also, the small percentage of complaints associated with PBT exams suggests these improvements have been possible without sacrifices to quality.

The PBT Program reflects that the median number of days from announcement closing to list issuance has been below the 60 day timeline since fiscal year 2010/2011 with the exception of fiscal year 2013/2014 with 62 days, which is only slightly over the 60 day goal. Within the last two fiscal years (2014/2015 and 2015/16), the median number of days from announcement closing to list issuance were 58 days and 54 days respectively. We are, therefore, respectfully requesting that the CSC reduce the frequency of this report to an annual versus semi-annual basis, with the next delivered report due in August 2017. Should there be a substantial increase (beyond 60 days) in the median number of days from announcement closing to list issuance, we would look into the matter more closely and report to CSC.

Recommendation: Adopt the report and reduce the reporting requirement from twice annually to once a year.

c: Ted Yamasaki

² By comparison, during this same period, 11 protests and appeals were received that involved 9 (non-Public Safety) CBT recruitments.