

April 12, 2022

SUBJECT: APPEAL BY RHODORA SANGALANG OF THE HUMAN RESOURCES DIRECTOR'S DETERMINATION TO ADMINISTRATIVELY CLOSE APPELLANT'S COMPLAINT OF DISCRIMINATION

Dear Commissioners,

Thank you for the opportunity to submit additional documents in support of my appeal.

I want to refer back to the email from Leo Sauceda. The HR Manager of HSA at that time. I still strongly believe that the email should be treated as an official, contemporaneous document. The HR Manager himself should have the authority to draw up an email describing one of his employees' duties and have it considered as binding. At that time, he placed a phone to call the analyst in charge of the recruitment, but wasn't able to speak with her directly. Unfortunately, this was also the time Mr. Sauceda was preparing to go on medical leave and no follow through on proving my credentials occurred. However, I'm puzzled at how my immediate supervisor, David Tu (who was copied on the email), could not verify, endorse, or simply place in my OEPF the copy of the email on July 3, 2017. I myself, failed to make that request. By the time I decided to ask David Tu to help me, he stated, "As your supervisor, any documentation I provide would not be deemed as acceptable non-contemporaneous documentation."

(Exhibit A)

After being shot down several times by my own supervisor, it caused me to feel low self-esteem, stressed out, and physically ill. I was falling in an emotional downward spiral. However, I had a team and clients from a worth-while program that relied on me; and that is what I focused on to keep me going.

Prior to and during pandemic, I unofficially coordinated the work for the PST Unit. Unofficially, because I was not asked to do so, but being the most senior and only employee with a PCS job type, I took it upon myself to take on the role. Otherwise, the unit would come to a stand-still. The unit was a 3-person team. Aside from navigating through the chaotic procedural changes and total overturn of our usual practices, I became the go-to person for my team, who referred concerns from JobsNOW!, host sites, PSTs, and other stakeholders to me. I handled issues caused by my team members that required coordination between the Controller's office, our payroll unit, the employee. I even had to create a letter of verification for our employee in case they were ever faced with identity-fraud related matters. One of our co-workers was facing the end of her term, so she was already checked out months prior which left 2 of us with the work. I did not hear of any complaints or worries, or disappointments that reached my supervisor that I did not fix on my own. I feel that what I just described are difficult and complex matters of which surpass that of a 1204 job description.

Because of my determination to become a 1241 HR Analyst to better enhance our policies and procedures to provide better customer service to our current and prospective employees, I decided to finish my degree during pandemic. I received my bachelor degree in Business on August 30, 2021.

EXHIBIT B

David Tu's email after Rhodora Sangalang requested for help in meeting MQs

From: Tu, David (HSA) (david.tu@sfgov.org)

To: [REDACTED]

Date: Tuesday, February 16, 2021, 12:26 PM PST

Hi Rhodora,

Sorry for the delay in getting back to you. Hope you're doing well.

As you may know, certain jobs, especially within the same job family, will have some degree of overlapping duties. In this case, there are some overlapping duties between the 1241 and the 1204, but the level of the work seems to be the distinguishing feature (professional vs. clerical). City employees receive credit for the duties of the job class to which they were appointed. City employees may receive credit for job duties performed outside of the duties in their job classification(s) if there is contemporaneous documentation in their OEPF. Credit based on non-contemporaneous documentation needs to be approved by the City's Human Resources Director. As your supervisor, any documentation I provide would not be deemed as acceptable non-contemporaneous documentation.

You are a valued member of the HR Operations team. Your willingness to take initiative and step up to any assignments given to you are an asset to our team and to the Agency. I hope this does not dissuade you from continuing to apply for promotive opportunities.

David Tu

(he, him, his)

Human Resources Manager

Human Resources

O: (415) 557-6417

C: [REDACTED]

Office Address:

1650 Mission Street, 4th Floor, San Francisco, CA 94103

www.SFHSA.org



From: Rhodora <[REDACTED]>
Sent: Sunday, February 7, 2021 9:48 PM
To: Tu, David (HSA) <david.tu@sfgov.org>
Subject: Fw: 1241 Human Resources Analyst Notice (CBT-1241-904144)

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi David,

I trust you are doing well. I'm sorry to bother you with this topic again. It seems I've been trying so hard for so long to qualify for this class. I just can't seem to give up. Since our last conversation about this, I went back to school and am happy to say that I'm almost finished. I'm attaching my transcript for proof.

My transcript will also show that I did attempt to obtain my degree many years ago. However, raising my family took priority.

I'm asking for you to help me qualify to take the 1241 exam. In the past year, I feel I have proven that I am capable of performing duties of a human resources analyst. Especially, due to the C19 pandemic, I've had to work independently and have taken initiative. Attached is a generic announcement of the 1241 position and I've highlighted areas where I carried out duties of an HR analyst.

As far as the educational requirement, I think the contemporaneous documentation of serving as unit lead should be enough to cover the credits I'm lacking.

I think that if you can vouch for me in the form of documentation that I can submit to DHR, it would give me the lift that I need to qualify.

Again, I'm sorry to bother you with this. I really enjoy doing HR work and need to move forward.

Thanks for your time,

Rhodora Sangalang

----- Forwarded Message -----

From: "verilyn.radford-bellamy@sfgov.org" <verilyn.radford-bellamy@sfgov.org>

To: [REDACTED] <[REDACTED]>

Sent: Friday, February 5, 2021, 02:17:10 PM PST

Subject: 1241 Human Resources Analyst Notice (CBT-1241-904144)



Friday, February 5, 2021

EASY ID: [REDACTED]

Dear RHODORA SANGALANG:

Thank you for submitting your application for 1241 Human Resources Analyst (CBT-1241-904144). Applicants must clearly demonstrate through the information on their application that they possess the requirements specified as the minimum qualifications.

The information you provided on the Supplemental Questionnaire of your application does not clearly demonstrate that you meet the minimum qualifications, and therefore, your application was not qualified to continue in this examination process.

The minimum qualifications are:

1. Possession of a baccalaureate degree from an accredited college or university.
2. One (1) year of professional human resources experience in one or more of the following areas of activity: recruitment and selection, classification and compensation, employee and/or labor relations, benefits administration and human resources operations.

Note: One year is equivalent to working 2,000 hours.

Substitution:

Education Substitution - Verifiable professional human resources work experience in one or more of the following areas may substitute for up to two years of the required education on a year-for-year basis: recruitment and selection, classification and compensation, employee and/or labor relations, benefits administration and human resources operations. (One year of experience will be considered equivalent to 30 semester or 45 quarter units of college coursework.)

Experience Substitution - Completion of a 12 month human resources trainee program equivalent to the City and County of San Francisco's 1249 Human Resources Training Program may substitute for the one (1) year of required professional experience.

NOTE: Candidates currently enrolled in a 12 month human resources trainee program may apply and participate in the examination process, but will be placed under waiver until the full experience requirement has been met and verified. (Applicants are responsible for submitting documentation to have their waiver lifted).

In order for your application to be considered further for this recruitment, you must submit verification of qualifying education and/or qualifying experience by **Friday, February 12, 2021 at 5:00 pm**. Please email the verification to Verilyn.Radford-Bellamy@sfgov.org. The information you provide must clearly show how the education/experience which you indicated on your application fulfills the required minimum qualifications.

Qualifying education must be verified by copy of diploma or transcripts showing major or coursework completed. Information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <https://avanan.url-protection.com/v1/url?o=http%3A//sfdrh.org/how-verify-education-requirements.&g=MTBhYzM0N2NjYTE2OTAwYg==&h=MTE1ODNmM2FjMzMnNjAwM2Y5ZjQxMWQ3NmFjOTA1OTYxNjYzZTVIYWIyZjAzODc3OGJkYjBjMmE1YTNIM2FIZA==&p=YXAzOnNmZHqyOmF2YW5hbjpVzmZpY2UzNjVfZW1haWxzX2VtYWlsOml2ZDExZTk4YTJiNTc4MmVmMTc2NjI2NjIYTUxYzUyOnYx>

Verification of qualifying experience must be on the employer's letterhead, show your name, dates of service, job title(s), duties actually performed for each position, and must be signed by the employer. If you are submitting experience verification gained as a part-time, as-needed, extra-help, etc. employee, you will need to verify the total number of hours worked in addition to the verification requirements described above. Qualifying experience may be verified by employer signed performance evaluations showing duties performed.

City and County employees will receive credit for the duties of the class to which appointed. Credit for experience obtained outside of the employee's class will only be allowed if recorded in accordance with the provisions of Civil Service Commission Rules.

Thank you for your interest in employment with the City and County of San Francisco. We encourage you to apply for other positions for which you may qualify at <https://avanan.url-protection.com/v1/url?o=www.jobapscloud.com/sf.&g=ZjlwNzRhMzIODdmZWQzOQ==&h=YTl5YTU1Mzl1MWY2MmVmMGWmZmZDc1ZGVkYmNIMDbjODI0NWVjZmYzOWIxZjFmOTdmNzMwN2VkJhhZGE2NA==&p=YXAzOnNmZHqyOmF2YW5hbjpVzmZpY2UzNjVfZW1haWxzX2VtYWlsOml2ZDExZTk4YTJiNTc4MmVmMTc2NjI2NjIYTUxYzUyOnYx>

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at

[https://avanan.url-protection.com/v1/url?
o=http%3A//sfgov.org/civilservice/rules.&g=NzljYzM0OTRIZjZiYTA5ZQ==&h=MmZiZWYwZTlwMjk1NGMzMzBINTYzMzkxN2VjN2JiZjhNzgwNmRiZmFhOTg1ZGY0OGM3ZjE1OGExOTUyOWIwZg==&p=YXAzOnNmZHqyOmF2YW5hbjpvZmZpY2UzNjVfZW1haWxzX2VtYWIoMl2ZDExZTk4YTJiNTc4MmVmMTc2NjI2NjJiYTUxYzUyOnYx](https://avanan.url-protection.com/v1/url?o=http%3A//sfgov.org/civilservice/rules.&g=NzljYzM0OTRIZjZiYTA5ZQ==&h=MmZiZWYwZTlwMjk1NGMzMzBINTYzMzkxN2VjN2JiZjhNzgwNmRiZmFhOTg1ZGY0OGM3ZjE1OGExOTUyOWIwZg==&p=YXAzOnNmZHqyOmF2YW5hbjpvZmZpY2UzNjVfZW1haWxzX2VtYWIoMl2ZDExZTk4YTJiNTc4MmVmMTc2NjI2NjJiYTUxYzUyOnYx)

Sincerely,

Verilyn Radford-Bellamy
Senior Human Resources Analyst
City & County of San Francisco
Department of Human Resources
1 South Van Ness Avenue, 4th Floor
San Francisco, CA 94103
(415) 557-4843

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To further strengthen my discrimination appeal, below are appointment summaries of employees (Exhibit B), whom at the time of their 1241 HR Analyst appointment, were under 40 years old. Assuming they all have bachelor degrees, and they do not have contemporaneous documentation in their OEPF, they did not fulfill the 2nd MQ of:

"2. One (1) year of professional human resources experience in one or more of the following areas of activity: recruitment and selection, classification and compensation, employee and/or labor relations, benefits administration and human resources operations.

Note: One year is equivalent to working 2,000 hours."

EXHIBIT B

1241 Appointments of HR Employees Under 40-years Old Who May Not Have Met MQs

Job Appointment Summary																					
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Eff Date	Appt Date	Action	Description	Payroll Status	Job Code	Union Code	Empl Class	Exempt Cat	Full/Part Time	Elig List #	Rank	POS #	Dept	Sen Date	Dept	Location	Cert Date	Ctryd Srnty Date	Company Seniority Date	Vacation Anniversary Date	Sick Anniversary Date
08/21/2021	08/21/2021	DTA	Status Change	Active	1241	022	PCS	NA	F	904144	19.00	0.01131413	05/16/2021	HSA	HSA015	05/16/2021	05/16/2021	05/16/2014	05/16/2014	05/16/2014	
12/25/2020	12/26/2020	DTA	Job Code Change	Active	1241	022	TEX	17	F		0.00	0.01131413		HSA	HSA013						
07/30/2020	03/09/2019	DTA	Job Code Change	Active	1220	790	PCS	NA	F	060615	8.00	0.0125499	03/10/2014	HSA	HSA013	02/20/2019	03/10/2014				
12/10/2019	12/10/2019	DTA	Job Code Change	Active	1224	790	TEX	17	F		0.00	0.01131408		HSA	HSA001						
03/09/2019	03/09/2019	DTA	Job Code Change	Active	1220	790	PCS	NA	F	060615	8.00	0.0125499	03/10/2014	HSA	HSA013	02/20/2019	03/10/2014				
12/29/2018	12/29/2018	DTA	Job Code Change	Active	1820	790	PCS	NA	F	078114	4.00	0.01220077	05/15/2018	DPH	DPH001	08/15/2018	08/15/2018				
07/01/2017	06/16/2014	POS	Position Data Update	Active	1220	790	PCS	NA	F	060615	8.00	0.0125499	03/10/2014	HSA	HSA001	03/10/2014	03/10/2014				
06/16/2014	06/16/2014	HIR	New Hire	Active	1220	790	PCS	NA	F	060615	8.00	0.0125499	03/10/2014	HSA	DSS001	03/10/2014	03/10/2014				

Job Appointment Summary																				
Personalize				Find				View All				First				1-10 of 11				Last
Eff Date	Appt Date	Action	Description	Payroll Status	Job Code	Union Code	Empl Class	Exempt Cat	Full/Part Time	Elig List #	Rank	POS #	Dept Sen Date	Dept	Location	Cert Date	Ctryd Srvry Date	Company Seniority Date	Vacation Anniversary Date	Sick Anniversary Date
07/03/2021	07/03/2021	DTA	Status Change	Active	1244	022	PCS	NA	F	104404	3.00	01082966	05/17/2021	HSA	HSA013	05/17/2021	05/17/2021	11/24/2014	11/24/2014	11/24/2014
08/21/2020	08/21/2020	DTA	Job Code Change	Active	1244	022	TEX	16	F		0.00	01125423		HSA	HSA013					
11/06/2019	11/06/2019	DTA	Status Change	Active	1241	022	PCS	NA	F	903268	12.00	01123353	10/17/2019	HSA	HSA014	10/17/2019	10/17/2019			
06/22/2019	06/22/2019	DTA	Job Code Change	Active	1241	022	TPV	NA	F		0.00	01123353		HSA	HSA014					
01/15/2018	01/15/2018	DTA	Job Code Change	Active	1822	790	TEX	18	F		0.00	01114053		HSA	HSA001					
07/01/2017	06/19/2017	POS	Position Data Update	Active	1241	022	TEX	18	F		0.00	01112977		HSA	HSA001					
06/19/2017	06/19/2017	DTA	Job Code Change	Active	1241	022	TEX	18	F		0.00	01112977		HSA	DSS001					
02/24/2017	01/06/2017	POS	New Position	Active	1202	790	PCS	NA	F	060573	7.00	01125497	08/21/2014	HSA	DSS001	08/21/2014	08/21/2014			
01/06/2017	01/06/2017	DTA	Job Code Change	Active	1202	790	PCS	NA	F	060573	7.00		08/21/2014	HSA	DSS001	08/21/2014	08/21/2014			
10/10/2016	10/10/2016	DTA	Job Code Change	Active	1241	022	TEX	18	F		0.00	01112977		HSA	DSS001					

HSA HUMAN RESOURCES CONTACT LIST

(Program Assignments)

OPERATIONS (Leo Sauceda)		Primary		1st Backup		2nd Backup		3rd Backup	
Appointment/Separation Processing	Personnel Clerks	See Personnel Clerks Roster	Arleene Brice Steve Lin	557-5574 557-5913	David Tu	557-6417	Leo Sauceda	557-5568	
ID Badges	Elizabeth Clobucker Personnel Clerks	557-5561	Arleene Brice Steve Lin	557-5574 557-5913	David Tu	557-6417	Leo Sauceda	557-5568	
Fingerprinting	Arlenee Brice Jared Harris Raymond Wang Lisa Mah Rebecca Fulmer	557-5574 557-5973 557-6534 557-5540 557-5143	David Tu	557-6417	Leo Sauceda	557-5568			
PAWs	Elizabeth Clobucker	557-5561	Allan Gonzalez-Ruiz	557-5667	Arleene Brice	557-5574	David Tu	557-6417	
Performance Appraisals	Elizabeth Clobucker	557-5561	Arleene Brice	557-6574	David Tu	557-6417	Leo Sauceda	557-5568	
Promotive Points	Steve Lin	557-5913	David Tu	557-6417	Leo Sauceda	557-5568			
Position Control	Minhchau Vuong	557-6089	Steve Lin	557-5913	David Tu	557-6417	Leo Sauceda	557-5568	
PSTs	Lisa Mah Rebecca Fulmer	557-5540 557-6143	Jared Harris	557-5973	David Tu	557-6417	Leo Sauceda	557-5568	
Reassignment/Selection Process	Rhodora Sangalang	557-5577	Arleene Brice Steve Lin	557-5574 557-5913	David Tu	557-6417	Leo Sauceda	557-5568	
Referrals	Arlenee Brice Steve Lin Rhodora Sangalang	557-5574 557-5913 557-5577	David Tu	557-6417	Leo Sauceda	557-5568			
Request for Approval of Additional Employment	Nelly Rodriguez	557-5098	Leo Sauceda	557-5568					
Request to Fill (RTF)	Minhchau Vuong	557-6089	Nelly Rodriguez	557-5098	David Tu	557-6417	Leo Sauceda	557-5568	
Tuition Reimbursement	Mildred Mendoza	557-5955	Rhodora Sangalang	557-5577	Steve Lin	557-5913	David Tu	557-6417	
Personnel Clerks Roster									
SFBN CalFresh, SFBN Medi-Cal	Allan Gonzalez-Ruiz	557-6667	Arleene Brice	557-5574	David Tu	557-6417	Leo Sauceda	557-5568	
DAS, Housing and Homeless	Rhodora Sangalang	557-5577	Arleene Brice	557-5574	David Tu	557-6417	Leo Sauceda	557-5568	
FCS, SFBN Ops	Raymond Wang	557-6534	Arleene Brice	557-5574	David Tu	557-6417	Leo Sauceda	557-5568	
Admin/EXE Mgt., Accounting, Budget, Contracts, Facilities, Investigations, IT, Planning, OECE, HR	Mildred Mendoza	557-5955	Steve Lin	557-5913	David Tu	557-6417	Leo Sauceda	557-5568	
CAAP, CalWORKs, WDD	Grace Lamorena	557-5812	Steve Lin	557-5913	David Tu	557-6417	Leo Sauceda	557-5568	

HSA HUMAN RESOURCES CONTACT LIST

(Program Assignments)

PAYROLL (Leo Saucedo)	Primary	1st Backup	2nd Backup	3rd Backup
General Questions	Sanah Shaikh 557-5445	Payroll Clerk Cindy Ngai Karen Huang	See Payroll Clerks Roster 557-5785 557-5878	Cindy Ngai Karen Huang 557-5785 557-5878
Pay Check, W2, W4, and Direct Deposit Questions	Payroll Clerk 557-5445	See Payroll Clerks Roster Cindy Ngai Karen Huang	557-5785 557-5878	Bertina Tan Leo Saucedo 557-5568
Collection and Distribution of Payroll Documentation/Forms	Sanah Shaikh 557-5445	Payroll Clerk Leo Saucedo	See Payroll Clerks Roster 557-5568	557-5537
Compensation and Benefits	Bertina Tan 557-5537	Payroll Clerk Sanah Shaikh 557-5445	See Payroll Clerks Roster 557-5568	
Request of Time Records (time study, attendance evaluation, etc.)	Bertina Tan 557-5537	Payroll Clerk Sanah Shaikh 557-5445	See Payroll Clerks Roster 557-5568	
Disability Benefits Verification (Colonial, AFLAC, etc.)	Sanah Shaikh 557-5445	Payroll Clerk Jeffrey San See Payroll Clerks Roster	557-5585 557-5585	Bertina Tan 557-5537
eMerge Access (Self-Service)	Payroll Clerk 557-5445	Payroll Clerk Sanah Shaikh	See Payroll Clerks Roster 557-5568	Cindy Ngai Karen Huang 557-5785 557-5878
Employment/Wage Verification	Bertina Tan 557-5537	Payroll Clerk Cindy Ngai Karen Huang	557-5785 557-5878	Bertina Tan 557-5537
Premium/Special Pays (Acting Assignment, Supervisory Differential, Bilingual, Overtime, etc.)	Bertina Tan 557-5537	Payroll Audit Bertina Tan 557-5537	557-5785 557-5878	Cindy Ngai Karen Huang 557-5785 557-5878
Payroll Audit	Bertina Tan 557-5537	Payroll Information Request (sensitive/confidential)	557-5568	Cindy Ngai Karen Huang 557-5785 557-5878
Payroll Policies & Procedures	Bertina Tan 557-5537	Schedule Changes	557-5568	Cindy Ngai Karen Huang 557-5785 557-5878
		Payroll Clerks Roster		Bertina Tan Leo Saucedo 557-5537
HR, SFBN Ops	Karen Huang 557-55378		557-5785	Bertina Tan 557-5537
JobsNow: CMA, CSS, DPD, DPW, ECN, HA, MTA, Port, PUC, RPD, SFGH, SHRF	Melissa Stangl 557-6330		Cindy Ngai 557-5785	Karen Huang 557-5878
Medi-Cal, FCS (M), Accounting	Nelia Invierno 557-5816		Cindy Ngai 557-5785	Karen Huang 557-5878
CAAP, Investigations, FCS (H)	Kory Schueler 557-5985		Cindy Ngai 557-5785	Karen Huang 557-5878
Admin/EXE Mgt	Cindy Ngai 557-5785		Karen Huang 557-5878	Bertina Tan 557-5537
TBD	Lily Huey 557-5563		Karen Huang 557-5878	Cindy Ngai 557-5785
CalFresh, FCS (J), Contracts, Facilities, HMIS	Anselmo Regalado 557-5565		Karen Huang 557-5878	Bertina Tan 557-5537
CalWORKs, FCS (K), IT	Giselle McAlister 557-5551		Karen Huang 557-5878	Cindy Ngai 557-5785
DAAS, JobsNow: HSA	Jeffrey San 557-5585		Karen Huang 557-5878	Cindy Ngai 557-5785
WDD, FCS (B), Budget, Planning, OECE	Wai Yee Tong 557-5118		Cindy Ngai 557-5785	Karen Huang 557-5878

HSA HUMAN RESOURCES CONTACT LIST
(Program Assignments)

CIVIL RIGHTS (Luenna Kim)		Primary		1st Backup		2nd Backup		3rd Backup	
Client Civil Rights: Discrimination in the Administration of Welfare Benefits/Services, Notices/Posters in HSA Facilities Related to Clients' Civil Rights, Civil Rights Audits		Eric Heisdorf Cecilia Ndounda	557-5920 557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751		
Equal Employment Opportunity (EEO): Discrimination, Complaints Filed by Employees, Notices/Posters in HSA Facilities Related to EEO									
HR	Eric Heisdorf	557-5920	Cecilia Ndounda	557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
Admin/EXE Mgt	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5920	Brenden Lim	557-6140	Luenna Kim	557-5751	
TBD	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5920	Brenden Lim	557-6140	Luenna Kim	557-5751	
CalFresh, FCS (J), Contracts, Facilities, HMLS	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5878	Brenden Lim	557-6140	Luenna Kim	557-5751	
CalWORKs, FCS (K), IT	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5878	Brenden Lim	557-6140	Luenna Kim	557-5751	
DAAS/IHSS, JobsNow: HSA	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5878	Brenden Lim	557-6140	Luenna Kim	557-5751	
JobsNow: CMA, CSS, DPD, DPW, ECN, HA, MTA, Port, PUC, RPD, SFGH, SHRF	Eric Heisdorf	557-5878	Cecilia Ndounda	557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
Medi-Cal, FCS (M), Accounting	Eric Heisdorf	557-5878	Cecilia Ndounda	557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
CAAP, Investigations, FCS (H)	Eric Heisdorf	557-5878	Cecilia Ndounda	557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
WDD, FCS (B), Budget, Planning, OECE	Eric Heisdorf	557-5878	Cecilia Ndounda	557-5785	Brenden Lim	557-6140	Luenna Kim	557-5751	
Leaves of Absence: FMLA, CFRA, Pregnancy Disability Leave, Family Care Leave									
HR	Eric Heisdorf	557-5920	Cecilia Ndounda	557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
Admin/EXE Mgt	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5920	Brenden Lim	557-6140	Luenna Kim	557-5751	
TBD	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5920	Brenden Lim	557-6140	Luenna Kim	557-5751	
CalFresh, FCS (J), Contracts, Facilities, HMLS	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5878	Brenden Lim	557-6140	Luenna Kim	557-5751	
CalWORKs, FCS (K), IT	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5878	Brenden Lim	557-6140	Luenna Kim	557-5751	
DAAS, JobsNow: HSA	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5878	Brenden Lim	557-6140	Luenna Kim	557-5751	
SFBN Ops	Cecilia Ndounda	557-5172	Eric Heisdorf	557-5878	Brenden Lim	557-6140	Luenna Kim	557-5751	
JobsNow: CMA, CSS, DPD, DPW, ECN, HA, MTA, Port, PUC, RPD, SFGH, SHRF	Eric Heisdorf	557-5878	Cecilia Ndounda	557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
Medi-Cal, FCS (M), Accounting	Eric Heisdorf	557-5878	Cecilia Ndounda	557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
CAAP, Investigations, FCS (H)	Eric Heisdorf	557-5878	Cecilia Ndounda	557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
WDD, FCS (B), Budget, Planning, OECE	Eileen Lee	557-5437	Eric Heisdorf Cecilia Ndounda	557-5920 557-5172	Brenden Lim	557-6140	Luenna Kim	557-5751	
Interpretation/Translation: Telephone and Video Remote Interpreting, On-Site Interpreter Requests; Translation of Program Documentation									

HSA HUMAN RESOURCES CONTACT LIST
(Program Assignments)

EMPLOYEE/LABOR RELATIONS (Laurie Juengert)	Primary			1st Backup			2nd Backup			3rd Backup		
Labor Relations: Investigations, Discipline (Written Warnings, Notices of Intent to Suspend or Dismiss/Terminate, Skelly Hearings), and Grievances	Laurie Juengert	557-5712	Luenna Kim		557-5751							
Expedited Arbitrations: MOU Issues and Disciplinary Cases up to Termination	Laurie Juengert	557-5712	Luenna Kim		557-5751							
Union Meetings: Labor Management Committee, Meet and Confers, General Discussions	Laurie Juengert	557-5712	Luenna Kim		557-5751							
Advice to Managers/Supervisors: Day-to-Day Advice on a Variety of Issues, Sick Leave Restriction, Work Plans, How to Handle Concerns About Employees	Laurie Juengert	557-5712	Luenna Kim		557-5751							
Workers' Compensation: Filing Claims Assistance, Response to Inquires about Procedures Related to Claims	Amy Aquino	557-5588	Gloria Bautista		557-5797	Laurie Juengert		557-5712				
Leaves of absence: Personal, Military, Educational, and FFVO	Amy Aquino	557-5588	Gloria Bautista		557-5797	Laurie Juengert		557-5712				
ADA: Reasonable Accommodation, Work Modifications, Intermittent and Continuous Leave	Gloria Bautista	557-5797	Amy Aquino		557-5588	Laurie Juengert		557-5712				
Ergonomics: Assessment, Equipment	Maureen Foley	557-5588	Gloria Bautista		557-5797	Laurie Juengert		557-5712				
EXAMINATIONS (Mirna Palma)												
Recruitment	Ivy Leung	557-6205	Dorys Lorio		557-5733	John Kraus		557-5856	Mirna Palma		557-5665	
Examinations	Ivy Leung	557-6205	Dorys Lorio		557-5733	John Kraus		557-5856	Mirna Palma		557-5665	
Classification	Dorys Lorio	557-5733	Carmen Lewis		557-5241	Ivy Leung		557-6205	Mirna Palma		557-5665	
Minimum Qualification Verification	Carmen Lewis	557-5241	Dorys Lorio		557-5733	Ivy Leung		557-6205	Mirna Palma		557-5665	
Bilingual Testing	Dorys Lorio	557-5733	Richard Hodgkinson		557-5573	Mirna Palma		557-5665				
Verification of Lists	Dorys Lorio	557-5733	Ivy Leung		557-6205	Karina Gonzales		557-5038	Mirna Palma		557-5665	
Posting of Announcement	Karina Gonzales	557-5038	Dorys Lorio		557-5733	Ivy Leung		557-6205	Mirna Palma		557-5665	
Review Post-Referral Interview Questions	Ivy Leung	557-6205	Carmen Lewis		557-5241	Rosie Ortiz		557-5855	Mirna Palma		557-5665	
Desk Audits	Carmen Lewis	557-5241	Dorys Lorio		557-5733	Rosie Ortiz		557-5855	Mirna Palma		557-5665	
Responding to Information Request	Rosie Ortiz	557-5855	Dorys Lorio		557-5733	Ivy Leung		557-6205	Mirna Palma		557-5665	
Reference Checks	Carmen Lewis	557-5241	Ivy Leung		557-6205	Dorys Lorio		557-5733	Mirna Palma		557-5665	
Website	John Kraus	557-5856	Karina Gonzales		557-5038	Rosie Ortiz		557-5855	Mirna Palma		557-5665	

HSA HUMAN RESOURCES CONTACT LIST
(Program Assignments)

LEARNING & DEVELOPMENT (Bart Ellison)	Primary	1st Backup	2nd Backup	3rd Backup
Mandatory Training for Agency Staff (<i>Disaster Service Worker, Diversity Series, New Employee Orientation, etc.</i>)	Irina Mass 557-5248	Marcia Brown 557-6042	Brian He 557-5545	Bart Ellison 557-3645
Mobile Workforce and Telecommuting Training	Brian He 557-5545	Irvin Lazo 558-2326	Irina Mass 557-5248	Bart Ellison 557-3645
Technical Training	Brian He 557-5545	Irvin Lazo 558-2326	Wael Seruge 557-6026	Bart Ellison 557-3645
Eligibility Induction Training	Erica Raiti 558-2356	Lidia Sanchez 557-6043	Bart Ellison 557-3645	
PST Academy	Lidia Sanchez 557-6043	Irina Mass 557-5248	Marcia Brown 557-6042	Bart Ellison 557-3645
Supervisory and Managerial Academies	Irina Mass 557-5248	Marcia Brown 557-6042	Michael Aho 557-5077	Bart Ellison 557-3645
Competency Modeling	Ellen Steinlein 238-1725	Josh Carlsen 416-9786	Rudy Sochan 635-7332	Bart Ellison 557-3645
One-on-One Lab Sessions	Wael Seruge 557-6026	Irvin Lazo 558-2326	Brian He 557-5545	Bart Ellison 557-3645
Succession Planning	Mario Santacruz 557-6004	Ellen Steinlein 238-1725	Irina Mass 557-5248	Bart Ellison 557-3645
Facilitation Services	Wael Seruge 557-6026	Marcia Brown 557-6042	Brian He 557-5545	Bart Ellison 557-3645
Team Building and Assessment Services	Marcia Brown 557-6042	Irina Mass 557-5248	Wael Seruge 557-6026	Bart Ellison 557-3645