



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED
MAYOR

Date: March 16, 2020
To: Civil Service Commission
From: Sandra Eng *SE*
Acting Executive Officer
Subject: **Mid-Year Status Report on Fiscal Year 2019-20**

ELIZABETH SALVESON
PRESIDENT

KATE FAVETTI
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

F. X. CROWLEY
COMMISSIONER

JACQUELINE P. MINOR
COMMISSIONER

The following is a summary report of the Civil Service Commission's ("Commission") activities for the period ending December 31, 2019. Please also refer to the attached chart (Attachment A) detailing the Commission's achievements to date on its Fiscal Year 2019-2020 Goals and Objectives as established by the Civil Service Commission ("Commission") during its meeting of August 19, 2019. All of the Department's performance measures for the first half of the fiscal year are in progress, and we are projected to meet or exceed the remainder of our performance measures by the end of the fiscal year.

Department Administration

Staffing

As of November 2019, we have 1 vacancy in the Executive Officer position. Due to the double digit increase in Inspection Service Requests and the Deputy Director being placed as the Acting Executive Officer, our 1426 Senior Clerk was placed on Acting Assignment as a 1241 Human Resources Analyst as of January 1, 2020.

Budget

The Department is funded for six actual full-time equivalent (FTE) positions. We plan to continue our request for support from the City Attorney's Office because their assistance is needed due to litigation, recent unfair labor practice charge from SEIU regarding De-identification, reviewing Rules, policies and procedures, researching historical documents, and compliance with Federal, State, and local laws. In addition, we continue to support Public Utilities Commission and Municipal Transportation Agency for advising and training in exchange for their continued work order arrangement.

Appeals and Requests for Hearings, Rules, Policies and Administration

Appeals and Hearings

The Commission received a total of twenty-nine (29) new appeals and requests for hearings during the first half of this fiscal year (July 1 - December 31, 2019), in addition to the twenty-six (26) pending appeals that were carried over from the previous fiscal year.

SANDRA ENG
ACTING EXECUTIVE OFFICER

THIS DOCUMENT SUPPORTS
CALENDAR

Last calendar year, the Commission resolved 51% of the appeals. As of December 2019, twenty-six (26) of the seventy-one (71) pending or forty-seven percent (47%) of the appeals were resolved by the Commission. (Attachment B) The Department noted that a pattern of delays was due to grievances, arbitration, litigation, and delays in producing a staff report after these decisions. The goal is to resolve 70% of the appeals by the end of the fiscal year. Commission staff continues to conduct trainings on appeals and staff reports in an effort to assist departments in submitting timely reports and continue in its efforts to expedite appeal resolution. Once fully staff, the department will schedule additional trainings to assist in reaching our seventy percent (70%) appeal resolution goal.

Rules, Policies and Administration

The Commission is mandated by Charter to establish Rules, policies and procedures to carry out the merit system provisions of the Charter. The Commission hears merit system appeals on examination matters, personal service contracts, limited compensation matters, future employment restrictions, and actions of the Executive Officer or the Human Resources Director on other matters under their jurisdiction.

After the adoption of the Rule amendments due to De-identification, the Executive Officer and Deputy Director continuously worked closely with the Department of Human Resources (DHR), management and human resources staff of other departments, and employee organizations to review the results from applying the de-identification process. Through extensive inspection service requests and meetings with stakeholders, the Executive Officer and Deputy Director began to update the Commission's Policy on the Civil Service Selection Process to ensure that the departments city-wide understood clearly how to apply the de-identification process and remain in compliance with the Charter, San Francisco Administrative Code, other Rules, policies and procedures.

Foremost in the Commission's agenda is to modernize and streamline the Civil Service Rules, and to ensure that its policies are likewise reflective of current and best practices. In reviewing any proposed policy change or Rule revision, the Commission carefully considers in public meetings any stakeholder input and the benefits, consequences or impacts of any such proposed change or revision. As of December 31, 2019, the Civil Service Commission reviewed and amended the Civil Service Rules 411A Position-Based Testing to provide flexibility for the Commission to adjust the frequency of reporting requirement on the Position-Based Testing Program at the Municipal Transportation Agency for Service-Critical classifications. Commission staff continues to provide training opportunities on responding to Inspection Service Requests and on Appeals and Staff Reports to the Municipal Transportation Agency, Public Utilities Commission, Department of Public Health, Human Services Agency, Department of Human Resources, General Services Agency, Recreation and Parks Department, Juvenile Probation, Controller's Office, and Treasurer & Tax Collector's Office.

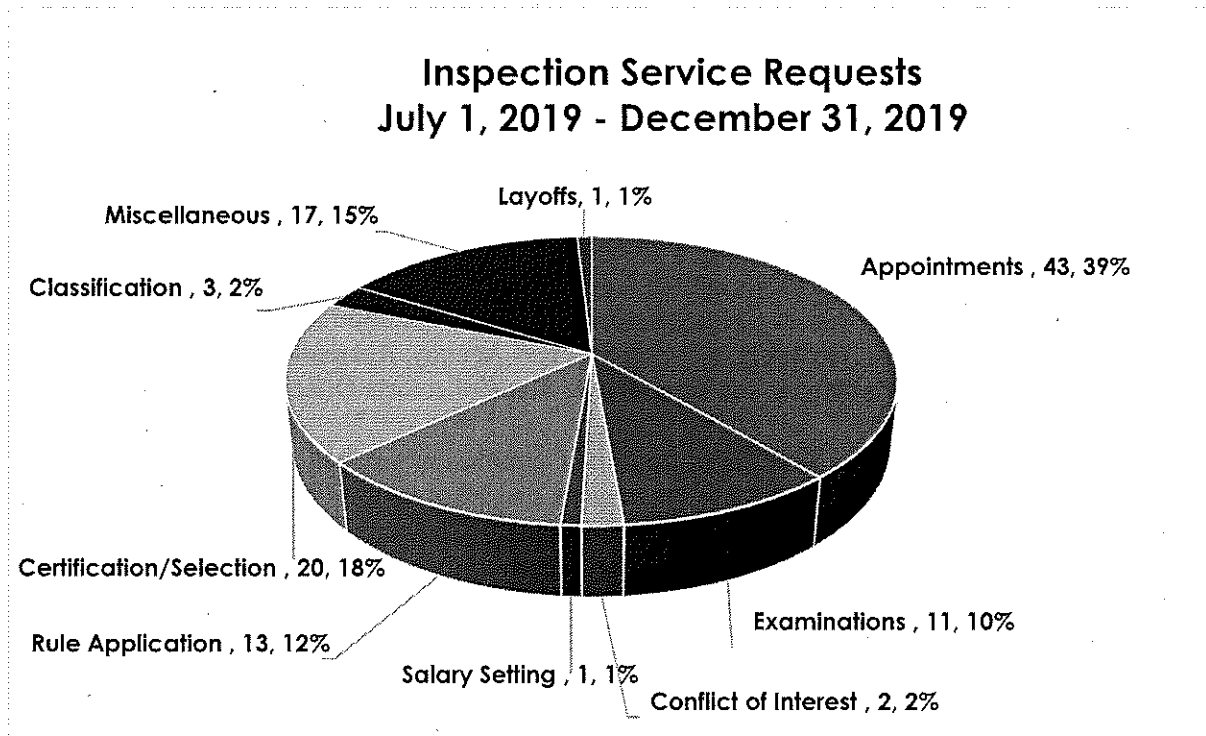
The Acting Executive Officer also seeks input from the Commission's stakeholders (including human resources representatives, City supervisors and managers, and labor unions) on possible Rule revisions, policy changes and Adviser subjects for recommendation to the Commission. The Acting Executive Officer continues to convene monthly meetings of the Commission's Committee on Policy and Rules Revision ("COPAR") with City human resources managers to discuss all aspects of the Merit System, including identifying merit system issues which require clarification to ensure consistent and accurate application of merit system Rules, policies and procedures.

Merit System Review, Inspection Services and Audit

Inspection Service Requests

Inspection Service requests generally cover those matters that are not appealable to the Commission but that otherwise involve concerns about the operation of merit system that require an investigation or review. Requests for Inspection Service may be submitted by any interested stakeholder, including employees, departmental representatives, anonymous informants, members of the public, employee representatives, job applicants and/or candidates.

A triple digit percentage increase occurred in the number of Inspection Service Requests received over the previous year. The Civil Service Commission received a total of one hundred eight (108) requests for Inspection Service during the review period (July 1, 2019 to December 31, 2019). The performance measure goal is to complete 80% of the Inspection Service Requests within 60 days. As of December 31, 2019, the Department has completed 78% of the requests within 60 days. After the adoption of the Rule amendments for De-Identification, the Commission received many complaints on favoritism, nepotism, acting assignments, de-identification process excluding qualified candidates, and appointees not meeting the minimum qualifications. The Commission continued to receive concerns regarding the hiring process for exempt appointments and how departments manipulated the minimum qualifications and interview process for high level positions so favored candidates would qualify and perform well in the selection process. There was also an increase in the number of complaints regarding the qualifications of individuals in journey-level classifications and how individuals were using acting assignments to qualify without obtaining the appropriate training or completing a City approved apprenticeship program. The chart below reflects the categories of requests. Please also refer to Attachment C for the Fiscal Year 2019-2020 Inspection Log as of December 31, 2019.



Merit System Audit Service

The audit review for Fiscal Year 2019-2020 will assess compliance of “Citywide Employee Personnel Records Guidelines” specific to the requirement that the Official Employee Personnel File (OEPF) shall contain all records pertaining to an employee’s work history with the City and County of San Francisco. The specific record/document that will be audited will pertain to the “Notice to Exempt Appointee” to assess compliance of Charter Section 10.104-16; 10.104-17; 10.104-18 criteria.

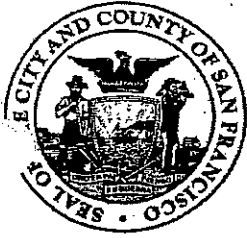
The audit report will be a summary of random audits of OEPF’s in reference to exempt appointments.

Recommendation: Adopt the Report

Attachments

Attachment A = FY 2019-2020 Goals and Objectives
Attachment B – FY 2019-2020 Pending Appeals Log
Attachment C – FY 2019-2020 Inspection Service Requests

Attachment A



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED
MAYOR

ELIZABETH SALVESON
PRESIDENT

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VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

F. X. CROWLEY
COMMISSIONER

Date: August 19, 2019

To: Civil Service Commission

From: Michael L. Brown *MLB*
Executive Officer

Subject: **Civil Service Commission's Draft Goals and Objectives
for Fiscal Year 2019-2020**

Attached are the Civil Service Commission's draft Fiscal Year 2019-2020 Goals and Objectives for your review and approval.

The Goals and Objectives are intended to establish specific deliverables and performance measures for the Civil Service Commission ("Commission") and its staff during Fiscal Year 2019-2020 with the purpose of: 1) fulfilling the Commission's legal and Charter mandates; 2) supporting the Commission's purpose and mission through its major program areas and functions; 3) advancing the Commission's objective to modernize and strengthen the operation of the City's merit system; and 4) furthering the Commission's policy priorities and objective as adopted in the Fiscal Year 2019-2020 Strategic Plan.

Recommendation: Discuss and adopt the draft Civil Service Commission's Goals and Objectives for Fiscal Year 2019-2020.

Attachment (1)

MICHAEL L. BROWN
EXECUTIVE OFFICER

THIS DOCUMENT SUPPORTS
CALENDAR 2019 8

ATTACHMENT (1)

Civil Service Commission Draft Goals and Objectives for Fiscal Year 2019-2020

Purpose

The Civil Service Commission ("Commission") is charged with overseeing, regulating and serving as final arbiter of the City and County of San Francisco's civil service merit system. The ultimate goal of the Commission is to provide the framework of a strong, credible merit system resulting in a City and County workforce with an inherent pride in providing efficient service for the public.

Mission Statement

The Commission's mission is to establish, ensure and maintain an equitable and credible merit system for public service employment for the citizens of San Francisco. The Commission's goal is to consistently provide the best-qualified candidates for public service in a timely and cost-effective manner.

Major Program Areas and Functions

In accomplishing its mission, the Commission administers three (3) programs, encompassing the essential core functions of its Charter mandates; 1) Appeals and Requests for Hearings, Rules, Policies, and Administration, 2) Merit System Review, Inspection Services and Audit, and 3) Employee Relations Ordinance Administration.

The Commission is required to maintain its objective to modernize and strengthen the operation of the City and County's Merit System, consisting of these important functions:

- 1) Maintain and administer the regular schedule of meetings and hearings of the Commission as a policy and appeals body and carrying out the decisions of the Commission;
- 2) Continue to work to streamline the Civil Service Commission Rules, policies and procedures on merit system activities (e.g., recruitment, examination, certification and appointment) in order to streamline the examination process, increase permanent civil service hiring and continue to decrease provisional hiring;
- 3) Streamline the process for reviewing and resolving appeals and other disputes;
- 4) Conduct audits and Inspection Services on the department's application of the merit system rules, regulations policies and procedures;

- 5) Increase the Executive Officer's outreach in offering training and customer service to departments and employee organizations. This includes enhancing access to its Rules, activities and actions through informational bulletins and increased availability of online materials, and
- 6) Meet with employees, departments and employee organizations to review current issues and the effectiveness of the City's merit system procedures.

Goals, Objectives and Priorities for Fiscal Year 2019-2020

The following five (5) goals are focused on: 1) fulfilling the Commission's legal and Charter mandates; 2) supporting the Commission's purpose and mission through its six major program areas and functions; 3) advancing the Commission's objective to modernize and strengthen the operations of the City and County of San Francisco's merit system; and, 4) furthering the Commission's policy priorities as established in the Fiscal Year 2019-2020 Strategic Plan. The objectives assist in defining the goals, and the performance measures for each objective are indicators of service levels and the extent to which Commission staff is able to achieve those goals within the measurement period (Fiscal Year 2019-2020).

An additional goal six (6) is being recommended in recognition of the Mayor's vision for a diverse, equitable and inclusive city.

Goal #1: Increase access to, and utilization of the Commission's information resources.

Objective	Performance Measures
<p>Increase the availability of information about the Commission.</p>	<ul style="list-style-type: none"> • Continue to ensure that all information on the Commission's website is accurate and current. • Continue to seek ways to expand upon the information available on the Commission's website, Facebook page and Twitter. Update the information as needed throughout the fiscal year. • Ensure compliance with Language Access ordinance.
<p>Ensure that information on the Commission's website is intuitive and easily accessible.</p>	<ul style="list-style-type: none"> • Continue to ensure that the Civil Service Rules are in a format conducive to printing (e.g. consistent font and paragraph spacing, review for legibility, etc.).

	<ul style="list-style-type: none"> • Maintain the posting of official Civil Service Rules in PDF format.
<p>Increase the availability of information on the Commission's website.</p>	<ul style="list-style-type: none"> • Continue to increase the availability of information and documents under the Commission's preview on the Commission's website (e.g., post established policies, publications and relevant historical statistics, documents, staff reports, etc.). • Continue to investigate options for language accessibility for all documents.
<p>Ensure that Commission staff and the Commissioners have quick, efficient and easy access to the Commission's historical documents and files for proper record retention purposes and any specific research needs.</p>	<ul style="list-style-type: none"> • Continue to expand the use of the Commission's webs-based document management system ("DocumentMall"): <ul style="list-style-type: none"> ◦ Expand upon the types of documents uploaded into the system (e.g., meeting material, policies, communications, publications and reports). ◦ Require that all Commission staff use access and/or upload documents into DocumentMall on a weekly basis throughout the fiscal year. ◦ Convert paper reports and other Commission documents into digital files on Document Mall, with the goal of uploading at least 700 pages of documents into the system on a weekly basis. • Continue to review all Commission hard copy documents and files throughout the year. <ul style="list-style-type: none"> ◦ Continue to purge all duplicative/unnecessary hard copy documents (either through proper destruction procedures or by sending them to storage at the San Francisco Public Library) and upload all relevant historical

	<p>documents and files into the system.</p> <ul style="list-style-type: none"> o Resolve at least one box (or the equivalent of documents/files each week.
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Goal #2: Create greater transparency and efficiencies in the Commission's procedures and communications.

Objective	Performance Measures
<p>Improve communications with appellants so that they understand the Civil Service Commission Rules, policies and meeting procedures.</p>	<ul style="list-style-type: none"> • Continue to provide appellants with as much information as possible so that they understand meeting and appeal procedures. • Offer training/guidance to departments on how to prepare and present staff reports before the Commission. • Provide Quarterly Training. • Conduct Survey for Satisfaction/Training Topics. • Publish Accessible Staff Report Template
<p>Improve communication with departments so that they understand the need for transparency when describing accurate information when requesting the use of Personal Service Contracts.</p>	<ul style="list-style-type: none"> • Continue to explore ways to clarify services provided when initiating or modifying Personal Service Contracts to include accurate description of smaller contracts providing various services under the one umbrella for transparency to stakeholders.
<p>Increase the use of electronic communications with departments and appellants (if requested) in an effort to reduce paper consumption and staff resources, create efficiencies with Commission stakeholders.</p>	<ul style="list-style-type: none"> • Throughout the fiscal year, seek ways to further expedite and streamline the Commission's communications with its stakeholders, and reduce the Commission's paper consumption and drain on staff resources.
<p>Issues reports regarding Commission deliverables and achievements on a timely basis.</p>	<ul style="list-style-type: none"> • No later than the second meeting in August 2019, finalize the draft Fiscal Year 2019-2020 Annual Report and Year-End Report for the Commission's review and approval.

	<ul style="list-style-type: none"> • No later than the first meeting in February 2020, report to the Commission on the status of the Commission's achievements of its goals and objectives for the first half of the Fiscal Year 2019-2020.
<p>Ensure that Commission staff understand and are focused on supporting the Commission's mission, goals and objectives.</p>	<ul style="list-style-type: none"> • No later than August 2019 establish all Commission staff performance plans for the next performance review period (Fiscal Year 2019-2020), and ensure that the plans include deliverable specifically tied to the Commission's Fiscal Year 2019-2020 Goals and Objectives.
<p>Ensure that the Commission's internal policies and administrative procedures are kept updated and documented for Commission staff.</p>	<ul style="list-style-type: none"> • Revisit and update as needed all Commission internal policies and standard operating procedures to ensure consistency and facilitate cross training. • Continue to perform Records Management (electronic). • Continue to respond to Public Records Requests.

Goal #3: Ensure the timely resolution of appeals so that merit system issues are addressed efficiently, effectively and fairly.

<p>Resolve appeals in a timely manner to the extent possible.</p>	<ul style="list-style-type: none"> • Process 100% of appeals and requests for hearing within seven (7) days of receipt in Fiscal Year 2019-2020 (i.e., review for jurisdiction and timeliness, record the appeal into the Commission's Pending Appeal Log (PAL) and communication log, send appellants acknowledgement of receipt letters, and notify departments of the appeal and targeted hearing date.) • By June 30, 2020, resolve and/or forward to the Commission for hearing, at least 70% of the appeals received in Fiscal Year 2019-2020.
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<p>Monitor appeals and develop strategies to improve the efficiency by which appeals are resolved.</p>	<ul style="list-style-type: none">• Continue to evaluate the effectiveness of the Commission's appeals policies and procedures (e.g., staff report deadlines, revised communications to departments, etc.) based on performance measure achievements over the past three fiscal years. By June 30, 2020, implement any new, or adjust existing policies and procedures as appropriate for Fiscal Year 2019-2020.• Issue the Commission's Meeting Schedule and Deadlines for Calendar Year 2020 no later than November 2019 to ensure that departments are aware of staff report submission deadlines.• Regularly update and monitor the Pending Appeals Log on a bi-weekly basis, and communicate with departments as appropriate, to ensure that staff reports and appeals are submitted within a reasonable period of time.• Convene monthly meetings with the Department of Human Resources to review pending or potential complex issues and work towards resolution in collaboration.• Obtain advice and guidelines from the City Attorney's Office as needed on legal issues concerning appeals in as far advance as possible to avoid delays and backlogs (e.g., closed session matters, privacy protections, Brown Act requirement, etc.).
<p>Work collaboratively with departmental representatives, the Department of Human Resources and City Attorney's staff to establish new or amend current Rules, policies and procedures to address changing needs as appropriate.</p>	<ul style="list-style-type: none">• Throughout the fiscal year, seek input from human resources analysts and managers on the effectiveness of the merit system and areas needing improvement.• Convene regular meetings of the Commission's Committee on Policy and Rule Revision (COPAR) throughout the fiscal year to: 1) discuss and review with

	<p>departmental human resources representatives any new Rules, policies or procedures, or needed/requested revisions thereto; and 2) seek departmental input on inconsistencies between the Civil Service Rules and current departmental practices, to recommend appropriate action to the Commission (e.g., consider proposing a Rule amendment, issue an Adviser to clarify Rule requirements, etc.).</p>
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Goal #4: Work to ensure that the Civil Service Commission Rules policies and procedures are easily understood and known by all stakeholders, consistent, compliant with the law, and reflective of current and best practices.

<p>Review the Civil Service Rule series and recommend revisions/deletions/additions to the Rules for the Commission's consideration as necessary and appropriate..</p>	<p>Review one Civil Service Rule series every other month on average and recommend when appropriate revisions/deletions/additions for the Commission's consideration. Revisions will be prioritized as follows:</p> <ol style="list-style-type: none"> 1) Rules or provisions that conflict with, or that are otherwise inconsistent with the law. 2) Rules that are confusing, inconsistent with other Rules, or policies, or inconsistently applied by departments. 3) Rules or provisions that would support operational needs. 4) Rules or provisions no longer applicable. 5) Revisions that would consolidate or streamline the Rules. 6) Rules needed to address merit system issues discovered during the course of Inspection Service reviews or the Audit Program.
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	<p>7) Clean-up (e.g., remove Rules that have expired, etc.)</p>
<p>Conduct meet and discuss and facilitate meet and confer negotiations to adopt new and amended Rules, policies and/or procedures when required under state law.</p>	<ul style="list-style-type: none"> • As needed during the fiscal year, conduct meet and discuss sessions with the City's labor unions or meet and confer sessions when appropriate with City's labor unions on any new or amended Rules or policies when required under State law.
<p>Conduct best practice reviews of merit system matters in other jurisdictions..</p>	<ul style="list-style-type: none"> • Research best practices in the Bay Area and/or comparable jurisdictions (e.g., Los Angeles) upon request of the Commission during the fiscal year.
<p>Provide outreach, training, and support to the Commission's stakeholders regarding the Civil Service Rules, policies and procedures.</p>	<ul style="list-style-type: none"> • Upon requests/as needed during the fiscal year, develop and conduct seminars and trainings on the merit system, the Civil Service Rules, policies and procedures and other matters under the jurisdiction of the Commission. • Upon request, give presentations and updates on merit system issues during the Department of Human Resources' Monthly Human Resources Professional Group meetings. • Provide a presentation on the Merit System to new human resources analysts and managers upon requests. • Offer to provide other Commission stakeholders with an overview of the merit system upon request (e.g., union representative/employee groups, operational managers, elected officials, Deputy City Attorney's, etc.) • Seek input from the Commission's stakeholders on common merit system areas of confusion and issue publications on Frequently Asked Questions and develop new Advisers on reoccurring issues as needed during the fiscal year.

	<ul style="list-style-type: none"> • Offer to provide labor representatives with informational articles on the Commission for their member newsletters upon requests.
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Goal #5: Strengthen the Commission's ability to meet its Charter mandates and oversee the operation of the merit system.

<p>Review the operations of the merit system in City departments.</p>	<ul style="list-style-type: none"> • Conduct nine (9) departmental audits in Fiscal Year 2019-2020. • Resolve/complete within 60 days, 80% of Inspection Service Requests received in Fiscal Year 2019-2010. • In the event that Commission staff determines in the course of its audits and/or Inspection Service reviews that some department practices conflict with established Rules or policies, issue formal clarifying statements and/or trainings within 60 days so that all departments are aware of an understand applicable merit system requirements.
<p>Increase the Commission's access to information regarding the operation of the merit system.</p>	<ul style="list-style-type: none"> • No later than the second meeting in June 2020, submit for the Commission's review its Calendar of Reports for Calendar Year 2020 (this details the reports that City departments are required to submit to the Commission each year). Include for the Commission's review a list of available canned queries, reports and available information related to merit system matters in the event that the Commission wishes to expand upon the information it currently receives from Commission staff and/or City departments (e.g., exempt appointment justifications, personal services contracts, examination plans, etc.).

	<ul style="list-style-type: none"> • By the end of December 2019, issue the final 2020 Calendar of Reports to departments in advance. Additionally, issue an electronic reminder one month prior to each report's due date.
<p>Ensure that departments are complying with Commission's requests for reports and/or additional information.</p>	<ul style="list-style-type: none"> • When applicable, record any conditions, restrictions or reporting requirements that the Commission places on a Personal Services Contract (PSC). Utilize a "tickler system" so that the Commission is able to ensure that departments comply with the Commission's conditions, restrictions or reporting requirements for PSC approvals. • When applicable, record and create a "tickler system" for any additional reports that the Commission requests throughout the fiscal year.
<p>Complete/coordinate all Charter-mandated wage/benefit surveys requiring Commission certification under the Charter.</p>	<ul style="list-style-type: none"> • By the end of November 2019, develop a work plan and schedule for achieving Charter mandated surveys for the fiscal year. • Utilize a "tickler system" for departmental reports to ensure that Charter-mandated surveys are timely submitted (e.g., Office of Labor Standards and Enforcement prevailing wage survey, and Department of Human Resources survey of nurse salaries and benefits.) • No later than the second meeting in May 2020, complete the salary survey for the Board of Supervisors in accordance with Charter Section 2.100 Compensation and Salary of Elected Officials.
<p>Ensure that the Commission's budget in Fiscal Year 2019-2020 is sufficient so that it can</p>	<ul style="list-style-type: none"> • Negotiate with the Mayor's Office, Controller's Office and Board of Supervisors to maintain the Commission's

adequately carry out its Charter obligations to oversee the merit system.	budget in Fiscal Year 2019-2020 at an adequate level to support its operations, Charter functions and merit system goals and objectives.
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Goal #6: Work towards “A diverse, equitable and inclusive city”.

Serve as a resource center for interested Departments, outside agencies and stakeholders in pursuing employment opportunities with the City and County of San Francisco.	<ul style="list-style-type: none">• Serve as a resource for departments and outside agencies in strategizing how to coordinate efforts in assisting disenfranchised or struggling individuals find support in securing sustainable employment opportunities within the City and County of San Francisco local governmental agency.• Offer training on demand in understanding the Merit System and the process in seeking employment opportunities with the City and County of San Francisco.• Assist Departments with developing programs of opportunity within the guidelines of the merit system and Charter provisions.
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Attachment B

Civil Service Commission
Fiscal Year 2019-20 Appeals Log

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0059-9-6	6	Appealing the HR Director's decision to administratively close her discrimination complaint EEO File No. 2515.	02/27/19	03/04/19	Callahan Gard Valdez Simon Howard Fratelloni	05/20/19	05/09/19			3/4/19 Appeal to be placed in abeyance due to litigation filed by appellant
0334-19-4	4	Appealing the administration of the H-33 Captain examination.	12/20/19	12/24/19	Callahan A. Biasbas D. Johnson S. Mayorga-Tipton M. Tugbenyoh J. Bushong	03/16/19	03/05/19			
0076-17-4	4	Appealing the exam administration for Class 2913 Program Specialist.	03/06/17	03/13/17	Callahan Gard Kraus Kim Biasbas Palma	06/05/17	05/25/17	07/22/19	4	Resolved
0265-19-4	4	Requesting her score for the 1241 Human Resources Analyst (CBT-1241-903268) examination be adjusted to include her promotive points.	10/04/19	10/07/19	Callahan J. Buick M. Tugbenyoh S. Lim	12/16/19	12/05/19	10/10/19	4	Resolved Administratively
0241-19-4	4	Appealing the rejection of his application for the 72151 Track Maintenance Supervisor I position.	09/18/19	09/19/19	T. Maguire K. Ackerman D. Kim D. Sambat	12/02/19	11/21/19			11/21/19 - MTA requesting item be calendared to the meeting of 2/3/20
0083-19-4	4	Appealing the exam administration for Class 7262 Maintenance Planner at PUC.	03/25/19	03/27/19	Callahan Gard Hinderliter Biasbas White	06/03/19	05/23/19	08/16/19	5	Resolved
0267-19-3	3	Appealing the denial of assault pay as an 8214 Parking Control Officer with the Municipal Transportation Agency.	10/07/19	10/08/19	T. Maguire K. Ackerman D. Kim P. Boparai	12/16/19	12/05/19			
0108-19-6	6	Appealing the Human Resources Director's decision to not further investigate and administratively close his Complaint of Discrimination, EEO File No. 2901.	04/09/19	04/11/19	Callahan Howard Gard L. Simon M. Valdez L. Kim	07/15/19	07/03/19	07/15/19	1	Resolved
0218-19-4	4	Appealing the rejection of his application for Class 7242 Painter Supervisor I examination.	08/26/19	08/29/19	T. Maguire J. Kim Cerenio D. Sambat	11/18/19	11/07/19	10/08/19	4	Resolved
0298-18-2	2	Appealing the exam announcement for 7501 Environmental Services Worker	09/07/18	09/10/18	Callahan Gard Biasbas Ponder Wong Isen	11/19/18	11/08/18			

Civil Service Commission
Fiscal Year 2019-20 Appeals Log

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0099-19-6	6	Appealing the Human Resources Director's decision to not investigate her complain of discrimination, EEO File No. 2795 due to insufficient evidence.	04/03/19	04/08/19	Callahan Howard Gard Blasbas R. Weigelt K. Hill A. Caporale L. Simon M. Valdez	07/01/19	06/20/19	09/16/19	1	Resolved
0219-19-6	6	Appealing the Human Resources Director's decision to administratively close his discrimination complaint, EEO File No. 3105.	8/27/2019	8/29/2019	Callahan K. Howard L. Simon M. Valdes J. Buick H. Albert R. Simmons R. Weigelt	11/18/2019	11/7/2019			11/18/19 - Postpone the appeal to February 2020
0176-19-4	4	Appealing the examination administration for the 0931 position with Department of Public Health.	07/18/19	07/19/19	Callahan Buick Howard Gard Bias Mayorga-Tipton R. Weigelt P. Campbell	10/07/19	09/26/19	11/04/19	1	11/4/19 - Resolved; 10/2/19 - Appellant's representative requested postponement to the meeting of 11/4/19
0200-19-2	2	Appealing the 3434 Arborist Technician Proposed Classification Action and amendment to the Class Specification.	08/09/19	08/14/19	Callahan Buick Ponder	11/04/19	10/24/19	10/21/19	4	Resolved Administratively
0271-19-2	2	Appealing the classification action Posting #17 item #1 (Repost) of class 3434 Arborist Technician.	10/11/19		M. Brown			10/21/19	4	Resolved Administratively
0300-19-1	1	Appealing the Executive Officer decision to administratively close his appeal regarding 3434 Arborist Technician	11/19/19		S. Eng					
0232-19-6	6	Appealing the Human Resources Director's decision on discrimination complaint, EEO File No. 3112.	09/05/19	09/06/19	Callahan J. Buick L. Simon M. Valdez J. Bushong	12/02/19	11/21/19			11/26/19 Appellant requested postponement to the meeting of January 6, 2020.
0169-19-6	6	Appealing the Human Resources Director's decision to Administratively Close without further investigation her Discrimination Complaints, EEO File Nos. 3053 and 2990.	07/03/19	07/09/19	Callahan Howard Gard Buick L. Simon M. Valdez	09/16/19	09/05/19	10/18/19	5	Resolved
0157-19-6	6	Appealing the Human Resources Director's decision to not investigate his discrimination complaint.	06/19/19	06/26/19	Callahan Howard Simon M. Valdez J. Buick R. Fratrelli	09/16/19	09/05/19	10/29/19	5	Resolved- Allegations outside of DHR EEO's jurisdiction appeal untimely and/or third-party complaints.

Civil Service Commission
Fiscal Year 2019-20 Appeals Log

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0027-19-6	6	Appealing the Director of Transportation's decision to administratively close his Discrimination Complaint, EEO File No. 2203.	01/22/19	01/24/19	Reiskin Elison Harron Simon Valdez	04/01/19	03/21/19			8/16/19 Requested status on pending appeal; 7/24/19 Requested status on pending appeal; 4/18/19 Pending Workers' Comp Appeals Board, postpone to meeting of 8/5/19; 3/4/19 Request to postpone hearing until 6/3/19 due to pending Workers Comp Appeal Board hearing
0244-19-4	4	Appealing the rejection of his application for the 7318 Electronic Maintenance Technician (CBT-7318-903219) examination.	09/20/19	09/24/19	T. Maguire K. Ackerman D. Kim D. Sambat M. Lau	12/02/19	11/21/19	11/13/19	4	Resolved Administratively
0138-19-6	6	Appealing the Human Resources Director's decision to not further investigate and administratively close her Complaint of Discrimination, EEO File No. 3016.	05/24/19	05/28/19	Callahan J. Buick S. Gard K. Howard L. Simon M. Valdez C. Ikeda	08/19/19	08/08/19	09/16/19	1	9/16/19 - Resolved. 8/7/19 Received Form 13 from DHR, requesting extension to 9/16/19.
0221-19-2	2	Appealing the Department of Human Resources's decision to change the minimum qualifications of the Forensic Toxicologist Classification series 2403, 2456, 2457, and 2558.	08/30/19	09/03/19	Callahan J. Buick S. Ponder	11/18/19	11/07/18	11/04/19	1	11/4/19 - Resolved; 10/19/19 Postponed to November 4, 2019 by mutual agreement between IFPTE, Local 21 and the Department.
0250-19-4	4	Appealing the rejection of his application for the 5288 Transportation Planner II (CBT-5288-903474) examination.	09/24/19	09/25/19	T. Maguire K. Ackerman D. Kim D. Sambat	12/16/19	12/02/19	11/13/19	4	Resolved Administratively
0404-18-2	2	Appealing the classification action for the 6270, 6272, and 6274 classification series.	11/21/18	11/27/18	Callahan Gard Howard Ponder Morrison	02/04/19	01/24/19	08/19/19	1	Resolved
0283-19-4	4	Appealing the rejection of her application for the 1428 Unit Clerk (CBT-1428-902821) examination.	10/30/19	10/31/19	Callahan A. Blasbas J. Buick M. Tugbenyoh R. Weigelt K. Hill P. Campbell	01/06/20	12/26/19	12/02/19	4	Resolved Administratively
0273-19-6	6	Appealing the Human Resources Director's decision to administratively close his discrimination complaint, EEO File No. 3191 without further investigation.	10/16/19	10/17/19	Callahan J. Buick L. Simon M. Valdez	12/16/19	12/05/19			12/8/19 Postponed to the meeting of January 6, 2020 at the request of the appellant.
0018-19-6	6	Appealing the HR Director's decision to administratively close the harassment/discrimination complaint.	01/16/19	01/18/19	Callahan Gard Simon Valdez	04/01/19	03/21/19			
0076-19-6	6	Appealing the Director of Transportation's decision of insufficient evidence to establish a discrimination complaint. EEO file no. 2841	03/18/19	03/20/19	Reiskin Kim Valdez Simon Harron	06/03/19	05/23/19			8/16/19 Requested status on pending appeal; 7/24/19 Requested status on pending appeal; 6/3/19 the Commission continued the item to a future meeting.

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0193-19-6	6	Appealing the Human Resources Director's decision to administratively close without further investigation his discrimination complaint. EEO File No. 2854.	08/01/19	08/05/19	Callahan Howard Gard J. Buick L. Simon M. Valdez D. Jou	11/04/19	10/24/19			12/26/19 DHR EEO requesting postponement to the meeting of 2/3/2020; 12/2/19 - DHR EEO requesting postponement to 1/6/2020 meeting; 11/6/19 DHR EEO requested postponement to the meeting of 12/2/19; 10/23/19 DHR EEO requested postponement to the meeting of 11/18/19
0285-19-6	6	Appealing the Human Resources Director's decision to administratively close her discrimination complaint, EEO File No. 3207 without further investigation.	10/30/19	11/04/19	Callahan L. Simon M. Tugbenyoh M. Valdez M. Brown H. Albert K. Hill	01/06/20	12/26/19			12/20/19 DPH request to postpone to the meeting of 2/3/20.
0303-19-4	4	Appealing the rejection of her application for the H032 Captain, Fire Prevention or Fire Investigation (CBT-H032-902614) examination.	11/21/19	11/22/19	Callahan J. Buick A. Blasbas D. Johnson S. Mayorga- Tipton M. Tugbenyoh	03/16/20	03/05/20			
0184-19-6	6	Appealing the Human Resources Director's decision to Administratively Close without further investigation her Discrimination Complaint, EEO File No. 3092.	7/29/2019	7/30/2019	Callahan J. Buick S. Gard K. Howard L. Simon M. Valdez L. Kim	10/21/2019	10/10/2019			11/18/19 - continue the matter pending the possibility of mediation and report back by February 2020; 10/21/19- Postponed the item to November 18, 2019 by mutual agreement between the appellant and the Department of Human Resources.
0295-19-6	6	Appealing the Human Resources Director's decision to administratively close his discrimination complaint, EEO File No. 3123 without further investigation.	11/7/2019	11/12/2019	Callahan J. Buick L. Simon M. Tugbenyoh M. Valdez M. Brown H. Albert R. Simmons	2/3/2020	1/23/2020			12/4/19 - DHR EEO requesting item be postponed to February 2020.
0144-16-6	6	Appeal by Jessica Beard on Behalf of Silvia Pac Yurrita of the Human Resources Director's Determination to Administratively Close Her Complaint of Discrimination and Retaliation.	05/30/19	05/31/19	Callahan Howard Gard Buick Simon Valdez	08/19/19	08/09/19	10/21/19	1	Resolved
0243-19-4	4	Appealing the rejection of his application for the 7318 Electronic Maintenance Technician (CBT-7318-903219) examination.	09/20/19	09/23/19	T. Maguire K. Ackerman D. Kim D. Sambat M. Lau	12/02/19	11/21/19	11/13/19	4	Resolved Administratively
SEPARATIONS - REQUESTS FOR HEARING										
0194-17-7	7	Requesting a hearing on future employment restrictions as a 7458 Switch Repairer with the City and County of San Francisco.	06/21/17	06/23/17	Reiskin Ellison Kim Helms	09/18/17	09/07/17			12/11/19 Appella ti requested postponement to possibly 3/16/20. 10/16/19 tentatively planned for 12/2/19; 8/16/19 Requested status on pending appeal; 7/24/19 Requested status on pending appeal; 3/21/19 Requested status on pending appeal; 6/26/18 Contacted MTA for update on status

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0201-19-7	7	Requesting a hearing on her future employment restriction with the Municipal Transportation Agency.	08/12/19	08/14/19	Reiskin T. Maguire D. Kim P. Boparai	11/04/19	10/24/19	12/16/19	1	Resolved
0304-18-7	7	Appealing future employment restrictions	09/10/18	09/12/18	Callahan Gard Weigelt Simmons	12/03/18	11/21/18			3/26/19 Still in litigation; 9/13/18 Pending litigation
0010-15-7	7	Requesting a hearing on her future employment restrictions as a 2918 HSA Social Worker with the City and County of San Francisco	01/21/15	01/23/15	Callahan Gard Kim	03/16/15	03/05/15			4/2/19 Contact appellant if they wish to move forward with appeal; 3/28/19 Department informed us that on 7-19-16 Arbitration award; denied grievance and upheld termination; 8/17/15: Not scheduled for arbitration as of yet per Laurie Juengst. 7/24/15: Arbitration on 9/22/15 (Winograd) -- handled by DCA Ruth Bond 08/01/15 Pending Arbitration; 05/04/15 Pending arbitration; 04/02/15 Arbitration.
0229-19-7	7	Requesting a hearing on future employment restriction with the City and County of San Francisco.	09/03/19	09/04/19	Callahan J. Buick R. Weigelt R. Simmons	11/18/19	11/07/19			9/10/19 Louise Houston, DPH requesting appeal to be held in absence pending the outcome of the grievance process. SEIU, Local 1021 filed a step 2 grievance on behalf of Luis Espinoza on 8/22/19.
0092-19-7	7	Requesting a hearing on her future employment restrictions with the City and County of San Francisco.	03/28/19	04/02/19	Callahan Howard Gard Weigelt	06/17/19	06/06/19			11/18/19 - continue the item to meeting of February 2020 with the condition the appellant must appear to request further continuance if needed; 10/21/16 - Posioned the item to a future meeting to either November 4, 2019 or November 18, 2019. 6/3/19 DPH requested postponement to the meeting of July 1 or 15, 2019; DPH requesting postponement due to contract negotiations. DPH will tentatively target 6/17/19 to present. For further questions, contact Yvette Gamble.
0230-17-7	7	Requesting a hearing on his future employment as a 9163 Transit Operator with MTA.	07/18/17	07/20/17	Reiskin Ellison Kim Helms	10/16/17	10/05/17	09/16/19	1	Resolved
0075-19-7	7	Requesting a hearing on his future employment restriction with the City and County of San Francisco.	03/18/19	03/19/19	Callahan Gard Howard L. Kim	06/03/19	05/23/19			
0136-16-7	7	Request for hearing on his future employability with the City & County of San Francisco	03/28/16	03/29/16	Callahan Gard Koehler	06/20/16	6/9/2016			6/26/18 Contacted DHR for update on status; 04/01/17 Grievance Resolved; SHF working on staff report; 4/01/16:A. Jackson is currently in the grievance process for his termination. The department requests that the appeal be postponed until his termination grievance is resolved.
0441-16-7	7	Requesting a hearing on his future employment as an 8214 Parking Control Officer with the City and County of San Francisco.	12/27/16	12/28/16	Reiskin Ellison Kim Helms	03/06/17	2/23/2017			12/21/19 - The Commission voted to place this item off calendar for 180 days at which point the Civil Service Commission staff will determine if the item should be placed on calendar. 10/16/19 tentatively planned for 12/2/19; 8/16/19 Requested status on pending appeal; 7/24/19 Requested status on pending appeal; 3/21/19 Requested status on pending appeal; 7/20/17 Pending arbitration; 3/6/17 Rescinded his request to withdraw appeal; CSC Reinstituted appeal and will schedule to a future meeting
0348-8-7	7	Requesting a hearing on future employment restrictions with CCSF	09/28/18	10/02/18	Callahan Gard Gee	12/17/18	12/6/2018			4/2/19 Arbitration scheduled for 7/15/19; 3/29/19 Arbitration tentatively scheduled for June; October 30, 2018: SEIU has filed a termination grievance and therefore, Rec & Park has requested that appeal be placed on hold pending decision of grievance.

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0124-19-7	7	Requesting a hearing on his future employment restriction with the City and County of San Francisco.	05/06/19	05/10/19	Callahan K. Howard S. Gard C. Ikeda Vaksberg	08/09/19	07/25/19	08/19/19	1	Resolved
0136-17-7	7	Request for hearing on her future employability with the City & County of San Francisco	05/08/17	05/10/17	Callahan Gard Kim Ellison	08/07/17	07/27/17			3/28/19 Department checking on status; 6/26/18 Contacted DHR for update on status
0239-15-7	7	Requesting a hearing on his future employment as a 9163 Transit Operator with MTA.	07/10/15	07/13/15	Reiskin Ellison Kim Iborra	09/21/15	09/10/15	09/16/19	1	Resolved
0383-18-7	7	Request for hearing on future employment restrictions with the City & County of San Francisco	11/03/18	11/01/18	Callahan Gard Howard Charan	01/07/19	12/27/18		1	Resolved
0296-19-7 (POBR)	7	Requesting a hearing on his future employability as Q-2 Police Officer with the San Francisco Police Department.	11/12/19	11/15/19	Callahan J. Bulick M. Tugberiyoh B. Houston A. Worsham	02/03/20	01/23/20			
0228-19-7	7	Requesting a hearing on his future employment restriction with the City and County of San Francisco.	09/03/19	09/13/19	T. Maguire K. Ackerman D. Kim P. Boparai	12/02/19	11/21/19			10/28/19 Appellant has requested all notifications by email and mail; Arbitration scheduled for July 2020; 9/20/19 - Pending completion of arbitration
0378-17-7	7	Request for hearing on his future employment restrictions and services deemed unsatisfactory with MTA.	11/15/17	11/17/17	Reiskin Ellison Kim Helms	02/05/18	01/25/18	12/23/19	4	Resolved Administratively

POSITION BASED TESTING	
0276-19-4	4
	10/16/2019
	A. Owens
	10/23/2019
	3
	Resolved

Number of Appeals	
Carried Over from FY2018-19	26
Appeals Received in FY2019-20	29
Total Number of Appeals in FY19-20	55

Total Appeals by Category	
Classification (2)	5
Compensation (3)	1
Examination (4)	13
EEO/Discrimination (6)	17
Future Employment Restrictions (7)	18
Personal Services Contracts (8)	0
Position-Based Tests	1

Resolutions	
Hearing at CSC (1)	12
Untimely (2)	0
Not Appealable (3)	1
Resolved Administratively (4)	10
Other (5)	3
Total Resolved	26
% Resolved	47%

Attachment C

Total for 2019-20 **108**

Total for 2019-2020 **108**

Totals by Category		Letter or Email Phone - Walk in Resolved in 60 days		78%		Letter or Email Phone - Walk in Resolved in 60 days		78%	
Code	Received Date	Letter or Email	Phone Walk in	Issue	Job Class	Dept.	Resolution/Remedy	Date Resolved	60 days
1	7/3/2019	1		Allegation that A. Travis is appointed Category 18 appointment, yet this is not a special project.	7281	PUC	TEX position justified - no violations. Appointee meets MQ's - LM	8/7/2019	Y
1	7/17/2019	1		Appointee does not meet minimum qualifications; dept. did not conduct civil service process	932	GSA	Appointee met MQs, reachable eligible, completed competitive selection process; verified MQs SE	8/28/2019	Y
7	7/19/2019		1	Issues regarding selections and appointments for engineering positions at SFO.		SFO	1 hr meeting held with complainant at CSC office - explained exam, certification and selection process. - LM	7/23/2019	Y
1	7/19/2019	1		Allegation that Marty Medina and Christopher Qualls forged their background and is not qualified for the 7366 position.	7366	MTA	Spoke with Sherrill on 9/6/19 and is requesting extension to 9/13/19. JB Kitty/Sherrill requested extension to 8/23/19. JB		
2	7/22/2019	1		Favoritism in the Selection Process for the 7366 Transit Power Line Worker positions with the MTA.	7366	MTA	Spoke with Sherrill on 9/6/19 and is requesting extension to 9/13/19. JB Kitty/Sherrill requested extension to 8/23/19. JB		
2	7/25/2019		1	Inquiry regarding examination and post-referral process	8216	MTA	Explained process. - LM	7/25/2019	Y
7	7/25/2019		1	Non-reachable ranks were contacted for interviews but reachable ranks were not contacted.	8216	MTA	Only reachable ranks were contacted for interviews; de-identification selection criteria excluded top ranks; department conducting new post-referral process. SE/EA/JB	9/18/2019	Y
7	7/25/2019		1	Unfair hiring process; Ranked 5, 8216 Acting Assignment, and Trainer but was not contacted for interviews	8216	MTA	De-identification selection criteria excluded top ranks; rating inconsistency; department conducting new post-referral process. SE/EA/JB	9/18/2019	Y
7	7/25/2019		1	8216 Acting Assignment and the department requested to extend her assignment; included supervisory experience in resume as requested by dept. yet was informed additional criteria was used but was never notified in advance of any new criteria	8216	MTA	De-identification selection criteria excluded top ranks; rating inconsistency; department conducting new post-referral process. SE/EA/JB	9/18/2019	Y
7	7/26/2019		1	ranked 1, has 5 years of supervisory exp.; although contacted for interviews in the past, not contacted for interviews in this round; appears only certain groups are being selected	8216	MTA	Referred to EEO, but still requested investigation; De-identification selection criteria excluded top ranks; rating inconsistency; department conducting new post-referral process. SE/EA/JB	9/18/2019	Y
7	7/26/2019		1	unfair hiring process; added different requirements than what was listed on the announcement	8216	MTA	De-identification selection criteria excluded top ranks; rating inconsistency; department conducting new post-referral process. SE/EA/JB	9/18/2019	Y

1	7/29/2019	1			Allegations that a DPH HR Manager has violated Rules in the hiring for 0923 HR Manager at DPH (appointee - Lisa Contreras)		DPH	No merit to allegation - No hire occurred - employee, L. Contreras remains a 1244 at DPH. LM	8/13/2019	Y
1	7/29/2019	1		1840	Allegations that a DPH HR Manager has violated Rules in the hiring for 1840 Jr Management Assistant positions at DPH.		DPH	No violations - appointee was reachable. - LM	8/30/2019	Y
1	7/29/2019	1		TEX	Allegations that a DPH HR Manager has violated Rules in the hiring for TEX positions at DPH - hires did not compete for positions.		DPH	Exempt appointments are not subject to civil service selection procedures - no violations of Rules. LM	8/6/2019	Y
7	8/5/2019	1		8216	Selection Process violated Rules and policies because eligibles were not informed that there was a change in requirements that included military, law enforcement or supervisory background. If they had known it was a requirement, they would not have applied.		TEX	De-identification selection criteria excluded top ranks; rating inconsistency; department conducting new post-referral process. SE/EA/JB	9/18/2019	Y
9	8/9/2019	1		1241	Tina Siu is a 1241 provisional EE at DPH. She took a leave from her PCS 1820 position with PUC. Her one year leave expires on 8/24/19. She is requesting to extend her leave at PUC again so that she can take the upcoming 1241 exam. She asked what is her appeal rights should her request for leave be denied.		DPH	Explained that once she gets her denial letter she could appeal the denial to the HR Director. Advised her to empathize in her appeal that the request for leave is only 3-4 months (instead of 1 year) to take the 1241 exam. Meanwhile to start reaching out to City departments and inquire about 1820 vacancies. JB	8/9/2019	Y
9	8/11/2019	1			Released in probation August 26, 2019. Treatment at 1235 Mission was very unpleasant. African American probation extended by support was not provided to me.		HSA	Responded non-punitive release not appealable to commission, but pointed her to Union and EEO to file if she felt discriminated against due to protected category. Grievance with Union goes to arbitration. EEO with City can be appealed to CSC Commission.	8/12/2019	Y
6	8/12/2019				Local 21 wanted to know definition of promotive position and how language would affect Sheriff cadet promoting to Local 21 classification and the pay should be 10% as a promotion.		DPW	CSC definition of promotive includes classes not in a related series. The contract language if applies from a SEIU employee going into a Local 21 classification may differ from interpretation but will need to check with DHR ERD.	8/12/2019	Y
6	8/13/2019	1			Questions regarding removing future employment ban with SFMTA		MTA	Explained process; referred Mr. Bynum to write a letter to HRD to request ban to be lifted. EA	8/13/2019	Y
9	8/13/2019	1		9132	Referred to CSC regarding changes in civil service seniority date utilized for shift bidding.		MTA	Shifting bidding is under the authority of the department and union; MCOU clearly states procedures utilized for shift bidding; Rules only define civil service seniority date for layoff purposes. Encouraged dept to meet again with employee and review MOU sections and definitions. SE	8/14/2019	Y
2	8/13/2019	1		7366	After contacting dept., he was informed that he was disqualified; provided additional information but never receive written correspondence that he was disqualified or had rights to protest or appeal.		MTA	Department is still accepting applications and has not sent out any disqualification letters yet. SE/JB	9/27/2019	Y
6	8/14/2019	1		9163	What is 12W? When does FMLA apply?		MTA	Rule 420; Refer to DHR website and EEO Leave of Absence SE	8/14/2019	Y

6	8/14/2019	1		Can a former employee request to lift permanent restrictions from 9 years ago?		PUC	Citywide ban is permanent; CSC heard the item and modified to citywide restrictions; former employee may still request to lift restrictions with explanation; HRD decision is appealable. SE	8/14/2019	Y
6	8/15/2019	1		How does the appeal process work? What happens at a CSC meeting? Do we need to prepare anything?		DBI	Reviewed appeal and meeting procedures; public comment; different representatives SE	8/15/2019	Y
1	8/15/2019	1		Alleges that appointees do not meet the required qualifications for positions at the SF Rent Board		Rent	One appointee has not maintained required qualifications. Recommend that requirements be obtained immediately or position reclassified. - LM	9/26/2019	Y
7	8/20/2019	1		What was the criteria utilized to select eligible for interviews? Why is HR not providing this information? When does management decide on the criteria?	8216	MTA	Selection criteria in the post-referral process must be job-related and consistent for all eligible; hiring managers decide on the criteria before seeing any names on the referral list; CSC conducting investigation. SE	8/20/2019	Y
5	8/20/2019	1		Employee hired under Rule 115 has not met expectations and the department would like more time to work with the employee, is it possible to extend?		POL	Quarterly reviews must be given; must have documentation showing how the employee has not had satisfactory performance after 11 months; employee may be released; department may rehire under Cat. 19 to continue training employee. SE	8/21/2019	Y
2	8/21/2019	1		Can veteran requirement be a special condition? Announcement of Rule of the List was not agree upon by the union	4233	HSA	Department corrected clerical error to Rule of 3; California Military & Veterans Code requires a veteran to be in the position. SE	8/22/2019	Y
9	8/21/2019	1		Can a department request employment verification if it was submitted 2 years ago? Why is the department now requesting verification? Allegation that individual hired as a result of nepotism by Director Nuru and that appointee does not meet the MQ's for the position 0954 (Larry Stinger).	7366	MTA	There should be documentation in an employee's personnel file on how the employee met the minimum qualifications for the position when they were appointed; as a public employer, we have a responsibility to respond to any public record request especially to support the qualifications of a City employee to the position they have been appointed to. CSC Official Employee Personnel File Guidelines SE	8/21/2019	Y
1	8/21/2019	1		Allegation that individual hired as a result of nepotism by Director Nuru and that appointee does not meet the MQ's for the PEX position. (k. Keifer)		DPW	Exempt position not subject to Civil Service selection process - No merit to allegations - appointee meets MQ's - LM	9/24/2019	Y
1	8/21/2019	1		Allegation that individual hired as a result of nepotism by Director Nuru and that appointee does not meet the MQ's for the TEX position. (Raquel Knighten)	1244	DPW	Exempt position not subject to Civil Service selection process - No merit to allegations - appointee meets MQ's - LM	9/24/2019	Y
1	8/21/2019	1		Allegation that individual hired as a result of nepotism by Director Nuru and that appointee does not meet the MQ's for the TEX position. (Samuel Peoples)		DPW	Exempt position not subject to Civil Service selection process - No merit to allegations - appointee meets MQ's - LM	9/24/2019	Y

1	8/21/2019	1		Allegation that individual hired as a result of nepotism by Director Nuru and that appointee does not meet the MQ's for the PCS 2917 position. (Enyimaya Nwamuo)	2917	DPW	No merit to allegations - appointee was reachable and qualified. - LM	9/24/2019	Y
1	8/21/2019	1		Allegation that individual hired as a result of nepotism by Director Nuru and that appointee does not meet the MQ's for the PEX 1312 position. (Marisol Pastran)	1312	DPW	Exempt position not subject to Civil Service selection process - No merit to allegations - appointee meets MQ's - LM	9/24/2019	Y
1	8/21/2019	1		He is a trainee and wants to become a 7472.	7473	MTA	Appears flex staffing announcement may have not provide him enough information that he needs to apply under the next announcement if flex is offered. Since he already meets the requirement his name would not be under waiver for the 7472 position and he could be considered for an appointment. mb	9/17/2019	Y
9	8/22/2019	1		Behavioral Health is being closed and employees are being displaced with unclear communication on their status; mgrs will not response to L21	2551	DPH	DPH is following-up with the unions and scheduling a meeting SE	8/22/2019	Y
6	8/22/2019	1		Employee called in sick the first day, then called in sick after his shift started on the second day; mgr. stated absence without leave and docked the employee's pay		DPH	Rule 122.10 mgr may discipline; dept. may have an established policy and procedures; employee may have been previously trained and warned; need more information; meet with HR SE	8/22/2019	Y
10	8/28/2019	1		States he was laid off from 0982 Mgr II position from City College. Inquires regarding reappointment.	982	SFCC	Explained process and reappointment procedures. Contacted DHR to facilitate assistance to hm. - LM	8/28/2019	Y
6	8/29/2019	1		Employee reported harassment, retaliation and now received counseling; also questions about leaves of absence and appointment types	7345	SFUS D	Employees may report to mgr or HR EEO; EEO investigates and provides a written response; appealable; employee eligible for FMLA with supporting documents SE	8/29/2019	Y
9	8/29/2019	1		Can you provide some reference regarding the use of Prop F retired employees please? Looking for employment/appointment rules that includes selection criteria and terms of appointment as well as any accompanying description(s) about the assignments made for this category of employee.			Rules do not apply since exempt employment. He was referrec to the Charter language and memo regarding Prof F employment. mb	8/29/2019	Y
1	8/29/2019	1		Favoritism in IT hiring; retaliation for not choosing upper management's favorites		DPH	Need additional information; provided info on DHR EEO and Inspection Service matters SE	8/31/2019	Y
6	8/30/2019	1		Reported harassment and now concerned about safety; at the same time family member with serious illness;	7345	SFUS D	Referred to DHR EEO and Rules on leaves; FMLA will need medical certification; transfers need to complete a probationary period in a new department; may be reappointed if resignation is with satisfactory services; Referred to Rules and CS Advisers. SE	8/30/2019	Y
1	9/3/2019	1		Applicants were intentionally excluded from the hiring process		MTA SE			
7	9/3/2019	1		What determines a Civil Service issue in particular around the hiring process and exams? Can someone please be referred for assistance?		HRD	Responded to via email and offered Luz or Sandra for follow-up questions. MB	9/17/2019	Y

6	9/3/2019	1			Question regarding probationary period. Does the automatic extension include weekends or only workdays?	CON		Probationary period automatic extension due to taking time off increases probation by worked days. Weekends to not apply. Reference to Advisers and Rules which refer to worked time.	9/17/2019	Y
7	9/6/2019	1		1649	Alleges discrimination in the post referral interview process for the 1649 Accountant Intern Program.			Explained post-referral process. Referred complainant to EEO division of DHR. - LM	9/6/2019	Y
1	9/9/2019	1			Allegation that DHR manipulated the hiring process so that highly qualified and capable candidates were excluded from participating in final interviews.	MTA		Although an exempt appointment, MTA utilized recruitment agency to conduct initial screening process; all qualified candidates were considered for the position; based on criteria established by DOT, applicants were selected for interviews; selection process was consistent and uniform for each candidate SE		
9	9/12/2019	1			Fraudulent Employment Verification Marcal to Steven	HSA		Wanted response from Whistleblower for her complaint filed. Asked for receipt of email to CSC. Informed she could file an Inspection Service. Email was confusing.	9/13/2019	Y
9	9/17/2019	1		7308	Continuously performing work outside of classification including managing staff; only receiving lead pay; filed grievances but keeps getting denied; are there other resources?	DT		Continue working with the union and labor relations; after step 4, union will contact the City Attorney's Office and appeal to arbitration; results from job analysis may either remove duties, continue duties with acting assignment pay or determine employee is performing the duties of the classification; may be appealed. SE	9/17/2019	Y
1	9/17/2019	1		2323	Allegation that recent appointment to Class 2323 violated Commission Rules, and appointee is not qualified.	DPH		Employee elected to return to former PCS class - no violation - LM	11/1/2019	Y
1	9/19/2019	1			Allegation of Health and Safety nature and individuals are not qualified placing people at risk. Filed with Cal OSHA. Sent blind copy to Kimberly Ackerman, SFMTA HR Director			Responded to invite him to file for Inspection Service investigation and to report Health and Safety concerns to Kimberly Ackerman, SFMTA HR Director with assistance from Union representative. mb	9/23/2019	Y
1	9/20/2019	1		932 0954	Employees do not meet MQs; provided falsified verification; friends of management.	GSA		GSA conducted a competitive selection process; Appointees provided verification of meeting MQs SE		
1	9/22/2019	1		7473 7472	Unable to flex staff because eligible list has expired; trainees are not on current active flex eligible lists	MTA		Conduct promotional examination; trainees are eligible; merge lists; trainees have already complete 1 year requirement SE/MB	10/1/2019	Y
1	9/24/2019	1		7238	What is the difference between PCS, provisional and exempt appointments?	PUC		Exempt does not required civil service process but appointee must meet MQs; provisional appointees must meet MQs, conduct selection process, no current eligible list; PCS appointees must have completed a civil service selection process, meet MQs, and be a reachable eligible; Rule 114 SE	9/25/2019	Y

9	9/26/2019	1			I'm inquiring on "Acting Pay" positions. Can you please direct me to the appropriate site for information?				CSC Rules do not cover Acting Pay. Check the MOU for the classification. CSC Rules cover guidelines to get credit for out of class work for examination purposes.	9/26/2019	Y
7	9/26/2019	1			Alleges that MTA, Muni is hiring candidates of Chinese decent in for all custodian series. Also, stated he participated as a panelist in 2011 and was asked to change his score by another panelist.	2716	MTA		Referred him to DHR, EEO to file a discrimination complaint and also explained as of 2/2019, MTA is participating in De-Identification. Also, determined that 2011 allegations is untimely. JB & LM	9/26/2019	Y
1	9/26/2019	1			Is department required to reinstate former PCS employee promoted to PEX in another department, then promoted to TEX in former classification in another department?	1632	SFUSD		Active employees may request reinstatement to a former PCS classification in which probationary period has been completed but only with department approval. Rule 114. SE	9/26/2019	Y
2	9/27/2019	1			Why does my 7371 experience not qualify for the 7318 Examination when other 7371s were qualified? Department would not accept recent letter from supervisor.	7318	MTA		Documentation for performing duties outside of current job classification should be submitted for the employee personnel file during the time of the assignment or in the performance review during that period. SE	9/27/2019	Y
3	10/2/2019	1			TEX employee no longer met MQ for trainee position because they graduated; dept. wants employee to finish completing project; 5201 position still pending approval; is it a conflict if a vendor who already has a contract with dept, hires the employee and the employee is assigned by the vendor to complete project?		PUC		Explained Campaign and Governmental Conduct Code, Policy and Procedures on Family and Romantic Relationships in the Workplace, Disclosure and Recusal procedures, and referred to Ethics Commission SE	10/4/2019	Y
9	10/3/2019	1			Meet and Confer regarding PSC 45169-19/20		DPW		Unions may protest directly in response to notifications of PSC by departments sent 60 days in advance; then unions may protest during DHR 7 day posting; unions may also appeal after HRD decision; unions may also request to have PSC heard as a separate matter at CSC meeting; provided CSC Policy and Procedures on PSCs; referred union to DPW and DHR SE	10/3/2019	Y
6	10/7/2019	1			Dept. requested doctor's note for taking 6 days off to care for ill family member; does Kin Care Law allow dept to request this?		MTA		Employee previously took sick leave days in 2019; did not daily contact dept before his scheduled shift; dept may request doctor's note after taking 6.5 days of sick leave in a calendar year. SE	10/7/2019	Y
1	10/10/2019	1			Employee claims they never had to resign from their previous PCS position to accept another PCS position. Is there ever any instance a PCS employee may obtain a leave of absence to accept another PCS position?		MTA		PeopleSoft system requires employee to "resign" from PCS appointment to accept another PCS appointment; employee is NOT being terminated in the system; still has reversion rights , ability to reinstate or layoff protections; Rules only allow leave of absence to accept exempt or provisional positions. SE	10/10/2019	Y
1	10/10/2019	1			TEX employee previously met MQs, then applied and is a reachable eligible, but now MQs have changed and may not meet MQs		MTA		Appointee must meet MQs posted on the exam announcement; there may be substitution language; SE	10/10/2019	Y

1	10/10/2018		1		PCS 9520 Transportation Safety Specialist not being paid the same for overtime as in the past. Had specific questions regarding Z class designation. MTA HR not responding.	MTA	Referred to Steve Ponder, Class & Comp Director, DHR. JB	10/10/2019	Y
2	10/15/2019		1		Informed he was disqualified with his extensive experience; told to contact DHR; DHR told him to contact BOS and CSC; then CSC tells him to contact BOS and DHR	BOS	Disqualification from PBT Exam not appealable to CSC; reviewed documents and contacted BOS and DHR for further review; BOS determined now qualified; informed applicant about appeal process for different types of exams. SE	10/16/2019	Y
	10/16/2019		1		Allegations of inappropriate hiring at DPH - Sterile Processing Appointments	DPH	No violations - LM	12/3/2019	Y
9	10/18/2019		1		HR Management assigned 1244 to work in the same location as the spouse; spouse is under investigation	DPH	Family & Romantic Relationship at Work Policy only prohibits people from directly or indirectly supervising each other; policy does not prohibit family members from working in the same location. SE	11/13/2019	Y
6	10/21/2019		1		Submitted an appeal regarding MTA's denial of reappointment.	MTA	Reappointment issues are not appealable. However, written response explaining the Rule and process was sent to the complainant. - LM	10/28/2019	Y
6	10/22/2019		1		Is the dept. required to provide leave of absence when employee is promoted to another position?		Rule 120 PCS employee who completed probationary period may request to leave to accept promotive TEX position; appealable to HRD; Rule 117 if employee is released from probationary period for non-disciplinary reasons, they have reversion rights to underlying PCS position. SE	10/26/2019	Y
3	10/23/2019		1		Complaint alleges Tom McGuire engaged in conflict of interest practices that resulted in an advantage to certain individuals - HR Director position.		TM was not involved in hiring decision or recruitment process; Outside recruitment agency oversaw recruitment and selection process; DOT made final decision. SE		N
2	10/24/2019		1		DBI inappropriately cancelled an ongoing civil service recruitment, PBT-0931-097802.	DBI	SE		
9	10/28/2019		1		Inquiries regarding exempt appointments and selection process.		Explained in detailed Rules and procedures. - LM	10/28/2019	Y
2	10/30/2019		1		Was informed by Emily Lee, DPH that she did not meet the MQs for the 1428 PBT exam.	DPH	Advised her to contact Emily Lee to get more specifics as to how it was determined that she did not meet the MQs. Also, provided info on how and when to file an appeal. JB	10/30/2019	Y
2	11/4/2019		1		DBI is blatantly disregarding the merit system process and procedures for PBT-0931-097802 Manager III position.	DBI	SE		
1	11/8/2019		1		How can an employee, who is not a manager, be working full time as an exempt employee for 30 years?	DT	SE		
1	11/8/2019		1		Alleges that Tech hire appointments are occurring without being posted and by passing PCS selection process.	SFO	No violations - some appointments were for exempt appointments. Appointments for PCS were filled by reachable eligibles. LM	12/10/2019	Y
1	11/8/2019		1		Alleges that Tech hire appointments are occurring without being posted and by passing PCS selection process.	SFO	No violations - some appointments were for exempt appointments. Appointments for PCS were filled by reachable eligibles. LM	12/10/2019	Y

1	11/8/2019	1		Alleges that Tech hire appointments are occurring without being posted and by passing PCS selection process.	1043	SFO	No violations - some appointments were for exempt appointments. Appointments for PCS were filled by reachable eligibles. LM	12/10/2019	Y
1	11/8/2019	1		Alleges that Tech hire appointments are occurring without being posted and by passing PCS selection process.	1052	SFO	No violations - some appointments were for exempt appointments. Appointments for PCS were filled by reachable eligibles. LM	12/10/2019	Y
1	11/8/2019	1		Alleges that Tech hire appointments are occurring without being posted and by passing PCS selection process.	1053	SFO	No violations - some appointments were for exempt appointments. Appointments for PCS were filled by reachable eligibles. LM	12/10/2019	Y
1	11/15/2019	1	1	Allegation that Hung Ha does not meet MQ's for TEX 7345 appointment	7345	PUC	Appointee meets MQ's - LM		
6	11/20/2019	1	1	Allegation that C. Lopez does not meet MQ's for PCS 7338 appointment	7338	PUC	Assessment is that appointee does not meet MQ's. - LM		
1	11/20/2019	1		Do legal holidays extend the probationary period? If employee has Sundays and Mondays off and takes Tuesday off for their legal holiday, does this extend the probationary period?		MTA	Inconsistent citywide; checking with CAT and DHR SE		
9	11/21/2019	1	1	Complainant participated in post-referral interview process; however claims that she was at a disadvantage because no one on the panel was from PUC HR who would have been familiar with her work at PUC.	1241	PUC	No violations - panel consisted of appropriate subject matter experts. LM	12/20/2019	Y
1	11/22/2019	1		Allegation that nursing appointments occurred without posting the positions.		DPH	No violations - many of the appointments are TEX - category 16. Others were PCS appointments from eligible lists. LM	12/9/2019	Y
1	11/22/2019	1		CAT. 18 Violations and not using de-identification for IT hiring		SFUSD	SFUSD is required to apply de-identification when there is a need to reduce the # of reachable eligibles for interviews; positions may only be in Cat. 18 for special projects with limited duration of 3 years. SE	11/22/2019	Y
1	11/25/2019	1		Alleges that N. Hamilton does not meet qualifications for appointment to Manager appt at DPH		DPH	No violations or favoritism - MQ' are within the guidelines for management positions - LM		
9	12/5/2019	1		TEX employee for 5 years and did not receive seniority credit from passing the examination; originally on the eligible list but hired into a TEX position. Why does TCS qualifies for promotive points but not TEX?		MTA	Rule 414.4 Temporary Civil Service Appointments; Rule 414.18 Exempt Appointments; Rule 410.11 Promotional Applicants; DHR Procedures on Seniority Credit; Rules only define promotional applicants; DHR established procedures for seniority credit (promotive points) SE	12/5/2019	Y
7	12/5/2019	1		Jayson Louie was selected from the eligible list without conducting de-identification or post-referral selection process	1092	SFUSD	Met with department and requested extension. SE/EA		
7	12/5/2019	1		Shannon Lee was selected from another department's eligible list without conducting de-identification or post-referral selection process	1053	SFUSD	Met with department and requested extension. SE/EA		
7	12/5/2019	1		Victoria Hui was selected from another department's eligible list without conducting de-identification or post-referral selection process	1053	SFUSD	Met with department and requested extension. SE/EA		
7	12/5/2019	1		Craig Van Spronsen was selected from another department's eligible list without conducting de-identification or post-referral selection process	1093	SFUSD	Met with department and requested extension. SE/EA		
7	12/5/2019	1		Martin Cameron was selected from the eligible list without conducting de-identification or post-referral selection process	1053	SFUSD	Met with department and requested extension. SE/EA		

7	12/5/2019	1		Eiva Gutierrez was selected from the eligible list without conducting identification or post-referral selection process	1053	SFUSD	Met with department and requested extension. SE/EA		
7	12/5/2019	1		Raif Reciosado was selected from the eligible list without conducting de-identification or post-referral selection process	1053	SFUSD	Met with department and requested extension. SE/EA		
7	12/5/2019	1		Joyce Tsai was selected from the eligible list without conducting de-identification or post-referral selection process	1053	SFUSD	Met with department and requested extension. SE/EA		
7	12/5/2019	1		Jennifer Louie was selected from another department's eligible list without conducting de-identification or post-referral selection process	1823	SFUSD	Met with department and requested extension. SE/EA		
1	12/5/2019	1		Management positions are continuously placed under Category 18, but there are no special projects	099X	SFUSD	Met with department and requested extension. SE/EA		
1	12/6/2019	1		Complaint regarding an employee who was incorrectly appointed to a position with PUC which was suppose to be a reassignment/transfer appointment.	7514	PUC	No violation - Appointee was previously employed at the PORT and resigned eff: 10/26/17. In accordance with Commission Rules, an employee can request reemployment in former class when there is a vacant position within 4 years of resignation. - LM	12/6/2019	Y
2	12/10/2019	1		States the exam was unfair because it did not have questions related to Transit work.	7329	CBT	The exams were standardized and computer scored - complaint filed because applicant did not pass the written exam which he believed he would have if there were questions related to his department - transit. There was no unfair exam process - The process was discussed in detail with complainant - LM	12/10/2019	Y
9	12/16/2019	1		Inquiries regarding transfer to SFO - class 7315.	7315	SFO	Contacted HR at SFO to express his interest in transferring. - LM	12/16/2019	Y
1	12/16/2019	1		Can employee reinstate to previous PCS position (passed probation) in the same department?		DPH	Employee may request reinstatement but must obtain approval from the hiring manager and the current manager. SE	12/17/2019	Y
1	12/16/2019	1		Can a department backfill a position without anyone on a leave of absence?		MTA	Backfilling a position refers to filling a PCS position with the PCS employee is on an approved leave of absence. SE	12/16/2019	Y
9	12/17/2019	1		Filed an appeal stating discrimination due to not being selected for a position at MTA.	9131	MTA	Not appealable matter - candidates appointed were reachable within certification rule. Referred to MTA EEO for discrimination complaint. - LM	12/17/2019	Y
1	12/18/2019	1		Allegation that B. Santiago was hired due to favoritism and does not meet MQ's.	1241	GSA	No merit to allegations - position is TEX category 17 - not subject to CSC selection Rules; appointee is qualified. - LM	12/30/2019	Y
9	12/19/2019	1		Cited that there were job announcements for TEX 7254 and PBT-PCS 7254 vacancies and questions why GSA is no longer going to fill the TEX position.	7254	GSA	Explained the general recruitment process to the complainant. - LM	12/19/2019	Y
2	12/30/2019	1		Allegation that C. Robinson - DPW Supervisor is developing questions and answers for 3422 exam and will provide them to R. Watkins - Manager at REC to provide to his daughter for the exam.	3422	REC	REC cannot validate allegation so to ensure that the exam process will not be compromised, they chose to cancel use of the SME's and select different SME's for the new development of exam questions. LM		
1	12/30/2019	1		Hiring process for "Activity Therapist Supervisor" position was unfair and not transparent. Hiring manager selected an employee without posting the position.		DPH	LM		