




CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Date: August 3, 2020

To: Civil Service Commission

From: Sandra Eng 
Executive Officer

Subject: **Year-End Report on the Civil Service Commission's Activities and Achievements for Fiscal Year 2019-20**

The following is a summary report on the activities of the Civil Service Commission (Commission or Department) in Fiscal Year 2019-2020 period covering July 1, 2019 through June 30, 2020.

Background

In Fiscal Year 2019-20, the Executive Officer promoted to another department on November 4, 2019, the Commission conducted the recruitment for a new Executive Officer in December 2019, the Coronavirus case first reported in the Bay Area in January 2020, the Mayor declared in February 2020 an emergency to prepare for response to the Coronavirus pandemic, the Coronavirus reaches San Francisco, and in March 2020, San Francisco issues a new Health Order requiring residents to stay at home except for essential needs. During the Shelter Order, policy bodies could not virtually meet unless there was an essential need and with the approval of the Board of Supervisors or the Mayor. The Commission was unable to meet again until May 18, 2020 due to the essential need of requests for proposed personal service contracts to be approved by the Commission. Due to the Mayor's Order ending in June 2020, the requirement to only schedule essential items on the agenda ended and the Commission was allowed to scheduled appeals to be heard on July 6, 2020.

Staffing

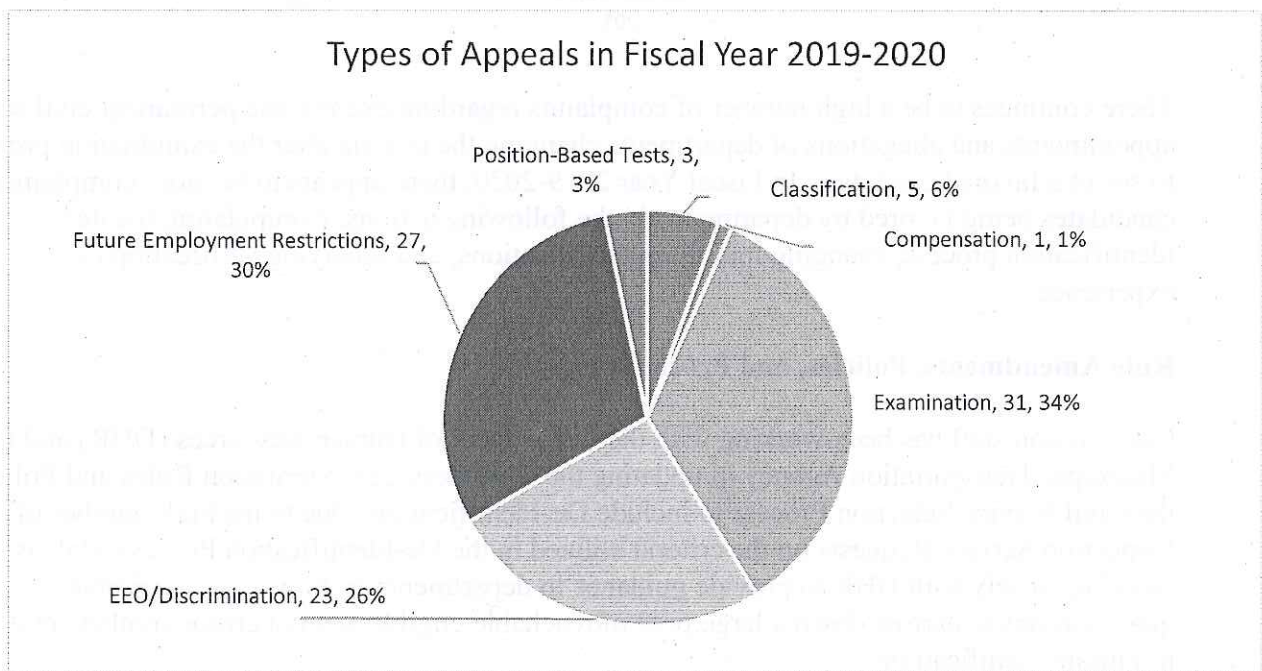
Although the department is fully funded for 6 full time employees, the department was understaffed most of the year due to the promotion of the Executive Officer in November 2019 the delay in the hiring of the new Executive Officer because of the Shelter Order, and the promotion of the Deputy Director to the Executive Officer position in May 2020. The Acting Executive Officer has been telecommuting full time since the Shelter Order began on March 17, 2020. The remaining Commission staff began telecommuting as soon as tablets were available for each person. Although the office was physically closed, Commission staff continued to respond to voicemail messages, emails, and other written correspondence. Due to limitations on using a tablet and the necessity to conduct Commission meetings, certain Commission staff continued to report into the office in preparation for the meetings.

Budget

The Department's budget last fiscal year fully funded all six (6) FTE. Our approved overall budget for Fiscal Year 2019-2020 is 1.38 M. Because the Mayor requested further reductions for the next two (2) fiscal years, we hope our revised budget request of 1.28M for Fiscal Year 2020-21 and 1.39M for Fiscal Year 2021-2022 will be approved by the Board of Supervisors.

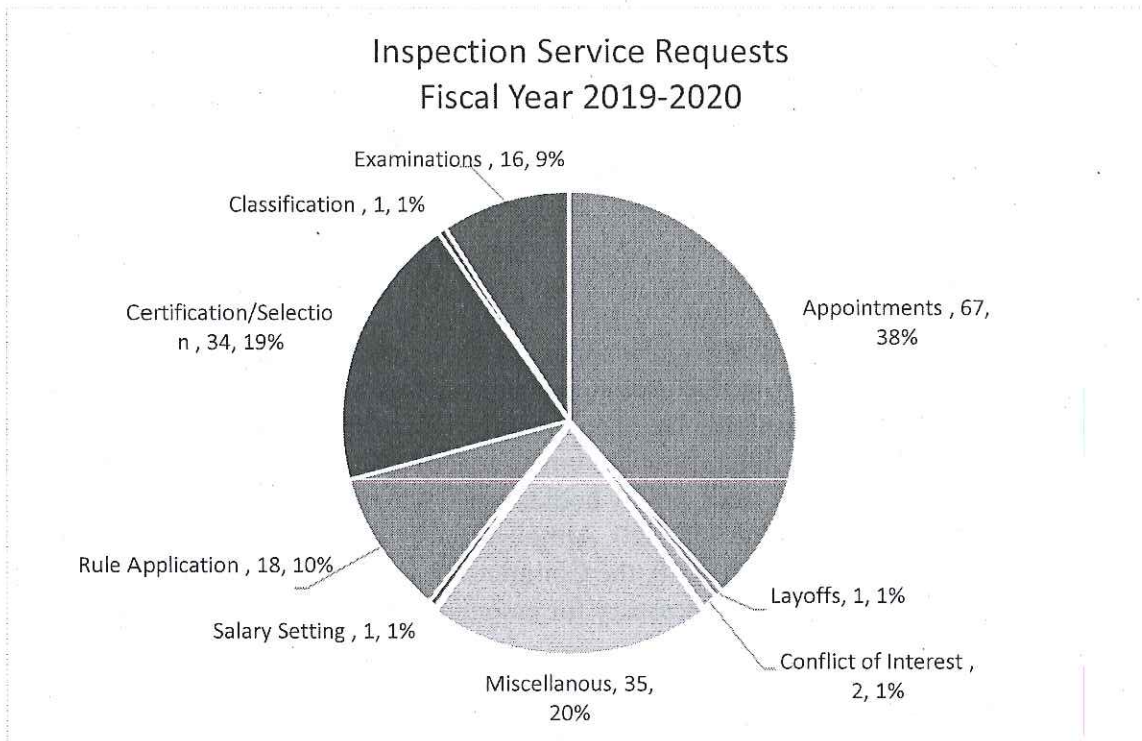
Appeals and Hearing

The Commission received a total of 63 new appeals and requests for hearings in Fiscal Year 2019-2020, in addition to the 26 active unresolved appeals that were carried over from the previous fiscal year. The Commission heard and resolved 44 of the 89 pending appeals last fiscal year, representing 49%, which falls below our target goal of 70%. (Attachment B). It is important to note that due to the Mayor's Order, policy bodies could not meet except for essential services from March 17, 2020 through June 30, 2020. Although the Commission was allowed to conduct virtual meetings beginning May 18, 2020, the Commission would only hear items concerning proposed personal service contracts necessary for essential services or for departments to continue necessary services.



Inspection Service Requests

In Fiscal Year 2019-2020, the Commission received a total of 175 Inspection Service Requests from employees, labor representatives, job applicants/candidates, anonymous individuals, and members of the public. (Attachment C). In mid-year, there was a triple digit percentage increase in the number of Inspection Service Requests received. With the Shelter Order, it has calmed down yet we still ended with an increase over last year. Due to the Shelter Order, many department offices remained closed unless providing essential services; therefore many inspection service requests could not be resolved within 60 days. The Commission resolved 67% (118 out of 175) of the Inspection Service Requests within 60 days, which is below our target of 80%.



There continues to be a high number of complaints regarding exempt and permanent civil service appointments and allegations of departments changing the criteria after the examination process to select a favored candidate. In Fiscal Year 2019-2020, there appears to be more complaints of candidates being favored by departments in the following actions: manipulating the de-identification process, changing minimum qualifications, and falsifying verification of experience.

Rule Amendments, Policies, and Procedures

Commission staff has been working with the Department of Human Resources (DHR) and the Municipal Transportation Agency in updating the Civil Service Commission Rules and Policy on the Civil Service Selection Process to include De-Identification. Due to the high number of Inspection Service Requests on the criteria utilized in the De-Identification Process, staff is working closely with DHR to provide guidance to departments on how to use desirable qualifications to narrow down a large pool of reachable eligible and not create another set of minimum qualifications.

During the time of the Shelter Order, Commission staff determined that a plan in the form of proposed Rules or policies must be considered when state of emergencies occur so departments may still be able to hire. When the Mayor's Order allowed departments to override the Charter and the Rules to hire necessary first responders, many departments understood this to mean no selection process was necessary to appoint individuals to permanent civil service positions. DHR quickly clarified this matter with the departments. DHR will be providing a report to the Commission. Commission staff was also approached about the possibility to extend eligible lists that are about to expire because departments have been unable to conduct examinations.

Setting of Salary and Benefits for Elected Officials and the Members of the Board of Supervisors

The Commission sets the salary and benefits of all Elected Officials, including members of the Board of Supervisors of the City and County of San Francisco in accordance with the Charter

Section A8,409-1 and Section 2.100.

At the Civil Service Commission Meeting of May 18, 2020, the Commission accepted the recommendation to delay the determination of any wage increases of the Members of the Board of Supervisors and the Elected Officials from July 1, 2020 to December 26, 2020. The matter will be reconsidered by the Commission at the meeting of November 16, 2020.

At this same meeting, the Commission certified the benefits of the Elected Officials, including the Members of the Board of Supervisors for Fiscal Year 2020-2021 at the same level of benefits as those provided to covered employees of the Municipal Executives Association effective July 1 2020.

Merit System Audit and Trainings

Commission staff continued with training classes on preparing staff reports in response to appeals and presenting before the Civil Service Commission. Departments especially enjoyed the role playing exercises, especially when each team had the opportunity to be the Commission. Commission staff began a new set of training classes on responding to Inspection Service Requests. Many of the analysts enjoyed having the opportunity to question the investigators in our department and listen to the process utilized when conducting investigations.

Commission staff was unable to complete the Merit System Audit and already has a plan in place for the new fiscal year. Staff realized the challenge of being unable to visit departments and has a plan to conduct audits through the use of the HR System and JobAps.

Recommendation: Adopt the report.

Attachments:

- Attachment A: Report on the Civil Service Commission Department's Achievement of Fiscal Year 2019-2020 Goals and Objectives
- Attachment B: Fiscal Year 2019-2020 Appeals Log
- Attachment C: Fiscal Year 2019-2020 Inspection Service Requests Log

Civil Service Commission 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	Results
<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. 	<ul style="list-style-type: none"> • Adopted Rules were updated on the website. • Website was updated to be more user friendly.
<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.). • Maintain the posting of official Civil Service Rules in PDF format. 	<ul style="list-style-type: none"> • Rules are posted on the website and now also 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. 	<ul style="list-style-type: none"> • Our PowerPoint presentations from training are now available on the website.
<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 	<ul style="list-style-type: none"> • Researched for a new document management system.

	<p>at the San Francisco Public Library) and upload all relevant historical 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	Results
<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 	<ul style="list-style-type: none"> • Conducted trainings on preparing and presenting staff reports to the Commission • Conducted trainings on responding to Inspection Service Requests • Due to Shelter Order, trainings are on hold. • Received feedback for future trainings and more time for questions and answers. • Continue to FY 2020-2021.
<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. 	<ul style="list-style-type: none"> • Continued to FY 2020-2021

<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. 	<ul style="list-style-type: none"> Due to the Shelter Order, staff has learned and hosted virtual meetings utilizing MicroSoft Teams and Cisco WebEx.
<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. 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. 	<ul style="list-style-type: none"> Completed Completed
<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. 	<ul style="list-style-type: none"> Completed
<p>Ensure that the Commission's internal policies and</p>	<ul style="list-style-type: none"> Revisit and update as needed all Commission internal policies and standard operating procedures to ensure 	<ul style="list-style-type: none"> Continued to FY 2020-21

<p>administrative procedures are kept updated and documented for Commission staff.</p>	<p>consistency and facilitate cross training.</p> <ul style="list-style-type: none"> • Continue to perform Records Management (electronic). • Continue to respond to Public Records Requests. 	<ul style="list-style-type: none"> • Continued to FY 2020-21 • Completed
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Goal #3: Ensure the timely resolution of appeals so that merit system issues are addressed efficiently, effectively and fairly.

Objective	Performance Measures	Results
<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. 	<ul style="list-style-type: none"> • Completed • 49% of the appeals resolved
<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 	<ul style="list-style-type: none"> • Continued to FY 2020-21 • Completed

	<p>departments are aware of staff report submission deadlines.</p> <ul style="list-style-type: none"> • 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.) 	<ul style="list-style-type: none"> • Continuous • Rescheduled • Continuous
<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 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.). 	<ul style="list-style-type: none"> • Continuous • Continued to FY 2020-21

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.

Objective	Performance Measures	Results
<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. 7) Clean-up (e.g., remove Rules that have expired, etc.) 	<ul style="list-style-type: none"> • Continued to FY 2020-21
<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. 	<ul style="list-style-type: none"> • Continued to FY 2020-21

<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. 	<ul style="list-style-type: none"> • Continued to FY 2020-21
<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. • Offer to provide labor representatives with informational articles on the Commission for their member newsletters upon requests. 	<ul style="list-style-type: none"> • Completed and Continued to FY 2020-21 • Continued to FY 2020-21 • Continued to FY 2020-21 • Continued to FY 2020 • Continued to FY 2020-21 • Continued to FY 2020-21

Goal #5: Strengthen the Commission's ability to meet its Charter mandates and oversee the operation of the merit system.

Objective	Performance Measures	Results
<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. 	<ul style="list-style-type: none"> • Incomplete; Continued to FY 2020-21 • Completed 67% of Inspection Service Requests within 60 days • Continued to FY 2020-21
<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 	<ul style="list-style-type: none"> • Calendar of Reports submitted at the meeting of August 3, 2020.

	<p>appointment justifications, personal services contracts, examination plans, etc.,).</p> <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. 	<ul style="list-style-type: none"> • Continuous • Continuous
<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 	<ul style="list-style-type: none"> • No surveys were required for this fiscal year. • Not applicable this fiscal year.

	<p>Resources survey of nurse salaries and benefits.)</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Completed
<p>Ensure that the Commission's budget in Fiscal Year 2019-2020 is sufficient so that it can adequately carry out its Charter obligations to oversee the merit system.</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 budget in Fiscal Year 2019-2020 at an adequate level to support its operations, Charter functions and merit system goals and objectives. 	<ul style="list-style-type: none"> • Completed

Goal #6: Work towards "A diverse, equitable and inclusive city".

Objective	Performance Measures	Results
<p>Serve as a resource center for interested Departments, outside agencies and stakeholders in pursuing employment opportunities with the City and County of San Francisco.</p>	<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. 	<ul style="list-style-type: none"> • Continuous • Continuous • Continuous

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 Fratirelli	05/20/19	05/09/19			3/4/19 Appeal to be placed in abeyance due to litigation filed by appellant
0090-6	6	Appealing the HRD's decision on her discrimination complaint, EEO File 3346.	04/01/20	04/30/20	Callahan J. Buick M. Tugbenyoh L. Simon M. Valdez M. Brown H. Albert	07/20/20	07/09/20	05/12/20	2	Untimely
0138-20-1	1	Appealing the Decision of the Executive Officer to Uphold the Action of the Human Resources Director/Designee to Administratively Resolve Appeal due to Unfitness.	06/09/20	06/11/20	SE					
0334-19-4	4	Appealing the administration of the H-33 Captain examination.	12/20/19	12/24/19	Callahan A. Blasbas D. Johnson S. Mayorga-Tipton M. Tugbenyoh J. Bushong	03/16/19	03/05/19	02/03/20	4	Resolved Administratively
0065-20-4	4	Appealing the administration of the 6122 Senior Environmental Health Inspector (CBT-6122-102487) examination with the Department of Public Health.	03/04/20	03/05/20	Callahan J. Buick A. Blasbas S. Mayorga-Tipton M. Tugbenyoh M. Brown	05/18/20	05/07/20	06/30/20	4	Resolved Administratively
0076-17-4	4	Appealing the exam administration for Class 2913 Program Specialist.	03/06/17	03/13/17	Callahan Gard Kraus Kim Blasbas Palina	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 7251 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			2/3/20 - Postponed to 3/16/20 at the request of the appellant. JB 1/27/20 - Requesting his item to be postponed to 3/16/20. MTA agreed.; 11/21/19 - MTA requesting item be calendared to the meeting of 2/3/20
0014-20-4	4	Appealing his rejection to take the promotional 8310/8510 Sheriff's Lieutenant examination.	01/21/20	01/23/20	Callahan J. Buick A. Blasbas D. Johnson K. Fisher-Paulson	04/06/20	03/26/20			

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
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 Examination.	08/26/19	08/29/19	T. Maguire D. Kim J. 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	11/09/18			
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 Biasbas R. Weigelt K. Hill A. Caporale L. Simon M. Valdez	07/01/19	06/20/19	09/16/19	1	Resolved
0079-20-4	4	Appealing the minimum qualifications for eligibility to apply for the Q-80 Captain examination with the San Francisco Police Department.	03/12/20	03/13/20	Callahan J. Buick A. Biasbas D. Johnson M. Tugbenyoh	06/01/20	05/21/20			
0069-20-4	4	Appealing the administration of the 6122 Senior Environmental Health Inspector (GBT-6122-102487) examination with the Department of Public Health.	03/05/20	03/06/20	Callahan J. Buick A. Biasbas S. Mayorga- Tipton M. Tugbenyoh M. Brown	05/18/20	05/07/20	06/30/20	4	Resolved Administratively
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

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0095-20-4	4	Appealing the rejection of his application for the Q-80 Captain examination.	4/29/2020	5/1/2020	Callahan J. Buick M. Tugbenyoh A. Blasbas D. Johnson	8/3/2020	7/23/2020			
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
0054-20-4	4	Appealing the rejection of his application for the 050 Sergeant examination with the SFPD.	02/25/20	02/27/20	Callahan J. Buick M. Tugbenyoh A. Blasbas D. Johnson	5/18/20	05/07/20	05/11/20	4	Resolved Administratively-received from 13 from DHR on 4/10/20
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					
0030-20-6	6	Appealing the Human Resources Director's decision to Not Investigate and Administratively Close Discrimination Complaint, EEO File No. 3187.	01/29/20	02/03/20	Callahan L. Simon M. Valdez M. Tugbenyoh J. Buick M. Brown H. Albert R. Simmons	05/18/20	05/07/20			
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	02/03/20	1	2/3/20 Resolved. 1/9/20 Appellant requested postponement to the meeting of February 3, 2020. 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

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0157-19-6	6	Appealing the Human Resources Director's decision to not investigate his discrimination complaint.	03/19/19	06/26/19	Callahan J. Gard Howard Simon M. Valdez J. Buick R. Fratirelli	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.
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 Ellison Harmon Simon Valdez	04/01/19	03/21/19			2/27/20 EEO plans to present on 5/18/20 or 6/15/20; 1/3/20 - Workers' Compensation appeal settled on 10/31/19, find out if Mr. Law wants to pursue with CSC appeal; 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 Worker's Comp Appeal Board hearing
0244-19-4	4	Appealing the rejection of his application for the 7318 Electronic Maintenance Technician (CBT-7318-903219) examination.	03/20/19	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
0094-20-4	4	Appealing the rejection of his application for the Q-80 Captain examination.	04/30/20	05/01/20	Callahan J. Buick M. Tugbenyoh A. Biasbas D. Johnson	08/03/20	07/23/20			
0119-20-4	4	Appealing the rejection of his application for the 0942 Manager VII, Bureau Manager, Street Use and Mapping (PBT-0942-098228) examination.	03/15/20	05/20/20	Callahan J. Buick M. Tugbenyoh C. Ikeda A. Ignacio	08/17/20	08/06/20			
0041-20-4	4	Appealing the denial to file a late application for the Q50 Sergeant Examination after the closing of the official filing period with SFPD.	02/12/20	02/13/20	Callahan J. Buick A. Biasbas D. Johnson M. Tugbenyoh	05/04/20	04/23/20			
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.
0060-20-6	6	Appealing the Human Resources Director's decision to administratively close your discrimination complaint, EEO File No. 3229 without further investigation.	02/28/20	03/03/20	Callahan J. Buick M. Tugbenyoh L. Simon M. Valdez	05/18/20	05/07/20			
0221-19-2	2	Appealing the Department of Human Resources' decision to change the minimum qualifications of the Forensic Toxicologist Classification series 2403, 2456, 2457, and 2558.	09/30/19	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 Posponed to November 4, 2019 by mutual agreement between IFPTE, Local 21 and the Department.

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0007-20-6	6	Appealing the Director of Transportation's decision to not further investigate and administratively close his discrimination complaint, EEO File No. 3259.	01/10/20	01/13/20	J. Tumlir K. Ackerman V. Harmon L. Simon M. Valdez R. Sherman	04/06/20	03/26/20			
0070-20-4	4	Appealing the administration of the 6122 Senior Environmental Health Inspector (CBT-6122-102487) examination with the Department of Public Health.	03/05/20	03/06/20	Callahan J. Buick A. Biasbas S. Mayorga-Tipton M. Tugbenyoh M. Brown	05/18/20	05/07/20	06/30/20	4	Resolved Administratively
0081-20-6	6	Appealing the Human Resources Director's decision to administratively close his discrimination complaint, EEO File No. 3332 without further investigations.	03/13/20	05/01/20	Callahan J. Buick L. Simon M. Tugbenyoh M. Valdez M. Brown	08/03/20	07/23/20			
0039-20-6	6	Appealing the Human Resources Director's decision that there was insufficient evidence to substantiate his retaliation claim, EEO File No. 2309.	02/10/20	02/13/20	Callahan L. Simon M. Tugbenyoh M. Valdez J. Buick J. Hinderliter	05/04/20	04/23/20			
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
0101-20-4	4	Appealing the rejection of his application for the Q-80 Captain examination.	05/01/20	05/05/20	Callahan J. Buick M. Tugbenyoh A. Biasbas D. Johnson	08/03/20	07/23/20			
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
0115-20-4	4	Appealing the rejection of his application for the Q-50 Sergeant examination with the SFPD.	03/31/20					05/11/20	4	Resolved Administratively received from 13 from DHR on 4/10/20
0093-2-4	4	Appealing the rejection of his application for the Q-80 Captain examination.	04/29/20	05/01/20	Callahan J. Buick M. Tugbenyoh A. Biasbas D. Johnson	08/03/20	07/23/20			

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0003-20-4	4	Appealing his disqualification of the selection process for the Q-60 Lieutenant examination.	01/06/20	01/07/20	Callahan J. Buick A. Blasbas D. Johnson M. Tugbenyoh	03/16/20	03/05/20	02/03/20	4	Resolved Administratively
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
0114-20-4	4	Appealing the rejection of her application for the Q-50 Sergeant examination with the SFPD.	03/23/20					05/11/20	4	Resolved Administratively -received from 13 from DHR on 4/10/20
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	01/06/20	1	1/6/20 - Resolved. 12/9/19 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				
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 Harmon	06/03/19	05/23/19			1/3/20 - DHR still investigating Jarnee Thieu's EEO complaint; 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.
0055-20-4	4	Appealing the rejection of his application for the Q50 Sergeant examination with the SFPD.	02/27/20	03/02/20	Callahan J. Buick M. Tugbenyoh A. Blasbas D. Johnson	05/18/20	05/07/20	05/11/20	4	Resolved Administratively -received from 13 from DHR on 4/10/20
0193-19-6	6	Appealing the Human Resources Director's decision to administratively close without further investigation his discrimination complaint, EEO File No. 2854.	09/01/19	08/05/19	Callahan Howard Gard J. Buick L. Simon M. Valdez D. Jou	11/04/19	10/24/19			1/9/20 - DHR EEO Requesting postponement to the meeting of 3/2/20; 12/26/19 DHR EEO requesting postponement to the meeting of 2/3/20; 12/2/19 - DHR EEO requesting postponement to 1/6/20 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 11/16/19
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			2/24/20 - DHR EEO request to postpone to the meeting of 3/16/20; 1/24/20 DHR EEO requests to postpone to the meeting of 3/2/20; 12/20/19 DPH request to postpone to the meeting of 2/3/20.

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
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	01/06/20	1	1/6/2020 - Resolved.
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.	11/7/19	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	08/08/19	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										
0103-20-7	7	Requesting a hearing on his future employment with the SFMTA as a 9163 Triantis Operator.	4/13/2020	5/13/2020	J. Tumlin K. Ackerman D. Kim P. Boparai	8/3/2020	7/23/2020			
0194-17-7	7	Requesting a hearing on future employment restrictions as a 7456 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 Appellant 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
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

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
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 Juenger. 7/24/15: Arbitration on 9/22/15 (Wimograd) - handled by DCA Ruth Bond 06/01/15 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 abeyance 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	02/13/20	5	2/13/20 - J. Inouye, SEIU 1021 withdrew appeal on behalf of Mona Fields; 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 - Postponed 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.	07/19/17	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.
0145-20-7	7	Requesting a hearing on his future employability with the City and county of San Francisco.	06/18/20	06/24/20	Callahan J. Buick M. Tugbenyoh K. Gee	09/21/20	9/10/2020			
0021-20-7	7	Requesting a hearing on his future employment restriction with the City and County of San Francisco.	01/23/20	01/30/20	Callahan J. Buick C. Ikeda S. Vaksberg	05/04/20	4/23/2020			
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			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 Reinstated 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	08/05/19	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
0100-20-7	7	Requesting a hearing on her future employability with the City and County of San Francisco.	05/04/20	05/05/20	Callahan J. Buick M. Tugbenyoh C. Ikeda S. Vaksberg	08/17/20	08/06/20			
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
0108-20-7	7	Requesting a hearing on his future employability with the City and county of San Francisco.	04/06/20	05/13/20	Callahan J. Buick M. Tugbenyoh C. Ikeda S. Vaksberg	08/17/20	08/06/20			
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
0109-20-7	7	Requesting a hearing on his future employability with the City and county of San Francisco.	04/13/20	05/20/20	Callahan J. Buick M. Tugbenyoh R. Ng	08/17/20	08/06/20			
0111-20-7	7	Requesting a hearing on her future employability with the City and County of San Francisco.	05/13/20	05/20/20	Callahan J. Buick M. Tugbenyoh M. Brown R. Simmons	08/17/20	08/06/20			5/26/20 - Appeal to be placed in abeyance due to litigation filed by appellant
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. Buick M. Tugbenyoh B. Houston A. Worsham	02/03/20	01/23/20	02/03/20	1	Resolved.
0110-20-7	7	Requesting a hearing on his future employability with the City and county of San Francisco.	05/13/20	05/13/20	Callahan J. Buick M. Tugbenyoh M. Brown R.	08/17/20	08/06/20	05/29/20	4	Resolved Administratively
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

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
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
0042-20-7	7	Requesting a hearing on his future employability as a 2579 Medical Examiner Investigator III with the City and County of San Francisco.	02/12/20	02/14/20	Callahan J. Buick M. Tugbenyoh C. Ikeda S. Vaksberg	05/04/20	04/23/20			

POSITION BASED TESTING

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0276-19-4	4	Appealing the rejection of his application for the 1492 Assistant Clerk (PBT-1492-097842) examination.	10/16/2019		A. Owens			10/23/2019	3	Resolved
0049-20-4	4	Appealing the rejection of his application for the 0931 Manager III - Manager, Whole Person Integrated Care (PBT-0931-100711) examination with the Department of Public Health.	2.21/2020	2/25/2020	Callahan J. Buick A. Biasbas M. Tugbenyoh M. Brown Y. Gamble	3/16/2020	3/5/2020	3/13/2020	4	Resolved Administratively
0057-20-4	4	Appealing the rejection of his application for the 1244 Senior Human Resources Analyst (PBT-1244-103050) examination.	2.27/2020	3/4/2020	Callahan J. Buick A. Biasbas S. Mayorga-Tipton M. Tugbenyoh	4/6/2020	3/26/2020	5/11/2020	4	Resolved Administratively - received Form 13 from DHR on 4/2/20

Number of Appeals	
Carried Over from FY2017-18	28
Appeals Received in FY2018-19	63
Total Number of Appeals in FY18-19	89

Total Appeals by Category	
Classification (2)	5
Compensation (3)	1
Examination (4)	31
EEO/Discrimination (6)	23
Future Employment Restrictions (7)	27
Personal Services Contracts (8)	0
Position-Based Tests	3

Resolutions	
Hearing at CSC (1)	16
Untimely (2)	1
Not Appealable (3)	1
Resolved Administratively (4)	22
Other (5)	4
Total Resolved	44
% Resolved	49%

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Total for 2019-20 175

Totals by Category

Letter or Email	114
Phone - Walk in	61
Resolved in 60 days	118
	67%
67	Appointments
16	Examinations
2	Conflict of Interest
0	
1	Classification
18	Rule Application
34	Certification/Selection
1	Salary Setting
35	Miscellaneous
1	Layoffs

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 Mary 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 Kilty/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 Kilty/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/EAJJB	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/EAJJB	9/18/2019	Y
7	7/25/2019			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/EAJJB	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/EAJJB	9/18/2019	Y

ATTACHMENT C

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)	1840	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	Allegations that a DPH HR Manager has violated Rules in the hiring for 1840 Jr Management Assistant. positions at DPH.	TEX	DPH	No violations - appointee was reachable. - LM	8/30/2019	Y
1	7/29/2019	1	Allegations that a DPH HR Manager has violated Rules in the hiring for TEX positions at DPH - hires did not compete for positions.	TEX	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	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.	8216	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 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.	1241	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	Referred to CSC regarding changes in civil service seniority date utilized for shift bidding.	9132	MTA	Shifting bidding is under the authority of the department and union; MOU 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	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.	7366	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	1	What is 12W? When does FMLA apply?	9163	MTA	Rule 420; Refer to DHR website and EEO Leave of Absence SE	8/14/2019	Y
6	8/14/2019	1	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	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	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	9/28/2019	Y
7	8/20/2019	1	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	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	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	1	Can a department request employment verification if it was submitted 2 years ago? Why is the department now requesting verification?	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	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	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	2917	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. (Eryinnaya Nwamuo)				DPW	DPW	No merit to allegations - appointee was reachable and qualified. - LM	9/24/2019	Y
1	8/21/2019	1	1312	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)				DPW	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.				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	2551	Behavioral Health is being closed and employees are being displaced with unclear communication on their status; mgrs will not response to L21				DPH	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	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	982	States he was laid off from 0982 Mgr II position from City College. Inquiries regarding reappointment.				SFCC		Explained process and reappointment procedures. Contacted DHR to facilitate assistance to hm. - LM	8/28/2019	Y
6	8/29/2019	1	7345	Employee reported harassment, retaliation and now received counseling; also questions about leaves of absence and appointment types				SFUSD		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 referred 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	7345	Reported harassment and now concerned about safety, at the same time family member with serious illness.				SFUSD		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		Selected applicants were intentionally excluded from the hiring process	MTA		Review of record and inquiries indicate compliance with the Charter, Rules, policies, and procedures; findings did not indicate that a particular group was being excluded. SE		N
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		Alleges discrimination in the post referral interview process for the 1649 Accountant Intern Program.		1649	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		N
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. LM	9/13/2019	Y
9	9/17/2019	1		Continuously performing work outside of classification including managing staff; only receiving lead pay; filed grievances but keeps getting denied; are there other resources?	DT	7308	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		Allegation that recent appointment to Class 2323 violated Commission Rules; and appointee is not qualified.	DPH	2323	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		Employees do not meet MQs; provided falsified verification; friends of management;	GSA	932 0954	GSA conducted a competitive selection process; Appointees provided verification of meeting MQs SE		N
1	9/22/2019	1		Unable to flex staff because eligible list has expired; trainees are not on current active flex eligible lists	MTA	7473 7472	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		What is the difference between PCS, provisional and exempt appointments?	7238	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?			Provided reference to Adviser and the CSC Rules do not cover Acting Pay. Check the MOJ of the classification. CSC Rules cover guidelines to get credit for out of class work for examination purposes. LM	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
1	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	Department substituted with 1246 Principal HR Analyst classification; no appointments were made yet. SE		N
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. How can an employee, who is not a manager, be working full time as an exempt employee for 30 years?	931	DBI	Department substituted position with a 1246 Principal Human Resources Analyst; no appointments were made yet. SE		N
1	11/6/2019		1			7308	DT	Still waiting for further response SE		N
1	11/8/2019	1			Alleges that Tech hire appointments are occurring without being posted and by passing PCS selection process.	1041	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.	1042	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		Allegation that Hung-ha does not meet MQ's for TEX 7345 appointment	7345	PUC	Appointee meets MQ's - LM	1/13/2020	Y
6	11/20/2019		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	1/13/2020	Y
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		N
9	11/21/2019		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	1/3/2020	Y

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 Credit; 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. Scheduled future meeting with DHR and department SE/EA		N
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. Scheduled future meeting with DHR and department SE/EA		N
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. Scheduled future meeting with DHR and department SE/EA		N
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. Scheduled future meeting with DHR and department SE/EA		N
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. Scheduled future meeting with DHR and department SE/EA		N
7	12/5/2019	1				Elva Gutierrez was selected from the eligible list without conducting de-identification or post-referral selection process	1053	SFUSD		Met with department and requested extension. Scheduled future meeting with DHR and department SE/EA		N
7	12/5/2019	1				Raif Reclusado was selected from the eligible list without conducting de-identification or post-referral selection process	1053	SFUSD		Met with department and requested extension. Scheduled future meeting with DHR and department SE/EA		N
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. Scheduled future meeting with DHR and department SE/EA		N
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. Scheduled future meeting with DHR and department SE/EA		N
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. Scheduled future meeting with DHR and department SE/EA		N
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 off 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	1/31/2020	Y
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.	2588	DPH	No merit to the allegations. Recruitment was for TEX category 17, however, employee appointed was on PCS eligible list for this class. - LM	5/22/2020	N
7	1/3/2020	1	Allegation that manager is favoring Q. Feng to select for Asst. Payroll Manager position at MTA.	9172		No evidence to support allegation. The employee in question did participate in post referral selection process - however, Nicole Lewis was selected for position. - LM	1/15/2020	Y
1	1/7/2020	1	Request review of qualifications for appointee - Cameron Gordon to Class 7514	7514	DPW	Appointee meets qualifications.	6/11/2020	N
6	1/13/2020	1	After reassignment, can the employee change their mind and revert back to the previous position (location)?		DPH	No; Employees only have reversion rights if they have a non-disciplinary release from a promotive probationary period and an underlying classification from which promoted. Rule 117.9.3 SE	1/13/2020	Y
8	1/13/2020	1	Inquiries regarding reclassification for Psychologist functions		DPH	Explained process - LM	1/13/2020	Y
6	1/14/2020	1	Completed 5 years in the same classification and department as an exempt appointee; why after being appointed to a PCS position in the same classification, does she still need to complete a 12 month probationary period?	1312	MTA	Rule 417 Probationary period is required after being appointed to a permanent civil service position; MOU determines duration; this is the appointee's first permanent civil service position. SE	1/14/2020	Y
7	1/10/2020	1	Allegation that applicants are unfairly being disqualified for Nurse Manager positions at DPH	2322	DPH	Process was compliant with Charter and Commission Rules. - LM	5/28/2020	N
2	1/15/2020	1	Allegation that applicants are unfairly being disqualified for Nurse Manager positions at DPH	2322	DPH	Process was compliant with Charter and Commission Rules. - LM	5/28/2020	N
7	1/20/2020	1	Allegation that applicants are unfairly being disqualified for Nurse Manager positions at DPH	2322	DPH	Process was compliant with Charter and Commission Rules. - LM	5/28/2020	N

7	1/21/2020	1			Applicant is protesting who conducted the reference checks on him and subsequently another candidate was selected for appointment.	4331	SFERS	There are no violations of DHR selection procedures LM	2/7/2020	Y
1	1/22/2020	1			Why can the employee not reinstate after transferring from Laguna to General Hospital?	2320	DPH	Transfers are PCS employees transferring to a new department in the same PCS classification; reassignment is when an employee has a different assignment within the same department; no guarantees to return to previous assignment; contact HR and refer to MOU for reassignment SE	1/22/2020	Y
1	1/23/2020	1			Employee received offer and now required to provide verification and personal references; violation?	6331	MTA	Rules and DHR Policy require appointees to meet MQs on announcement and verify at time of appointment; departments may request references SE	1/23/2020	Y
9	1/23/2020	1			Complainant resigned on 6/25/19 and is appealing DPH's decision to not reappoint him. This is not an appealable matter.	2320	DPH	A request for reappointment can be submitted within 4 years of resignation – however, reappointment is at the discretion/decision of the hiring authority. DPH had chosen not to reappoint him. - DP notified him of this via email and I verbally informed him on 1/19/20. LM	1/29/2020	Y
1	1/23/2020	1			Request review of qualifications for appointee - Carlos Miranda to Class 7514	7514	DPW	Appointee qualified LM	6/18/2020	N
1	1/23/2020	1			Request review of qualifications for appointee - Leo Muro to Class 7514	7514	DPW	Appointee qualified LM	6/18/2020	N
1	1/23/2020	1			Request review of qualifications for appointee - LaNiece Crumple to Class 7514	7514	DPW	Appointee qualified LM	6/18/2020	N
1	1/23/2020	1			Request review of qualifications for appointee - Eric Alas to Class 7514	7514	DPW	Appointee qualified LM	6/18/2020	N
1	1/23/2020	1			Request review of qualifications for appointee - Justin Erwin to Class 7514	7514	DPW	Appointee qualified LM	6/18/2020	N
1	1/23/2020	1			Request review of qualifications for appointee - Rian Leland to Class 7514	7514	DPW	Appointee qualified LM	6/18/2020	N
7	1/24/2020	1			If an analyst has been assisting with an exempt recruitment and the hiring manager has expressed interest to the analyst in hiring the analyst, can we stop the hire?			Recommend disclosure/recusal and conduct a new exempt hiring process to remove perception of favoritism SE	1/24/2020	Y
6	1/27/2020	1			Is there a rule that allows an employee to hold 2 active PCS positions full time? Part time?		SFUSD	Employee may have 2 part time positions but one department is the base department while the other dept. has a work order with the base dept.; consider if any conflict of interest; cannot be active in 2 full time positions; may only take a leave of absence to accept exempt position. SE	1/27/2020	Y
7	1/29/2020	1			Applicant questioned why he has not been selected - rank #4 on list.	2708	LIB	LIB conducted the selection process in accordance with CSC Rules, policies and procedures, complainant was interviewed but not selected. - LM	2/24/2020	Y
6	1/29/2020	1			Inquires regarding the interpretation and application for the Rule of Three Scores.			Explained certification Rule and its application.	1/29/2020	Y

1	1/31/2020	1				Request review of qualifications for appointee - Thomashia Mayfield to Class 7215	7215	DPW	Appointee is qualified. - LM	6/17/2020	Y
7	2/3/2020	1			although dept. has 1 vacancy, citywide there are 9 vacancies = 11 reachable ranks, why is the dept. not allowed to reach alternates when less than 11 reachable ranks?		GSA	Only when all depts. Submit referral requests will they receive the initial reachable ranks based on total number of vacancies; because the dept only have 1 vacancy and Rule of 3, dept can only reach alternates if less than 3 ranks are available	2/4/2020	Y	
9	2/3/2020	1			Allegations of nepotism hiring and appointees not meeting MQ's		DEM	LM			
9	2/3/2020	1			Various allegation regarding inappropriateness in the selections and nepotism involving Young Laolagi.		MTA	LM			
1	2/4/2020	1			If a person from a PCS higher classification takes a PCS lower classification position, will the pay be at the highest step?				CSC Rules do not cover compensation when an employee chooses to apply for a lower classification position SE	2/4/2020	Y
1	2/5/2020	1			Can employees keep previous seniority date after reappointment?		MTA		After reappointment, employee starts as new employee with new certification date.	2/5/2020	Y
1	2/5/2020	1			Complainant alleges that Katelyn Luong does not meet the experience required and falsified application documentation for position.		GSA	SE			
1	2/6/2020	1			Is it a violation for dept. to contract out work, if city employees can perform the job and there is an active eligible list?		MTA		Dept. must first go through the personal service contract approval process, notify union, DHR, present to CSC and respond to any protests and approval; and obtain CSC approval SE	2/6/2020	Y
9	2/6/2020	1			Can PCS employees take leave of absences to accept another PCS position? Can dept. just move a PCS employee to another PCS lower classification? Can a dept. separate an employee after PIP?				No, PCS employee may request leave of absence to accept exempt position; employee must be a reachable eligible to accept another PCS lower classification position; refer to MOU and union. SE	2/6/2020	Y
6	2/6/2020	1			Do I have a right to appeal separation? Admin Code. 16.207 Employee Rights				Even if employee chose not to be a member, the classification is still represented by the MOU; Rules on separation do not apply because it is superseded by MOU. Only the unrepresented may apply Rules on separation; only future employment restrictions are appealable to CSC. SE	2/6/2020	Y
9	2/10/2020	1			Allegation of favoritism in the hiring of Isabel Cruz at LHH		DPH	LM			
11	2/11/2020	1			Favoritism in the hiring in class 9212 and 9220 from 2017 to present at the SFO.		SFO		AIR requested extension to 3/13/2020. JB		
1	2/13/2020	1			PCS employee assigned to TEX Cat. 18 position due to EPIC; employee would like to now return to previous PCS position but informed that the position was budgeted out; HR states the budget is still in the PCS position; dept is unclear or unwilling to grant request				Employee may request reinstatement to previous classification (probationary period completed), but needs approval from appointing officer and may not be guaranteed to the exact same position previously held; Referred to Labor Relation and HRD of the department. SE	2/13/2020	Y
1	2/14/2020	1			Isabel Cruz at LHH was hired due to nepotism.		DPH	LM			
1	2/21/2020	1			Favoritism in the hiring of Sandra Zuniga for the 0932 Manager IV and 0933 Manager V positions.		DPW		Waiting for response to further investigation SE/JEA		N

9	2/25/2020				1	Requests review into why PEX 7213 recruitment when there is an eligible list	7213	SFUSD	The exempt requisitions were approved by DHR - Michael Cerles. SFUSD will work with DHR in future to extend eligible lists duration to limit the number of exempt appointments. S. Eng was to discuss this further with SFUSD. - LM	2/27/2020	Y
1	2/18/2020				1	Requested review of the post-referral process of Class 2593 Health Program Coordinator III position at DPH. Specifically looking at interview questions and panelists.	2593	DPH	Response due by 3/24/2020. JB		
9	2/29/2020				1	Inquiries regarding sick leave and how that impacts salary adjustments.			General discussion regarding Rules, then referred her to compensation. - LM	2/28/2020	Y
1	3/2/2020				1	Allegations of favoritism regarding the appointment of Matthew Low	1823	PUC	Appointee is qualified; no merit to allegation of favoritism - LM	5/1/2020	Y
9	3/4/2020				1	Allegations of favoritism regarding the appointment of Nancy Herrera	3632	LIB	No merit to the allegation - appointee was qualified and reachable. De-identification was utilized in the first round of interviews. LM	7/16/2020	N
2	3/6/2020				1	Disqualified from exam because dept would not accept her outside experience as professional HR work;	1244	DHR	Disqualification from PBT Exam is not appealable to CSC; Employment verification should provide duties and responsibilities showing human resources professional work; applicants may also provide past performance reviews and job description from outside employer; note that DHR is looking for HR candidates with experience in recruitment, operations, and benefits administration; appealable to the HRD. SE	3/9/2020	Y
1	3/10/2020				1	If my leave of absence to accept an exempt position is only for 1 year and I would like to continue with the exempt position, do I lose my PCS position?		DPW	If you do not return to your PCS position, The department may separate you from the PCS position after 1 year; while still an active exempt employee, you may request reinstatement into that classification in which you completed the probationary period; you will still need to obtain department approval. SE	3/10/2020	Y
2	3/10/2020				1	Allegation that L. Louie allowed exam participants from previous 2018 exam to take the test.	6122	DPH	LM		
9	3/11/2020				1	Non-profit organization had several questions regarding contract terms involving an RFP at the Department of Homelessness and Supportive Housing.		DOHHS	Referred to OCA. JB	3/11/2020	Y
2	3/12/2020				1	Applied for Class 7263 Maintenance Manager at DPW. Received disqualification letter yesterday stating he lacked the 4 years of supervisory experience.	7263	DPW	Advised him to contact HR Analyst at DPW to get more specifics as to how the verification letters that was submitted did not suffice. Also, provided info on how to file an appeal. JB	3/12/2020	Y
2	3/13/2020				1	Review of the selection process for the Class 2930 Behavioral Health Clinician position at DPH.	2930	DPH	Response and documents due by April 3, 2020. JB		
7	5/1/2020				1	Favoritism in the hiring of pharmacy staff through staffing agency.		DPH	LM		
1	5/1/2020				1	Allegation of favoritism in the hiring of Nancy Huerta and that she is not qualified for position 2909	2909	DPH	LM		

1	5/1/2020	1			Allegation that Edward Guina manipulated the hiring process to favor/select an employee for a mds position.				LM			
7	5/1/2020	1			Allegation that Mike Sorini is not qualified for appointment to Class 0922.				PUC			
9	5/1/2020	1			Nepotism/favoritism in the hiring of Kyle Chan and he does not meet MQ's for position; and nepotism in the hiring of Arthur Duque.				DPH			
9	5/1/2020	1			Allegations that Kimberly Castillo and Katelynn Luong engaged in biased hiring processes.				GSA			
9	5/1/2020	1			Favoritism in the selection of T. Mayfield and she does not nmeet MQ's	7215			DPW	Appointee meets MQ's - appointment is TEX - LM	6/24/2020	Y
9	5/5/2020	1			Allegation that Wei Man Lee and Kingman Ma are not qualified for their acting positions - Chief Stationary Engineer.	7205			JUV	Employees are in class 7334 and 7120. Rules do not require minimum qualifications of higher class to be met when acting assignments are performed. There is no violation. - LM	6/30/2020	Y
7	6/8/2020	1			Allegations that E. Sandler discriminated in the selection process for a Strategy Mgr				PUC	EA		
7	6/10/2020	1			Alleges bias in the selection for Class 2903 TEX category 18	2903			DPH	LM		
1	6/10/2020	1			Exempt hires for SFUSD	7355			USD	LM		
9	6/18/2020	1	1		Concerns about out-of-class duties and how they are documented in order to receive credit for the work.	7264			MTA	Discussed by phone numerous issues and related processes. - LM	6/18/2020	Y
9	6/18/2020	1			Alleges nepotism & favoritism by Myra Phillips in hiring process	9102			MTA	LM		
9	6/18/2020	1			R. Bergeson tested for lower class and then participated in interview panel for this class				MTA	LM		
9	6/18/2020	1			Alleges that 3 employees hired family members - nepotism				DPW	LM		
7	6/18/2020	1			Allegations filed by 3 LVN's claiming that they are not being hired for PCS positions because they are Filipino - unfair hiring				LHH	LM		
7	6/18/2020	1			Alleges that Michael Visconti is not qualified for his position.				HSS	LM		
9	6/22/2020	1			Alleges nepotisms in the hiring for Class 9104 & 9102 by M. Phillips and other MTA management	9104			MTA	LM		
7	6/25/2020	1			Request for inspection review regarding post-refral process for Class 2740.	2740			DPH	LM		