



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Sent via Electronic Mail

October 27, 2022

NOTICE OF CIVIL SERVICE COMMISSION MEETING

Yolanda Beasley
[REDACTED]

SUBJECT: APPEAL BY YOLANDA BEASLEY OF THE DISQUALIFICATION FROM THE 2908 SENIOR ELIGIBILITY WORKER EXAMINATION (CBT-2908-H00010).

Dear Yolanda Beasley:

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on **November 7, 2022 at 2:00 p.m.** You will receive a separate email invite from a Civil Service Commission staff member to join and participate in the meeting.

The agenda will be posted for your review on the Civil Service Commission's website at www.sfgov.org/CivilService under "Meetings" no later than end of day on Wednesday, November 2, 2022. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached to this email.

In the event that you wish to submit any additional documents in support of your appeal, email them to the Civil Service Commission's email at civilservice@sfgov.org by **5:00 p.m.** on **Tuesday, November 1, 2022**, please be sure to redact your submission for any confidential or sensitive information that is not relevant to your appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

It is important that you or an authorized representative attend the hearing on your appeal. Should you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance. As a reminder, you are to be honest and forthright during all testimony and in all documentation that you provide to the Civil Service Commission.

You may contact me at (628) 652-1100 or at Sandra.Eng@sfgov.org if you have any questions.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Dave Johnson, Department of Human Resources
Scott DeWolfe, Department of Public Health
Luenna Kim, Department of Public Health
Anna Biasbas, Department of Human Resources
Liesel Cruz, Department of Public Health
Hanz Pagao, Department of Public Health
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civilservice/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, a available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting a agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original copy on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

Copies of all staff reports and materials being considered by the Civil Service Commission are a available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at www.sfgov.org/CivilService, and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be a available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

F. Policy and Procedure on Hearing Items Out of Order

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

G. Procedure for Commission Hearings

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission.

Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

H. Policy on Audio Recording of Commission Meetings

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at www.sfgov.org/civilservice/.

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended.

J. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

Information on Disability Access

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1100 or email civilservice@sfgov.org to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Know your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, or to obtain a free copy of the Sunshine Ordinance, contact Victor Young, Administrator of the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689 at (415) 554-7724, by fax: (415) 554-7854, by e-mail: sotf@sfgov.org, or on the City's website at www.sfgov.org/bdsupvrs/sunshine.

San Francisco Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <http://www.sfgov.org/ethics/>.




CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Numbers: **0086-22-4**
2. For Civil Service Commission Meeting of: **November 7, 2022**
3. Check One:

Ratification Agenda	<input type="checkbox"/>
Consent Agenda	<input type="checkbox"/>
Regular Agenda	<input checked="" type="checkbox"/>
Human Resources Director's Report	<input type="checkbox"/>
4. Subject: **Yolanda Beasley's appeal of her disqualification from the 2908 Senior Eligibility Worker examination (CBT-2908-H00010).**
5. Recommendation: **Deny the appeal and adopt the report of the Department of Public Health.**
6. Report prepared by: **Liezel Cruz** Telephone number: **415.554.2869**
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format-A).**
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director: 

Date: 10.26.2022
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

**Executive Officer
Civil Service Commission
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102**
10. Receipt-stamp this form in the CSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

<u>CSC RECEIPT STAMP</u>

Attachment

NOTIFICATIONS

Yolanda Beasley

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San Francisco Department of Public Health
Grant Colfax, MD
Director of Health

City and County of San Francisco
London N. Breed
Mayor

DATE: October 20, 2022

TO: The Civil Service Commission

THROUGH: Carol Isen
Human Resources Director

FROM: Liezel Cruz
Principal Human Resources Analyst

RE: Yolanda Beasley's appeal of her disqualification from the 2908 Senior Eligibility Worker examination. Register No. 0086-22-4

Background:

The job ad for the 2908 Senior Hospital Eligibility Worker (CBT-2908-H00010) issued on April 13, 2022 [see Attachment A] specifies the terms of the announcement, which includes the minimum qualifications and the period during which applicants must submit an application and answer the minimum qualification supplemental questionnaire (MQSQ). For this 2908 job ad, the Department of Public Health (DPH) specified that applicants must meet the minimum qualifications by the final filing date, May 17, 2022. The appellant, Yolanda Beasley, was not clear in her application as to how she met the minimum qualifications specified in the job ad. This prompted a follow-up from the Human Resources Analyst, Hanz Pagao asking for more information. Appellant Beasley did not respond to this request for additional information in a timely manner and was disqualified from the recruitment based on not meeting the minimum qualifications. Appellant Beasley appealed that disqualification.

In her appeal, Appellant Beasley provided the following information:

1. She applied for the 2908 Senior Eligibility worker and received an email requesting to complete the minimum qualification supplemental questionnaire (MQSQ).

2. She received an email on 5/31/2022 indicating her disqualification and requesting additional information regarding her experience.
3. She indicated she was qualified and called the HR department on June 6, 2022, but unable to determine if the contact information given was correct.
4. On June 8, 2022, she called back and was provided the analyst's email address.
5. On June 17, 2022, she was notified that she was past the deadline. She requested to escalate the matter to DPH Merit Division Manager.
6. On June 21, 2022, she was invited to an MS Teams meeting and she was requested to provide call log to show that she called within the response period.
7. Since she was unable to retrieve her call logs, she contacted the HR department on June 22, 2022, to obtain a written confirmation that she called within the response period.

Issue:

Should appellant Yolanda Beasley be allowed to participate in the CBT-2908-H00010 recruitment without meeting the MQs as stated in the job ad?

Authority/Standards:

CIVIL SERVICE COMMISSION RULES

Rule 110 Examination Announcements and Applicants

Sec. 110.9 Qualifications of Applicants

110.9.1 Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Experience gained in violation of Commission Rules shall not be recognized. City and County employees shall receive credit only for the duties of the class to which appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Employees may receive credit for duties not usually performed by incumbents in a class if their employee file contains contemporaneous documentation that the duties were assigned and performed. By way of example but not limitation, records that describe and verify the out-of-class assignment that may be accepted as documentation include a valid performance appraisal completed during the normal evaluation period, payroll records filed at the time of the assignment and Notice of Assignment. Credit for duties not usually performed by incumbents in a class based on non-contemporaneous documentation shall require the certification of the Appointing Officer and the approval of the Human Resources Director.

Department of Public Health Memorandum

Date: January 31, 2022

To: DPH Executive Leadership Team

From: Luenna Kim
Director of Human Resources, DPH

Subject: Non-Contemporaneous Verification Request Procedure

The DPH Human Resources Department encourages and supports all employees' efforts for career advancement. In accordance with Civil Service Commission (CSC) Rules 110.9 and 111A.11 (cited on page 2), when current employees seek other City employment opportunities, Human Resources may only credit them with work duties matching the CCSF job description for the job to which they've been appointed.

The easiest way for an employee to demonstrate that they meet the job ad's Minimum Qualifications (MQs) and performed duties atypical of their appointed classification is to submit approved/signed documentation from their personnel file (for example: performance appraisal, Acting Assignment Pay form, or Supervisory Differential Adjustment form). Providing verification documentation in this manner eliminates the requirement for additional approval from the employee's direct supervisor, DPH Division Director, and the Human Resources Director.

Alternatively, if an employee plans to demonstrate that they meet the announcement's MQs with a non-contemporaneous letter (written after the work was performed) describing/outlining a duty (duties) atypical of their appointed classification, the letter requires approval signatures from the employee's direct supervisor, the applicable DPH Division Director, and in accordance with CSC Rules, approval from the Human Resources Director.

If the non-contemporaneous letter is submitted by the stated deadline, includes the required signatures, and demonstrates that the employee meets the MQs, on the employee's behalf, the DPH Merit Division will forward it to the Human Resources Director for review and/or approval.

Please ensure that your managers are aware of this procedure so appropriate steps may be taken. Should you (or your managers) have questions, please contact the Merit Division Manager Scott DeWolfe at (415) 554-2916.

Findings:

Applications for the 2908 Senior Hospital Eligibility Worker (CBT-2908-H00010) recruitment were accepted from April 13, 2022, through May 17, 2022. Appellant Beasley submitted her application on May 15, 2022 [see Attachment B], which is within the filing period. On May 26, 2022, at 10:22 AM, Appellant Beasley was sent an email [see Attachment C] to request completion of the minimum qualification supplemental questionnaire (MQSQ), as stated in the job ad.

All applications and minimum qualification supplemental questionnaires (MQSQs) were reviewed to determine if applicants met the minimum qualifications stated on the job ad:

- *EXPERIENCE: Two (2) years of experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization. The work experience must include determining eligibility for various Federal, State and county programs that reimburse for medical care.*
- *License and Certification: Must obtain Certified Enrollment Counselor Certification for Covered California and pass federal background check within 3 months of hire.*

Appellant Beasley's application for the 2908 Senior Hospital Eligibility Worker (CBT-2908-H00010) recruitment indicated her employment as 2587 Health Worker III was from January 2022 to present, and her employment as 2586 Health Worker II was from July 2019 through January 2022. PeopleSoft employment records [see Attachment D] support the information stated on her application.

However, Appellant Beasley's MQSQ [see Attachment E], indicated that she has experience working at a hospital, medical clinic, Medi-Cal unit, or a community-based health organization but cited no experience performing the duties of an Eligibility Worker (questions 6 through 10) which as indicated above is an MQ.

Appellant Beasley's application was rejected for not meeting the minimum qualifications and DPH HR informed her of this decision, via email at 4:41 AM on Tuesday, May 31, 2022 [see Attachment F]. Appellant Beasley was provided five business days until 5:00 PM Monday, June 6, 2022, to submit verification [in accordance with CSC rule 110.9.1], via email, that out-of-class duties were assigned and performed that would satisfy the minimum qualification requirement. She was provided information on what type of verification is acceptable.

DPH HR found no evidence that Appellant Beasley attempted to contact the HR Analyst, Analyst Pagao [via email or phone] or submit verification within the time frame provided (May 31, 2022, through June 6, 2022).

On June 8, 2022, at 12:17 PM, Appellant Beasley sent an email to Analyst Pagao requesting reconsideration of her application, stating that she can be reached via phone [see Attachment G].

The following took place on June 17, 2022 [see Attachment H]:

- 11:52 AM - Appellant Beasley sent a follow up email to Analyst Pagao.
- 12:19 PM - Analyst Pagao responded that the deadline to submit verification for reconsideration was 5:00 PM of June 6, 2022, and that verification must be signed by both the supervisor and appointing officer.
- 1:00 PM - Appellant Beasley responded to the email indicating she called the analyst, sent an email, and did not receive a return call. DPH HR noticed that this was the first time that Appellant Beasley claimed that she called, and she did not provide the date of her call.
- 1:26 PM - Analyst Pagao responded to Appellant Beasley that she was out-of-office from June 8, 2022, to June 10, 2022, and asked if she left a voice message since it's past the application reconsideration deadline.
- 3:47 PM - Appellant Beasley indicated she was not able to provide the verification by the deadline of 5:00 PM of June 6, 2022, as her supervisor was out of office. In addition, Appellant Beasley asked Analyst Pagao how the 5-day period was calculated.
- 5:12 PM - Analyst Pagao responded that the 5-day period began on May 31, 2022. Analyst Pagao also apologized for not responding to her initial email on June 8, 2022. Analyst Pagao also explained other acceptable verification documents, such as PPARs that could have been provided in the supervisor's absence. Analyst Pagao encouraged Appellant Beasley to apply and explore other opportunities with the City and the Department of Public Health.
- 5:29 PM - Appellant Beasley responded to the email stating the 5th day should be on June 7, 2022. She mentioned that she was hoping to get a call back from the voicemail message that she left and requested for the analyst's supervisor information.

The following took place on June 21, 2022:

- 11:55 AM - Appellant Beasley reached out to DPH's Merit Division Manager, Scott DeWolfe regarding the 2908 recruitment [See Attachment I]. She mentioned that she left a voice message and requested his assistance.
- 4:00 PM - an MS Teams meeting was held with Appellant Beasley, Manager DeWolfe, and Analyst Pagao [see Attachment J].

- 7:09 PM - Manager DeWolfe emailed Appellant Beasley, and copied Analyst Pagao, summarizing the call held at 4:00 PM [See Attachment K].

The following took place on June 22, 2022:

- 3:23 PM - Senior HR Analyst Sharon Bosley emailed Manager DeWolfe then copied Appellant Beasley stating that she called and spoke to Clerk Genea Branner several days before the attached teams chat message was sent [See Attachment L]. Analyst Bosley also confirmed that the name on this voice mail displayed a different name other than the Analyst Pagao.
- 3:41 PM - Appellant Beasley emailed the Manager DeWolfe and Analyst Pagao indicating that she was able to get in touch with HR who would send an email to verify her calls. Appellant Beasley also now claimed that she tried contacting Analyst Pagao on June 6, June 8, and June 17, 2022 [See Attachment M].
- 4:04 PM - Analyst Bosley informed Manager DeWolfe that Clerk Branner felt uneasy after talking with Appellant Beasley. Clerk Branner remembered that she spoke and transferred Appellant Beasley's call [See Attachment N].
- 7:04 PM - Manager DeWolfe responded to Appellant Beasley's email indicating that he spoke to the HR staff, and they did not have a record of the her calling during the response period of May 31, 2022, through June 6, 2022. Manager DeWolfe stated that the original determination will stand, as Appellant Beasley did not provide a call log or call history indicating she reached out to HR. Appellant Beasley was then provided information on how she can file an appeal [see Attachment O].

On June 30, 2022, Appellant Beasley filed an appeal with the Civil Service Commission [see Attachment P].

On July 13, 2022, Analyst Pagao opened a ticket with the IT department requesting a copy of her call logs from May 31, 2022, through June 24, 2022 [see Attachment Q]. IT indicated that the city does not keep records of inbound calls, but outbound call records can be requested for a special circumstance like an investigation [see Attachment R].

Analysis:

According to Civil Service Rule 110.9.1, applicants are to be given credit *“only for the duties of the class to which appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties.”* Appellant Beasley did not describe her duties for her employment as 2586 Health Worker II or as a 2587 Health Worker III, but according to the job specification those duties do not align such that it would provide 2908 qualifying experience.

According to the job specification, the essential duties of a 2586 Health Worker II include: functions as a liaison between community residents and program staff; provides counseling and advice to patients regarding health problems; may supervise Health Worker I; may drive or accompany patients between their homes, hospitals, or other social agencies. The essential duties of a 2587 Health Worker III include: works with professional staff in extending effective services to clients of the program served; plans, develops, and follows through on all contacts and cases; may supervise a small staff of workers, primarily Health Worker I and II. Again, neither Class includes the important and essential duty of determining eligibility for various Federal, State and county programs that reimburse for medical care, which would be qualifying for the 2908 Senior Hospital Eligibility Worker (CBT-2908-H00010) recruitment.

The information provided by Appellant Beasley in response to the MQSQ did not include any mention of 2908 qualifying experience.

Based on Appellant Beasley's application and MQSQ answers, and in accordance with Civil Service Rule 110.9.1, Appellant Beasley's application was rejected for not meeting the minimum qualifications. She was provided detailed information as to why her application was rejected and invited to submit verification that out-of-class duties were assigned and performed that would satisfy the minimum qualification requirement in accordance with Civil Service Rules. Appellant Beasley did not provide verification within the specified five (5) business-day period, nor is there any evidence to support her claim of attempting to contact the analyst during that period.

Appellant Beasley did not indicate in her initial email of June 8, 2022, that she tried reaching out to the analyst from May 31 to June 6, 2022, nor mention that she called DPH HR on June 6, 2022 and was given incorrect information. The analyst was out of office on June 8, 2022, and was unable to reply to Appellant Beasley at that time.

Even if DPH HR considered Appellant Beasley's non-contemporaneous documents submitted late on June 17, 2022, neither document is an acceptable verification document. Appellant Beasley's first document [Attachment S] was a self-certification with no signatures from the supervisor and appointing officer. The second document [Attachment T] was initially submitted to DPH in 2021 for a 2589 Health Program Coordinator I recruitment. While DPH HR would consider it in this circumstance, it mentions exchanging information with various parties regarding eligibility requirements which is not the same as "determining eligibility for various Federal, State and county programs that reimburse for medical care" as required in the MQs. In addition, that exchange of information function is a part of the job rather than the primary focus.

All applicants for 2908 Senior Hospital Eligibility Worker were reviewed with the same minimum requirements and provided the same time periods for demonstrating meeting those requirements.

Conclusion:

DPH HR contends that Analyst Pagao thoroughly reviewed Appellant Beasley's application materials, MQSQ responses, current and previous classifications to which she was appointed, and the non-contemporaneous documents she provided after the response deadline. Appellant Beasley can only be given credit for the duties of the classification to which she is appointed, currently as a 2587 Health Worker III and previously as a 2586 Health Worker II. Neither the essential duties of Class 2586 Health Worker II nor those of Class 2587 Health Worker III are qualifying for 2908 Senior Hospital Eligibility Worker. Appellant Beasley indicated in her appeal that she has more than two (2) years of qualifying experience but provided no acceptable documentation to support this.

Recommendation:

Deny the appeal and adopt the report of the Department of Public Health.

Attachments:

Attachment A:	Senior Hospital Eligibility Worker (2908) Job Ad
Attachment B:	Yolanda Beasley Application 5.15.2022
Attachment C:	Email on 5.26.2022 MQSQ
Attachment D:	PeopleSoft Employment Records
Attachment E:	MQSQ Response
Attachment F:	Not Qualified notice
Attachment G:	Appellant Beasley request for application reconsideration
Attachment H:	6.17 Response to Appellant Beasley's request for reconsideration
Attachment I:	6.21 Appellant Beasley's email to Merit Division Manager
Attachment J:	Teams meeting
Attachment K:	6.21 Merit Division Manager summary of call email
Attachment L:	Email from Bosley and teams chat message
Attachment M:	6.22 Email from Appellant Beasley
Attachment N:	Second Email from Bosley
Attachment O:	6.22 Merit Division Manager Email to Appellant Beasley
Attachment P:	Appellant Beasley's notice to DHR
Attachment Q:	Request REQ0045642 has been opened on your behalf
Attachment R:	101 Grove - Avaya Support Request
Attachment S:	Non-contemporaneous document 1
Attachment T:	Non-contemporaneous document 2



SF | Careers

Senior Hospital Eligibility Worker (2908)

1 Dr Carlton B Goodlett Pl, San Francisco, CA 94102, USA

Full time

Exam Type: Class Based Test

Eligible List Type: Combined Promotive and Entrance

Certification Rule: Rule of 3

Fill Type Permanent Civil Service

Work Hours: Regular

Job Code and Title: 2908-Senior Hospital Eligibility Worker

Company Description

This is a Class-Based Test administered in accordance with Civil Service Rule 111.

The eligible list resulting from this Class Based Test (CBT) announcement will be used to fill current and future vacancies in this class.

How to Apply:

Application for **SENIOR HOSPITAL ELIGIBILITY WORKER (2908)** are only accepted through an online process.

1. Select "I'm Interested" and follow instructions on the screen to submit your application.

Important note: Please be clear in your application exactly how you meet the minimum qualifications listed below. Only the information entered in your application will be considered when determining whether you meet minimum qualification Resume will not be accepted in lieu of a completed City and County of San Francisco application.

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

2. ACTION REQUIRED: After completing your application, please complete the questionnaire by following this link [SENIOR HOSPITAL ELIGIBILITY WORKER \(2908\) MINIMUM QUALIFICATION SUPPLEMENTAL QUESTIONNAIRE](#). **Note:** Please complete the questionnaire ONLY after you submitted your application.

Specific information regarding this examination process are listed below.

- **Application Opening** – April 13, 2022
- **Application Deadline** – May 17, 2022
- **Compensation:** [\\$79,352.00 - \\$96,460.00 Yearly](#)

- **Appointment Type:** Permanent Civil Service
- **Certification:** Rule of Three
- **Duration of the List:** Twelve (12) Months
- Recruitment ID: CBT-2908-H00010

Positions may be located throughout the San Francisco Department of Public Health (DPH), the San Francisco Health Network, and various clinics throughout the City and County of San Francisco. This includes, but is not limited to:

- Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG), a large acute care teaching hospital which provides a Level 1 Trauma Center for the City and County of San Francisco and offers a comprehensive range of inpatient, ambulatory, skilled nursing care and has been a partner with the University of California San Francisco School of Medicine (UCSF) since 1872
- Laguna Honda Hospital and Rehabilitation, a long term care facility which provides skilled nursing, intensive rehabilitation, acute medical, AIDS/HIV, dementia care, and hospice care.
- Community Behavioral Health Services (CBHS), a specialty mental health and substance abuse treatment and preventative healthcare system which consists of organizational providers with contractor agencies and city-owned clinics, and a large private practitioner network.
- Community Oriented Primary Care Clinics (COPC), the SF Health Network provides primary care that is patient and family-centered, comprehensive, team-based and focused on quality and safety. Primary care teams collaborate with patients to deliver health promotion, disease prevention, health maintenance, counseling, health education, diagnosis and treatment of acute and chronic illnesses.

Job Description

Under general supervision, the Senior Hospital Eligibility Worker performs financial counseling, screening and enrollment for medical coverage under the terms of various private and public health care and financial assistance programs, including Medi-Cal and Medicare to maximize hospital reimbursement and facilitate patient care. Depending on the position location, duties may vary. The essential functions include:

1. Interviews patients, their relatives and others to identify and determine patient eligibility for coverage of medical care under various Federal or State programs, private or other health care plans;
2. Counsels patients about eligibility, billing policies, reimbursement programs, qualification standards, procedure and payment options;
3. Investigates payor requirements by obtaining benefits information, notifies insurance plans of patients' treatment needs;
4. Assists patients and their representatives to apply for Medi-Cal, California Children Services and other Federal, State and County reimbursement programs;
5. Assists in registering patients into the hospital;
6. Communicates accurate financial reimbursement information and eligibility verification to health care professionals to aid in treatment planning;
7. Enter patient data into hospital database and into computer program to set up billing account for patient, file monthly reports, write correspondence, track production and update patient accounts;
8. Prepares, updates and maintains records related to patient eligibility information and health care payment received. Determines patient eligibility for third party payment sources according to established policies and procedures, including private health insurance plan, victim of crime, worker's compensation and lawsuit settlements;
9. Maintains resource materials regarding regulations and procedures, procedural memos and training material

and keeps current with changes in laws, policies and procedures;

10 Prepare patient budget to determine eligibility for coverage of medical care; and

11. Regulates patient finances to maintain patient eligibility and entitlement to various benefits; facilitates burial arrangements and final disposition of patient estate.

The Senior Hospital Eligibility Worker performs other related duties as required/assigned.

Shift(s): Variable depending on position location. Days, evenings, nights, weekends, and/or holiday shifts may be required. Hospitals are open twenty-four (24) hours, seven (7) days per week

Qualifications

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

- **EXPERIENCE:** Two (2) years of experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization. **The work experience must include determining eligibility for various Federal, State and county programs that reimburse for medical care.**
- **License and Certification:** Must obtain Certified Enrollment Counselor Certification for Covered California and pass federal background check within 3 months of hire.

Please be clear in your application exactly how you meet the minimum qualifications listed above. **Only the information entered in your application will be considered when determining whether you meet minimum qualifications. Resumes will not be accepted in lieu of a completed City and County of San Francisco application.** Applications that do not appear to meet the minimum qualification will not move forward in the recruitment process. Please upload certificates, transcripts, employment verifications, performance appraisals, etc. that you feel will help demonstrate that you meet the minimum qualifications.

One year of full-time employment is equivalent to 2,000 hours (2,000 hours of qualifying work experience is based on a 40 hour work week). Any overtime hours that you work above 40 hours per week are not included in the calculation to determine full time employment

Special Condition In addition to the listed minimum qualification, some positions may require special conditions, including but not limited to bilingual fluency in a variety of languages depending upon the department's bilingual needs. Only those eligible candidates who pass the bilingual proficiency test will be considered for bilingual positions. Applicants must indicate on the application form the language(s) in which they claim proficiency

Condition(s) of Employment:

1. **Certification:** Eligible applicants appointed to the position who do not possess Certified Enrollment Counselor Certification for Covered California will be required to obtain the Certified Enrollment Counselor Certification within 3 months of hire. Certified Enrollment Counselor Certification must be kept valid and be maintained throughout the length of employment. Failure to demonstrate/show proof of possession of valid certification within 3 months of hire date and throughout length of employment may result in dismissal and/or termination of employment. A photocopy of the valid Certified Enrollment Counselor Certification must be provided to the appropriate supervisor within the allotted time frame (within three (3) months of hire).
2. **Background Investigation Requirement:** Eligibles appointed to the position must pass a Federal Background check within 3 months of hire and it must be maintained throughout the length of employment. Failure to pass federal background investigation within 3 months of hire date and maintain clearance

Failure to pass federal background investigation within 3 months of hire date and maintain clearance throughout length of employment may result in dismissal and/or termination of employment.

3. **Standard Computer Keyboard Operation Requirement:** During the probationary period, successful candidates will be required to demonstrate the ability to utilize a computer to perform assignments. Failure to perform this function may result in dismissal and/or termination from employment.

Verification: Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. Failure to provide the required verification when requested may result in rejection of application and/or appointment in this class. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <http://sfdhr.org/index.aspx?page=456>

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

Selection Procedures

Minimum Qualification Supplemental Questionnaire (Weight: Qualifying): Candidates are required to complete a Supplemental Questionnaire as part of the online employment application. After completing your application, please complete the questionnaire by following this link: **SENIOR HOSPITAL ELIGIBILITY WORKER (2908) MINIMUM QUALIFICATION SUPPLEMENTAL QUESTIONNAIRE**. This Minimum Qualification Supplemental Questionnaire is designed to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications for this position. Applicants must also complete the official application. It is essential that applicants provide complete information in identifying their education, experience and training. The Minimum Qualification Supplemental Questionnaire will be used to evaluate if the applicant possesses the required minimum qualifications.

Written Examination (Weight: 100%): Applicants deemed eligible will be invited to take a written multiple-choice examination designed to measure knowledge, skills and/or abilities in job related areas which may include but is not limited to the following:

- Knowledge of Federal, State & County Health Programs; Knowledge of the principles and techniques of interviewing; Knowledge of basic arithmetic; Ability to interpret rules, regulations and policies; Decision-making ability; Human relations/customer service ability; Written communication; and/or Organizational and record keeping skills

A passing score must be achieved on the written multiple-choice examination in order to continue in the selection process. Candidates will be placed on the eligible list in rank order according to their written examination score. This is a standardized examination, and therefore, test questions and test answers are not available for public inspection or review.

Date(s) of Examination: Those applicants meeting the Minimum Qualifications will be notified of the exact date, time and place to report to the examination.

Eligible List/Score Report: A confidential eligible list of applicant names that have passed the civil service examination process will be created, and used for certification purposes only. An examination score report will be established, so applicants can view the ranks, final scores and number of eligible candidates. Applicant information, including names of applicants on the eligible list, shall not be made public unless required by law.

However, an eligible list shall be made available for public inspection upon request once the eligible list is

However, an eligible list shall be made available for public inspection, upon request, once the eligible list is exhausted or expired and referrals resolved. The eligible list/score report resulting from this civil service examination process is subject to change after adoption (e.g., as a result of appeals), as directed by the Human Resources Director or the Civil Service Commission.

Upon approval of the Human Resource Director (see Civil Service Rule 111A.26.5), the eligible list resulting from this announcement may be used by other departments that also use this classification or a similar classification. To find other Departments which use this classification, please see <http://www.sfdhr.org/Modules/ShowDocument.aspx?documentID=21246>.

Language Proficiency Exam: For positions requiring bilingual fluency, candidates deemed qualified who meet the special language condition, must pass a department approved language proficiency exam prior to appointment. Only those eligible candidates who pass the bilingual proficiency test will be considered for the bilingual position. Applicants must indicate on the application form the language(s) in which they claim proficiency

Additional Information

Terms of Announcement: Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. [Note: The correction of clerical errors in an announcement will be posted at the top of the job ad.] The terms of this announcement may be appealed under Civil Service Rule 110.4. Such appeals must be submitted in writing to the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 by close of business on the 5th business day following the issuance date of this examination announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

Statement on Equity, Diversity, and Inclusion: At the City and County of San Francisco, we share a commitment to a diverse, inclusive and equitable community. Each member of our organization is responsible and accountable for what they say and do to make San Francisco an inclusive and equitable place to live and work by employing fair and just practices to and for all.

Electronic Health Record (EHR): The Department of Public Health (DPH) is implementing a unified Electronic Health Record (EHR) system and DPH employees must demonstrate competency in the use of the system that is appropriate for their classification as a condition of employment.

Personal Protective Equipment (PPE): Some positions in the Department of Public Health will require the use of personal protective equipment (PPE), including but not limited to gloves, gowns, eye and face protection, and face-fitting respirators. The requirement for the use of PPE may come on short or no notice. Facial hair or any condition that interferes with a face-fitting respirator's seal (i.e., weakens the seal between the respirator and the wearer's bare skin) is not permitted when face-fitting respirators are worn, including during initial or periodic respirator fit-testing. Employees who choose not to shave and do not have either American Disabilities Act (ADA) or Equal Employment Opportunity (EEO) Accommodations do not have the right to alternate work assignments or the option of using a loose-fitting Powered Air Purifying Respirator (PAPR) in place of a Face Fitting Respirator.

Medical Examination: Prior to appointment, at the Department's expense, applicants may be required to take a tuberculosis (TB) screening test, medical examination, and/or drug test. [Medical Examination Information](#).

Note on ICARE: Willingness to uphold/abide by ZSFG's ICARE (I-Introduce, C-Connect, A-Ask, R-Respond, E-Exit) philosophy for employee and patient interactions.

DHR public access: In line with the Official Public Health Order to slow the spread of COVID-19, "shelter-in-place" has been issued for all San Francisco residents that is expected to be in effect until further notice. As a result, Department of Human Resource (DHR)' office (located at 1 South Van Ness Avenue, 4th Floor, San Francisco, CA 94103) is currently closed to the general public. If you have any questions, please feel free to email the Exam Analyst listed at this job ad.

A COVID-19 Vaccine Booster is required for all San Francisco Department of Public Health employees as a Condition of Employment effective March 1, 2022.

Additional Information Regarding Employment with the City and County of San Francisco.

- [Information About The Hiring Process](#)
- [Conviction History](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)
- [Disaster Service Worker](#)
- [ADA Accommodation](#)
- [Veterans Preference](#)
- [Right to Work](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)

All your information will be kept confidential according to EEO guideline

Recruitment Analyst Information: If you have any question regarding this recruitment or application process, please contact Hanz Pagao at hanz.pagao@sfdph.org. Please respond to the application confirmation email if you already applied.

CONDITION OF EMPLOYMENT: All City and County of San Francisco employees are required to be fully vaccinated against COVID-19 as a condition of employment. Someone is fully vaccinated when 14 days have passed since they received the final dose of a two-shot vaccine or a dose of a one-shot vaccine. Any new hire must present proof of full vaccination status to be appointed. Any new hire who will be routinely assigned or occasionally enter High-Risk Settings, must provide proof of having received a COVID-19 booster vaccine by March 1, 2022, or once eligible.

The City and County of San Francisco encourages women, minorities and persons with disabilities to apply. Applicant will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.

Job Location







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YB **Yolanda Beasley** 
 Health Worker III at San Francisco Department of Public Health

Experience		ADD
Jan 2022 - Current 7 months	Health Worker III San Francisco Department of Public Health Provide coordinate comprehensive linkage to care, navigation and partner service for HIV positive people living in San Francisco. Provide services to HIV care and sexual health service with re-connecting with care Providers.	
Jul 2019 - Jan 2022 2 years, 8 months	Health Worker II Family Health Center Not Provided	
Education		
Aug 2012 - Jun 2014 a year, 11 months	Bachelor Art - Criminal Justice/ Sociology San Francisco State University Not Provided	


Senior Hospital Eligibility Worker (2908) ★☆☆☆☆
 EF9819J
 From Default Career Page on May 15, 2022

Rejected
 Did Not Meet Minimum Qualifications

[ASSIGN TO ANOTHER JOB](#)
[ADD TO COMMUNITY](#)

Attachments ADD

Shared across all applications

 [Latest Resume](#)

Assessments

Linked to VIEW ALL 

 [REDACTED] ▼

 [REDACTED] ▼

[See more jobs](#)

Application fields ▼

Tags

[Add tag](#)

My Inbox

Search inbox

Hide rejected candidates



Yolanda Beasley
Health Worker III, San Francisco Department of Public Health



Yolanda Beasley May 15, 11:44 PM
I am excited about an opportunity to be considered for this role as I believe my effective



Hanz Pagao May 26, 10:22 AM
Important Action Required - Request for Additional Information from the City and Count.

Greetings Yolanda,

As stated in the job announcement -[Senior Hospital Eligibility Worker \(2908\)](#), applicants are to complete the questionnaire after submitting their application.

You are receiving this email as our records show you have not submitted a response for **Minimum Qualifications Supplemental Questionnaire (MQSQ)**.

You can find the link in the job announcement -[Senior Hospital Eligibility Worker \(2908\)](#)

How to Apply:

Applications for SENIOR HOSPITAL ELIGIBILITY WORKER (2908) are only accepted through an online process.

1. Select "[I'm Interested](#)" and follow instructions on the screen to submit your application. Important note: Please be clear in your application exactly how you meet the minimum qualifications listed below. Only the information entered in your application will be considered when determining whether you meet minimum qualifications. Resumes will not be accepted in lieu of a [completed City and County of San Francisco application](#).

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2. ACTION REQUIRED: After completing your application, please complete the questionnaire by following this link: [SENIOR HOSPITAL ELIGIBILITY WORKER \(2908\) MINIMUM QUALIFICATION SUPPLEMENTAL QUESTIONNAIRE](#). Note: Please complete the questionnaire ONLY after you submitted your application.

OR

by clicking this link: [SENIOR HOSPITAL ELIGIBILITY WORKER \(2908\) MINIMUM QUALIFICATION SUPPLEMENTAL QUESTIONNAIRE](#)

It is very important that you complete this step in the process; failure to complete this MQSQ may result in your disqualification from further consideration.

Please reach out by replying to this email, with any questions.

Department of Public Health
City and County of San Francisco

Send via Email

Update from the City and County of San Francisco about your application for Senior Hospital Eli

Start typing your email to Yolanda Beasley...

Format

Select a template Add merge field Add form

CCSF Job Appointment Summary

Emp

ID [REDACTED]

Empl Record 0

Personalize | Find | View All | First 1-10 of 10 Last

Job Appointment Summary

Yolanda Beasley

Eff Date	Appt Date	Action	Description	Payroll Status	Job Code	Union Code	Empl Class	Empl Cat	Full/Part Time	Elig List #	Rank	POS #	Dept Sen Date	Dept	Location	Cert Date	Ctywd Smrty Date	Company Seniority Date	Vacation Anniversary Date	Sick Anniversary Date
01/22/2022	01/22/2022	DTA	Job Code Change	Active	2587	790	PCS	NA	F	903673	30.00	01129661	11/24/2021	DPH	DPH043	11/24/2021	11/24/2021	07/08/2019	07/08/2019	07/08/2019
08/29/2020	08/29/2020	DTA	Appointment Change	Active	2586	790	TEX	16	A		0.00	01146632		DPH	DPH001					
07/08/2019	07/08/2019	REH	Rehire	Active	2586	790	TEX	17	F		0.00	01112298		DPH	DPH172					
08/15/2015	05/09/2015	TER	Legal Limit - Temporary Time	Terminated	3264	790	TEX	16	A		0.00	01129797		REC	REC001					
05/09/2015	05/09/2015	REH	Rehire	Active	3264	790	TEX	16	A		0.00	01129797		REC	REC001					
07/02/2010	09/06/2001	DTA	Redesignation	Terminated	8201	790	TEX		T		0.00			MTA	MTA001					
09/14/2003	09/06/2001	DTA	Redesignation	Terminated	8201	790	TEX		T		0.00			PTC	PTC001					
02/08/2002	09/06/2001	TER	Release	Terminated	8201	790	TEX		T		0.00			PTC	PTC001					
10/01/2001	09/06/2001	RAS	Department Request	Active	8201	790	TEX		T		0.00			PTC	PTC001					
09/06/2001	09/06/2001	H R	New - Temporary Exempt	Active	8201	790	TEX		T		0.00			PTC	PTC001					

Save | Return to Search | Notify

D

Respondent

< 158 Anonymous >

03:03
Time to complete

1. Please enter your **first name** as listed on your application. *

Yolanda

2. Please enter your **last name** as listed on your application. *

Beasley

3. Please enter your **e-mail address** as listed on your application. *

[Redacted]

4. Are you currently an employee of the City and County of San Francisco? *

- Yes
- No

5. Please enter your six digit Disaster Service Worker (DSW) ID number. *

[Redacted]

6. Please indicate the amount of verifiable experience you have performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization.

Note: 2,000 hours of experience is equivalent to 1 year of experience.

As a reminder, all qualifying experience must be listed in the application in order to be considered in review of Minimum Qualifications. If you do not include the work experience you are about to describe in your application, you will not receive credit for this experience. *

- I do not have verifiable experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization.
- I have less than 6 months of verifiable experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization.
- I have at least 6 months but less than 1 year (2,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization
- I have at least 1 year (2,000 hours) but less than 2 years (4,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization
- I have at least 2 years (4,000 hours) but less than 3 years (6,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization
- I have 3 or more years (6,000+ hours) of verifiable experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization
- I have experience working in these settings but NOT performing the duties of an ELIGIBILITY WORKER

7. How much of the verifiable experience performing the duties of an ELIGIBILITY WORKER that you indicated in Question 6 were performed in a MEDICAL CLINIC?

Note: 2,000 hours of experience is equivalent to 1 year of experience.

As a reminder, all qualifying experience must be listed in the application in order to be considered in review of Minimum Qualifications. If you do not include the work experience you are about to describe in your application, you will not receive credit for this experience.

*

- I do not have verifiable experience performing the duties of an Eligibility Worker in a Medical Clinic
- I have less than 6 months (1,040) of verifiable experience performing the duties of an Eligibility Worker in a Medical Clinic
- I have at least 6 months (1,040 hours) but less than 1 year (2,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Medical Clinic
- I have at least 1 year (2,000 hours) but less than 2 years (4,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Medical Clinic
- I have at least 2 years (4,000 hours) but less than 3 years (6,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Medical Clinic
- I have 3 or more years (6,000 + hours) of verifiable experience performing the duties of an Eligibility Worker in a Medical Clinic
- I have experience working in a Medical Clinic, but NOT performing the duties of an Eligibility Worker

8. How much of the verifiable experience performing the duties of an ELIGIBILITY WORKER that you indicated in Question 6 were performed in a Community-Based Health Organization?

Note: 2,000 hours of experience is equivalent to 1 year of experience.

As a reminder, all qualifying experience must be listed in the application in order to be considered in review of Minimum Qualifications. If you do not include the work experience you are about to describe in your application, you will not receive credit for this experience.

*

- I do not have verifiable experience performing the duties of an Eligibility Worker in a Community-Based Health organization
- I have less than 6 months of verifiable experience performing the duties of an Eligibility Worker in a Community-Based Health organization
- I have at least 6 months but less than 1 year (2,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Community-Based Health organization
- I have at least 1 year (2,000 hours) but less than 2 years (4,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Community-Based Health organization
- I have at least 2 years (4,000 hours) but less than 3 years (6,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Community-Based Health organization
- I have 3 or more years (6,000 + hours) of verifiable experience performing the duties of an Eligibility Worker in a Community-Based Health organization
- I have experience working in a Community-Based Health organization, but NOT performing the duties of an Eligibility Worker

9. How much of the verifiable experience performing the duties of an ELIGIBILITY WORKER you indicated in Question 6 were performed in a HOSPITAL?

Note: 2,000 hours of experience is equivalent to 1 year of experience.

As a reminder, all qualifying experience must be listed in the application in order to be considered in review of Minimum Qualifications. If you do not include the work experience you are about to describe in your application, you will not receive credit for this experience.

*

- I do not have verifiable experience performing the duties of an Eligibility Worker in a Hospital
- I have less than 6 months of verifiable experience performing the duties of an Eligibility Worker in a Hospital
- I have at least 6 months but less than 1 year (2,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Hospital
- I have at least 1 year (2,000 hours) but less than 2 years (4,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Hospital
- I have at least 2 years (4,000 hours) but less than 3 years (6,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Hospital

- I have 3 or more years (6,000 + hours) of verifiable experience performing the duties of an Eligibility Worker in a Hospital
- I have experience working in a Hospital, but NOT performing the duties of an Eligibility Worker

10. How much of the verifiable experience performing the duties of an ELIGIBILITY WORKER you indicated in Question 6 were performed in a Medi-Cal Unit?

Note: 2,000 hours of experience is equivalent to 1 year of experience.

As a reminder, all qualifying experience must be listed in the application in order to be considered in review of Minimum Qualifications. If you do not include the work experience you are about to describe in your application, you will not receive credit for this experience.

*

- I do not have verifiable experience performing the duties of an Eligibility Worker in a Medi-Cal unit
- I have less than 6 months of verifiable experience performing the duties of an Eligibility Worker in a Medi-Cal unit
- I have at least 6 months but less than 1 year (2,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Medi-Cal unit
- I have at least 1 year (2,000 hours) but less than 2 years (4,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Medi-Cal unit
- I have at least 2 years (4,000 hours) but less than 3 years (6,000 hours) of verifiable experience performing the duties of an Eligibility Worker in a Medi-Cal unit
- I have 3 or more years (6,000 + hours) of verifiable experience performing the duties of an Eligibility Worker in a Medi-Cal unit
- I have experience working in a Medi-Cal unit, but NOT performing the duties of an Eligibility Worker

11. Does the experience performing the duties of an Eligibility Worker that you indicated to Question 6 include determining eligibility for various Federal, State and county programs that reimburse for medical care?

Note: 2,000 hours of experience is equivalent to 1 year of experience.

As a reminder, all qualifying experience must be listed in the application in order to be considered in review of Minimum Qualifications. If you do not include the work experience you are about to describe in your application, you will not receive credit for this experience.

*

Yes

No

12. How many years of verifiable experience do you have determining eligibility for various Federal, State and County programs that reimburse for for MEDICAL CARE?

Note: 2,000 hours of experience is equivalent to 1 year of experience.

As a reminder, all qualifying experience must be listed in the application in order to be considered in review of Minimum Qualifications. If you do not include the work experience you are about to describe in your application, you will not receive credit for this experience.

*

I do not have verifiable experience determining eligibility for various Federal, State and county programs

I have experience determining eligibility for Federal, State, and county programs but NOT for programs that reimburse for MEDICAL CARE

I have less than 6 months of verifiable experience determining eligibility for various Federal, State, and county programs that reimburse for MEDICAL CARE

I have at least 6 months but less than 1 year (2,000 hours) of determining eligibility for various Federal, State, and county programs that reimburse for MEDICAL CARE

I have at least 1 year (2,000 hours) but less than 2 years (4,000 hours) of verifiable experience determining eligibility for various Federal, State, and county programs that reimburse for MEDICAL CARE

- I have at least 2 years (4,000 hours) but less than 3 years (6,000 hours) of verifiable experience determining eligibility for various Federal, State, and county programs that reimburse for MEDICAL CARE
- I have more than 3 years (6,000 + hours) of verifiable experience determining eligibility for various Federal, State, and county programs that reimburse for MEDICAL CARE

13. Do you possess a Certified Enrollment Counselor Certification for Covered California?

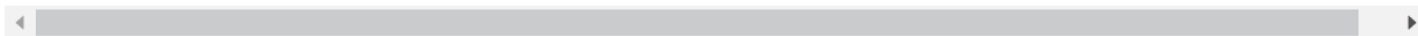
As a reminder, please be sure to list relevant certification/license information in the application.

*

- Yes
- No

14. CERTIFICATION: *

- By checking this box, I hereby certify that I am the author of the information supplied in this supplemental questionnaire. I understand that any false or incorrect statements may result in my disqualification or dismissal from employment with the San Francisco Department of Public Health and City and County of San Francisco. I also understand and agree that the information provided is subject to verification.**



Dewolfe, Scott (DPH)

From: Yolanda B [REDACTED]
Sent: Wednesday, June 8, 2022 12:17 PM
To: Pagao, Hanz (DPH)
Cc: Yolanda B
Subject: 2908 eligibility worker

Importance: High

Follow Up Flag: Follow up
Flag Status: Completed

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

Hi Hanz,

I am reaching out of interest to the 2908 position. I would like more clarification of the letter for further reconsideration.

Please feel free to contact me at [REDACTED]

Thank you,

Yolanda

Dewolfe, Scott (DPH)

From: Yolanda B [REDACTED]
Sent: Friday, June 17, 2022 5:29 PM
To: Pagao, Hanz (DPH)
Cc: Yolanda B
Subject: RE: 2908-H00010/ 2nd attempt

Follow Up Flag: Follow up
Flag Status: Completed

Thanks for the information. I believe the 5th day would be June 7, 2022, if counting 5 business day. With that being said, sense I did not get a response from the email sent on 6/8 and decided to follow up on the status.

Although the verification was not sent on 6/6. I was hoping to get a call back from the voicemail message I left.

Please send me your Supervisor information. I would like to discuss further.

Sincerely,

Yolanda

----- Original message -----

From: "Pagao, Hanz (DPH)" <hanz.pagao@sfdph.org>
Date: 6/17/22 5:12 PM (GMT-08:00)
To: Yolanda B <[REDACTED]>
Subject: RE: 2908-H00010/ 2nd attempt

Hi Yolanda,

I totally understand. Not responding to your email received June 6 was an oversight on my part. As mentioned in my last email, I was out from June 6-10 and when I went back to work remotely on Monday, June 13, I was not able to provide you a follow up, until your second email today. I am typically responsive via email, and with that, I apologize for my oversight.

The five (5) days are business days, meaning we do not count the weekends. Business days are from 8-5 PM.

1. Tuesday, May 31, 2022 – first business day
2. Wednesday, June 1, 2022 – second business day
3. Thursday, June 2, 2022 – third business day
4. Friday, June 3, 2022 – fourth business day
5. Saturday, June 4, 2022 – not counted
6. Sunday, June 5, 2022 – not counted
7. Monday, June 6, 2022 – fifth business day

As for your supervisor being out, please note that are two acceptable verification. As stated in my email from May 31, the acceptable verification of experience are:

City and County of San Francisco Employment:

1) From Personnel File

Signed performance appraisal

Acting Assignment Pay form

Supervisory Differential Adjustment form

OR

2) Signed by both Direct Supervisor and Appointing Officer:

Letter describing/outlining a duty(duties) atypical of their appointed classification

This means you are also able to submit your signed PPARs as verification. PPARs are accessible to employee through HR operations.

If you receive a notice, I encourage you to reach out to the analyst within the time frame provided. In this specific recruitment, the time frame was from May 31 to June 6. If you have any difficulty with providing verification, I recommend to reach out immediately within the time frame provided and explain the situation. Again, I apologize if I did not respond to your email on June 8, that was an oversight on my part. I typically respond within an hour or two (similar to our correspondence today.)

While your application will not advance toward selection for this specific recruitment, I encourage you to explore other opportunities with the City and the Department of Public Health. Please note that the 2908 recruitment opens recurringly, and you may reapply. For current job openings, you may visit: <https://careers.sf.gov/>

Please let me know if you have any other questions. Please note that I am off at 5:00 PM today and Monday, June 20, is a Holiday. With what, the earliest I could respond is Tuesday, June 21.

Have a great weekend!

Thank you,

Hanz Pagao (she/her/hers)

Human Resources Analyst

Human Resources | Merit & Recruiting Services

San Francisco Department of Public Health



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From: Yolanda B [REDACTED]
Sent: Friday, June 17, 2022 3:47 PM
To: Pagao, Hanz (DPH) <hanz.pagao@sfdph.org>
Cc: Yolanda B [REDACTED]
Subject: RE: 2908-H00010/ 2nd attempt

Hi Hanz,

Unfortunately, my Supervisor was out and I was not able to get the verification by the 6th. Although you receive a correspondence on the 6/8. I was never notified beyond this point.

Please let me know how the 5 days are calculated whether its calendar or business day for the time-line.

Additionally, I was able to confirm with HR department the number giving is your voicemail. Although your name does not appear on the voicemail. I was told to leave you a message and send a email after the run around for the telephone number.

Thank you for your time and consideration.

Yolanda

From: [Pagao, Hanz \(DPH\)](#)
To: [Yolanda B](#)
Subject: RE: 2908-H00010/ 2nd attempt
Date: Friday, June 17, 2022 12:24:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Hi Yolanda,

As stated in my email sent on May 31, 2022, all verifications will be accepted until 5 PM of June 6, 2022 in order to be reconsidered. Unfortunately, this means that any document/s sent AFTER the deadline will not be accepted.

If you feel I missed something on your application and you do meet the minimum qualifications for this position and would like us to reconsider our decision, please contact me replying to this email no later than **5:00 p.m. on Monday, June 6, 2022**. We will reconsider if you provide acceptable verification showing that you meet the minimum qualifications.

In addition, per the guidelines provided, verifications need to be signed by BOTH the supervisor and appointing officer.

Acceptable Verification of Experience:

City and County of San Francisco Employment:

City and County employees shall receive credit only for the duties of the class to which appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. ([Civil Service Commission Rule 110.9.1](#))

From Personnel File

- Signed performance appraisal
- Acting Assignment Pay form
- Supervisory Differential Adjustment form

OR

Signed by both Direct Supervisor and Appointing Officer:

- Letter describing/outlining a duty(duties) atypical of their appointed classification

OUTSIDE City and County of San Francisco Employment:

EITHER a signed letter from your employer(s), on their letterhead, that must include your name, job title, description of job duties, dates of employment, and average number of hours worked each week OR signed copies of performance evaluations which describe the work you performed.

Thank you,

Hanz Pagao (she/her/hers)

Human Resources Analyst

Human Resources | Merit & Recruiting Services

San Francisco Department of Public Health



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From: Yolanda B <[REDACTED]>
Sent: Friday, June 17, 2022 11:52 AM
To: Pagao, Hanz (DPH) <hanz.pagao@sfdph.org>
Cc: Yolanda B <[REDACTED]>
Subject: Re: 2908-H00010/ 2nd attempt
Importance: High

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

Hi Hanz,

I am reaching out regarding the verification requested for the 2908. Please see below my qualifications for this position.

If you have any questions please do not hesitate to contact me.

Sincerely,

Yolanda Beasley

From: Yolanda B [REDACTED]
Sent: Tuesday, June 21, 2022 11:55 AM
To: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Cc: Yolanda B [REDACTED]
Subject: 2908-H00010

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Hi Scott,

I am reaching out regarding the position of the 2908 Senior Eligibility Worker.

I received a response from Hanz Pagao for verification of qualifications. After calling the HR department and getting the running around for Hanz contact information, I was able to send an email in need of clarification, with no response to the email on 6/8.

Additionally to that, I was given a phone number and told to leave a message although the voicemail contact displayed a different name. I did so but never got a return call.

I then called HR again to confirm the telephone and email contact.

While sending a follow up email 6/17/22,
I was informed to re-apply when the position opens again it was pass the deadline.

Please contact me at [REDACTED] to discuss further.

Thank you for your time and consideration in advance.

Sincerely,

Yolanda

Dewolfe, Scott (DPH)

Subject: Yolanda Beasley

Location: MS Teams

Start: Tue 6/21/2022 4:00 PM

End: Tue 6/21/2022 4:30 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Dewolfe, Scott (DPH)

Required Attendees: [Redacted], Pagao, Hanz (DPH)

Yolanda Beasley - [Redacted]
Class 2908

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 415-906-4659,,332404496#](#) United States, San Francisco

Phone Conference ID: 332 404 496#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

From: [Dewolfe, Scott \(DPH\)](#)
To: [Yolanda B](#)
Cc: [Pagao, Hanz \(DPH\)](#)
Subject: RE: 2908-H00010
Date: Tuesday, June 21, 2022 7:09:36 PM

Hi Yolanda,

Thanks for talking with me about your application process inquiry. I'm following up with a summary of our call and next steps.

We discussed the application process and the not qualified noticing procedures. We talked about Smart Recruiters, the email relay system, notice info, and the instructions in the notice. Hanz confirmed that she sent the not qualified notice with information about responding within 5 business days. Hanz sent it on 5/31/2022 before business hours (she quoted 4:41 am), so we do count 5/31/2022 as day one. The response period ended on 6/6/2022. You mentioned that you reached out to Hanz on 6/8/2022 by phone and email and did not receive a response. I investigated and determined Hanz was out from work on extenuating circumstances. You stated that you reached out to other HR staff during the response timeframe and that you spoke with "Jenne." I said our challenge is that we have no record of you responding to us or reaching out during this timeframe. I followed up by describing how we could consider your documentation. I stated you'll need to provide some sort of evidence that shows you attempted to contact HR about your application qualifications during the 5-day response period. These are the items we can consider demonstrating your contact attempt:

- Office phone log that you called HR staff during the response timeframe
- Cell phone call log showing you called HR staff during the response timeframe

I also offered to find the HR staff that received your call, including Jenne.

In closing, I said we'd check in with you tomorrow by close of business, and if we could not find anything to support you contacting us during the response timeframe, we'd provide you instructions on filing an appeal to civil service.

Thanks again,

Scott DeWolfe
(He, Him, His)
Merit Systems Manager
Human Resource Services
San Francisco Department of Public Health
scott.dewolfe@sfdph.org
415-554-2916
[DPH Careers](#)

From: Yolanda B [REDACTED]

Sent: Tuesday, June 21, 2022 11:55 AM
To: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Cc: Yolanda B [REDACTED]
Subject: 2908-H00010

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Hi Scott,

I am reaching out regarding the position of the 2908 Senior Eligibility Worker.

I received a response from Hanz Pagao for verification of qualifications. After calling the HR department and getting the running around for Hanz contact information, I was able to send an email in need of clarification, with no response to the email on 6/8.

Additionally to that, I was given a phone number and told to leave a message although the voicemail contact displayed a different name. I did so but never got a return call.

I then called HR again to confirm the telephone and email contact.

While sending a follow up email 6/17/22,
I was informed to re-apply when the position opens again it was pass the deadline.

Please contact me at [REDACTED] to discuss further.

Thank you for your time and consideration in advance.

Sincerely,

Yolanda

Cruz, Liezel (DPH)

From: Bosley, Sharon (DPH)
Sent: Wednesday, June 22, 2022 3:23 PM
To: Dewolfe, Scott (DPH)
Cc: [REDACTED]
Subject: Contact information
Attachments: Hanz Pago.PNG

Good Afternoon Super Scott,

I hope your afternoon is going wonderfully.

I wanted to let you know that Yolanda Beasley has called the office several days before the below teams message was sent.

I spoke with Yolanda today and let her know that I would email you. She spoke with Genae.

She had informed Genae that she had emailed Hans and she hadn't heard anything back and if she could transfer her to Hans, Genae did and when Yolanda kept hearing Patrick's name on the voicemail her concerns grew.

Please let me know if there is any other information that we can offer in this matter,

Thank you and have a great day.

*Sharon L. Bosley, CPT-1
(She, Her, Sunshine)
1244 Sr. Personnel Analyst
Human Resources -- Operations Team
San Francisco Department of Public Health
2789 25th Street Room 339
San Francisco, CA 94110
[628-206-5681](tel:628-206-5681) (direct line)
[628-206-5668](tel:628-206-5668) (Fax)*



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6/17 3:12 PM
Hi

6/17 3:19 PM
I am receiving a lot of request at the HR front desk to transfer to you can you please provide me your desk phone number

HP Pagao, Hanz (DPH) 6/17 3:45 PM
Hi Genea. Apologies for the delay of my response. My number is 415 - 554 - 2919. Im scheduled to be on-site Thursday and Friday but I'm telecommuting today. Email is the best way to contact me.

6/17 3:46 PM
Oh your voicemail has the name Patrick Chang not your name

HP Pagao, Hanz (DPH) 6/17 3:48 PM
It's been like that. We've had IT reset it and I've the VM set up but it didn't allow me to reset the voice. I'm able to access all vms though

6/17 3:49 PM
So people get mad at me and call back and say I didn't transfer them to you but to Patrick Chang

HP Pagao, Hanz (DPH) 6/17 3:52 PM
Ohhhh I've always asked ppl to send me emails since I've been telecommuting. Sorry about that, we'll follow up with IT. I've had people leave VMs for me without issue.

6/17 3:58 PM
Ok I will be sure to let them know that is your phone line. Thank you

From: [Yolanda B](#)
To: [Dewolfe, Scott \(DPH\)](#)
Cc: [Pagao, Hanz \(DPH\)](#)
Subject: Re: 2908-H00010
Date: Wednesday, June 22, 2022 3:40:57 PM
Importance: High

Hi Scott,

I was able to call HR to verify my conversation with one of HR rep, who took my calls regarding Hanz Pagao contact information. Today, I spoke with someone name Sharon who advised she was a Supervisor within the HR department. Sharon did not want to disclose her last name, although she did advise she would talk to her employee "Jenne" and send an email to verify my calls.

In addition to my calls, I was able to verify the number given has a different name but should belong to Hanz's for any contact.

I hope this is helpful regarding the discrepancy of trying to contact Hanz Pagao on 6/6/22 and 6/8/22 and 6/17/22.

Thank you for your time and consideration in advance.

Sincerely,

Yolanda

From: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Sent: Tuesday, June 21, 2022 7:09 PM
To: Yolanda B [REDACTED]
Cc: Pagao, Hanz (DPH) <hanz.pagao@sfdph.org>
Subject: RE: 2908-H00010

Hi Yolanda,

Thanks for talking with me about your application process inquiry. I'm following up with a summary of our call and next steps.

We discussed the application process and the not qualified noticing procedures. We talked about Smart Recruiters, the email relay system, notice info, and the instructions in the notice. Hanz confirmed that she sent the not qualified notice with information about responding within 5 business days. Hanz sent it on 5/31/2022 before business hours (she quoted 4:41 am), so we do count 5/31/2022 as day one. The response period ended on 6/6/2022. You mentioned that you

reached out to Hanz on 6/8/2022 by phone and email and did not receive a response. I investigated and determined Hanz was out from work on extenuating circumstances. You stated that you reached out to other HR staff during the response timeframe and that you spoke with "Jenne." I said our challenge is that we have no record of you responding to us or reaching out during this timeframe. I followed up by describing how we could consider your documentation. I stated you'll need to provide some sort of evidence that shows you attempted to contact HR about your application qualifications during the 5-day response period. These are the items we can consider demonstrating your contact attempt:

- Office phone log that you called HR staff during the response timeframe
- Cell phone call log showing you called HR staff during the response timeframe

I also offered to find the HR staff that received your call, including Jenne.

In closing, I said we'd check in with you tomorrow by close of business, and if we could not find anything to support you contacting us during the response timeframe, we'd provide you instructions on filing an appeal to civil service.

Thanks again,

Scott DeWolfe
(He, Him, His)
Merit Systems Manager
Human Resource Services
San Francisco Department of Public Health
scott.dewolfe@sfdph.org
415-554-2916
[DPH Careers](#)

From: Yolanda B [REDACTED]
Sent: Tuesday, June 21, 2022 11:55 AM
To: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Cc: Yolanda B [REDACTED]
Subject: 2908-H00010

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Hi Scott,

I am reaching out regarding the position of the 2908 Senior Eligibility Worker.

I received a response from Hanz Pagao for verification of qualifications. After calling the HR department and getting the running around for Hanz contact information, I was able to send an

email in need of clarification, with no response to the email on 6/8.

Additionally to that, I was given a phone number and told to leave a message although the voicemail contact displayed a different name. I did so but never got a return call.

I then called HR again to confirm the telephone and email contact.

While sending a follow up email 6/17/22,
I was informed to re-apply when the position opens again it was pass the deadline.

Please contact me at [REDACTED] to discuss further.

Thank you for your time and consideration in advance.

Sincerely,

Yolanda

Cruz, Liezel (DPH)

From: Bosley, Sharon (DPH)
Sent: Thursday, June 23, 2022 9:48 AM
To: Dewolfe, Scott (DPH)
Cc: Hill, Karen (DPH)
Subject: RE: 2908-H00010
Attachments: Hanz Pago.PNG

Good Morning Scott,

I hope you are having a terrific morning.

I talked to Yolanda yesterday, after Genea felt a bit uneasy about the call. I spoke with Yolanda about her concerns she stated that the Merit Manager said that she needed to get the name of the person that she spoke with. Genea remember that she did talked and transferred her. She stated after a few days of calling she contacting Hanz through Teams and I included the conversation that I sent to you Yesterday.

From: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Sent: Thursday, June 23, 2022 8:37 AM
To: Bosley, Sharon (DPH) <sharon.bosley@sfdph.org>
Cc: Hill, Karen (DPH) <karen.hill@sfdph.org>
Subject: FW: 2908-H00010
Importance: High

Good Morning Sharon,

I hope you are doing well! Can you please review Yolanda's email below and provide me your recollection of events/conversations with her?

Thank you!
 Scott

From: Yolanda B [REDACTED]
Sent: Wednesday, June 22, 2022 3:41 PM
To: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Cc: Pagao, Hanz (DPH) <hanz.pagao@sfdph.org>
Subject: Re: 2908-H00010
Importance: High

Hi Scott,

I was able to call HR to verified my conversation with one of HR rep, who took my calls regarding Hanz Pagao contact information. Today, I spoke with someone name Sharon who advised she was a Supervisor within the HR department. Sharon did not want to disclose her last name, although she did advise she would talk to her employee "Jenne" and send an email to verify my calls.

In addition to my calls, I was able to verify the number given has a different name but should belong to Hanz's for any contact.

I hope this is helpful regarding the discrepancy of trying to contact Hanz Pagao on 6/6/22 and 6/8/22 and 6/17/22.

Thank you for your time and consideration in advance.

Sincerely,

Yolanda

From: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Sent: Tuesday, June 21, 2022 7:09 PM
To: Yolanda B [REDACTED]
Cc: Pagao, Hanz (DPH) <hanz.pagao@sfdph.org>
Subject: RE: 2908-H00010

Hi Yolanda,

Thanks for talking with me about your application process inquiry. I'm following up with a summary of our call and next steps.

We discussed the application process and the not qualified noticing procedures. We talked about Smart Recruiters, the email relay system, notice info, and the instructions in the notice. Hanz confirmed that she sent the not qualified notice with information about responding within 5 business days. Hanz sent it on 5/31/2022 before business hours (she quoted 4:41 am), so we do count 5/31/2022 as day one. The response period ended on 6/6/2022. You mentioned that you reached out to Hanz on 6/8/2022 by phone and email and did not receive a response. I investigated and determined Hanz was out from work on extenuating circumstances. You stated that you reached out to other HR staff during the response timeframe and that you spoke with "Jenne." I said our challenge is that we have no record of you responding to us or reaching out during this timeframe. I followed up by describing how we could consider your documentation. I stated you'll need to provide some sort of evidence that shows you attempted to contact HR about your application qualifications during the 5-day response period. These are the items we can consider demonstrating your contact attempt:

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In closing, I said we'd check in with you tomorrow by close of business, and if we could not find anything to support you contacting us during the response timeframe, we'd provide you instructions on filing an appeal to civil service.

Thanks again,

Scott DeWolfe
(He, Him, His)
Merit Systems Manager

Human Resource Services
San Francisco Department of Public Health
scott.dewolf@sfldph.org
415-554-2916
DPH Careers

From: Yolanda B [REDACTED]
Sent: Tuesday, June 21, 2022 11:55 AM
To: Dewolfe, Scott (DPH) <scott.dewolf@sfldph.org>
Cc: Yolanda B [REDACTED]
Subject: 2908-H00010

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Hi Scott,

I am reaching out regarding the position of the 2908 Senior Eligibility Worker.

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Yolanda

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6/17 3:58 PM
Ok I will be sure to let them know that is your phone line. Thank you

From: [Dewolfe, Scott \(DPH\)](#)
To: [Yolanda B](#)
Cc: [Pagao, Hanz \(DPH\)](#)
Subject: RE: 2908-H00010
Date: Wednesday, June 22, 2022 7:04:18 PM

Hi Yolanda,

Thank you for following up today. We also spoke to the staff, and they said you contacted them recently. They did not have record of you calling during the response period of 5/31/2022 to 6/6/2022, as indicated in Hanz's notice. I didn't receive a call log or call history that I mentioned in the previous email to show that you reached out to HR to inquire about your application during the response period. Therefore, your additional supporting documents are considered untimely, and you will not proceed in the selection process. You can appeal this decision as I explained in our call yesterday. Below are direct links to information on the appeal process for Civil Service Commission and relevant forms. The staff can answer questions on the process as well.

- Appeals info: <https://sfgov.org/civilservice/appeals>
- General #: (628) 652-1100
- Appeal forms
 - PDF: <https://sfgov.org/civilservice/sites/default/files/CSC-12%20Appeal%207-2016.pdf>
 - Word doc: <https://sfgov.org/civilservice/sites/default/files/CSC-12%20Appeal%207-2016.docx>

Thank you,

Scott DeWolfe
(He, Him, His)
Merit Systems Manager
Human Resource Services
San Francisco Department of Public Health
scott.dewolfe@sfdph.org
415-554-2916
[DPH Careers](#)

From: Yolanda B [REDACTED]
Sent: Wednesday, June 22, 2022 3:41 PM
To: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Cc: Pagao, Hanz (DPH) <hanz.pagao@sfdph.org>
Subject: Re: 2908-H00010
Importance: High

Hi Scott,

I was able to call HR to verified my conversation with one of HR rep, who took my calls regarding Hanz Pagao contact information. Today, I spoke with someone name Sharon who

advised she was a Supervisor within the HR department. Sharon did not want to disclose her last name, although she did advise she would talk to her employee "Jenne" and send an email to verify my calls.

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Yolanda

From: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>

Sent: Tuesday, June 21, 2022 7:09 PM

To: Yolanda B [REDACTED]

Cc: Pagao, Hanz (DPH) <hanz.pagao@sfdph.org>

Subject: RE: 2908-H00010

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We discussed the application process and the not qualified noticing procedures. We talked about Smart Recruiters, the email relay system, notice info, and the instructions in the notice. Hanz confirmed that she sent the not qualified notice with information about responding within 5 business days. Hanz sent it on 5/31/2022 before business hours (she quoted 4:41 am), so we do count 5/31/2022 as day one. The response period ended on 6/6/2022. You mentioned that you reached out to Hanz on 6/8/2022 by phone and email and did not receive a response. I investigated and determined Hanz was out from work on extenuating circumstances. You stated that you reached out to other HR staff during the response timeframe and that you spoke with "Jenne." I said our challenge is that we have no record of you responding to us or reaching out during this timeframe. I followed up by describing how we could consider your documentation. I stated you'll need to provide some sort of evidence that shows you attempted to contact HR about your application qualifications during the 5-day response period. These are the items we can consider demonstrating your contact attempt:

- Office phone log that you called HR staff during the response timeframe

- Cell phone call log showing you called HR staff during the response timeframe

I also offered to find the HR staff that received your call, including Jenne.

In closing, I said we'd check in with you tomorrow by close of business, and if we could not find anything to support you contacting us during the response timeframe, we'd provide you instructions on filing an appeal to civil service.

Thanks again,

Scott DeWolfe
(He, Him, His)
Merit Systems Manager
Human Resource Services
San Francisco Department of Public Health
scott.dewolfe@sfdph.org
415-554-2916
[DPH Careers](#)

From: Yolanda B [REDACTED]
Sent: Tuesday, June 21, 2022 11:55 AM
To: Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>
Cc: Yolanda B [REDACTED]
Subject: 2908-H00010

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

Hi Scott,

I am reaching out regarding the position of the 2908 Senior Eligibility Worker.

I received a response from Hanz Pagao for verification of qualifications. After calling the HR department and getting the running around for Hanz contact information, I was able to send an email in need of clarification, with no response to the email on 6/8.

Additionally to that, I was given a phone number and told to leave a message although the voicemail contact displayed a different name. I did so but never got a return call.

I then called HR again to confirm the telephone and email contact.

While sending a follow up email 6/17/22,
I was informed to re-apply when the position opens again it was pass the deadline.

Please contact me at [REDACTED] to discuss further.

Thank you for your time and consideration in advance.

Sincerely,

Yolanda



CIVIL SERVICE COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

NOTICE OF RECEIPT OF APPEAL

DATE: June 30, 2022
REGISTER NO.: 0086-22-4
APPELLANT: Yolanda Beasley

Carol Isen
Human Resources Director
Department of Human Resources
1 South Van Ness Avenue, 4th Floor
San Francisco, CA 94103

Dear Carol Isen:

The Civil Service Commission has received the attached letter from Yolanda Beasley, appealing the disqualification for the 2908 Senior Eligibility Worker examination. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 "Action Request on Pending Appeal/Request," with supporting information and documentation to my attention at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. CSC Form 13 is available on the Civil Service Commission's website at www.sfgov.org/CivilService under "Forms."

In the event that Yolanda Beasley's appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on September 8, 2022**, so that it may be heard by the Civil Service Commission at its meeting on September 19, 2022. If you will be unable to transmit the staff report by the September 8th deadline, or if required departmental representatives will not be available to attend the September 19th meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

Appellant: Yolanda Beasley

June 30, 2022

Page 2 of 2

You may contact me at Sandra.Eng@sfgov.org or (628) 652-1100 if you have any questions. For more information regarding staff report requirements, meeting procedures or future meeting dates, please visit the Commission's website at www.sfgov.org/CivilService.

Sincerely,

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Anna Biasbas, Department of Human Resources
Jeanne Buick, Department of Human Resources
Kate Howard, Department of Human Resources
Luenna Kim, Department of Public Health Human Resources
Scott Dewolfe, Department of Public Health Human Resources



CIVIL SERVICE COMMISSION
City and County of San Francisco

25 Van Ness Avenue, Suite 720
San Francisco, California 94102-6033
Executive Officer
(415) 252-3247

CSC Register No.

008622-4

To:

CC:

APPEAL TO THE CIVIL SERVICE COMMISSION

INSTRUCTIONS:

Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above within the designated number of days following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original signature is required. (E-mail is not accepted.) It is recommended that you include all relevant information and documentation in support of your appeal.

TYPE OF APPEAL: (Check One)

- Examination Matters (by close of business on 5th working day)
- Employee Compensation Matters (by close of business on 7th working day) - Limited application
- Personal Service Contracts (Posting Period)
- Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days)
- Future Employability Recommendations (See Notice to Employee)

Uplanda Beasley

Full Name of Appellant

Work Address

Work Telephone

2587

Job Code

Title

Department

Residence Address

City

State

Zip

Home Telephone

Full Name of Authorized Representative (if any)

Telephone Number of Representative (including Area Code)

NOTE: If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

Email:

COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE. (Use additional page(s) if necessary)

Does the basis of this appeal include **new** information not previously presented in the appeal to the Human Resources Director? If so, please specify.

Check One:

Yes

No

Original Signature of Appellant or Authorized Representative

Date

State the basis of this appeal in detail. For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at www.sfgov.org/CivilService.

I applied for the 2908 Senior Eligibility Worker and received a Supplemental Questionnaire form to complete for qualifications. Upon completion I was sent a disqualification on 5/31/22 asking for more information for qualification.

At this time I was qualified and call HR dept to ask for clarification from the analyst on 6/6.

I was given the run around & a number that did not determine if I was calling the correct person.

I was calling to request an extension to clarification but could not determine if the contact information given was correct. Call bk to HR on 6/8 and was given the analyst

email contact & told she was out. I sent a email for a return call. On 6/17 I sent a 2nd Attempt email to follow up with my application. I assume sense I had not heard back everything was okay. On the

6/17/22 I was notified it was past the deadline and I would need to re-apply. I asked for clarification and notified I sent an email that received no response

back. I then request to speak with a supervisor to explain the situation. I was granted a Teams meeting on 6/21 and ask for a call log. I explained that I would not be able to give that but ^{from a timeline} I could give the HR rep

name who I spoke to. Scott informed me he would check in with HR to see who might of took the call & get bk to me. On 6/22/22 I contacted HR & spoke to the rep & her Supervisor per our conversation and

taking the call. The Supervisor of the HR rep explained she would email me & Scott of the call.

State the basis of this appeal in detail. For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at www.sfgov.org/CivilService.

I received an email on 6/22 per my calls.

I email Scott to inform him, I had spoke with HR & the person who took the calls. However the information was requested for 6/16 the analyst was did not review the information and it appears the date did not matter.

My experience is 2+ yrs of qualification and at this time I am asking to reconsider my application for the 2908 Senior Eligibility Worker.

I have emailed Scott with this information & was denied due to the deadline of application. My application was submitted within time filing. The SO additional information was pending for further documents.

Thank you in advance for your time and consideration.

Dewolfe, Scott (DPH)

From: SFDPH IT Services <sfdph@service-now.com>
Sent: Wednesday, July 13, 2022 9:36 AM
To: Pagao, Hanz (DPH)
Subject: Request REQ0045642 has been opened on your behalf

Follow Up Flag: Follow up
Flag Status: Completed

Click here to view Request: [REQ0045642](#)

Number: REQ0045642
Opened: 2022-07-13 09:35:34 PDT

Requested items:**RITM0046844 - General Request**

Requested By: Hanz Pagao

Requested By - Email: hanz.pagao@sfdph.org

Requested By - Phone #: (415) 554-2919

Requested For (someone else): Hanz Pagao

Requested for - Email: hanz.pagao@sfdph.org

Requested For - Phone #: (415) 554-2919

Request type: Other

Assignment group: DPH Service Desk

Location: 101 Grove St.

Floor: 2nd

Room: 218

Short description: Request for call logs

Description: I would like to request a copy call log for my work phone number (415) 554-2919 from May 31, 2022 - June 24, 2022. The call log on my phone no longer have these dates available as it only keeps the recent ones.

[Unsubscribe](#) | [Notification Preferences](#)

Ref:SFDPH3682772_avYa5hnHE9Gto7Zxig

Dewolfe, Scott (DPH)

From: Van Schoonhoven, Tim (DPH)
Sent: Wednesday, July 13, 2022 10:58 AM
To: Pagao, Hanz (DPH)
Cc: Talamantez, Frank (DPH); Portwood, Sean (DPH); Johnson, Shelley (DPH)
Subject: 101 Grove - Avaya Support Request

Follow Up Flag: Follow up
Flag Status: Completed

Hi Pagao,

Regarding your phone request:

I would like to request a copy call log for my work phone number (415) 554-2919 from May 31, 2022 - June 24, 2022. The call log on my phone no longer have these dates available as it only keeps the recent ones.

The Avaya phone system does not have a way to retrieve call logs once they have been rotated out of the phone's buffer.

The city does not keep records for inbound calls. If this is regarding an outbound call that was placed, it may be possible to open a request with DT to look for the call record. This would typically be for a special circumstance like some sort of investigation.

Please let me know if you have any questions. Thanks!

Regards,

Tim Van Schoonhoven

IS Engineer - Convergent Technologies
San Francisco Department of Public Health

tim.van.schoonhoven@sfdph.org

O: 628-206-9850

C: 415-269-2351

ZSFG, 1001 Potrero Ave, Bldg. 20, 5th floor, San Francisco, CA 94110

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This e-mail is intended for the recipient only. If you receive this e-mail in error, notify the sender and destroy the e-mail immediately. Disclosure of the PHI contained herein may subject the discloser to civil or criminal penalties under state and federal privacy laws.

6/10/22

To: Hanz Pagao

Re: **CBT-2908-H00010**

I am writing this letter in reference to the denial received for the **2908 Senior Hospital Eligibility Worker**.

Based on the job description and my experience, I think I would be a great candidate for this position.

I would like for you to reconsider your decision, although I am aware my resume and application does not list all of my qualifications.

I have worked as a 2586 at Family Health Center for 2.5 years as a Health Worker II/ Behavioral Assistant. I am currently a Health Worker III/ Disease Intervention Specialist

Please see my experience below:

Essential duties:

Health Worker II/BA

- Interviewed patients, their relatives and others to identify and determine patient eligibility for coverage of Medical, Medicare, CAAP, SSI, California Children Services, Golden Gate Regional Services, Project Open Hand, and other Federal programs.
- Entered patient data into hospital Epic database and into computer programs for referrals and
- Use HIPPA compliant eFax system to receive and process orders for new and current patients.
- Performed follow up calls to patients and families to offer clear and supportive communication
- Performed other various coordination duties to support day to day work flow.
- Coordinated care and case management to Providers, and clinicians to ensure all intake and Home health referrals are processed.
- Received and process new patient for Durable Medical Equipment, IHSS, Food insecurities, Social Security, SSI, and transportation.
- Answer questions and provided information to patient and general public regarding assigned program area.

Health Worker III/DIS

- Document and track partner service data, linkage and navigation from client encounters in a timely, accurate, and comprehension manner per established protocol;
- Assess patients comprehension of treatment goals that client develop with medical care providers and attend appointments with client when necessary.

- Collaborate with staff across SFPD, community based service providers, clinic based social
- Identify barriers (eg. People experiencing homelessness, substance use, mental health challenges)
- Use established locating protocols to conduct investigations o locate persons in need of LINS services with STI's that include syphilis, gonorrhea, chlamydia and HIV. Investigations include fieldwork to all area of San Francisco metropolitan area, Treasure Island and San Bruno County Jail

Best regards,

Yolanda Beasley

Employment Verification Letter

Date 10/26/2021

To David Chalk

I am [REDACTED] Yolanda Beasley's current Administrative Supervisor currently working as a Behavioral Assistant at Family Health Center.

I worked with Yolanda Beasley for EMPLOYMENT 2.5 YEAR = 4000+ HOURS and I am pleased to know she is applying for the position of 2589 Health Program Coordinator I. She is invaluable to our organization in Primary Care Behavioral Health.

Yolanda's duties here have the most variation she has been able to keep her role in the entire program because of deployments where she has worked tirelessly as the lone individual in that department by which she expanded and created workflows for patients needing home health, developed and extended the role of her department with the duty of workflows and forms. Her role currently helps and assist in orienting staff and training new interns (Medical Students, Nursing Students as well as Social Welfare students). Yolanda is currently responsible for providing medical administration support to providers by obtaining referral or prior authorizations to improve the quality of life for our patients, to have all in the safety and comfort of their homes.

- Makes presentations to small and large group as a program and BA representative.
- Participate in planning and implementation meetings with Providers and outside groups and representatives.
- Exchanges information with patients, providers, other community and business representatives, vendors, governmental agencies and the general public regarding a variety of programs, services, eligibility requirements, policies, timelines, required forms and other information.
- Interprets languages on patient's forms such as Spanish, Cantonese, Mandarin, Korean, Arabic, Russian, Vietnamese, and other languages included.
- Continually update core curriculum for the Primary Care /Behavioral Health Assistant program.

- Co-manage and develop Home Health & hospice referrals outside of DPH.
- Serve as liaison between intern student program participants and student services department.
- Direct and coordinate the work of interns as assigned.
- Assist interns in determining existing job skills and skills requirements of Health Worker opportunities.

Please accept this letter as verification of employment. Should you have further questions or need further verification of [REDACTED] employment, please let me know.

Sincerely,

[REDACTED]

[REDACTED] Nurse Manager Family Health Center