



**CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO**

**LONDON N. BREED  
MAYOR**

*Sent via Electronic Mail*

January 12, 2023

**NOTICE OF CIVIL SERVICE COMMISSION MEETING**

Brenda Virella-Vazquez  
[Brenda.Virella-Vazquez@sfdph.org](mailto:Brenda.Virella-Vazquez@sfdph.org)

**SUBJECT: APPEAL BY BRENDA VIRELLA-VAZQUEZ OF THE 48<sup>th</sup> SUPPLEMENT 2908 SENIOR HOSPITAL ELIGIBILITY WORKER JOB ANNOUNCEMENT (CBT-2908-E10138).**

Dear Brenda Virella-Vazquez:

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 **January 25, 2023, at 1:00 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.sf.gov/CivilService](http://www.sf.gov/CivilService) under "Meetings" no later than end of day on Friday, January 20, 2023. 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](mailto:civilservice@sfgov.org) by **5:00 p.m. on Wednesday, January 18, 2023**, 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](mailto:Sandra.Eng@sfgov.org) if you have any questions.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG  
Executive Officer

Attachment

Cc: Carol Isen, Department of Human Resources  
Dave Johnson, Department of Human Resources  
Anna Biasbas, Department of Human Resources  
Luenna Kim, Department of Public Health  
Ileana Enriquez, Department of Public Health  
Scott DeWolfe, Department of Public Health  
Liesel Cruz, 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](mailto:civilservice@sfgov.org) and the web address is [www.sfgov.org/civilservice/](http://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 (4<sup>th</sup>) 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](http://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/](http://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](mailto: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](mailto:sotf@sfgov.org), or on the City's website at [www.sfgov.org/bdsupvrs/sunshine](http://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: **0239-22-4**
2. For Civil Service Commission Meeting of: **January 25, 2023**
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: **Brenda Virella-Vazquez' appeal of the 48<sup>th</sup> supplement 2908 Senior Hospital Eligibility Worker Job Announcement (CBT-2908- E10138).**
5. Recommendation: **Deny the appeal and adopt the report of the Department of Public Health.**
6. Report prepared by: **Ileana Enriquez** Telephone number: **(628) 271-6708**
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: 01.12.2023

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.

**CSC RECEIPT STAMP**

Attachment

## NOTIFICATIONS

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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: January 12, 2023

TO: The Civil Service Commission

THROUGH: Carol Isen  
Human Resources Director

Dave Johnson  
Employment Services Assistant Director

FROM: Ileana Enriquez  
Senior Human Resources Analyst

Scott DeWolfe  
Manager, DPH Merit

RE: Brenda Virella-Vazquez' appeal of the 48<sup>th</sup> supplement 2908 Senior Hospital Eligibility Worker Job Announcement (CBT-2908- E10138). Register No. 0239-22-4

### **Background:**

The Department of Public Health published the Job Ad for Senior Hospital Eligibility Worker (CBT-2908- E10138) on November 23, 2022 [see Attachment A], under the authority of the 48<sup>th</sup> Supplement to the Emergency Declaration from Mayor London Breed [see Attachment B] and Civil Service rule 111.17. The job ad specified the following minimum qualifications:

“A Category 18 exempt appointment in Class 2908 with the City and County of San Francisco with a minimum of one year of service by December 15, 2022. Must be a current exempt employee with the City and County of San Francisco with no break in service.”

Appellant Virella-Vazquez mentioned in her appeal that this job announcement is “unfair and biased” and “it is a violation of the seniority and merit of all the 2903 pcs’ active on the 2908 list id H00010. The score of these two employees is lower and poor than the active candidates on 2908 active list H00010 and are being rewarded the position on a silver plate” (see Attachment C).

**Issue:**

Should a new eligible list specific to the 48<sup>th</sup> supplement be honored concurrently with an active traditional eligible list?

**Authority/Standards:**

**CIVIL SERVICE COMMISSION RULES**

Rule 110 Examination Announcements and Applicants

Sec. 110.2 Examination Announcements

The examination announcement shall be the official notice of an examination and shall provide the qualifications, dates, and other particulars regarding the selection procedure. Applicants must be guided solely by the terms of the examination announcement.

Sec. 110.4 Appeals of Examination Announcements

Appeals concerning the provisions of an examination announcement must be received by the Human Resources Director within five (5) business days from the issuance date. The Human Resources Director shall rule on all appeals and shall notify appellants in writing of the decision. This decision is subject to appeal to the Commission as provided elsewhere in these Rules.

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.

Sec. 110.11 Promotional Applicants

Applicants for promotive only or combined promotive and entrance examinations shall meet the requirements of the examination announcement under which they apply. If otherwise qualified, civil service employees with permanent, probationary, temporary civil service, or holdover status

and who have had six (6) months of verifiable satisfactory experience in any class in any status (including provisional) qualify promotionally.

#### Sec. 111.17 Authorization for Exempt to Permanent Status Program

Pursuant to the Forty-Eighth Supplement to the Mayoral Emergency Declaration, the Human Resources Director is authorized to establish programs giving exempt employees the opportunity to transition to permanent status. The exempt employee must have successfully served in an exempt status for a minimum of one (1) year. In establishing the program, the Human Resources Director shall consider, among other factors, active holdover rosters where qualified eligibles exist, availability of positions, budgetary restrictions, equal employment opportunity and Office of Racial Equity goals.

The specific procedures and qualifications established shall be listed in the examination announcement for the classifications involved. Eligibles processed in this manner will be placed on an eligible list. This rule shall only apply to Exempt Category 18: Special Projects and Professional Services. The certification rule for all eligible lists established under this program shall be Rule of the List. Determination of the appropriate eligible list from which to make appointments if there is an active eligible list in the job classification is at the discretion of the Human Resources Director subject to criteria submitted to and approved by the Civil Service Commission.

Decisions by the Human Resources Director shall be subject to appeal to the Civil Service Commission whose decision shall be final. In view of the urgency and time limitations, an expedited report and hearing process utilizing special meetings of the Commission where a quorum is present may be considered.

The Human Resources Director shall submit monthly reports to the Civil Service Commission on the progress of the temporary program.

Inquiries and complaints on this program submitted to the Civil Service Commission office under its Charter authorizes Inspection Services and shall continue to be investigated and resolved.

Consistent with the provisions of the Forty-Eighth Supplement to the Mayoral Emergency Declaration, this Rule shall expire December 15, 2022, unless terminated earlier by the Mayor or the Board of Supervisors.

#### **Findings:**

Appellant Virella-Vazquez was not an applicant for this recruitment. According to PeopleSoft records, she was appointed to a permanent 2908 Senior Hospital Eligibility Worker position on September 18, 2006.



The 2908 Senior Hospital Eligibility Worker (CBT-2908- E10138) recruitment was posted pursuant specific to CSC Rule 111.17. The job announcement stated the minimum qualifications specifying current exempt appointment with the City and County of San Francisco [CCSF] and, a minimum of one year as a Category 18 exempt appointee in Class 2908 by December 15, 2022.

**Analysis:**

This recruitment was posted in accordance with CSC rule 111.17 and the 48<sup>th</sup> supplement. The intent of this program as authorized through the 48<sup>th</sup> supplement and CSC rule 111.17 is to provide a path to permanent appointment for current exempt employees who have Category 18 experience in a classification in which they are employed.

While the list produced from this recruitment is simultaneously active with a traditional 2908 list, the hiring department must justify using the Rule111.17 eligible list citing relevant criteria from the list below:

- No other CBT/PBT eligible list for this classification/position exists.
- Department needs a “journey” level employee with City experience in the class.
- Department has already expended resources to train and integrate an existing Category 18 employee.
- Existing CBT/PBT list is “stale” based on lack of interest from the most recent referral/NOI.
- Existing CBT/PBT list is more than two years old or set to expire soon.

These criteria were adopted by the Commission at its July 18, 2022 meeting. The purpose of imposing the criteria is to ensure that the process is fair and unbiased and based on operational need. Those criteria will be met when DPH uses the rule 111.17 list.

**Conclusion:**

Appellant Virella-Vazquez stated that this recruitment is unfair. The authority of the 48<sup>th</sup> supplement and CSC Rule 111.17, and the list justification criteria that DPH will use refute that allegation.

**Recommendation:**

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

**Attachments:**

- Attachment A: Senior Hospital Eligibility Worker (2908) Announcement
- Attachment B: 48th Supplement to Mayoral Proclamation
- Attachment C: Appellant Virella-Vazquez’ appeal



# Senior Hospital Eligibility Worker (2908 - 48th Supplement)

- 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 the List
- Fill Type: Permanent Civil Service
- Job Code and Title: 2908-Senior Hospital Eligibility Worker

## Company Description

- Application Opening – 11/23/2022
- Application Deadline – 11/30/2022
- Salary: \$83,512-\$101,530 Annually

The City and County of San Francisco employs over 30,000 workers. With more than 60 departments, we can use your skills and abilities. When you work for the City, you choose purpose!

This selection process is being conducted in accordance with the 48th Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency Dated February 25, 2020 and temporary Civil Service Commission [CSC] Rule 111.17.

## Equity, Diversity, and Inclusion

All employees are required to participate in the Department of Public Health's work in equity, diversity, and inclusion through:

- Commitment to providing first-class care and service to all members of the DPH service population, with heightened sensitivity and awareness to racial, ethnic, and culturally diverse members of the DPH's workforce and patient populations.
- Desire and commitment to lead and participate in antiracism, racial justice, and equity work that impacts quality of patient care, and improvements in employee experiences; along with the commitment and fortitude to push and drive change in these areas.
- Desire to work with, relate to, serve, and support a diverse workforce and patient population.
- Commitment to health equity with a specific lens and focus on race, ethnicity, gender, sex, and sexuality.

## Job Description

Under general supervision, 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.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Explain programs, qualification standards, policy and procedure to patients; assist patients in completion of applications and forms when necessary; review and evaluate applications for completeness and accuracy; prepare patient budget to determine eligibility.
2. Conduct interviews with patients, their relatives and others in order to identify and determine patient eligibility for coverage of medical care under various Federal or State programs or under the provisions of private, fraternal, union or other health care plans; verify hospitalization insurance and arrange for billing of the appropriate agency or health care plan; continually reviews patient's case files to update vital statistics.
3. Obtain and provide medical and financial information with hospital staff, outside government agencies, and insurance providers; attend ward rounds with appropriate staff.
4. Determine patient eligibility for a third party payment source according to established policies and procedures including private health insurance plans, victims of crime, workers' compensation, and lawsuit settlements.
5. Initiate and obtain approval of extension of Medi-Cal coverage for emergency and elective admissions.
6. Prepare records related to patient eligibility information and health care payment received; update records; submit required reports.
7. Investigate statements and information received from applicant through the use of telephone or written verifications.
8. Review cases with supervisor in assessing the quality of payment source determination process and procedure.
9. Compose and prepare correspondence to patients, references, and State agencies; gather statistical data and prepare reports as required.
10. When assigned to a long term care facility, may regulate patient finances to maintain patient eligibility and entitlement to various benefits; may facilitate burial arrangements and final disposition of estate.
11. Refer non-payment cases to appropriate authority for recovery.
12. Answer questions and provide information to patient and the general public regarding assigned program area.
13. Assist in registering patients into the hospital; provide assistance to patients in completing applications; make referrals to Social Service agencies.

## Qualifications

A minimum of one year as a Category 18 exempt appointee in Class 2908 by December 15, 2022. Must be a current exempt employee with the City and County of San Francisco with no break in service.

### Underlying Minimum Qualifications

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.

## Additional Information

### How to Apply

Applications for City and County of San Francisco jobs are **only** accepted through an online process. Visit @Careers.SF.Gov and begin the application process.

- Select the “I’m Interested” button and follow instructions on the screen

Applicants may be contacted by email about this recruitment and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up to date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses @sfdph.org @sfgov.org and @smartrecruiters.com).

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.**

### Selection Process

Qualified applicants will be ranked on an eligible list according to length of Cat 18 exempt City service and any other qualifying points such as promotive or Veteran’s Preference in accordance with CSC rules. Work history will be verified through City records which will be the final authority.

### Eligible List/Score Report

A confidential eligible list of qualifying candidates will be created and used for certification purposes only. A 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 exhausted or expired and referrals resolved. The eligible list/score report resulting from this selection 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.

The duration of the eligible list resulting from this examination process will be 12 months.

For those candidates that do not have their qualifying 12 months at the time of eligible list posting, you will be placed under waiver on the eligible list and not available for appointment until you qualify. For example, if you were appointed to your Cat 18 position in November, 2021, you would be under waiver until November 2022.

### Certification Rule

The certification rule for this selection process will be Rule of the List.

### **Terms of Announcement and Appeal Rights:**

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. Clerical errors may be corrected by the posting the correction on the Department of Human Resources website at <https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/> .

The terms of this announcement may be appealed under CSC Rule 110.4. Appeals concerning the provisions of an examination announcement must be received by the Human Resources Director within five (5) business days from the issuance date. The Human Resources Director shall rule on all appeals and shall notify appellants in writing of the decision. This decision is subject to appeal to the Commission as provided elsewhere in these Rules.

**[DPH Health Critical Requirements and Information:](#)** Please review the following policies regarding DPH

employment requirements that safeguard yourself and others.

- [COVID-19 Policies](#)
- [Personal Protective Equipment \(PPE\)](#)
- [Medical Examination Prior to Hiring](#)
- [Electronic Health Record \(EHR\)](#)
- [Licensure/Certification/Registration](#)
- [Note on ICARE](#)

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

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. Clerical errors may be corrected by the posting the correction on the Department of Human Resources website at

<https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/>.

- [Information About the Hiring Process](#)
- [Conviction History](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)
- [Disaster Service Worker](#)
- [ADA Accommodation](#)
- [Right to Work](#)
- [Diversity Statement](#)

### **HR Analyst Information**

If you have any questions regarding this recruitment or application process, please contact Ileana.enriquez@sfgov.org.

Recruitment ID: CBT-2908-E10138

**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. Applicants 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.

•

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### Senior Hospital Eligibility Worker (2908 - 48th Supplement)

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

[I'm interested](#)



**FORTY-EIGHTH SUPPLEMENT TO MAYORAL PROCLAMATION DECLARING  
THE EXISTENCE OF A LOCAL EMERGENCY DATED FEBRUARY 25, 2020**

*Authority to Streamline Examination Process for Temporary Exempt Employees;  
Authority to Extend Temporary Exempt Appointments;  
Cash-Out of Excess Accrued Vacation Balances*

**WHEREAS**, California Government Code Sections 8550 et seq., San Francisco Charter Section 3.100(14) and Chapter 7 of the San Francisco Administrative Code empower the Mayor to proclaim the existence of a local emergency, subject to concurrence by the Board of Supervisors as provided in the Charter, in the case of an emergency threatening the lives, property or welfare of the City and County or its citizens; and

**WHEREAS**, On February 25, 2020, the Mayor issued a Proclamation (the “Proclamation”) declaring a local emergency to exist in connection with the imminent spread within the City of a novel (new) coronavirus (“COVID-19”); and

**WHEREAS**, On March 3, 2020, the Board of Supervisors concurred in the Proclamation and in the actions taken by the Mayor to meet the emergency; and

**WHEREAS**, On March 4, 2020, Governor Gavin Newsom proclaimed a state of emergency to exist within the State due to the threat posed by COVID-19; and

**WHEREAS**, On March 6, 2020, the Health Officer declared a local health emergency under Section 101080 of the California Health and Safety Code, and the Board of Supervisors concurred in that declaration on March 10, 2020; and

**WHEREAS**, During the COVID-19 pandemic, the City closed its civil service examination testing center, and was unable to conduct civil service examinations for more than seven months, causing a significant backlog in the City’s ability to hire new employees in permanent positions; and

**WHEREAS**, The City has more than 3,000 funded, vacant positions as a result of COVID-induced delays in hiring; and





**WHEREAS**, Charter Section 10.104 allows the City to hire employees temporarily in specified positions that are not subject to the Charter’s permanent civil service appointment and removal procedures. These positions and appointments are often called “exempt.” Charter Section 10.104(18) allows departments to hire exempt employees for special projects and professional services for a period of no more than three years. These appointments are often referred to as “Category 18 positions”; and

**WHEREAS**, A number of City departments have hired exempt employees in Category 18 positions to address critical City needs responding to the COVID-19 pandemic, and many of those employees have done extraordinary work to help the City and its residents recover from the pandemic, establishing in many cases that they are well qualified to be hired to permanent civil service positions; and

**WHEREAS**, Due to the pandemic, the City has been unable to schedule and conduct sufficient civil service exams to fill these critical positions in a permanent capacity, and it is in the City’s interest to stabilize the City’s workforce at this time; and

**WHEREAS**, In the Seventh and Thirty-First Supplemental Proclamations, the Mayor waived provisions of local law to allow City employees to accrue up to 80 hours of vacation over the applicable vacation cap because many City employees were unable to use vacation balances due to the demands of their duties related to the emergency. Section 3 of the Thirty-Seventh Supplement authorized employees to continue to carry vacation balances over the cap until June 30, 2022 to provide additional time for employees to reduce their vacation balances;

**NOW, THEREFORE,**

I, London N. Breed, Mayor of the City and County of San Francisco, proclaim that there continues to exist an emergency within the City and County threatening the lives, property or welfare of the City and County and its citizens;

**In addition to the measures outlined in the Proclamation and in the Supplements to the Proclamation issued on various dates, it is further ordered that:**

- (1) The Human Resources Director, in consultation with the Executive Director of the Civil Service Commission, is authorized to temporarily modify Civil Service Rules to establish streamlined competitive examination processes for employees who have served



for at least one year in an exempt status under Charter Section 10.104(18) (special projects and professional services).

On the date the Human Resources Director submits these temporary modifications to the Civil Service Commission, the Human Resources Director shall simultaneously submit to the Commission proposals for permanent rule modifications regarding the same matters. The Human Resources Director shall provide written notice of the rule modifications to all employee organizations representing City employees who may be impacted by the temporary rule modifications. The temporary rule modifications shall take effect five days after submission by the Human Resources Director to the Civil Service Commission, regardless of whether the Commission has considered or approved the modifications. Each temporary rule modification will be effective until the earliest of: (a) the date the Civil Service Commission approves the proposed permanent rule modifications, either as proposed by the Human Resources Director or as amended by the Commission, (b) the date the Civil Service Commission disapproves the Human Resources Director's proposed permanent rule modifications, or (c) December 15, 2022. Any eligible list adopted through the process above will have a duration of no longer than one year. This Order shall remain in effect until December 15, 2022, unless terminated earlier by the Mayor or the Board of Supervisors.

(2) The Human Resources Director is delegated authority to extend the term of exempt appointments under Charter Section 10.104(18) by up to one additional year for employees whose three-year appointment term will expire on or before December 31, 2022. This Order shall remain in effect until December 31, 2022, unless terminated earlier by the Mayor or the Board of Supervisors.

(3) To clarify how the City shall treat vacation hours held by City employees in excess of the applicable vacation cap on June 30, 2022, Section 3 of the Thirty-Seventh Supplement is revised and replaced as follows:

Employees who accrued additional vacation hours above the maximum accrual limit under Section 3 of the Thirty-First Supplement to the Proclamation of Local Emergency must use vacation time and reduce their balance below the maximum accrual limit by June 30, 2022. Any provisions of the Charter, the Municipal Code, and City rules or regulations that would limit or prevent employees from carrying vacation balances above the maximum accrual limit are waived, including but not limited to Charter Section A8.440 and Administrative Code Section 16.12. For all employees who continue to carry



vacation balances over the applicable vacation cap on June 30, 2022, the City shall pay the employees the value of such hours and reduce the employee's vacation balance to the applicable cap. The Human Resources Director and Controller, or their designees, are authorized to implement this program and issue any necessary rules and guidance. This Order shall remain in effect until June 30, 2022, unless terminated earlier by the Mayor or the Board of Supervisors.

DATED: May 19, 2022

A handwritten signature in blue ink, reading "London N. Breed".

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London N. Breed  
Mayor of San Francisco

n:\govern\as2021\9690082\01601296.docx



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED  
MAYOR

## NOTICE OF RECEIPT OF APPEAL

DATE: December 7, 2022  
REGISTER NO.: 0239-22-4  
APPELLANT: BRENDA VIRELLA-VAZQUEZ

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

Dear Carol Isen:

The Civil Service Commission has received the attached letter from Brenda Virella-Vazquez appealing the announcement for Class 2908 Senior Hospital Eligibility Worker Cat. 18. 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 by email at [civilservice@sfgov.org](mailto:civilservice@sfgov.org). CSC Form 13 is available on the Civil Service Commission's website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService) under "Forms."

In the event that Brenda Virella-Vazquez'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 February 23, 2023**, so that it may be heard by the Civil Service Commission at its meeting on March 6, 2023. If you will be unable to transmit the staff report by the February 23<sup>rd</sup> deadline, or if required departmental representatives will not be available to attend the March 6<sup>th</sup> 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: Brenda Virella-Vazquez  
December 6, 2022  
Page 2 of 2

You may contact me at [Sandra.Eng@sfgov.org](mailto: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.sf.gov/CivilService](http://www.sf.gov/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  
Dave Johnson, Department of Human Resources  
Stephanie Mayorga-Tipton, Department of Human Resources  
Mawuli Tugbenyoh, Department of Human Resources



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED  
MAYOR

*Sent via Email*

December 7, 2022

Brenda Virella-Vazquez  
[Brenda.Virella-Vazquez@sfdph.org](mailto:Brenda.Virella-Vazquez@sfdph.org)

Subject: **Register No. 0239-22-4: Appealing the Announcement for Class 2908 Senior Hospital Eligibility Worker Cat 18.**

Dear Brenda Virella-Vazquez:

This is in response to your appeal submitted to the Civil Service Commission on December 1, 2022, appealing the announcement for Class 2908 Senior Hospital Eligibility Worker Cat. 18. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date by email to [civilservice@sfgov.org](mailto:civilservice@sfgov.org). Please be sure to redact your submission for any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email [Sandra.Eng@sfgov.org](mailto:Sandra.Eng@sfgov.org) or by phone at (628) 652-1100 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService).

Sincerely,

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG  
Executive Officer



**Re: 2908 & 2903 SENIOR HOSPITAL ELIGIBILITY WORKER & HOSPITAL ELIGIBILITY WORKER Eligible Lists and DPH, HR Email Notification Related**

Virella-Vazquez, Brenda (DPH) <brenda.virella-vazquez@sfdph.org>

Tue 12/6/2022 1:19 PM

To: Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Carrillo, Cynthia (DPH) <cynthia.carrillo@sfdph.org>; Eng, Sandra (CSC) <sandra.eng@sfgov.org>

Cc: CivilService, Civil (CSC) <civilservice@sfgov.org>; Ethics Commission, (ETH) <ethics.commission@sfgov.org>; Morales, Sandra (DPH) <sandra.morales@sfdph.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Coffman, Claudia (DPH) <claudia.coffman@sfdph.org>; Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>

Good afternoon-

Ms. Holmes ; yes indeed . You could attach my statement read at the deposition yesterday and previous emails related to 48<sup>th</sup> supplemental .

Let me clarify as well, that's what Ms. Cynthia Carrillo, Ms. Claudia Coffman, Ms. Sandra Morales, my self and other members from category 16, category 17 and the 2908 active list H00010 have been doing, contesting 48<sup>th</sup> supplemental. It's not inclusive , it's unfair, bias and it 's a pick and choose from DPH-HR . It doesn't follow the equity plan and a fair hiring process. I'm staunch respect my opinion appealing this 48<sup>th</sup> supplement. It shows favoritism only selecting a category 18 with less seniority and merit over those 2903 and 2908 both on the active lists .

thanks, Brenda Liz Virella

**Ms. Brenda L. Virella Vazquez**  
Hospital Senior Eligibility Worker  
Patient Financial Counselor  
Direct : 628-206-7805

**From:** Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>

**Sent:** Tuesday, December 6, 2022 12:13 PM

**To:** Virella-Vazquez, Brenda (DPH) <brenda.virella-vazquez@sfdph.org>; Carrillo, Cynthia (DPH) <cynthia.carrillo@sfdph.org>; Eng, Sandra (CSC) <sandra.eng@sfgov.org>

**Cc:** CivilService, Civil (CSC) <civilservice@sfgov.org>; Ethics Commission, (ETH) <ethics.commission@sfgov.org>; Morales, Sandra (DPH) <sandra.morales@sfdph.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Morales, Sandra (DPH) <sandra.morales@sfdph.org>; Coffman, Claudia (DPH) <claudia.coffman@sfdph.org>; Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>

**Subject:** RE: 2908 & 2903 SENIOR HOSPITAL ELIGIBILITY WORKER & HOSPITAL ELIGIBILITY WORKER Eligible Lists and DPH, HR Email Notification Related

Hello Brenda,

Please clarify if you are filing an appeal. Thank you.

Best regards,  
Lavena



**Lavena Holmes (she,her), SHRM-SCP, IPMA-SCP, CLRM**  
Deputy Director  
Civil Service Commission  
25 Van Ness Ave | Suite 720 | San Francisco | CA | 94102  
628-652-1100 Main | lavena.holmes@sfgov.org



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**From:** Virella-Vazquez, Brenda (DPH) <brenda.virella-vazquez@sfdph.org>

**Sent:** Monday, December 05, 2022 10:09 AM

**To:** Carrillo, Cynthia (DPH) <cynthia.carrillo@sfdph.org>; Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>

**Cc:** CivilService, Civil (CSC) <civilservice@sfgov.org>; Ethics Commission, (ETH) <ethics.commission@sfgov.org>; Morales, Sandra (DPH) <sandra.morales@sfdph.org>; Daniel Becker <Daniel.Becker@seiu1021.org>; Morales, Sandra (DPH) <sandra.morales@sfdph.org>; Coffman, Claudia (DPH) <claudia.coffman@sfdph.org>; Dewolfe, Scott (DPH) <scott.dewolfe@sfdph.org>

**Subject:** Re: 2908 & 2903 SENIOR HOSPITAL ELIGIBILITY WORKER & HOSPITAL ELIGIBILITY WORKER Eligible Lists and DPH, HR Email Notification Related

Good morning to all of you:

I'm reading and trying to comprehend what's going at our DPH-HR organization and trying to understand how come favoritism is still playing at our DPH-HR after the last two years the DPH-HR and SF city and county HR preparing a fair hiring plan (with final stage on 2024, to eradicate what it's still happening now. I would like to include two members in this email, co-workers which I had the pleasure to work with them and supervise as well during my "interim performance as Hospital eligibility worker" , top employees with vast experience ( seniority and merit) and multiple times in the eligible list.

This fast pass examination strategically placed on 12/02/2022 with starting on 12/05/2022 and ending date 12/07/2022, has been approved with the intention to **Favor** certain group of employees hidden at LHH. Employees with the support and preference of the management team at LHH. This is **FAVORITISM and It is a violation of the seniority and merit of all the 2903 pcs active on the 2908 list id H00010**. The score of these two employees is **lower and poor** than the active candidates on 2908 active list H00010 and are being rewarded the position on a silver plate. I'm perplex this type of favoritism is happening under the department of merit and recruitment. I encourage those that are active on the 2908 list to appeal this " quick examination".

### Appealing Examination Announcements

**Written appeals concerning an examination announcement must be received within five (5) business days from the original issue date of the announcement. Petitioners will be notified in writing concerning their appeals. Decisions may be reconsidered only if the request is received from the petitioner by noon of the fifth business day following mailing of the decision notice. Following this appeal period, only questions dealing with interpretation of requirements will be considered. Decisions made by the Human Resources Director can be appealed to the Civil Service Commission.**

Thanks, Brenda Liz Virella

**Ms. Brenda L. Virella Vazquez**  
Hospital Senior Eligibility Worker  
Patient Financial Counselor  
Direct : 628-206-7805

**From:** Carrillo, Cynthia (DPH) <cynthia.carrillo@sfdph.org>

**Sent:** Monday, December 5, 2022 9:16 AM

**To:** Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>

**Cc:** CivilService, Civil (CSC) <civilservice@sfgov.org>; Ethics Commission, (ETH) <ethics.commission@sfgov.org>; Virella-Vazquez, Brenda (DPH) <brenda.virella-vazquez@sfdph.org>; Morales, Sandra (DPH) <sandra.morales@sfdph.org>; Daniel Becker <Daniel.Becker@seiu1021.org>

**Subject:** 2908 & 2903 SENIOR HOSPITAL ELIGIBILITY WORKER & HOSPITAL ELIGIBILITY WORKER Eligible Lists and DPH, HR Email Notification Related



Good morning Sandra and Lavena,

This is a follow-up on Brenda's confirming statement provided via email below. Per Brenda's statement, **all the 2908's including out patient and I inpatient working remotely from home (now must to report to work area at least 3 times a week) are PCS. None of us are under category 18 exempt. This agreement must to be overturned. It is unfair hiring practice and rights violation of promotion for 2903 permanents that are active on the 2908 eligible list w/ class ID H00010, adoption 08/12/2022 and duration for 12 months.**

Please see below the 2908 TEX eligible list created and posted on Friday, November 2, 2022. Requesting that this eligible list below is also contested as this list created and posted needs to be investigated due to the fact and per Brenda's confirming statement, that ALL 2908's were required to work from home remotely due to the pandemic and there were no temporary TEX 2908's working in the office/DPH.

For the record, I was forced to come to the office and work through the COVID19 Pandemic, I did not receive nor was I afforded these same privileges of being converted to a 2908 PCS in this classification. Again, this is another prime example of another strategic and crafted 2908 Senior Hospital Eligibility Worker list ID#E10138 eligible list is a **scam**. How can our DPH, HR give these 2 employees a rank on the 2908 eligible list when these employee did not take the required 2908 examination. This is another form of **cheating** the SF City and County, Civil Service Commission examination system and a form of human resources hiring fraud.

**City and County of San Francisco Department of Human Resources**  
**Eligible List Score Report**

<b>List ID:</b>	<b>E10138</b>	<b>Exam Type:</b>	<b>CBT</b>
<b>Class:</b>	<b>2908-Senior Hospital Eligibility Worker</b>	<b>Scope:</b>	<b>DPH</b>
<b>Working Title:</b>	<b>Senior Hospital Eligibility Worker</b>	<b>List Type:</b>	
<b>Job Specialty:</b>	<b>None</b>		
<b>Post:</b>	<b>2022-12-02</b>	<b>Cert Rule:</b>	<b>Rule of the List</b>
<b>Inspection Start:</b>	<b>2022-12-05</b>	<b>Inspection End:</b>	<b>2022-12-07</b>
		<b>Duration:</b>	<b>12 Months</b>
		<b>Adoption:</b>	<b>None</b>

**List Note:**  
Number of Eligibles on List: 2  
Distribution of Scores

<b>Rank</b>	<b>Final Score</b>	<b>Number of Eligibles at this Rank</b>
1	760	2

Thank you,  
Cyndi

**Cyndi Carrillo**

Eligibility, Patient Financial Services, and Patient Access  
City and County of San Francisco, DPH - CHN  
1001 Potrero Avenue, Building 10  
Phone: (628) 206-6968  
Fax: (628) 206-8697  
[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)

***Tough times never last, but tough people do.***

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**From:** Virella-Vazquez, Brenda (DPH) <[brenda.virella-vazquez@sfdph.org](mailto:brenda.virella-vazquez@sfdph.org)>  
**Sent:** Monday, November 28, 2022 11:19 AM  
**To:** Carrillo, Cynthia (DPH) <[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)>; Daniel Becker <[Daniel.Becker@seiu1021.org](mailto:Daniel.Becker@seiu1021.org)>  
**Cc:** Eng, Sandra (CSC) <[sandra.eng@sfgov.org](mailto:sandra.eng@sfgov.org)>; Holmes, Lavena (CSC) <[lavena.holmes@sfgov.org](mailto:lavena.holmes@sfgov.org)>; CivilService, Civil (CSC) <[civilservice@sfgov.org](mailto:civilservice@sfgov.org)>; Ethics Commission, (ETH) <[ethics.commission@sfgov.org](mailto:ethics.commission@sfgov.org)>  
**Subject:** Re: Step Two Grievance Response\_2909 Position & 2908 TEX Category 18 Announcement

Good morning -

To my knowledge, all the 2908's including out patient and I inpatient working remotely from home ( now must to report to work area at least 3 times a week) are PCS. None of us are under category 18 exempt. This agreement must to be overturned. It is unfair hiring practice and rights violation of promotion for 2903 permanents that are active on the 2908 eligible list w/ class ID H00010, adoption 08/12/2022 and duration for 12 months.

thanks, Brenda Liz

**Ms. Brenda L. Virella Vazquez**  
Hospital Senior Eligibility Worker  
Patient Financial Counselor  
Direct : 628-206-7805

---

**From:** Carrillo, Cynthia (DPH) <[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)>  
**Sent:** Monday, November 28, 2022 9:52 AM  
**To:** Daniel Becker <[Daniel.Becker@seiu1021.org](mailto:Daniel.Becker@seiu1021.org)>  
**Cc:** Virella-Vazquez, Brenda (DPH) <[brenda.virella-vazquez@sfdph.org](mailto:brenda.virella-vazquez@sfdph.org)>; Eng, Sandra (CSC) <[sandra.eng@sfgov.org](mailto:sandra.eng@sfgov.org)>; Holmes, Lavena (CSC) <[lavena.holmes@sfgov.org](mailto:lavena.holmes@sfgov.org)>; CivilService, Civil (CSC) <[civilservice@sfgov.org](mailto:civilservice@sfgov.org)>; Ethics Commission, (ETH) <[ethics.commission@sfgov.org](mailto:ethics.commission@sfgov.org)>  
**Subject:** Re: Step Two Grievance Response\_2909 Position & 2908 TEX Category 18 Announcement

Hi Daniel,

I wanted to bring this new TEX Temporary 2908 announcement posting below to your attention.

I am not sure what HR is not doing but both Brenda and I can assure you that there have been NO TEX 2908's (category 18). I know this because ALL 2908's were required to work from home remotely due to the pandemic and there were no 2908's that were temporary. If there were such a posting for 2908 TEX, I would have applied.

This is another form of **cheating** the SF City and County, Civil Service Commission examination system and a form of human resources hiring **fraud**. I am contesting this announcement posted and I am requesting that there is an investigation into this announcement posted due to the fact that ALL were required to work from home remotely due to the pandemic and there were no temporary TEX 2908's working in the office.



Thank you,  
Cyndi

### **Cyndi Carrillo**

Eligibility, Patient Financial Services, and Patient Access  
City and County of San Francisco, DPH - CHN  
1001 Potrero Avenue, Building 10  
Phone: (628) 206-6968  
Fax: (628) 206-8697  
[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)

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**From:** Virella-Vazquez, Brenda (DPH) <[brenda.virella-vazquez@sfdph.org](mailto:brenda.virella-vazquez@sfdph.org)>  
**Sent:** Friday, November 18, 2022 10:24 AM  
**To:** Carrillo, Cynthia (DPH) <[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)>  
**Subject:** Re: Step Two Grievance Response\_2909 Position

Thank you , Daniel. I will be there too.

I agree with you , the new position needs to be reposted or use the 2021 eligible list to full fill "according to merit as HR mentioned and Ming Wu needs to go back to her 2908 position . The 2909 LHH Cantonese position, she declined it. She ca not take it back or to be offered again to her.

**Ms. Brenda L. Virella Vazquez**  
Hospital Senior Eligibility Worker  
Patient Financial Counselor  
Direct : 628-206-7805

---

**From:** Carrillo, Cynthia (DPH) <[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)>  
**Sent:** Friday, November 18, 2022 9:59 AM  
**To:** Daniel Becker <[Daniel.Becker@seiu1021.org](mailto:Daniel.Becker@seiu1021.org)>  
**Cc:** Virella-Vazquez, Brenda (DPH) <[brenda.virella-vazquez@sfdph.org](mailto:brenda.virella-vazquez@sfdph.org)>; Barros, Brenda (DPH) <[brenda.barros@sfdph.org](mailto:brenda.barros@sfdph.org)>  
**Subject:** Re: Step Two Grievance Response\_2909 Position

Hi Daniel,

Got it.

Sounds good, I will be there.

Thank you,  
Cyndi

### **Cyndi Carrillo**

Eligibility, Patient Financial Services, and Patient Access  
City and County of San Francisco, DPH - CHN  
1001 Potrero Avenue, Building 10  
Phone: (628) 206-6968  
Fax: (628) 206-8697  
[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)

***Tough times never last, but tough people do.***

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**From:** Daniel Becker <[Daniel.Becker@seiu1021.org](mailto:Daniel.Becker@seiu1021.org)>  
**Sent:** Friday, November 18, 2022 9:57 AM  
**To:** Carrillo, Cynthia (DPH) <[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)>  
**Cc:** Virella-Vazquez, Brenda (DPH) <[brenda.virella-vazquez@sfdph.org](mailto:brenda.virella-vazquez@sfdph.org)>; Barros, Brenda (DPH) <[brenda.barros@sfdph.org](mailto:brenda.barros@sfdph.org)>  
**Subject:** Re: Step Two Grievance Response\_2909 Position

The grievance was advanced to arbitration. The remedy is to repost and let members apply and interview for it. I'll let you know once we have the arbitration scheduled because we'll need you there as witnesses.

On Nov 18, 2022, at 9:32 AM, Carrillo, Cynthia (DPH) <[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)> wrote:

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Hi Daniel and Brenda B,

What can we do to get these continued issue resolved and get Brenda V. made whole.

This unfair hiring clearly was a special privileged position that was created and given to Ming by Robert with HR's approval. Robert used the list to his advantage and well as the administrative HR system waiver when in fact, the current position that Ming was given and current retains does not require a waiver.

As a member, I would like to ask that our union ask our HR to have Ming be returned back to the initial 2909 position (#01094238) that she initially accepted. Per the civil service and eligible list rules, once you accept a PCS position and late decline it, you do NOT qualify for another PCS position. Brenda V. must be given the current position that Ming currently is retaining. This is the FAIR and appropriate resolution that will resolve this for Brenda V.

Thank you,  
 Cyndi

***Cyndi Carrillo***

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**From:** Virella-Vazquez, Brenda (DPH) <[brenda.virella-vazquez@sfdph.org](mailto:brenda.virella-vazquez@sfdph.org)>  
**Sent:** Friday, November 18, 2022 9:07 AM  
**To:** Carrillo, Cynthia (DPH) <[cynthia.carrillo@sfdph.org](mailto:cynthia.carrillo@sfdph.org)>; Daniel Becker <[Daniel.Becker@seiu1021.org](mailto:Daniel.Becker@seiu1021.org)>  
**Cc:** Barros, Brenda (DPH) <[brenda.barros@sfdph.org](mailto:brenda.barros@sfdph.org)>  
**Subject:** Re: Step Two Grievance Response\_2909 Position

Good morning- Read carefully the attached emails from Rebecca. See email sent by Anna Duong to Antenor Arena and cc-ed Gina Garcia ( assisting on this 2909 re-assignment recruitment)and Bibiana Pinzon w/ subject : Position #01094238- vice Robert Pineda job class 2909.

Its is well explains, position was a re- assignment but w/ a waiver of Cantonese with a very complicated working hours to **discourage a pool of candidates**. The **waiver was on propose and intentionally by Robert Pineda** . See the dates of the emails. The managers and HR were in complicity tailoring a good strategy for the selection. Remember, I was told by Ruben Panaligan, this position was offered to directly to him by Robert Pineda and per Ruben waiver was not important.

Bottom line this re-assignment **was disguised** with a waiver when Robert Pineda's Position DID NOT HAVE IT . So the current position for "2909 LHH Cantonese still vacant with an acting supervisor " Her name is Michelle a 2903 EW.

The position Ms. Ming Wu holds on was not posted, and The unexpired eligible list from 07/2021 was used to full fill the new homeless aid program supervisor using the merit condition. That was the only way HR could justify for her selection w/ lower ranking and zero experience on overseeing or supervising staff. But HR did not count with Cyndi and I with the original roster list of merit.

<Outlook-t2dnep1f.png>

**Ms. Brenda L. Virella Vazquez**  
 Hospital Senior Eligibility Worker  
 Patient Financial Counselor  
 Direct : 628-206-7805