



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

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

RECEIPT OF APPEAL AND NOTICE OF MEETING

DATE: April 10, 2023
REGISTER NO.: 0070-23-8
APPELLANT: NAJ DANIELS, SEIU 1021

Naj Daniels
SEIU Local 1021
350 Rhode Island St., Suite 100 South Bldg.
San Francisco, CA 94103
Najuawanda.Daniels@seiu1021.org

Dear Naj Daniels:

This is regarding your appeal dated April 6, 2013, appealing the PSC #42725-22/23 and PSC #47934-22/23 with the Health Service System.

Your appeal will be considered by the Civil Service Commission ("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 **April 17, 2023, at 2:00 p.m.**

This item will appear on the Regular Agenda. Please refer to the attached notice for procedural and other information about Commission hearings.

Attendance by you or an authorized representative is recommended. Should you or your representative not attend, the Commission will rule on the information submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

All materials being considered by the Civil Service Commission for this item are available for public inspection and copying at the Civil Service Commission office Monday through Friday from 8:00 a.m. to 5:00 p.m.

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

Sincerely,

CIVIL SERVICE COMMISSION

SANDRA ENG
Executive Officer

Attachment

Cc: Carol Isen, Human Resources Director
Jeanne Buick, Department of Human Resources
Kate Howard, Department of Human Resources
Ifitikhar Hussain, Health Services System

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, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting 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 available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at <https://sf.gov/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 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: soff@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 <https://sfethics.org/>.

From: [Eng, Sandra \(CSC\)](#)
To: [Aldana, Elizabeth \(CSC\)](#)
Cc: [Holmes, Lavena \(CSC\)](#); [Henriquez, Lizzette \(CSC\)](#)
Subject: FW: PSC #47934 and #42725
Date: Friday, April 07, 2023 4:33:42 PM
Attachments: [image004.png](#)
[image005.png](#)
[image006.png](#)
[image003.png](#)

Hi Elizabeth,

Please transmit this appeal to DHR and HSS.

Lizzette – please schedule these 2 personal service contracts under the Regular Agenda.

Thank you both!

Sincerely,

*Sandra Eng
Executive Director
Civil Service Commission
City and County of San Francisco
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102
Direct (628) 652-1110
Main (628) 652-1100*

From: Najuwanda Daniels <Najuawanda.Daniels@seiu1021.org>
Sent: Thursday, April 06, 2023 11:50 AM
To: Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Henriquez, Lizzette (CSC) <lizzette.henriquez@sfgov.org>
Cc: geraldine cerda <geraldinecerda@ymail.com>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Aldana, Elizabeth (CSC) <elizabeth.aldana@sfgov.org>
Subject: RE: PSC #47934 and #42725

Hi Sandra,

SEIU is appealing the two aforementioned PSC's for the following reasons:

The MOU states that a department or the City will not contract out work being done by the bargaining unit. Currently HSS is intending to do just that with the 1209 and 1210 classes.

This department is experiencing a severe staffing shortage due to attrition; however the Union asserts that the lack of intentional hiring and forecasting has also factored into the current situation. The department seeks to resolve this issue with contracting out. The Union has suggested that a robust focus on hiring would yield a long term resolution and more productive way to spend finances in light of the City's current budget.

The Union has offered alternatives to this contract such as internal transfers within the City, Prop F hires, TEX hires to help alleviate what is projected to be high volume work during Open Enrollment for city workers.

This work is continuous and regular not as-needed, nor has this classifications work been contracted out before.

The Union is also concerned this contract will exhaust the already substantial workload of current employees. Contracted workers will either field calls for current employees to later triage, or need on the job training to perform said duties by current employees.

In Solidarity,

Naj Daniels

Field Representative

Member Resource Center (MRC): 1-877-687-1021

Desk: 415-848-3645

SF Main Office: 415-848-3611

Sign up to become a Union Member! <http://join1021.org?LUID=NDaniels>



Sign up for text alerts for updates from the union. <https://www.seiu1021.org/text-me>

From: Eng, Sandra (CSC) <sandra.eng@sfgov.org>

Sent: Monday, April 3, 2023 4:50 PM

To: Najuwanda Daniels <Najuawanda.Daniels@seiu1021.org>; Henriquez, Lizzette (CSC) <lizzette.henriquez@sfgov.org>

Cc: geraldine cerda <geraldinecerda@ymail.com>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Aldana, Elizabeth (CSC) <elizabeth.aldana@sfgov.org>

Subject: RE: PSC #47934 and #42725

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Naj,

Please complete the form or explain why SEIU is appealing this these two PSCs.

<https://sf.gov/sites/default/files/2022-07/Civil-Service-Commission-Appeal-Form-CSC-12.pdf>.

Thank you,

Sandra

Sandra Eng (she,her)

Executive Director

Civil Service Commission

25 Van Ness Ave | Suite 720 | San Francisco | CA | 94102

628-652-1100 Main | sandra.eng@sfgov.org



This electronic communication and its contents may contain confidential and/or legally privileged information. It is intended solely for the recipient(s) identified above. Unauthorized interception, review, use or disclosure of this communication's contents is prohibited and may violate applicable laws. If you are not the intended recipient, please contact the sender, delete the original message, and destroy all copies of the communication.

From: Najuwanda Daniels <Najuawanda.Daniels@seiu1021.org>

Sent: Monday, April 03, 2023 2:18 PM

To: Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Henriquez, Lizzette (CSC) <lizzette.henriquez@sfgov.org>

Cc: geraldine cerda <geraldinecerda@ymail.com>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Aldana, Elizabeth (CSC) <elizabeth.aldana@sfgov.org>

Subject: Re: PSC #47934 and #42725

Hi Sandra,

Yes, we have met once and have another meeting scheduled for 4/7. No agreement as of now and am concerned about the timeline to appeal.

In Solidarity,

Naj Daniels, Field Rep

(Sent from iPhone pls excuse errors)

From: Eng, Sandra (CSC) <sandra.eng@sfgov.org>

Sent: Monday, April 3, 2023 11:41:25 AM

To: Najuwanda Daniels <Najuawanda.Daniels@seiu1021.org>; Henriquez, Lizzette (CSC) <lizzette.henriquez@sfgov.org>

Cc: geraldine cerda <geraldinecerda@ymail.com>; Holmes, Lavena (CSC)

<lavena.holmes@sfgov.org>; Aldana, Elizabeth (CSC) <elizabeth.aldana@sfgov.org>

Subject: RE: PSC #47934 and #42725

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Naj,

According to Lavena's email to you on March 27th, these PSCs are scheduled for the meeting of April 17th. Has SEIU already protested with DHR, met with HSS and ERD, and there is no agreement? If yes, we can schedule this item as an appeal on the Regular Section of the agenda. Please confirm.

Thank you,

Sandra

Sandra Eng (she,her)

Executive Director

Civil Service Commission

25 Van Ness Ave | Suite 720 | San Francisco | CA | 94102

628-652-1100 Main | sandra.eng@sfgov.org



This electronic communication and its contents may contain confidential and/or legally privileged information. It is intended solely for the recipient(s) identified above. Unauthorized interception, review, use or disclosure of this communication's contents is prohibited and may violate applicable laws. If you are not the intended recipient, please contact the sender, delete the original message, and destroy all copies of the communication.

From: Najuwanda Daniels <Najuawanda.Daniels@seiu1021.org>

Sent: Monday, April 03, 2023 9:06 AM

To: Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Henriquez, Lizzette (CSC) <lizzette.henriquez@sfgov.org>

Cc: geraldine cerda <geraldinecerda@ymail.com>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Aldana, Elizabeth (CSC) <elizabeth.aldana@sfgov.org>

Subject: RE: PSC #47934 and #42725

Hi Sandra,

Yes, SEIU is appealing the two listed Personal Service Contracts for HSS.

In Solidarity,

Naj Daniels

Field Representative

Member Resource Center (MRC): 1-877-687-1021

Desk: 415-848-3645
SF Main Office: 415-848-3611

Sign up to become a Union Member! <http://join1021.org?LUID=NDaniels>



Sign up for text alerts for updates from the union. <https://www.seiu1021.org/text-me>

From: Eng, Sandra (CSC) <sandra.eng@sfgov.org>
Sent: Friday, March 24, 2023 3:26 PM
To: Najuwanda Daniels <Najuawanda.Daniels@seiu1021.org>; Henriquez, Lizzette (CSC) <lizzette.henriquez@sfgov.org>
Cc: geraldine cerda <geraldinecerda@ymail.com>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Aldana, Elizabeth (CSC) <elizabeth.aldana@sfgov.org>
Subject: RE: PSC #47934 and #42725

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Naj,

Is SEIU appealing these two PSCs? If yes, we will schedule these two items under the Regular Agenda. Please confirm.

Sincerely,

Sandra

Sandra Eng (she,her)
Executive Director
Civil Service Commission
25 Van Ness Ave | Suite 720 | San Francisco | CA | 94102
628-652-1100 Main | sandra.eng@sfgov.org



This electronic communication and its contents may contain confidential and/or legally privileged information. It is intended solely for the recipient(s) identified above. Unauthorized interception, review, use or disclosure of this communication's contents is prohibited and may violate applicable laws. If you are not the intended recipient, please contact the sender, delete the original message, and destroy all copies of the communication.

From: Najuwanda Daniels <Najuawanda.Daniels@seiu1021.org>
Sent: Friday, March 24, 2023 2:59 PM
To: Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Henriquez, Lizzette (CSC) <lizzette.henriquez@sfgov.org>
Cc: geraldine cerda <geraldinecerda@ymail.com>
Subject: Re: PSC #47934 and #42725

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

Hi CS Commission,

The Union would like to object and pull PSC # 47934 and 42725 as HSS is seeking to contract out SEIU bargaining unit work due to short staffing, but has not satisfied the Union's questions regarding a hiring plan to ensure FT PCS are hired.

In Solidarity,

Naj Daniels
Field Representative
Member Resource Center (MRC): 1-877-687-1021
Desk: 415-848-3645
SF Main Office: 415-848-3611

Sign up to become a Union Member! <http://join1021.org?LUID=NDaniels>



Sign up for text alerts for updates from the union. <https://www.seiu1021.org/text-me>

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HEALTH SERVICE SYSTEM -- HSS

Dept. Code: HSS

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing (Omit Posting)

Type of Service: As-Needed Member Services On-site Support

Funding Source: Health Service System Trust Fund

PSC Amount: \$1,383,200

PSC Est. Start Date: 06/01/2023

PSC Est. End Date 12/31/2024

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

Temporary as-needed on-site professional telephonic call-center support for Active and Retired Members of the San Francisco Health Service System.

B. Explain why this service is necessary and the consequence of denial:

Absent of the San Francisco Health Service System (HSS) and San Francisco Department of Human Resources (SFDHR) ability to successfully hiring of up to twelve (12) FTE's which consist of full time Benefits Analysts (1210) and/or Benefits Technicians (1209), within the next five to eight months, HSS will require an emergency source of support to meet the City's obligations to provide certain health benefits in accordance with its various memoranda of understanding and ordinances, as well as meeting the terms of the City and County of San Francisco Charter sections 12.200-12.203 and A8.420-A8.432, and San Francisco Administrative Code sections 16.700-16.703. Since January 2022, the HSS Member Services (MBS) unit experienced a forty-eight percent (48%) reduction in its workforce (from 23 front line customer support staff to 12), as a result of voluntary turn-over. During the same period, the average number of calls per month handled by each staff member increased by forty percent (40%) or from 197 to 277 calls per month, with a peak of 434 calls per MBS staff member in October during our annual open enrollment period. At one point during Open Enrollment in October 2022, for a multiple-week period, average daily call wait times exceeded thirty (30) minutes. This reduction in staff has directly and adversely affected the ability of HSS to meet the needs of the nearly 136,000 active employees, retirees and covered dependents (collectively HSS Members) of the four participating San Francisco City employer's (City and County of San Francisco, San Francisco Unified School District, Community College District of San Francisco, and San Francisco Superior Court). From January 2022 to present, HSS has continued to receive complaints for HSS Members regarding its ability to timely provide essential information related to employee benefits, which has adversely impacted the ability of HSS members to access health, dental, vision, life and other health benefits and care. Utilizing existing work-practices, heightened call volumes and workloads for the remaining staff have proven to be unsustainable and may be resulting in an increased rate of employee burnout. This self-perpetuating cycle has further limited HSS' capacity to respond to routine HSS Member needs, which include reconciling records and accounts, maintaining accurate database records, receiving direct HSS Member payments, timely processing membership forms, and processing benefit changes in response to Qualifying Life Events (i.e., birth/adoption, marriage, divorce, death of a dependent, surviving spouse/domestic partner). HSS continues to work within the requirements of the City's rules for new hires to address staffing shortages, including the rules and procedures governing permanent civil service (PCS), provisional appointments, exempt (permanent exempt/PEX and temporary exempt/TEX), and recruiting recently retired former employees (Prop F). From January 1, 2022 to present, SFHSS Member Services was only successfully in hiring one (1) new staff member despite experiencing a number of staff departures. HSS has consistently engaged SFDHR on the open positions which need to be posted for back-filling, however SFDHR only has one Personnel Analyst assigned part-time to support the department. Due to the time and demands on SFDHR in supporting recruitment for the number of HSS open positions, HSS has also begun the process of adding one additional full-time SFDHR personnel analyst to support HSS. However, in the event that HSS is unsuccessful in addressing the deficiency of MBS staff, in order to meet our obligations for administering employee health benefits in accordance with our MOUs, ordinances, and the terms of the Charter and Administrative Code, a temporary, CSC approval of this PSC for an as-needed source of call center support will be necessary.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
HSS Member Services staff (Operations Manager [0931], Benefits Supervisor [1814], Senior Benefits Analysts [1813], Benefits Analysts [1210] and Benefits Technicians [1209]) are employees of the City and County of San Francisco who provide front line, in-person, telephonic, and written customer support to all SFHSS members, including offering virtual consultations, handling day-to-day enrollment transactions, providing benefits decision support to our members, coordinating premium contribution transactions with HSS Finance, and acting as a liaison between HSS Members and health and benefit carriers as needed. The division is also responsible for monthly reconciliation of member data with plans and employers, processing births, deaths, leaves, new hires and retirements.

D. Will the contract(s) be renewed?
At this time, the Department does not anticipate the need for services beyond the term outlined in the PSC.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

2. Reason(s) for the Request

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.

Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

B. Explain the qualifying circumstances:

The services SFHSS seeks through this procurement would only be leveraged in the dire event that staffing levels remain insufficient and unlikely to improve by June 2023 (when retirements may be more likely) and/or by October 2023 when demand for services sees dramatic spikes during Open Enrollment. The vendor for this procurement will provide basic technical information on health benefits to SFHSS Members. The work to be performed is of a limited scope and time period on an as-needed basis until hiring for the department's Member Services division demonstrates the ability to meet establish Key Performance Indicators.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Knowledge of: Basic technical knowledge of types of employee benefits programs administered by the San Francisco Health Service System including active employee, non-Medicare-eligible retiree and Medicare-eligible retiree health plans, dental plans, vision plans, life and long-term disability plans, flexible spending accounts and dependent care flexible spending accounts, COBRA, and voluntary benefits. Familiarity and understanding of non-ERISA cafeteria plan benefits. Familiarity and understanding of multiple bargaining units and employee welfare trust fund activities. Ability to: Problem-solve to identify problems; research to gather meaningful information; speak and write in a clear, concise, and understandable manner to answer benefits questions; and establish and maintain effective working relationships, and assist in a polite, courteous manner.

B. Which, if any, civil service class(es) normally perform(s) this work? 1209, Benefits Technician; 1210, Benefits Analyst;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

4. If applicable, what efforts has the department made to obtain these services through available resources within the City?

Since January 2022, SFHSS has lost 48% of its customer support workforce, and from January 2022 to present, HSS was only able to hire one (1) PCS Benefit Analyst (1210). To ensure the department is able to provide a reasonable level of customer service to HSS Members, HSS is currently engaged in multiple efforts, including securing a second DHR staff representative to support our hiring process. In addition, the department will continue to make every effort to hire and onboard staff through all available means, including permanent civil service (PCS), provisional appointments, exempt (permanent exempt/PEX and temporary exempt/TEX), and recruiting recently retired former employees (Prop F). The services HSS seeks through this procurement would be as-needed and only in the event that staffing levels remain insufficient and unlikely to improve by June 2023. As of March 24, 2023, (i) SFHSS has added one (1) full-time (FTE) representative to support our current HRD representative for hiring and onboarding of full-time 1209 (Benefits Technicians) and 1210 (Benefits Analysts) employees; (ii) SFHSS has onboarded one (1) PCS 1209 (start date: 3/20/2023); and, (iii) SFHSS expects two (2) TEX 1210 employees to start work on 4/3/2023. As of March 24, 2023, SFHSS continues to have five (5) 1209 and four (4) 1210 PSC positions open, but we expect with the additional support from HRD described herein to have at minimum three (3) of the open 1210 vacancies filled before the end of the current fiscal year (June 30, 2023).

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out

A. Explain why civil service classes are not applicable.

There are already Civil Services Classes who perform this work, and the qualifications and experience to perform the tasks are available among the existing Departmental Staff. However, the current level of staffing is inadequate, and the department is constrained in how quickly it is able to hire and build its capacity. The vendor would only be as-needed and for a temporary time period until department staffing for HSS Member Services increases such that HSS is able to become staffed to the point that operational Key Performance Indicators are met.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No.

6. Additional Information

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.
No. There is no need for the vendor to train City Staff for these work functions, as the vendor is being asked to perform work functions normally provided by City Staff. This is a temporary arraignment, until HSS is able to become staffed to the point that operational Key Performance Indicators are met.

C. Are there legal mandates requiring the use of contractual services?
No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. Union Notification: On 01/20/2023, the Department notified the following employee organizations of this PSC/RFP request:
SEIU 1021 Miscellaneous; SEIU Local 1021; SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU, Local 1021 H-1 Fire-Rescue Paramedics

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Iftikhar Hussain Phone: (628) 652-4614 Email: iftikhar.hussain@sfgov.org

Address: 1145 Market Street, 3rd Floor San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42725 - 22/23

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 04/17/2023

Receipt of Union Notification(s)

Choi, Suzanne (HRD)

From: dhr-psccordinator@sfgov.org on behalf of iftikhar.hussain@sfgov.org
Sent: Friday, January 20, 2023 6:01 PM
To: Hussain, Iftikhar (HSS); snaranjo@cirseiu.org; jennifer.esteen@seiu1021.org; emathurin@cirseiu.org; abush@cirseiu.org; sbabaria@cirseiu.org; kcartermartinez@cirseiu.org; ablood@cirseiu.org; max.porter@seiu1021.org; Laxamana, Junko (DBI); sarah.wilson@seiu1021.org; Sandeep.lal@seiu1021.me; leah.berlanga@seiu1021.org; Najuwanda Daniels; Jason Klumb; Frigault, Noah (HRC); Julie.Meyers@sfgov.org; Thomas Vitale; Ricardo.lopez@sfgov.org; Kbasconcillo@sfgwater.org; pcamarillo_seiu@sbcglobal.net; Wendy Frigillana; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Sin.Yee.Poon@sfgov.org; david.canham@seiu1021.org; jtanner940@aol.com; Chang, Patrick (HSS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 42725 - 22/23

RECEIPT for Union Notification for PSC 42725 - 22/23 more than \$100k

The HEALTH SERVICE SYSTEM -- HSS has submitted a request for a Personal Services Contract (PSC) 42725 - 22/23 for \$1,383,200 for Initial Request services for the period 06/01/2023 – 12/31/2024. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/19770> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Additional Attachment(s)

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

March 27, 2023

Sandra Eng, Executive Director
Civil Service Commission
25 Van Ness Ave, Suite 720
San Francisco, CA 94102

RE: PSC 47934-22/23 and PSC 42725-22/23

Ms. Eng:

The San Francisco Health Service System (HSS) respectfully requests that the Civil Service Commission proceed with scheduling both Personnel Service Contracts PSC 47934-22/23 and PSC 42725-22/23 for the April 17, 2023 regular meeting of the Civil Service Commission.

HSS is aware of the pending appeal by SEIU, Local 1021. In addition, on January 20, 2023, SFHSS notified the affected unions regarding the aforementioned PSCs. On January 23, 2023, SEIU Local 1021 notified HSS of their desire to meet regarding these PSCs. SEIU, Local 1021, and HSS met via Teams conference on March 9, 2023 to discuss these PSCs.

These PSCs are being requested in order to meet HSS's obligation to provide certain health benefits in accordance with its various memoranda of understanding and ordinances, as well as the terms of the City and County of San Francisco Charter sections 12.200 -12.203 and A8.420- A8.432, and San Francisco Administrative Code sections 16.700-16.703 in the absence of SFHSS ability to successfully hire the vacant full time 1209 Benefits Technicians and full time 1210 Benefit Analysts. No SEIU 1021 work is being contracted out. The department reserves the right to enter into personal services contracts to ensure timely service delivery, per the conditions in Article II. Section C. of the collective bargaining agreement between the City and County of San Francisco and SEIU, Local 1021.

Sincerely,



Rey Guillen
Chief Operating Officer San Francisco Health Service System

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HEALTH SERVICE SYSTEM -- HSS

Dept. Code: HSS

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing (Omit Posting)

Type of Service: As-Needed, Off-site, Professional Telephonic Employee Benefits Call-Center Support Services

Funding Source: Health Service System Trust Fund

PSC Amount: \$615,600

PSC Est. Start Date: 06/01/2023

PSC Est. End Date 12/31/2024

1. Description of Work

A. Scope of Work/Services to be Contracted Out:

Request for Proposal (RFP) for As-needed Off-site Call-Center Support for the San Francisco Health Service System Member Services Unit.

B. Explain why this service is necessary and the consequence of denial:

From January 2022 to January 2023, SFHSS' Member Services (MBS) division faced a dramatic fifty percent (50%) reduction in its workforce, plummeting from 24 front line customer support staff down to 12. During this same period, the average number of calls per month handled by each staff steadily increased by 40%, from 197 to 277, peaking at 434 calls in October during open enrollment. Consequently, call wait times and the rate of dropped calls both increased as a result of these parallel trends. This has posed a challenge to the City's Members receiving essential and timely information related to their health benefits, while limiting their ability to access health care. Those MBS personnel that transitioned out of SFHSS either retired, retired early, or accepted promotional opportunities in other city agencies. The resulting growth and unsustainably high workloads faced by remaining MBS staff have led to increased burnout rates and PTO usage, furthering limiting the department's capacity to handle Member calls, reconcile records and accounts, maintains database records, and process a variety of membership forms and claims. In addition, the City's hiring timeline has presented a challenge to posting and filling the Department's open positions in time to provide an overlap with staff transitioning out of the Department. This has resulted in significant resource constraints where SFHSS is facing substantial barriers to providing the highest level of customer support that its Members deserve. SFHSS is obligated to comply with all legal requirements mandated by federal, state, and local laws as it relates to the administration of employee health benefits while looking out for the best interests of its members. Moreover, these myriad fiduciary requirements are complex in nature due to the multiple layers of inter-related rules and regulations, which update on an annual basis. SFHSS Member Services' responsibility is to stay apprised of these updates and assist members in understanding and enrolling in the coverage they are eligible for. Ensuring MBS is adequately staffed is a critical business need to ensure SFHSS is able to consistently fulfill this responsibility effectively and efficiently. The services SFHSS seeks through this procurement would only be leveraged in the dire event that staffing levels remain insufficient and unlikely to improve by June (when retirements may be more likely) and/or by October when demand for services sees dramatic spikes during Open Enrollment.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.

Member Services staff (Senior Benefits Analysts [1813], Benefits Analysts [1210] and Benefits Technicians [1209]) are employees of the City and County of San Francisco who provide front line customer support to all SFHSS members, including offering virtual consultations, handling day-to-day enrollment transactions, providing benefits decision support to our members, coordinating premium contribution transactions with finance, and acting as a liaison between members and healthcare vendors as needed. The division is also responsible for monthly reconciliation of member data with plans and employers, processing births, deaths, leaves, new hires and retirements.

D. Will the contract(s) be renewed?

At this time, the Department doesn't anticipate the need for services beyond the term outlined in the PSC.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

2. **Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.

Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

B. Explain the qualifying circumstances:

The services SFHSS seeks through this procurement would only be leveraged in the dire event that staffing levels remain insufficient and unlikely to improve by June (when retirements may be more likely) and/or by October when demand for services sees dramatic spikes during Open Enrollment. The vendor for this procurement will provide basic technical and clerical information on health benefits to SFHSS Members. The work to be performed is of a limited scope and time period on an as-needed basis until hiring for the department's Member Services division increases and its customer support capacity reaches adequate levels again.

3. **Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Knowledge of: basic technical knowledge of employee benefits programs such as pension plans, worker's compensation, labor code, and medical terminology. Ability to: perform accurate calculations following a prescribed format; problem solve to identify problems and make routine adjustments; research to gather meaningful information and perform routine analysis; speak and write in a clear, concise, and understandable manner to answer benefits questions; and establish and maintain effective working relationships, and assist in a polite, courteous manner.

B. Which, if any, civil service class(es) normally perform(s) this work? 1209, Benefits Technician;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The vendor will provide the facility and/or telecommunications equipment (if workforce is remote) for their personnel to handle SFHSS Member calls. The vendor will not have access to any City systems or Member data at any time.

4. **If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Since January 2022, SFHSS has lost 50% of its customer support workforce. To ensure we are able to provide the highest level of customer service to its Members, SFHSS is currently engaged in multiple efforts, including securing a second DHR staff representative to support our hiring process. In addition, the department will continue to make every effort to hire and onboard staff through all available means, including permanent civil service (PCS), provisional appointments, exempt (permanent exempt/PEX and temporary exempt/TEX), and recruiting recently retired former employees (Prop F). The services SFHSS seeks through this procurement would be as-needed and only in the event that staffing levels remain insufficient and unlikely to improve by June (when retirements may be more likely) and/or by October when demand for services nearly doubles due to Open Enrollment. As of March 24, 2023, (i) SFHSS has added one (1) full-time (FTE) representative to support our current HRD representative for hiring and onboarding of full-time 1209 (Benefits Technicians) and 1210 (Benefits Analysts) employees; (ii) SFHSS has onboarded one (1) PCS 1209 (start date: 3/20/2023); and, (iii) SFHSS expects two (2) TEX 1210 employees to start work on 4/3/2023. As of March 24, 2023, SFHSS continues to have five (5) 1209 and four (4) 1210 PSC

positions open, but we expect with the additional support from HRD described herein to have at minimum three (3) of the open 1210 vacancies filled before the end of the current fiscal year (June 30, 2023).

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out

A. Explain why civil service classes are not applicable.

There are already Civil Services Classes who perform this work, and the qualifications and experience to perform the tasks are available among the existing Departmental Staff. However, the current level of staffing is inadequate, and the department is constrained in how quickly it is able to hire and build its capacity by the City's hiring process. The vendor would only be as-needed and for a temporary time period until department staffing for Member Services increases to adequate levels.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. There are already Civil Services Classes who can perform this work.

6. Additional Information

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.
No. SFHSS staff would provide any and all required trainings to the vendor to ensure that any temporary personnel is able to fulfill its responsibilities as determined by SFHSS.

C. Are there legal mandates requiring the use of contractual services?
No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
No.

7. Union Notification: On 01/20/2023, the Department notified the following employee organizations of this PSC/RFP request:
SEIU 1021 Miscellaneous; SEIU Local 1021; SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU, Local 1021 H-1 Fire-Rescue Paramedics

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Iftikhar Hussain Phone: (628) 652-4614 Email: iftikhar.hussain@sfgov.org

Address: 1145 Market Street, 3rd Floor San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47934 - 22/23

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required
DHR Approved for 04/17/2023

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org <dhr-psccordinator@sfgov.org> On Behalf Of
iftikhar.hussain@sfgov.org

Sent: Friday, January 20, 2023 5:53 PM

To: Hussain, Iftikhar (HSS) <iftikhar.hussain@sfgov.org>; snaranjo@cirseiu.org;
jennifer.esteen@seiu1021.org; emathurin@cirseiu.org; abush@cirseiu.org; sbabaria@cirseiu.org;
kcartermartinez@cirseiu.org; ablood@cirseiu.org; max.porter@seiu1021.org; Laxamana, Junko (DBI)
<Junko.Laxamana@sfgov.org>; sarah.wilson@seiu1021.org; Sandeep.lal@seiu1021.me;
leah.berlanga@seiu1021.org; Najuawanda Daniels <najuawanda.daniels@seiu1021.org>; Jason Klumb
<Jason.Klumb@seiu1021.org>; Frigault, Noah (HRC) <noah.frigault@sfgov.org>;
Julie.Meyers@sfgov.org; Thomas Vitale <thomas.vitale@seiu1021.org>; Ricardo.lopez@sfgov.org;
Kbasconcillo@sfgov.org; pcamarillo_seiu@sbcglobal.net; Wendy Frigillana
<wendy.frigillana@seiu1021.org>; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net;
davidmkersten@gmail.com; xiumin.li@seiu1021.org; Sin.Yee.Poon@sfgov.org;
david.canham@seiu1021.org; jtanner940@aol.com; Chang, Patrick (HSS) <patrick.chang@sfgov.org>;
DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>
Subject: Receipt of Notice for new PCS over \$100K PSC # 47934 - 22/23

RECEIPT for Union Notification for PSC 47934 - 22/23 more than \$100k

The HEALTH SERVICE SYSTEM -- HSS has submitted a request for a Personal Services Contract (PSC)
47934 - 22/23 for \$615,600 for Initial Request services for the period 06/01/2023 – 12/31/2024.
Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/19768> For union notification, please see the TO: field of the
email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator
must change the state back to NOT READY, make sure the classes and unions you want to notify are
selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document
again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with
all unions to the TO: field as intended

Additional Attachment(s)

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

March 27, 2023

Sandra Eng, Executive Director
Civil Service Commission
25 Van Ness Ave, Suite 720
San Francisco, CA 94102

RE: PSC 47934-22/23 and PSC 42725-22/23

Ms. Eng:

The San Francisco Health Service System (HSS) respectfully requests that the Civil Service Commission proceed with scheduling both Personnel Service Contracts PSC 47934-22/23 and PSC 42725-22/23 for the April 17, 2023 regular meeting of the Civil Service Commission.

HSS is aware of the pending appeal by SEIU, Local 1021. In addition, on January 20, 2023, SFHSS notified the affected unions regarding the aforementioned PSCs. On January 23, 2023, SEIU Local 1021 notified HSS of their desire to meet regarding these PSCs. SEIU, Local 1021, and HSS met via Teams conference on March 9, 2023 to discuss these PSCs.

These PSCs are being requested in order to meet HSS's obligation to provide certain health benefits in accordance with its various memoranda of understanding and ordinances, as well as the terms of the City and County of San Francisco Charter sections 12.200 -12.203 and A8.420-A8.432, and San Francisco Administrative Code sections 16.700-16.703 in the absence of SFHSS ability to successfully hire the vacant full time 1209 Benefits Technicians and full time 1210 Benefit Analysts. No SEIU 1021 work is being contracted out. The department reserves the right to enter into personal services contracts to ensure timely service delivery, per the conditions in Article II. Section C. of the collective bargaining agreement between the City and County of San Francisco and SEIU, Local 1021.

Sincerely,



Rey Guillen
Chief Operating Officer San Francisco Health Service System