



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

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

May 25, 2023

NOTICE OF CIVIL SERVICE COMMISSION MEETING

Yves Augustin
[REDACTED]

SUBJECT: APPEAL BY YVES AUGUSTIN OF REJECTION OF THEIR APPLICATION FOR 2918 HUMAN SERVICES AGENCY SOCIAL WORKER (CBT-2918-904264) STANDARDIZED EXAMINATION AS BIAS.

Dear Yves Augustin:

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 **June 5, 2023, at 2:00 p.m.** You will receive a separate email invite from a Civil Service Commission staff member to join and participate in the meeting.

The agenda will be posted for your review on the Civil Service Commission's website at www.sf.gov/CivilService under "Meetings" no later than end of day on Wednesday, May 31, 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, please submit one hardcopy 3-hole punch, double-sided and numbered at the bottom of each page to the CSC Office at 25 Van Ness Ave., Suite 720 and email a PDF version to the Civil Service Commission's email at civilservice@sfgov.org by **5:00 p.m. on Tuesday, May 30, 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 if you have any questions.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Carol Isen, Department of Human Resources
Kate Howard, Department of Human Resources
Anna Biasbas, Department of Human Resources
Dave Johnson, Department of Human Resources
Mirna Palma, Human Services Agency
Shawn Sherburne, Department of Human Resources
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

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

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, 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/>.

NOTIFICATIONS

Yves Augustin



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Mirna Palma
Exams and Classification Manager
Human Services Agency
1440 Harrison Street
San Francisco, CA 94103
mirna.palma@sfgov.org



To: Honorable Civil Service Commission
Through: Carol Isen, Human Resources Director
Anna Biasbas, Director, Employment Services
From: Mirna E. Palma, Examinations and Classification Manager, Human Services Agency
Dave Johnson, Assistant Director, Employment Services
Date: May 25, 2023
Subject: Appeal of the 2918 Senior Human Services Agency Social Worker (CBT-2918-904264) Standardized Examination as Bias.

BACKGROUND

A written multiple-choice test was administered on July 30, 2022 for Class 2918 Human Services Agency Social Worker. The appellant, Yves Augustin, participated in the test administration. Score notices including information on inspection rights were sent to all candidates on August 16, 2022. Mr. Augustin achieved a score of 33 against a pass-point of 36 and did not pass the test.

The inspection period was Wednesday, August 17 through Friday, August 19, 2022. Mr. Augustin contacted HSA staff on August 19, 2022 asking to inspect his exam answer sheet. Mr. Augustin was informed that the exam and answer sheet were not subject to inspection because this was a standardized exam and provided guidance on filing an appeal with the Civil Service Commission.

Mr. Augustin filed an appeal on August 19, 2022 [see Attachment A].

In his appeal, Mr. Augustin cites:

- His experience of almost 20 years
- The pitfalls of standardized testing with regard to cultural or racial bias
- A suggestion that the exam consist of a written and oral questionnaire

ISSUE

Was Mr. Augustin's score correct?

Is the 2918 HSA Human Services examination biased?

AUTHORITY

CSC Rule Sec. 111.7 Adequacy of Examinations: Subject to the approval of the Commission, the Human Resources Director, subject to appeal to the Civil Service Commission, shall judge the adequacy of the examination to rate the capacity of the applicants to perform service for the City and County.

CSC Rule Sec. 111.8 Establishing Cutoff Scores and Number on Eligible Lists: For each selection procedure, the Human Resources Director shall establish a cutoff or passing score and shall determine the number of persons who shall constitute the eligible list based on the needs of the Service, equal employment opportunity principles and goals. Once established, the cutoff score shall not be changed.

CSC Rule Sec. 111.11 Rating Keys - Written Examinations Other Than Essay Questions

111.11.1 Written examinations other than essay questions are defined as those tests which present answers that may be available for inspection. Typical formats of written examinations include multiple-choice, true-false, or fill-in.

111.11.2 The examination booklet in written examinations, if not exempted from inspection privileges, shall state the time period where participants in an examination may review the rating key to be used for scoring. No changes in the rating key shall be made after the passing score has been established.

111.11.3 Inspection of the rating key is for the purpose of determining if any of the questions asked or answers are ambiguous, incorrect, or improper. Appeals concerning the rating key must be completed in the inspection room on forms supplied by the Department of Human Resources. Appeals must include substantiating data or authoritative references. If any appeals have been filed, an additional period for review of appeals and submission of counter-appeals will be provided. The Human Resources Director shall act on all appeals. The decision of the Human Resources Director shall be final.

111.11.4 Inspection privileges shall not apply to questions and answers in a continuous or standardized examination. The Human Resources Director may delete obsolete or erroneous questions or answers from any examination exempted by this Rule for inspection privileges prior to the establishing of a passing mark.

CSC Rule Sec 111.14.2 Appeals: 3) An appeal based on inconsistencies in examination administration shall be made in writing and filed with the Human Resources Director not later than the (5th) business day after the examination.

CSC Rule Sec. 111.15 Inspection of Ratings by Participants:

111.15.1 Composite ratings for examinations administered under this section shall be available for a minimum period of two (2) working days during which period each

participant may inspect their own ratings. The identity of the examiner giving any mark or grade shall not be disclosed.

111.15.2 Any appeal shall be filed in writing within the inspection period and shall be limited to failure of the raters to apply uniform standards. Appeals must state the specific grounds upon which they are based and provide facts which support the allegations. Failure to state the specific grounds for the appeal and provide facts shall nullify the appeal.

111.15.3 All appeals properly filed under this section shall be resolved in accordance with the appeal provisions of these Rules. Appeals shall not be considered merely because candidates believe they are entitled to a higher score. Neither the Commission nor the Human Resources Director shall substitute their judgment for the judgment of the raters. Ratings of less than the minimum passing score shall not be raised to more than the minimum passing score.

FINDINGS

Staff reviewed Mr. Augustin's answer sheet and verified that the score of 33 is accurate and that he did not pass the test.

Subject matter experts reviewed the exam questions to confirm the appropriateness and validity of the questions in relation to the knowledge and abilities being tested.

ANALYSIS

Mr. Augustin had an opportunity to file an appeal on the day of test administration or contact the analyst-in-charge prior to receiving his scores to express any concerns. The introductory policy statement required for all candidates before beginning the test [see Attachment B] included acknowledgment that "I understand that if I wish to challenge the manner in which this test is administered, I am to file a protest in writing by email to the analyst by the end of this day". This presented an opportunity for Mr. Augustin to immediately express concerns. However, Mr. Augustin raised no concerns including about bias in testing until he received his failing score which was past the five-day period for appealing test administration. Furthermore, as indicated above, the test was determined by subject matter experts to be valid and there is legal precedent which renders a valid test defensible against any issues of bias.

In accordance with Civil Service Commission [CSC] rule 111.11.4 test answers were not open to inspection because this was a standardized exam.

Mr. Augustin's suggestion to replace the written, multiple-choice test with a written and oral questionnaire is not efficient or practical given the resources that would be required [e.g., raters] for an applicant pool of almost 200.

CONCLUSION

Mr. Augustin did not pass the valid test that was administered to all candidates.

RECOMMENDATION

Adopt the staff report. Deny Mr. Augustin's appeal.

List of Attachments

- A. Appeal filed by Yves Augustin
- B. FastTest Introductory Policy Statement



CIVIL SERVICE COMMISSION Attachment A

CITY AND COUNTY OF SAN FRANCISCO

NOTICE OF RECEIPT OF APPEAL

DATE: August 23, 2022

REGISTER NO.: 0127-22-4

APPELLANT: YVES AUGUSTIN

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

Dear Carol Isen:

The Civil Service Commission has received the attached letter from Yves Augustin appealing the 2918 Human Services Agency Social Worker (CBT-2918-904264) standardized examination as bias. Your review and action are required.

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

In the event that Yves Augustin’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 October 27, 2022**, so that it may be heard by the Civil Service Commission at its meeting on November 7, 2022. If you will be unable to transmit the staff report by the October 27th deadline, or if required departmental representatives will not be available to attend the November 7th 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.

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

Sincerely,

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Anna Biasbas, Department of Human Resources
Jeanne Buick, Department of Human Resources
Kate Howard, Department of Human Resources
Dave Johnson, Department of Human Resources
Stephanie Mayorga-Tipton, Department of Human Resources
Mawuli Tugbenyoh, Department of Human Resources
Katrina Williams, Human Services Agency
Mirna Palma, Human Services Agency



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Sent via Email

August 23, 2022

Yves Augustin
[REDACTED]

Subject: **Register No. 0127-22-4: Appealing the 2918 Human Services Agency Social Worker (CBT-2918-904264) Standardized Examination as Bias.**

Dear Yves Augustin:

This is in response to your appeal submitted to the Civil Service Commission on August 19, 2022, appealing the 2918 Human Services Agency Social Worker (CBT-2918-904264) standardized examination as bias. 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. 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 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.sfgov.org/CivilService.

Sincerely,

CIVIL SERVICE COMMISSION

/s/


SANDRA ENG
Executive Officer

Appeal For Examination Matters

Yves Augustin [REDACTED]

Fri 8/19/2022 3:39 PM

To: CivilService, Civil (CSC) <civilservice@sfgov.org>

 3 attachments (1,001 KB)

YvesAugustin Appeal Statement.pdf; YvesAugustin HSA Social Worker (CBT-2918-904264) – Examinations Results.pdf; YvesAugustin_Hiring Questionnaire For Social Workers.docx;

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

Dear Civil Service Commission,

Please see attachments as follows:

1. Appeal Statement
2. HSA Social Worker Examination Results
3. Sample Hiring Questionnaire for Social Workers

Thank you for your prompt attention and kind consideration!

Sincerely,

Yves Augustin



CIVIL SERVICE COMMISSION
City and County of San Francisco
 25 Van Ness Avenue, Suite 720
 San Francisco, California 94102-6033
 Executive Officer
 (628) 652-1100

CSC Register No.

 To: _____
 CC: _____

APPEAL TO THE CIVIL SERVICE COMMISSION

INSTRUCTIONS:

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

TYPE OF APPEAL: (Check One)

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

"During the Shelter Order dated March 17, 2020, we are accepting appeals by email at civilservice@sfgov.org"

Yes AUGUSTIN
 Full Name of Appellant *N/A* Work Address *N/A* Work Telephone
2918 *Social Worker* *Human Services Agency*
 Job Code Title Department

 Residence Address City State Zip Home Telephone
N/A *N/A*
 Full Name of Authorized Representative (if any) Telephone Number of Representative (including Area Code)

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

Email: _____

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

Does the basis of this appeal include **new** information not previously presented in the appeal to the Human Resources Director? If so, please specify. Check One: Yes No

Yes Augustin *8/19/22*
 Original Signature of Appellant or Authorized Representative Date

CSC-12 (5/2021) Date Received by Civil Service Commission: _____

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

I would like to appeal my examination score regarding the HSA Social Worker position that I have applied for. I was informed by a HR Analyst that my exam score is 33 while the passing score is 36. Consequently, my application will not move forward in the process. I have been a Social Worker for almost 20 years and I continue to learn everyday about the human experience and condition through the various cases/clients I have worked with over the years. Consequently multiple approaches can be used successfully when social workers deal with various clients and/or difficult cases. Unfortunately, the standardized examination did not capture the complexity of such clients and/or cases as well as the complexity of my skills (soft and hard). The simultaneous use of both hard and soft skills is critical when dealing with complex, challenging and pressing cases. Additionally, many studies have shown that standardized examinations are biased either racially and/or culturally. Therefore I feel the HSA Social Worker exam was also biased for many reasons despite HSA's good intentions. I would propose that HSA replace the standardized exam with a hiring questionnaire that applicants can complete both orally and in writing. Thanks for your prompt attention to this matter!!! (YA)

CSC-12 (5/2021)

(Use additional sheets if needed)

8/19/22, 3:34 PM

Yahoo Mail - Human Services Agency Social Worker (CBT-2918-904264) – Examinations Results

Human Services Agency Social Worker (CBT-2918-904264) – Examinations Results

From: Dorys Lorio from City and County of San Francisco (notifications@careers.sf.gov)

To: [REDACTED]

Date: Tuesday, August 16, 2022 at 12:10 PM PDT

Dear Candidate:

Thank you for your interest in the HSA Social Worker position with the Human Services Agency.

Your Exam Results are below:

Multiple Choice Examination:

Multiple Choice Examination passing score: 36
Your Multiple Choice Examination score is: 33

Candidates are required to achieve a passing score in order to advance to the next phase of this recruitment. We regret to inform you that you did not pass this examination and your application will not move forward in this process.

As stated on the examination announcement, there are no inspection privileges for standardized exams such as this.

If you wish, you may inspect your employment application and any other attachments you may have submitted. The inspection period is scheduled for Wednesday, August 17, through Friday, August 19, 2022 via remote meeting. Please be prepared to show a valid photo identification prior to inspection. To make an appointment please contact me at Dorys.Lorio@sfgov.org

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

Once again, thank you for your interest in employment with the City and County of San Francisco. We encourage you to review our employment opportunities page and apply for other positions that you may be interested in and qualified for at www.jobapscloud.com/sf. I would like to take this opportunity to wish you the best in your continued career search.

Sincerely,

Dorys Lorio, Human Resources Analyst
Human Services Agency

1/1

Hiring Questionnaire For Social Workers

1. Notes are due at the end of the day. A client drops-in and asks to speak with you...

a. ...about their housing recertification paperwork due next week. How do you proceed?

R- First, I will look up the client file/case to verify the housing recertification due date. Then, I will look up the number of documents required for the recertification. After that, I will ask the client about which documents they already have, and which documents they can get in the next days. I will bring the issue to my supervisor and will ask for an extension (from the Housing Authority) if I assess they will miss the recertification deadline due to missing documents or other delays that were not anticipated.

b. ...that they were just kicked-out of their shelter. How do you proceed?

R- First, I will call the shelter to find out what happened and why they were kicked out. I also will ask if they can be given a second chance under specific conditions. If the shelter will not take them back, I will look for an emergency shelter so that they have a place to stay for the next few days. I also will consult with my supervisor about giving them a hotel voucher, if available. Based on the shelter report, I will address with my client the key issues that led the shelter to kick them out - which may include substance use, mental illness, aggressive behavior, violation of shelter's rules. Then I will make appropriate referrals to various treatment programs, provide support by checking in with them twice a week. I will also explore transitional housing programs and will request an update from the Housing Authority if they are on the waitlist for permanent housing. I will remind them to follow the rules of the emergency shelter or hotel, and to call me for support before making any bad decisions that could have them be administratively discharged or even banned.

2. You are sensing that you require more support in performing your duties, how do you proceed?

R- First, I will ask among my fellow Social Workers who is/are able to provide me with some support if they are not too busy. Then, I will contact my supervisor to ask for more support and/or if I can postpone some non-urgent duties to a later date while I focus on urgent and necessary duties that require immediate attention.

3. You arrive for a scheduled home visit. Client welcomes you in and as you enter you notice they are intoxicated; furthermore, beer bottles and syringes are in view. How do you proceed?

R- First, I will tell the client I must reschedule the home visit for another day because they are intoxicated. Then I will propose to refer them to a detox if I assess and/or if they say they need support to sober up. I will contact my supervisor (or a seasoned colleague) for more guidance on the Agency's protocol regarding this type of situations. I will also inquire about the triggers that led them to relapse, before I refer and/or re-connect them with appropriate treatment services (for substance abuse, mental illness and so on).

4. You feel uncomfortable approaching a task as instructed; how do you proceed?

R – First I will try to figure it out on my own based on my previous work experience and research skills. Then, I will ask for some ideas and/or suggestions from seasoned colleagues about how they completed a similar task. Finally, I will contact my supervisor for additional support on how to best complete the task according to the Agency's protocol.

Unique ID: ITEqPu5XUYkigw2A5
Item Identifier: INTRO 2918 Remote Test
Item Path: /
Bank Name: Test Introduction
Description: Intro 2918 Remote Test
Version: 1
Status:
Author: Tamara Ranney
Date Created: 2022-07-26
Number of Answers: 1
Correct Answer:
Item Text:

Before you begin the test, you must read and agree to comply with the policy below.

STANDARDIZED WRITTEN EXAMINATION FOR

2918 Human Services Agency Social Worker

CBT-2918-904264

Certification of Compliance Regarding Confidentiality

CANDIDATES ARE TO ANSWER QUESTIONS #2 - #61 (60 Questions)

MAXIMUM TEST TIME = 1 hour and 45 minutes

Note: Sharing information concerning test questions and answers with other candidates competing in the same examination process constitutes cheating as it gives them an unfair advantage. Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Therefore, candidates who discuss or provide written transcriptions or recorded information regarding test content to anyone will be disqualified from this exam, possibly rejected from future exams, and subject to punishment as provided by law. Similarly, you are prohibited from accessing the internet or computer applications, other than the test program itself, during the test administration, making notes of test questions or

answers, copying answers, and referring to notes or aids of any kind during the examination. You must indicate that you understand this notice and to affirm that you have no knowledge of the specific content of this examination. Further, since it is possible that some candidates may take this same examination at a later date, you must agree not to provide any exam content information to anyone following the administration of this test.

By checking the box below, I:

- Acknowledge that I will take this examination entirely on my own and will not receive any assistance from any other person during the course of taking this examination.
- Agree to not discuss, reveal, or share test content with anyone during or following the administration of this test.
- Understand the consequences discussed above with regard to cheating.
- I understand that if I wish to challenge the manner in which this test is administered, I am to file a protest in writing by email to the analyst by the end of this day.

Inspection of Rating Key – Standardized Examination

- Inspection privileges shall not apply to those examinations which have been declared by the Civil Service Commission to be standardized. The examination questions and key answers shall not be subject to the inspection and appeal procedures.

Remote Examination Instructions

- The test begins with Question #2 and ends on Question #61
- You may click the "Review" button at the bottom of the screen in order to highlight a question that you would like to go back to. Clicking "Review" again removes this highlight.
- Answered questions are marked at the top of your screen with a "/". If you do not see this, please ensure you have answered the question.
- Unanswered questions are scored as wrong answers.
- Please be sure to scroll up/down to view all 60 questions in this examination.
- Once you are finished with the examination you may recheck your work.
- By clicking the "Next" button at the bottom of the screen on the final question, you will be given a prompt to ensure you have finished the examination and will not be able to return to fix any mistakes.

**CHECK THE BOX BELOW IF YOU HAVE READ AND UNDERSTAND THE INSTRUCTIONS
FOR THIS 2918 REMOTE MULTIPLE-CHOICE EXAMINATION:**
