



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

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

January 18, 2024

NOTICE OF CIVIL SERVICE COMMISSION MEETING

SUBJECT: REVIEW OF PERSONAL SERVICES CONTRACT NUMBER 48385-23/24 FROM THE DEPARTMENT OF PUBLIC HEALTH.

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on **January 30, 2024, at 1:00 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 previously 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.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachments

Cc: Reanna Albert, Department of Public Health
Kelly Hiramoto, Department of Public Health
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

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

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, 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 in-person 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. People who have received an accommodation due to a disability (as described below) may provide their public comments remotely. The Commission will also allow public comment from members of the public who choose to participate remotely. It is possible that the Commission may experience technical challenges that interfere with the ability of members of the public to participate in the meeting remotely. If that happens, the Commission will attempt to correct the problem, but may continue the hearing so long as people attending in-person are able to observe and offer public comment.

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: soft@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/>.



City and County of San Francisco
London N. Breed, Mayor

San Francisco Department of Public Health

Grant Colfax, MD
Director of Health

DATE: January 16, 2024

TO: The Honorable Civil Service Commission

FROM: Reanna Albert, PSC Coordinator, Department of Public Health

RE: Request for PSC 48385-23/24 Security Services at Public Health Clinics, Calendaring for January 30, 2024 Civil Service Commission Special Meeting

PSC 48385-23/24 Security Services at Public Health Clinics was heard at the 12/4/23 Civil Service Commission meeting. SEIU Local 1021 voiced concerns during the meeting and the PSC was continued to the 1/30/24 Civil Service Commission meeting. Please find attached the Notice of Action from 12/4/23 and a copy of the PSC.

The Department of Public Health (DPH) met with the union on 12/13/23 and 1/10/24 regarding their concerns and SEIU verbally waived their objection. DPH is waiting to receive the SEIU waiver in writing.

Due to the urgent need to provide safety services at public health clinics, we respectfully request the PSC to be heard at the 1/30/24 CSC meeting. Our community clinics provide services for a client population that includes people who are struggling with mental health and substance use issues. Clinical staff have been subjected to threats and acts-of-violence attempting to de-escalate individuals in distress and have continued to communicate the urgent need for safety support. The security services will focus on de-escalation and engagement to support a welcoming and healing environment while maintaining safety for patients and staff.

We appreciate your time and consideration. Please let us know if you need further information. I can be reached at reanna.albert@sfdph.org.

cc: Ramon Williams, Director of Labor Relations, DPH
Basil Price, Director of Security, DPH

Attachments:

- Notice of Action from 12/4/23
- PSC request



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

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

December 6, 2023

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT 40046-23/24; 41802-23/24; 43930-23/24; 43805-22/23; 40802-23/24; 45670-22/23; 41409-23/24; 43595-23/24; 48385-23/24; 45214-23/24; 47993-23/24; 48878-23/24; 46699-23/24; 2000-07/08; 46550-17/18; AND 44872-21/22.

At its meeting on **December 4, 2023**, the Civil Service Commission had for its consideration the above matter.

The Civil Service Commission:

- 1) Approved PSC #41409-23/24 from the Department of Public Health with the condition to amend the submittal and report back in four (4) years.
- 2) Continued PSC #48385-23/24 from the Department of Public Health to the meeting of January 30, 2024.
- 3) Approved PSC #48878-23/24 from the Public Utilities Commission with the condition to report back in four (4) years.
- 4) Approved PSC #2000-07/08 from the Department of Public Health with the condition to report back in six (6) months with the results of the audit of the scope of work, analyses of the classifications that perform the work and clarification of the time period requested for the additional \$55M included in the modification.
- 5) Adopted the report. Approved the remaining requests for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.

NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Cynthia Avakian, Airport
Jolie Gines, Department of Technology
Shawndrea Hale, Public Utilities Commission
Kelly Hiramoto, Department of Public Health
Lynn Khaw, Office of the City Administrator
Joyce Kimotsuki, Controller's Office
Daniel Kwon, Public Utilities Commission
Joan Lubamersky, Office of the City Administrator
Amy Nuque, Municipal Transportation Agency
Amanda Wentworth, Treasurer/Tax Collector Office
Commission File
Chron

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH -- DPH

Dept. Code: DPH

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

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

Type of Service: Security Services at Public Health Clinics

Funding Source: General Fund

PSC Amount: \$6,000,000

PSC Est. Start Date: 10/01/2023

PSC Est. End Date 06/30/2027

1. Description of Work

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

The contractor will provide patient safety services, implementing a new security model designed to address racial disparities in patient safety and patient experience to support a welcoming and healing environment while maintaining safety for patients and staff. Client safety services are part of the Department's delivery of patient-centered services. Staff providing the services will be specifically trained in providing patient safety services following this model, including client greeting, navigation, and de-escalation. Safety Service staff must have both lived experience and good training and support which are essential to successfully providing services to our patients (e.g., lived experience with substance use disorders, housing instability, mental illness, and/or incarceration), and come from the patients' communities. In moving from a traditional security services to this new safety services model and to focus on providing effective patient safety services with minimal law enforcement personnel, DPH will work with the Sheriff's Department to re-assign the current 5.2 FTE (inclusive of backfill) of Sheriff Deputies (job classification 8304) from their present assignments in DPH community clinics to work in the community off-site, with availability to respond to clinic needs when called by clinic staff, which will be based on clear protocols. The services provided by 5.2 FTE of Sheriff Deputy will be provided by 4.4 FTE of community safety officers who would be stationed at the following DPH community clinic sites: Tom Waddell Urgent Care (to become Maria X Martinez Health Service Center), Tom Waddell Urban Health Clinic, Mission Mental Health Clinic and Behavioral Health Services at 1380 Howard Street. DPH Director of Security Basil Price has been in ongoing communication with Sheriff Paul Miyamoto to plan for this transfer of service provision. Once RFP is awarded and a contract executed a transition plan will be developed with sufficient time to ensure continuity of service. Please see attached current Letter Of Agreement (LOA) between the Department of Public Health (DPH) and the Sheriff's Department for additional detail.

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

DPH reviews its security policies and practices on an ongoing basis in order to ensure that services at all DPH facilities create and maintain a safe, welcoming and healing environment. Recent reviews of its current security policies--including a review of available data and conversations with staff, managers, and the community--has shown that throughout DPH, Black African American and Latinx patients are more likely to have negative experiences with the current security services model, with services provided by City law enforcement. In addition, staff has expressed that their safety would be improved by having appropriately trained professionals onsite to prevent and de-escalate potential conflict, rather than to react when an incident occurs. Correcting this service provision approach is critical to our DPH mission to prioritize delivering clinically appropriate responses to incidents, providing equitable incident response, building a welcoming and safe environment for patients and visitors, and responding swiftly and effectively to potentially dangerous incidents in a way that focuses on de-escalation and service recovery. Through its work with Community Based Organization (CBO)-operated contracted clinics in the community, the Department has seen the success of this safety services model with its focus on de-escalation and engagement in comparison to the law enforcement services now utilized at City-operated clinics. The strong positive results achieved have included a reduction in incidents (with some providers reporting experiencing zero incidents) and a reduction in the need for law enforcement involvement, in addition to positive staff responses and increased patient satisfaction.

- 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.
These services will be based on a new model of providing clinic security services. DPH has received approval from the Board of Supervisors to contract out for these services under San Francisco Charter Section 10.104.15 ("Prop. J") and is developing a Request For Proposals (RFP) to solicit these services competitively.
- D. Will the contract(s) be renewed?
Yes, depending on program evaluation and available funding.
- 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):

Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

- B. Explain the qualifying circumstances:

The City's hiring process does not factor in lived experience as qualifying experience. This makes it extraordinarily difficult to hire staff who reflect the communities served particularly with Black/African American and Latinx, people in recovery from substance use and people with histories of incarceration.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: Understanding of Trauma Informed Care and service provision; training and skill in de-escalation techniques and working with people who are actively using substances and with mental health issues; significant lived experience to provide concordance with patient populations served in one or more of the following areas: communities of color (Latin/x, Black/African American), communities/individuals impacted by substance use, having experienced unstable housing or homelessness, incarceration or member of another community disproportionately impacted by violence at the hands of law enforcement.
- B. Which, if any, civil service class(es) normally perform(s) this work? 2587, Health Worker 3; 8300, Sheriff's Cadet; 8304, Deputy Sheriff;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain:
Contract staff will be deployed to provide safety services at five higher-risk primary care and behavioral health clinics during regular clinic business hours. Workspaces/podiums already at these locations. Other equipment (cell phone, pager, uniform, etc.) to be provided by contractor).

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

There are no current appropriate job classes nor existing contracts within the CCSF to provide these services other than through the Sheriff's Department, who is currently providing similar services but without the emphasis on creating a welcoming healthcare environment, de-escalation and navigation.

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

A. Explain why civil service classes are not applicable.

DPH's review of its security policies, data, and discussion with staff show that Black/African American and Latinx patients are more likely to have negative experiences with the current security services model. Staff have expressed that their safety would be improved by having appropriately trained professionals onsite to prevent and de-escalate potential conflict. It is critical to correct the provision of security services in order to fulfill our mission to deliver clinically appropriate and equitable incident response, to have a welcoming and safe environment for patients and visitors, and to respond swiftly and effectively to potentially dangerous incidents while focusing on de-escalation and service recovery. There are no appropriate job classes to provide these services, as the hiring process does not factor in lived experience as qualifying experience. This makes it extraordinarily difficult to hire staff who reflect the communities served, particularly Black/African American and Latinx people, people in recovery from substance use and people with histories of incarceration.

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. While it may be possible to create and adopt a new civil service class, there are significant obstacles including the amount of time necessary and the current backlog in DPH Human Resources. There are also significant challenges and time to adapt the HR system to calibrate a new set of criteria to determine qualifications for this kind of service. There are a number of existing community providers that could apply to provide this service in a timely way.

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. While there is no formal training of civil service staff under this PSC, there may be opportunities for knowledge transfer.

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 08/31/2023, the Department notified the following employee organizations of this PSC/RFP request:
Deputy Sheriff's Association; SEIU 1021 Miscellaneous; SEIU Local 1021

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

Name: Kelly Hiramoto Phone: 415-255-3492 Email: kelly.hiramoto@sfdph.org

Address: 1380 Howard St, Room 419B San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48385 - 23/24

DHR Analysis/Recommendation:

Civil Service Commission Action: