



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

**LONDON N. BREED  
MAYOR**

**Sent via Electronic Mail**

April 25, 2024

**NOTICE OF CIVIL SERVICE COMMISSION MEETING**

**SUBJECT: FOLLOW-UP REPORT ON PERSONAL SERVICES CONTRACT NUMBER 43506-21/22 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 **May 6, 2024, at 2:00 p.m.**

This item will appear on the Consent 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

SANDRA ENG  
Executive Officer

Attachments

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

## **NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES**

### **A. Commission Office**

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

### **B. Policy Requiring Written Reports**

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, 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 (4<sup>th</sup>) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original copy on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

### **D. Policy on Materials being Considered by the Commission**

Copies of all staff reports and materials being considered by the Civil Service Commission are 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/](http://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](mailto:civilservice@sfgov.org) to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

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

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

#### **San Francisco Lobbyist Ordinance**

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



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Number: \_\_\_\_\_ - \_\_\_\_\_ -
2. For Civil Service Commission Meeting of: May 6, 2024
3. Check One:  **Consent Agenda**
4. Subject: Personal Services Contract # 43506-21/22  
Modification 1 with the Department of Public Health;  
Approval, Conditional Approval 3 month Report  
Back
5. Recommendation: Adopt the report.
6. Report prepared by: Reanna Albert, PSC Coordinator,  
Department of Public Health  
[reanna.albert@SFDPH.org](mailto:reanna.albert@SFDPH.org)
7. Notifications: none
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

Date:

9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:  
**Executive Officer, Civil Service Commission, 25 Van Ness Avenue,  
Suite 720, San Francisco, CA 94102**
10. Receipt-stamp this form in the ACSC  
RECEIPT STAMP≡ box to the right  
using the time-stamp in the CSC  
Office.

**CSC RECEIPT STAMP**



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

## San Francisco Department of Public Health

Grant Colfax, MD  
Director of Health

DATE: April 17, 2024

TO: Sandra Eng, Executive Officer, Civil Service Commission

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

RE: Status Report for PSC #43506-21/22 Modification 1 Subacute SNF and SNF Overflow-Emergency Beds

At the Civil Service Commission meeting on January 30, 2024, the Civil Service Commission approved PSC #43506-21/22 Modification 1 Subacute SNF and SNF Overflow-Emergency Beds for the Department of Public Health, provided that the Department of Public Health (DPH) report back to the Commission on the status of the discussion with the SEIU Local 1021.

The Department emailed SEIU Local 1021 on January 31, 2024 with the following information:

- The PSC is for contracted SNF surge/overflow and SNF Subacute beds.
- Laguna Honda is still not admitting patients.
- These beds are used for SNF patients ready to discharge from ZSFGH so they don't overstay in acute care beds.
- Once the contracted facility is certified to accept SNF subacute patients, the beds will eventually be filled by medical SNF subacute patients.

SEIU Local 21 responded via email on February 2, 2024 removing their objection.

We hope that this addresses the Commission's request. Please let us know if there are further questions. I can be reached at [reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org).

cc: Robert Longhitano, Director, Office of Contracts and Compliance  
Michele Lee, Interim Director of Social Services, Zuckerberg SF General Hospital

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTHDept. Code: DPHType of Request:  Initial  Modification of an existing PSC (PSC # 43506 - 21/22)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Subacute Skilled Nursing and Skilled Nursing Beds for Overflow/Emergency NeedsFunding Source: General FundPSC Original Approved Amount: \$15,000,000 PSC Original Approved Duration: 10/01/22 - 06/30/26 (3 years 39 weeks)PSC Mod#1 Amount: \$9,500,000 PSC Mod#1 Duration: no duration addedPSC Cumulative Amount Proposed: \$24,500,000 PSC Cumulative Duration Proposed: 3 years 39 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractors will provide subacute skilled nursing care for patients who require ongoing specialized care, such as tracheostomy care, complex wound management, intravenous tube feeding and/or ventilator care after an acute hospitalization. Contractors may also provide skilled nursing level of care to accommodate surge overflow or other emergency situations. The patients will be treated for as long as medically necessary, providing uninterrupted service for the duration of the PSC.

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

San Francisco only has one sub-acute skilled nursing facility in the county. This unit is not accepting new patients and it will stop providing sub-acute skilled nursing services when the last patient leaves. San Francisco patients who need this level of care are transferred out of county. If approval is denied, San Francisco residents will continue to be transferred out of county to receive this level of care making it difficult, if not impossible, for family and friends to visit them. Lack of familiar social interactions can result in poor health outcomes, up to and including death. San Francisco has limited access to skilled nursing facility beds for hospital discharges. This results in patients remaining in acute care beds while waiting for an opening in a skilled nursing facility. Having patients stay when they are no longer acute limits access for new acute admissions. Patients waiting in the Emergency Department creates overflow conditions for the hospital which can result in poor health outcomes.

**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.**

Services have been provided in the past through earlier PSC request. See 43506 - 21/22

**D. Will the contract(s) be renewed?**

Yes if there is a continued need and funding available.

**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:****2. Reason(s) for the Request****A. Display all that apply**

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

Explain the qualifying circumstances:

The City does not have sufficient capacity to serve current level of need for subacute and skilled nursing and provide the facility-dependent, highly regulated and specialized services in the projected volume needed.

**B. Reason for the request for modification:**

To increase the amount to align with the anticipated contract term.

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

- A. Specify required skills and/or expertise: Ability and capacity to provide subacute and general skilled nursing care in San Francisco licensed by the State of California. Services would be provided by a comprehensive care team comprised of many civil service classes, such as, but not limited to, 1095, 1636, 1657, 1662, 2114, 2232, 2233, 2242, 2303, 2312, 2320, 2542, 2548, 2550, 2556, 2558, 2606, 2654, 2738.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1042, IS Engineer-Journey; 1094, IT Operations Support Admin IV; 1636, Health Care Billing Clerk 2; 1657, Accountant IV; 1662, Patient Accounts Asst Sprv; 2114, Medical Records Tech Sprv; 2232, Senior Physician Specialist; 2233, Supervising Physician Spec; 2303, Patient Care Assistant; 2312, Licensed Vocational Nurse; 2320, Registered Nurse; 2542, Speech Pathologist; 2548, Occupational Therapist; 2550, Senior Occupational Therapist; 2556, Physical Therapist; 2558, Senior Physical Therapist; 2606, Senior Food Service Worker; 2654, Cook; 2738, Porter Assistant Supervisor; 2242, Senior Psychiatric Physician Specialist; 1094, IT Operations Support Administrator IV ; 1094, IT Operations Support Administrator IV ;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. Contractors will provide facilities certified to provide medical services for subacute and skilled nursing care.

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

Not Applicable

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

- A. Explain why civil service classes are not applicable.  
Civil service classifications are applicable but due to the need for subacute and additional skilled nursing beds, City capacity is not enough to maintain ongoing services and meet any surges in need for care created by unforeseen health or environmental emergencies.
- 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 because civil service classifications already exist. The contract is needed in order to provide subacute skilled nursing care and skilled nursing care to meet surge needs due to capacity issues, not because new classifications are needed.

**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 contract? If so, please explain what that will entail; if not, explain why not.  
No training will be involved because patients will be transferred to new facilities.
- 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.  
Chinese Hospital Association

- 7. Union Notification:** On 10/06/23, the Department notified the following employee organizations of this PSC/RFP request: Teamsters, Local 856 Supv Nurses; Teamsters, Local 856 Health Workers; SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU Local 1021; SEIU 1021 Miscellaneous; Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Physicians and Dentists - 8CC; Physicians and Dentists - 11AA; Municipal Executive Association; Architect & Engineers, Local 21;

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 Street, 419B, San Francisco, CA 94103

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 43506 - 21/22

DHR Analysis/Recommendation:

01/30/2024

Commission Approval Required

Approved by Civil Service Commission with conditions

01/30/2024 DHR Approved for 01/30/2024



**From:** [Thomas Vitale](#)  
**To:** [Hiramoto, Kelly \(DPH\)](#); [Albert, Reanna \(DPH\)](#)  
**Cc:** [Thomas Vitale](#)  
**Subject:** RE: PSC 43506-21/22 Follow Up  
**Date:** Friday, February 2, 2024 12:26:48 PM

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

Hi Kelly, Thank you for the additional information. SEIU is now in a position to withdraw its appeal.

Thomas Vitale  
SEIU 1021 Representative  
Contact# 510-703-4081

***Sign up to become a Union Member! Together We Rise Up!***

<http://bit.ly/SFMembershipForm>

<https://www.seiu1021.org/post/seiu-1021-covid-19-response-updates>

seiu1021.org

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**From:** Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>  
**Sent:** Wednesday, January 31, 2024 3:45 PM  
**To:** Thomas Vitale <Thomas.Vitale@seiu1021.org>  
**Cc:** Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Subject:** PSC 43506-21/22 Follow Up

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 Thomas,

Following up on this PSC.

This is for contracted SNF surge/overflow and SNF Subacute beds.

Laguna Honda is still not admitting patients.

These beds are used for SNF patients ready to discharge from ZSFGH so they don't overstay in acute care beds.

Once the contracted facility is certified to accept SNF subacute patients, the beds will eventually be filled by medical SNF subacute patients.

Please let me know if you have any questions or if you want to meet.

Thanks very much.

*Kelly*

Kelly Hiramoto, LCSW  
Interim Pre-Award Unit Supervisor  
SF Department of Public Health Business Office  
Special Projects Manager  
SF Department of Public Health

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