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PSC Requests Scheduled for Hearing - 5/4/2026

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0006112 - v0.01	AIR	New	\$3,000,000.00	\$3,000,000.00	The Contractor will provide third-party review and support SFO in maintaining compliance with FAA Part 139 by updating key regulatory documents, preparing the Airport for annual FAA inspections, and developing strategic plans to address inspection findings. Core services include annual updates to the Airport Certification Manual and Safety Management System Manual, pre-inspection assessments, and post-inspection strategic planning. As-needed services may also be requested, such as conducting safety risk assessments, evaluating airport operations and programs, reviewing airfield infrastructure, and providing recommendations aligned with regulatory requirements and industry best practices.	60	60	2026-05-04 14:00:00	Sung Kim
DHRPSC0006234 - v0.01	DBI	New	\$6,500,000.00	\$6,500,000.00	<p>This request formalizes and expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses.</p> <p>Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact</p>	72	72	2026-05-04 14:00:00	Junko Laxamana

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					engineering workflows.				
DHRPSC0006145 - v0.01	DPH	New	\$4,431,540.00	\$4,431,540.00	Provide as needed, non-emergency ambulance transport (basic life support, advanced life support, critical care transport) needs to be readily available to support safe interfacility transfers and safe discharges. Services will include both transportation and medical monitoring and care during transport. Transport companies should be able to bill third party (health insurance) for payment, as available and appropriate.	60	60	2026-05-04 14:00:00	Reanna Albert
DHRPSC0006148 - v0.01	DPH	New	\$3,605,377.00	\$3,605,377.00	Provide as-needed wheelchair van transport service for wheelchair bound patients at Zuckerberg San Francisco General Hospital (ZSFG), Laguna Honda Hospital (LHH), DPH Community Clinics or DPH contracted service providers. Transportation will be for discharge to patient's home or to another facility, for medical appointments, radiation, dialysis or other medically necessary procedures. Transport service provider will be providing door to door services for patients to their destinations. Services must be available for at least 12 consecutive hours, each day.	60	60	2026-05-04 14:00:00	Reanna Albert
DHRPSC0006154 - v0.01	DPW	New	\$2,750,000.00	\$2,750,000.00	Citywide Tree-related Sidewalk Damage Assessment: Survey, document and assess sidewalk damage beneath street trees in San Francisco's public right-of-way.	36	36	2026-05-04 14:00:00	Belle Macaranas
DHRPSC0006170 - v0.01	PUC	New	\$500,000.00	\$500,000.00	The scope of work includes a comprehensive review and formalization of the department's information technology design standards, policies, and procedures. The contractor will conduct stakeholder interviews, document existing practices, perform gap analyses against recognized industry standards, and develop updated policies and standard operating procedures. Services include technical documentation related to remote access, device management, cybersecurity controls, access governance, and system architecture standards. The contractor will also assess current disaster recovery and business continuity capabilities, identify deficiencies, and develop actionable recommendations and an implementation roadmap. Work includes knowledge transfer to ensure internal	24	24	2026-05-04 14:00:00	Olga Mejia-Rocha

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					staff can sustain and maintain the documentation and processes moving forward.				
DHRPSC0006249 - v0.01	TTX	New	\$465,000.00	\$465,000.00	<p>The Contractor shall provide an off the shelf banking and investment product to support the Kindergarten to College (K2C) Program. Professional services include:</p> <p>-Full extraction, cleaning, validation, and migration of historical data from the legacy system.</p> <p>-System configuration tailored to K2C rules, workflows, account structures, and operational needs.</p> <p>-Mock conversions, end to end testing, and coordinated fund migration with the legacy bank.</p> <p>-Final cutover with postmigration monitoring and documented procedures.</p>	60	60	2026-05-04 14:00:00	Patrick Pacleb
TOTALS:			\$21,251,917.00	\$21,251,917.00					

Department Summary

Department	New Count	Amendment Count	Total New Amount	Total Cumulative Amount
AIR	1	0	\$3,000,000.00	\$3,000,000.00
DBI	1	0	\$6,500,000.00	\$6,500,000.00
DPH	2	0	\$8,036,917.00	\$8,036,917.00
DPW	1	0	\$2,750,000.00	\$2,750,000.00
PUC	1	0	\$500,000.00	\$500,000.00
TTX	1	0	\$465,000.00	\$465,000.00
Column Total	7	0	\$21,251,917.00	\$21,251,917.00

PSC Requests Scheduled for Hearing - 5/4/2026

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
DHRPSC0002626 - v2.01	DPH	Amendment	\$392,010.00	\$892,010.00	Original coordinator's email: kelly.hiramoto@sfdph.org. The Department of Justice (DOJ) of the State of California, has awarded a contract for prescription data collection services for the Controlled Substance Utilization Review System (CURES). Specifically, the contractor will provide their Prescription Drug Monitoring Clearinghouse solution gateway (PMP Gateway) and analytical reporting service (Narxcare) to The Department. This solution allows integration of DOJ's CURES system with our hospital's Electronic Health Records System, which will provide real time Prescription Drug Monitoring Program (PDMP) Data at the Point-of-Care, provide automated PDMP searches, one location queries for individual patients, multi-state PDMP data, and full transparency into prescription transactions. As the DOJ awarded contractor, supports these processes effectively through its proprietary solution, and helps our Department comply with the California Health & Safety Code section 11165(d).	14	74	2026-05-04 14:00:00	Reanna Albert
DHRPSC0001895 - v1.02	DPH	Amendment	\$10,000,000.00	\$65,874,000.00	Original coordinator's email: jacquie.hale@sfdph.org. The programs will provide specialized classroom training and employment support for over 150 consumers on an annual basis who wish to provide peer counseling services. Peers are defined as individuals with personal lived experience who are consumers of mental health services, former consumers, or family members of consumers. Peers utilize their lived experienced in peer counseling settings to benefit the wellness and recovery of the clients being served. These peers will provide peer counseling support to over 400 unduplicated clients in the mental health system. In collaboration with Behavioral Health Services (BHS) and consumers, the contractor will be responsible for	6	180	2026-05-04 14:00:00	Reanna Albert

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					the reorganization of the current peer-to-peer services and the implementation of a cohesive and collaborative peer-to-peer system. The contractor will be responsible for developing a peer-to-peer delivery system that promotes best practices, shared resources, and advancement opportunities for peers and quality-driven peer-to-peer services for behavioral health consumers. The contractor will also provide up-to-date and nationally recognized practices providing specialized curriculum in the field of peer counseling. The contractor will work in collaboration with BHS programs, the Department of Rehabilitation, other stakeholders and the broader Bay Area community.				
DHRPSC0004099 - v1.01	HSA	Amendment	\$2,917,929.00	\$4,617,929.00	In recognition that people struggling with addiction to illegal drugs often need significant support to engage in treatment successfully, HSA seeks a contractor to provide end-to-end substance use treatment support services to ensure that clients subject to Prop F requirements remain eligible for CAAP benefits. These services include administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment. Individualized care coordination will ensure that those facing greater challenges in engaging and/or remaining engaged in treatment will receive increased levels of support, including regular outreach, motivational interviewing, peer support, and accompaniment of the client to treatment.	32	56	2026-05-04 14:00:00	Tara Alvarez
DHRPSC0005938 - v1.01	POL	Amendment	\$100,000.00	\$4,000,000.00	Scope includes the following: -- Planning an 18-month project that involves numerous stakeholders who are directly impacted by operational change of reporting incidents and arrests. -- Design and build through system configuration the Records Management System (RMS) that meets the requirements of the 120+ page Statement of Work with the vendor. -- Work with the RMS vendor to deliver	6	66	2026-05-04 14:00:00	Vincent Lee

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					<p>enhancements according to the SOW and discovery process during implementation.</p> <p>-- Build 12+ interfaces that transfer data via export, import, or both bi-directional which requires working with multiple vendors.</p> <p>-- Build 2 data conversions where one is via documents and the other is via table fields.</p> <p>-- Validate the completion of design and build, interfaces, and data conversions via 3 phases of testing: functional acceptance testing, integration and conversion testing, and user acceptance testing.</p> <p>-- Develop and execute training plans that will train 2000+ officers and civilians for the new RMS that will replace the existing incident reporting system.</p> <p>-- Prepare cutover plans for Go-Live that will include a 60-day stabilization period of rapid support.</p> <p>-- Achieve California DOJ CIBRS certification which is required for crime data submittals to the FBI.</p> <p>ADDITIONAL SERVICES FOR PHASE 2/PSC MODIFICATION:</p> <p>PHASE 2:</p> <ul style="list-style-type: none"> - Set configurations and create workflows in the new Digital Evidence Management System (DEMS) for SFPD business processes - Develop and execute training plan to train 2000+ officers and civilians on using the new DEMS 				

PSC Number	Department	Approval Type	New Amount	Cumulative Amount	Description	New Duration	Cumulative Duration	Hearing Date	Dept. PSC Coordinator
					<ul style="list-style-type: none"> - Migrate digital evidence data (849B copies, confidential personnel files, incidents, supplementals, dispositions etc.) that is stored from Laserfiche into DEMS - Prepare cutover plans from Laserfiche to DEMS 				
DHRPSC0001623 - v2.01	POL	Amendment	\$0.00	\$1,000,000.00	<p>Original coordinator's email: Genie.Wong@sfgov.org.</p> <p>The San Francisco Police Department (SFPD) Crime Lab requires a contractor to perform as-needed Y-Chromosome Short Tandem Repeat (Y-STR) testing on sexual assault kits to identify male suspects and other as-needed deoxyribonucleic acid (DNA) testing. A contractor will bridge the gaps when caseloads surge or there is insufficient staffing to meet state mandated turnaround time.</p>	36	124	2026-05-04 14:00:00	Vincent Lee
TOTALS:			\$13,409,939.00	\$76,383,939.00					

Department Summary

Department	New Count	Amendment Count	Total New Amount	Total Cumulative Amount
DPH	0	2	\$10,392,010.00	\$66,766,010.00
HSA	0	1	\$2,917,929.00	\$4,617,929.00
POL	0	2	\$100,000.00	\$5,000,000.00
Column Total	0	5	\$13,409,939.00	\$76,383,939.00

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: AIR

Submitted By: Alfy Wong

Department Coordinator: Sung Kim,
Sung.Kim@flysfo.com

Project Manager: Stephen Meder

ServiceNow Number: DHRPSC0006112

Version: 0.01

Version Type: New

Brief description of proposed work: Federal Aviation Administration (FAA) Title 14 Code of Federal Regulations (CFR) Part 139 assessment, consulting, and compliance support for San Francisco International Airport (Airport or SFO)

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$3,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 60

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The Contractor will provide third-party review and support SFO in maintaining compliance with FAA Part 139 by updating key regulatory documents, preparing the Airport for annual FAA inspections, and developing strategic plans to address inspection findings. Core services include annual updates to the Airport Certification Manual and Safety Management System Manual, pre-inspection assessments, and post-inspection strategic planning. As-needed services may also be requested, such as conducting safety risk assessments, evaluating airport operations and programs, reviewing airfield infrastructure, and providing recommendations aligned with regulatory requirements and industry best practices.

Why are these services required and what are the consequences of denial?: The Airport requires these services to access specialized FAA Part 139 regulatory expertise and obtain independent third-party assessments of SFO's existing compliance programs. A contractor with broad industry experience is essential to provide as-needed support and enable timely responses to evolving FAA requirements across a wide array of operational, safety, and regulatory programs. Without compliance in FAA Part 139 programs, SFO would be in violation of FAA regulations, potentially jeopardizing its operational certification and compromising required safety oversight.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 2

Why have you not hired City employees to perform the services?: SFO requires a contractor with specialized expertise and demonstrated experience at other airports to bring industry best practices, support continuous improvement of FAA compliance programs, and provide unbiased third party assessments of SFO's current state. Because some of this work is needed only annually and other tasks arise on an as needed basis with short turnaround times, maintaining a full time equivalent position for these intermittent assignments is neither feasible nor cost effective.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: Yes, All Airport contracts at or above the Minimum Competitive Amount require Airport Commission approval.

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: Yes

Q5a1) Why are the services required on an as-needed, intermittent and periodic basis?:

Intermittent and as-needed specialized short-term assignments are required to access contractor

expertise across the wide array of technical topics within FAA Part 139 programs.

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services: The contractor will need to have demonstrated expertise across a broad range of technical domains within FAA Part 139, including aviation safety and regulatory compliance such as but not limited to aircraft rescue and knowledge of firefighting (ARFF) equipment requirements in accordance with 14 CFR § 139.317 and National Fire Protection Association (NFPA) 414. The contractor will also have a strong track record of collaborating with U.S. airports to share best practices with SFO.

Q5c) Does City have classifications with the required specialized skills or expertise?: Yes

Q5c1) Identify the classifications: 0923 - Manager II, 1824 - Pr Administrative Analyst, 0922 - Manager I

Q5c2) Does the Department have employees in these classifications?: Yes

Q5c3) Why are they not able to perform the services?: SFO requires a contractor with specialized expertise and demonstrated experience at other airports to bring industry best practices, support continuous improvement of FAA compliance programs, and provide unbiased third party assessments of SFO's current state. Because some of this work is needed only annually and other tasks arise on an as needed basis with short turnaround times, maintaining a full time equivalent position for these intermittent assignments is neither feasible nor cost effective.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: City employees will not perform the work.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: The work will be required on an as-needed basis

Additional information to support your request (Optional): In addition to the justification described above, the City also lacks certain specialized tools and equipment—such as a vehicle-mounted retro-reflectometer—needed to perform portions of the work required under this PSC, and the need for this equipment arises only intermittently.

Union Notifications

Job Class(es): 0923 - Manager II, 1824 - Pr Administrative Analyst, 0922 - Manager I

Labor Unions: 021 - Prof & Tech Eng, Local 21, 351 - Municipal Exec Assoc-Misc

Labor Union Email Addresses: L21pscreview@ifpte21.org, staff@sfmea.com

Union Review Sent On: 3/5/2026

Union Review End Date: 4/4/2026

Union Review Duration Met On: 4/4/2026

List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

Instructions:

Step 1: Download and save this template to your desktop.

Step 2: Complete the fields below.

Step 3: Upload a copy of the completed file to your PSC record under the "Required Documentation" tab.

Document Content:

Do not use this document to list contracts let under this PSC record; those will be tracked separately in the PSC record itself at the end of each fiscal year. Rather, use this template to identify other contracts executed by your department for the services now being requested with this PSC submission. The list of contracts should be limited to those executed within the last three years, measured from the date of the PSC submission. The Commission will use this information to determine if there is a pattern of contracting this or similar work out, regardless of which PSC record is associated with those other contracts.

Other than completing the blank fields below and adding row at the bottom, do not change or alter this template.

Dept Acronym:	AIR
Dept Name:	Airport Commission
PSC Coordinator Name:	Sung Kim
PSC Coordinator Email:	sung.kim@flysfso.com
PSC ServiceNow Record No.:	DHRPSC0006112

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000035091	12/20/2024	12/19/2025	\$ 75,000	DHRPSC0004754	Ct. 50402 Airfield Marking Inspection and Consulting
1000037437	12/1/2025	11/30/2026	\$ 99,500	DHRPSC0005542	Ct. 50428 Airport Safety Management System (SMS) Assessment and Consulting Services

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DBI

Submitted By: Sharon Lee

Department Coordinator: Junko Laxamana,
Junko.Laxamana@sfgov.org

Project Manager: Rebecca Mayer

ServiceNow Number: DHRPSC0006234

Version: 0.01

Version Type: New

Brief description of proposed work: This request formalizes and expands the professional services framework for OpenGov, the City's permit platform. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a long-term partnership with OpenGov to migrate multiple departments (starting with Construction Permitting) from their aging technology infrastructure to a new modern technology solution. Because the platform is a proprietary vendor-hosted solution, City IS staff lack the administrative access and developer-level training required to perform the environment provisioning, which includes complex data migrations, some customizations, and integrations to certain City systems. Failure to approve these services would halt the City's modernization efforts, leaving critical departments on disconnected, 20-year-old legacy systems.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$6,500,000

Does contract include items other than services?: Yes

- On-premise Software Licenses: \$21,994,772

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 72

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: This request formalizes and

expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses.

Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.

Why are these services required and what are the consequences of denial?: Professional service is necessary to consolidate fragmented, aging permitting systems into a single, auditable cloud environment. The previous contract phase established basic viability; this amendment is required to execute the sophisticated configuration and data migration needed for high-complexity departments and begin a focused enablement process to move support from OpenGov to the department technology, product and service design professionals.

If request is denied, would result in an incomplete enterprise rollout, leaving multiple departments stranded on unsupported legacy systems. This would lead to significant operational risk, data silos, and a failure to meet the City's modernization goals for public-facing permit services

Additionally, delays in enhancing the existing OpenGov system will continue to burden both staff and customers by requiring the use of multiple, disconnected platforms for permit submission, review, and issuance. Customers will face a fragmented experience, needing to navigate different websites and processes depending on the permit type. At the same time, staff will be required to manage and process permits across several systems, including reviewing applications, issuing approvals, and conducting inspections. This lack of integration will lead to confusion, longer review timelines, and duplicated effort, ultimately reducing efficiency and creating unnecessary work for both applicants and staff.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 1

Why have you not hired City employees to perform the services?: While City IS staff provide high-level project management and business analysis, they do not have the proprietary administrative access or developer-level training required to configure the underlying OpenGov code base. As a SaaS (Software as a Service) product, the vendor retains the exclusive right and

technical ability to perform the environment provisioning and needed customizations to support the City. This work is non-repetitive and specialized, occurring primarily during the initial configuration and 30-day stabilization period of each Task Order. Additionally, city staff does not have expert-level knowledge of the proprietary OpenGov SaaS architecture, specifically in flexible workflow design for complex land-use entitlements. The contractor must perform back-end system configuration, API integration with City financial systems, and specialized data migration that requires administrative access to the vendor's source code. Expertise in establishing "Sandbox-to-Production" promotion pipelines with version control and rollback capabilities is essential for system integrity

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: Yes

Provide details related to contracts for which BOS approval will be required?: Exceed \$10M

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: Yes. See attached letter from the manufacturer confirming these services must be performed by the manufacturer or an authorized reseller/distributor.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1042 - IS Engineer-Journey, 1093 - IT Operations Support Admn III, 9976 - Technology Expert I, 1070 - IS Project Director, 1095 - IT Operations Support Admin V, 1092 - IT Operations Support Admin II, 1044 - IS Engineer-Principal, 1054 - IS Business Analyst-Principal, 1053 - IS Business Analyst-Senior, 1043 - IS Engineer-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 3/25/2026

Union Review End Date: 4/4/2026

Union Review Duration Met On: 4/4/2026

List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

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Other than completing the blank fields below and adding row at the bottom, do not change or alter this template.

Dept Acronym:	DBI
Dept Name:	Department of Building Inspectin
PSC Coordinator Name:	Junko Laxamana
PSC Coordinator Email:	Junko.laxamana@sfgov.org
PSC ServiceNow Record No.:	

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000036689	10/1/2025	9/30/2026	\$ 5,900,000	none	Contract ID 1000036689 is the current contract. The OpenGov Cloud platform will serve as the City's new permitting system, replacing aging technology across multiple departments. Amendment 1 formalizes and expands the professional services framework for OpenGov. Following an initial pilot phase that stabilized legacy functions, this amendment establishes a long-term partnership with OpenGov to migrate multiple departments from their aging technology infrastructure to a new modern technology solution.

August 29, 2025

Office of Contract Administration
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place
Room 430
San Francisco, CA 94102

RE: Sole Source Developer of OpenGov Permitting & Licensing Software

To Whom it May Concern:

Please accept this letter as confirmation that OpenGov, Inc. ("OpenGov") is solely responsible for the product development and hosting of the OpenGov Permitting & Licensing product suite. OpenGov is also the only party authorized to provide maintenance, support, upgrades, and access rights to the OpenGov Permitting & Licensing product suite.

Additionally, OpenGov is the sole provider for the following professional services for implementation of the OpenGov Permitting & Licensing product suite: development activities, including data conversion and integration, interface development, and creation of custom workflows, forms and reports; security configuration; system administrator training; end user training; and documentation development.

Please let me know if you need any additional information or have any questions.

Sincerely,

Signed by:

61EB0B86479D4EB...
Craig Wickersham
General Counsel
OpenGov, Inc.
cwickersham@opengov.com

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Letania Ferreira

Department Coordinator: Reanna Albert,
reanna.albert@sfdph.org

Project Manager: Michele Lee

ServiceNow Number: DHRPSC0006145

Version: 0.01

Version Type: New

Brief description of proposed work: Provide as needed, non-emergency ambulance transport services such as basic life support (BLS), advanced life support (ALS), critical care transport (CCT) for interfacility transfers and discharges for treatment and safe transitions.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$4,431,540

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 60

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Provide as needed, non-emergency ambulance transport (basic life support, advanced life support, critical care transport) needs to be readily available to support safe interfacility transfers and safe discharges. Services will include both transportation and medical monitoring and care during transport. Transport companies should be able to bill third party (health insurance) for payment, as available and appropriate.

Why are these services required and what are the consequences of denial?: Access to ambulance is necessary for patients needing basic life support, advanced life support or critical

care during transport. Without access, patients needing medical monitoring and care would not be able to be safely transported to obtain medically necessary treatment.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 1

Why have you not hired City employees to perform the services?: The City does not provide on demand, non-emergency ambulance service for patients.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: Health Commission approval will be required.

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

Yes

Q1a) Clearly describe & site the regulatory/legal requirements to support outsourcing:

Patients needing to have a responsible adult escort after same-day surgery or procedures involving anesthesia is a requirement established by regulatory bodies and professional medical organizations. The following regulations are references: 42 CFR § 416.52(a)(2) (ASC Conditions for Coverage), Hospital Conditions (42 CFR § 482.52), CCR Title 22, Section 97520.11(e) Safe Discharge Plan includes ensuring proper transportation is coordinated at the time of discharge Cal HSC Section 1262.5 (o)(10).

Q2 - Does performing these services cause a conflict of interest?: Yes

Clearly describe the circumstances and the conflict of interest: There is a risk of financial steering for the department. This risk refers to situations where decisions related to non-emergency ambulance transports are made in ways that primarily benefit the department financially, rather than aligning with established guidelines, ethical expectations, or the intended purpose of the decision-making process. This can create a perception that financial gain is being prioritized over fairness, transparency, or compliance. Identifying and mitigating this risk helps ensure decisions remain objective, equitable, and consistent with departmental values and regulatory requirements.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): H009 - Community Paramedic, H008 - EMT Paramedic

Labor Unions: 798 - Firefighters Unit 1, Local 798

Labor Union Email Addresses: administration@sffdlocal798.org

Union Review Sent On: 3/12/2026

Union Review End Date: 4/11/2026

Union Review Duration Met On: 4/11/2026

List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

Instructions:

Step 1: Download and save this template to your desktop.

Step 2: Complete the fields below.

Step 3: Upload a copy of the completed file to your PSC record under the "Required Documentation" tab.

Document Content:

Do not use this document to list contracts let under this PSC record; those will be tracked separately in the PSC record itself at the end of each fiscal year. Rather, use this template to identify other contracts executed by your department for the services now being requested with this PSC submission. The list of contracts should be limited to those executed within the last three years, measured from the date of the PSC submission. The Commission will use this information to determine if there is a pattern of contracting this or similar work out, regardless of which PSC record is associated with those other contracts.

Other than completing the blank fields below and adding row at the bottom, do not change or alter this template.

Dept Acronym:	DPH
Dept Name:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@sfdph.org
PSC ServiceNow Record No.:	DHRPSC0006145

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
100002541	7/1/2022	6/30/2026	3,856,015.00	4102-07/08	Ambulance Transportation Services

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Letania Ferreira

Department Coordinator: Reanna Albert,
reanna.albert@sfdph.org

Project Manager: Michele Lee

ServiceNow Number: DHRPSC0006148

Version: 0.01

Version Type: New

Brief description of proposed work: Provide as needed wheelchair van transport service for wheelchair bound patients at Zuckerberg San Francisco General Hospital (ZSFG), Laguna Honda Hospital (LHH), DPH Community Clinics or DPH contracted service providers. Transportation will be for discharge to patient's home or to another facility, for medical appointments, radiation, dialysis or other medically necessary procedures.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$3,605,377

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 60

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Provide as-needed wheelchair van transport service for wheelchair bound patients at Zuckerberg San Francisco General Hospital (ZSFG), Laguna Honda Hospital (LHH), DPH Community Clinics or DPH contracted service providers. Transportation will be for discharge to patient's home or to another facility, for medical appointments, radiation, dialysis or other medically necessary procedures. Transport service provider will be providing door to door services for patients to their destinations. Services must be available for at least 12 consecutive hours, each day.

Why are these services required and what are the consequences of denial?: Patients at ZSFG and LHH need ready access to medically necessary wheelchair van transport to ensure safe care transitions to facilitate care continuity and treatment adherence. Denial of services creates an undue hardship for patients which would delay their care, potentially leading to poor health outcomes. Additionally, this would adversely impact ZSFG patient flow and lead to waste of valuable clinical resources due to missed appointments.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 2

Why have you not hired City employees to perform the services?: The City does not provide on demand wheelchair van services for patients.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: Health Commission approval will be required

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

Yes

Q1a) Clearly describe & site the regulatory/legal requirements to support outsourcing:

Patients needing to have a responsible adult escort after same-day surgery or procedures involving anesthesia is a requirement established by regulatory bodies and professional medical organizations. References: 42 CFR § 416.52(a)(2) (ASC Conditions for Coverage), Hospital Conditions (42 CFR § 482.52), CCR Title 22, Section 97520.11(e) Safe Discharge Plan includes ensuring proper transportation is coordinated at the time of discharge Cal HSC Section 1262.5(o)(10).

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: Yes

Q4a) What facilities or equipment does the City lack that contractor possesses?: Wheelchair accessible vans for patient transports and the operational infrastructure to support them.

Does the dept plan to acquire the facilities/equipment to perform the services?: No

Explain why: This is not a service that the City provides. Service need is as-needed.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 9163 - Transit Operator

Labor Unions: 253 - TWU, Local 250-A, TransitOpr

Labor Union Email Addresses: president@twusf.org

Union Review Sent On: 3/12/2026

Union Review End Date: 4/11/2026

Union Review Duration Met On: 4/11/2026

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPW

Submitted By: Belle Macaranas

Department Coordinator: Belle Macaranas,
belle.macaranas@sfdpw.org

Project Manager: Jon Swae

ServiceNow Number: DHRPSC0006154

Version: 0.01

Version Type: New

Brief description of proposed work: Citywide Tree-related Sidewalk Damage Assessment

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$2,750,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 36

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: Citywide Tree-related Sidewalk Damage Assessment: Survey, document and assess sidewalk damage beneath street trees in San Francisco's public right-of-way.

Why are these services required and what are the consequences of denial?: These services are essential to support the City's responsibility to maintain safe, accessible pedestrian infrastructure while preserving the urban forest. Street trees are a vital public asset, but their root systems can cause displacement, cracking, or uplift of adjacent sidewalks. Accurate and timely assessment of these conditions is necessary to identify and prioritize repairs to mitigate trip hazards and ADA accessibility barriers; Prevent injuries and liability claims resulting from unsafe

walking conditions; Support coordinated planning between tree preservation and sidewalk maintenance; Ensure compliance with local, state, and federal accessibility standards.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: Commission approval required for contracts equal to or exceeds \$230,000 (Minimum competitive amount).

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: Yes

Q4a) What facilities or equipment does the City lack that contractor possesses?: Specialized, GIS-enabled inventory and data management software required to collect, manage, and analyze a citywide dataset of tree-related sidewalk damage. The City does not currently maintain an integrated system capable of capturing mapping, condition data, measurements, and photographs within a single system allowing for the analysis of extremely large datasets through reporting and dashboard tools.

Does the dept plan to acquire the facilities/equipment to perform the services?: No

Explain why: The Department does not have staff capacity to perform citywide sidewalk inventory services and does not maintain specialized equipment and software systems for this assessment. Completion of this work requires developing or procuring an integrated asset management database with both photography and GIS mapping capabilities designed to capture and assess unique conditions related to tree-related sidewalk conditions, which is not practical within the project timeline.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1052 - IS Business Analyst, 1051 - IS Business Analyst-Assistant, 1054 - IS Business Analyst-Principal, 6230 - Street Inspector, 1053 - IS Business Analyst-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 3/27/2026

Union Review End Date: 4/6/2026

Union Review Duration Met On: 4/6/2026

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department:

Submitted By: Elliot Yu

Department Coordinator: Olga Mejia-Rocha,
OMejiaRocha@swater.org

Project Manager: Ramsey Williams

ServiceNow Number: DHRPSC0006170

Version: 0.01

Version Type: New

Brief description of proposed work: The proposed work will review and formalize the department's information technology design standards, policies, and procedures. The contractor will assess current practices and develop clear written documentation for remote access, device management, cybersecurity, and access controls. The scope also includes evaluating disaster recovery and business continuity capabilities and identifying needed improvements. Deliverables will include updated technical documentation and a roadmap for implementation. This work will strengthen system reliability, improve security, and preserve critical institutional knowledge.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$500,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 24

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The scope of work includes a comprehensive review and formalization of the department's information technology design standards, policies, and procedures. The contractor will conduct stakeholder interviews, document existing practices, perform gap analyses against recognized industry standards, and develop updated policies and standard operating procedures. Services include technical

documentation related to remote access, device management, cybersecurity controls, access governance, and system architecture standards. The contractor will also assess current disaster recovery and business continuity capabilities, identify deficiencies, and develop actionable recommendations and an implementation roadmap. Work includes knowledge transfer to ensure internal staff can sustain and maintain the documentation and processes moving forward.

Why are these services required and what are the consequences of denial?: These services are required to address significant gaps in documented technology standards, disaster recovery planning, and institutional knowledge preservation. Much of the department's current operational knowledge resides informally with staff and is not consistently documented, which creates operational risk and continuity challenges. Without this effort, the department remains vulnerable to system disruptions, inconsistent policy enforcement, audit findings, and delayed recovery during an outage or emergency. Denial of this request would prolong existing documentation deficiencies, increase cybersecurity and compliance risk, and limit the department's ability to meet industry best practices. The work is critical to strengthening resiliency, improving governance, and ensuring long-term operational stability.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: Yes

Q5a1) Why are the services required on an as-needed, intermittent and periodic basis?: The engagement is structured as a time-and-materials contract with an initial discovery phase, after which the specific scope, priorities, and level of effort may evolve based on stakeholder input, identified gaps, and changing IT and disaster recovery needs. Work is performed as needed through advisory support, documentation development, and technical expertise.

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services: The services require specialized expertise in IT policy development, cybersecurity standards, and business continuity and disaster recovery planning. The scope includes development of technical

policies and procedures aligned with recognized frameworks such as International Organization for Standardization / International Electrotechnical Commission (ISO/IEC) 22301 and National Institute of Standards and Technology (NIST), as well as evaluation of IT architecture across on-premises, cloud, and hybrid environments.

Additionally, the work requires advanced technical writing skills to translate complex IT systems, security requirements, and operational processes into formal, audit-ready documentation, along with subject matter expertise in enterprise architecture and security engineering.

Q5c) Does City have classifications with the required specialized skills or expertise?: Yes

Q5c1) Identify the classifications: 1053 - IS Business Analyst-Senior, 1043 - IS Engineer-Senior

Q5c2) Does the Department have employees in these classifications?: Yes

Q5c3) Why are they not able to perform the services?: The full scope of services under this contract requires a combination of highly specialized expertise in cybersecurity policy development, Business Continuity/Disaster Recovery (BC/DR) planning, enterprise architecture, and advanced technical writing aligned to industry standards. These capabilities are not consolidated within single roles or teams within the City.

This engagement requires rapid execution of discovery, stakeholder interviews, gap analysis, documentation, and a future roadmap. This level of coordinated, high-volume deliverable production exceeds the capability and staffing levels of the City and would require the assembling and training of a cross-functional team, which is not feasible within the required timeline.

Furthermore, since services are temporary and project-based, it is impractical to hire or reassign permanent City staff for this engagement.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: Yes

Q5e1) Clearly describe and detail the training activities: The Contractor will provide knowledge transfer and implementation guidance to City staff, including facilitating workshops and working sessions and supporting transition of processes to internal teams. This constitutes training in the form of informal instruction and capacity-building rather than formal classroom training.

Q5f) Is there a plan to transition this work back to the City?: Yes

Q5f1) Describe the transition plan, including the anticipated timeline: The contract includes knowledge transfer, documentation, and implementation guidance to enable City staff to assume ongoing ownership of the work. Deliverables such as formalized policies, procedures, and operational playbooks are intended to institutionalize the work within the City, allowing internal teams to maintain and update them after the engagement concludes.

Additional information to support your request (Optional): This request is not intended to replace civil service staff or outsource ongoing operational functions. The services are limited to a defined documentation and resiliency improvement effort designed to strengthen internal governance and preserve institutional knowledge. The outcome will reduce long-term risk,

improve audit readiness, and enhance the department's ability to maintain standards internally going forward.

Union Notifications

Job Class(es): 1053 - IS Business Analyst-Senior, 1043 - IS Engineer-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 4/1/2026

Union Review End Date: 4/11/2026

Union Review Duration Met On: 4/11/2026

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: TTX

Submitted By: Patrick Pacleb

Department Coordinator: Patrick Pacleb,
patrick.pacleb@sfgov.org

Project Manager: Jeffrey Smejkal

ServiceNow Number: DHRPSC0006249

Version: 0.01

Version Type: New

Brief description of proposed work: Vestwell is a banking and investment platform that will provide Kindergarten to College and San Francisco public school families an online banking solution to manage their account—deposit and disbursement functionality and connectivity to other 529 plans, as well as safely invest the City's funds.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$465,000

Does contract include items other than services?: Yes

- Cloud-Based Software Licenses and Support (without Professional Services): \$415,000

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 60

Funding

Funding Source: Private Grant

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The Contractor shall provide an off the shelf banking and investment product to support the Kindergarten to College (K2C) Program. Professional services include:

- Full extraction, cleaning, validation, and migration of historical data from the legacy system.
- System configuration tailored to K2C rules, workflows, account structures, and operational needs.

- Mock conversions, end to end testing, and coordinated fund migration with the legacy bank.
- Final cutover with postmigration monitoring and documented procedures.

Why are these services required and what are the consequences of denial?: The current Banking partner for K2C is exiting the marketplace. Having a financial services provider with a robust online platform is critical to maintain the program.

Vestwell offers a solution that includes off the shelf banking and investment services, in addition to a robust online platform for program staff and families. While the standard Vestwell platform can meet most of the City's needs, some configuration is required to ensure the system meets the specific needs of the K2C program. Additional professional services are required to ensure a successful transition of financial records for more than 60,000 families.

If the PSC were denied, K2C would not have the technical assistance to implement the technology and banking solution, and the K2C program would end at the conclusion of the existing contract in December 2026.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Department does not have a Commission

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:
No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: Yes. See attached letter from the manufacturer confirming these services must be performed by the manufacturer or an authorized reseller/distributor.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1095 - IT Operations Support Admin V, 1053 - IS Business Analyst-Senior, 1043 - IS Engineer-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 4/1/2026

Union Review End Date: 4/11/2026

Post Union Notification

Union Review Duration Met On: 4/11/2026



March 31, 2026

Amanda Fried
Chief Assistant Treasurer
San Francisco Office of the Treasurer and Tax Collector
1 Dr. Carlton B. Goodlett Place, City Hall, Room 140
San Francisco, CA 94102

RE: CCSF-TTX Requesting Proprietary Letter

Dear Ms. Fried,

I am the General Counsel of Vestwell Holdings Inc., the parent company of Vestwell Government Savings, LLC. and writing in response to a request for a letter confirming Vestwell's ownership of our platform.

Vestwell has developed and maintains a proprietary system to fully support the administration and operation of San Francisco's Kindergarten to College program. Vestwell has exclusive rights to this system and owns all of the technology associated with the system. In addition, Vestwell is the sole distributor of this system. Vestwell is also the sole owner of the Vestwell trademark, registration number 5501628.

I hope this letter is helpful. Please let us know if you need any additional information.

Sincerely,

A handwritten signature in cursive script that reads 'Allison Brecher'.

Allison Brecher
General Counsel

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

Department Coordinator: Reanna Albert,
reanna.albert@sfdph.org

Project Manager: Rosana Leon

ServiceNow Number: DHRPSC0002626

Version: 2.01

Version Type: Amendment

Legacy PSC #: 49399-22/23

Brief description of proposed work: Prescription Data Collection Software selected by the State of California

Reason for the Request for Amendment: To increase the amount and extend the duration to align with the anticipated contract term.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount
- Requires CSC Approval by Duration

Amount

Previously Approved Amount: \$500,000

Increase Amount: \$392,010

Why are you requesting the PSC amount to be increased?: To increase the amount and extend the duration to align with the anticipated contract term.

Total Amended Amount: \$892,010

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 60

Duration Increase (months): 14

Why are you requesting the PSC duration to be increased: To align with the anticipated contract term.

Total Amended Duration (months): 74

First Contract Start Date: 4/3/2023

PSC Duration End Date: 6/2/2029

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Post Union Notification

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Clearly describe scope and detail the services to be performed: Original coordinator's email: kelly.hiramoto@sfdph.org.

The Department of Justice (DOJ) of the State of California, has awarded a contract for prescription data collection services for the Controlled Substance Utilization Review System (CURES). Specifically, the contractor will provide their Prescription Drug Monitoring Clearinghouse solution gateway (PMP Gateway) and analytical reporting service (Narxcare) to The Department. This solution allows integration of DOJ's CURES system with our hospital's Electronic Health Records System, which will provide real time Prescription Drug Monitoring Program (PDMP) Data at the Point-of-Care, provide automated PDMP searches, one location queries for individual patients, multi-state PDMP data, and full transparency into prescription transactions. As the DOJ awarded contractor, supports these processes effectively through its proprietary solution, and helps our Department comply with the California Health & Safety Code section 11165(d).

Has your response to any of the following questions changed?: No

Why are these services required and what are the consequences of denial?: These services are necessary in order for the Department to comply with California Health & Safety Code section 11165(d). Consequence of denial would be the risk of noncompliance with State regulations.

Consequences of denial will also impact patients in that a lack of transparency into patient's prescription records can lead to over prescribing certain controlled medication.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 1

Why have you not hired City employees to perform the services?: This is advanced software and technology that Department does not have capability or capacity to build and support. Usage of the software is required by The State.

Board and Commission Approvals

Has your response to any of the following questions changed?: No

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Has your response to any of the following questions changed?: Yes

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: Yes. See attached letter from the manufacturer confirming these services must be performed by the manufacturer or an authorized reseller/distributor.

Additional information to support your request (Optional): It would be impractical to utilize Department staff to develop software. The software must be selected and approved by The State to comply with California Health Code. Civil service staff will have the opportunity to learn from the contractor on how to maintain and support an integrated database connecting to various state databases and hosted in the cloud.

Union Notifications

Have the Job Classes/Labor Unions changed?: No

Job Class(es): 1042 - IS Engineer-Journey, 1062 - IS Programmer Analyst, 1093 - IT Operations Support Admn III, 5508 - Project Manager 4, 9976 - Technology Expert I, 5506 - Project Manager 3, 1070 - IS Project Director, 1095 - IT Operations Support Admin V, 1092 - IT Operations Support Admin II, 1044 - IS Engineer-Principal, 1094 - IT Operations Support Admin IV, 1091 - IT Operations Support Admin I, 5504 - Project Manager 2, 1064 - IS Prg Analyst-Principal, 1063 - IS Programmer Analyst-Senior, 1043 - IS Engineer-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 3/31/2026

Union Review End Date: 4/10/2026

Union Review Duration Met On: 4/10/2026

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

Department Coordinator: Reanna Albert,
reanna.albert@sfdph.org

Project Manager: Joanna Li

ServiceNow Number: DHRPSC0002626

Version: 1.01

Version Type: Amendment

Legacy PSC #: 49399-22/23

Brief description of proposed work: Prescription Data Collection Software selected by the State of California

Reason for the Request for Amendment: To extend the duration to align with the anticipated contract term.

Amount

Previously Approved Amount: \$500,000

Increase Amount: \$0

Why are you requesting the PSC amount to be increased?:

Total Amended Amount: \$500,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 36

Duration Increase (months): 24

Why are you requesting the PSC duration to be increased: To align with the anticipated contract term.

Total Amended Duration (months): 60

First Contract Start Date: 4/3/2023

PSC Duration End Date: 4/2/2028

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Clearly describe scope and detail the services to be performed: Original coordinator's email: kelly.hiramoto@sfdph.org.

The Department of Justice (DOJ) of the State of California, has awarded a contract for prescription data collection services for the Controlled Substance Utilization Review System (CURES). Specifically, the contractor will provide their Prescription Drug Monitoring Clearinghouse solution gateway (PMP Gateway) and analytical reporting service (Narxcare) to The Department. This solution allows integration of DOJ's CURES system with our hospital's Electronic Health Records System, which will provide real time Prescription Drug Monitoring Program (PDMP) Data at the Point-of-Care, provide automated PDMP searches, one location queries for individual patients, multi-state PDMP data, and full transparency into prescription transactions. As the DOJ awarded contractor, supports these processes effectively through its proprietary solution, and helps our Department comply with the California Health & Safety Code section 11165(d).

Why are these services required and what are the consequences of denial?: These services are necessary in order for the Department to comply with California Health & Safety Code section 11165(d). Consequence of denial would be the risk of noncompliance with State regulations.

Consequences of denial will also impact patients in that a lack of transparency into patient's prescription records can lead to over prescribing certain controlled medication.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 1

Why have you not hired City employees to perform the services?: This is advanced software and technology that Department does not have capability or capacity to build and support. Usage of the software is required by The State.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?: No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: Yes

Q4a) What facilities or equipment does the City lack that contractor possesses?: Contractor

will provide a proprietary software specifically designed for this purpose. The selected provider was selected and approved by the State as the single platform providers must use to access CURES database through the duration of the contract awarded by the State of California.

Does the dept plan to acquire the facilities/equipment to perform the services?: No

Explain why: This is advanced software and technology that Department does not have capability or capacity to

build and support. Usage of the software is required by The State.

Additional information to support your request (Optional): It would be impractical to utilize Department staff to develop software. The software must be selected and approved by The State to comply with California Health Code. Civil service staff will have the opportunity to learn from the contractor on how to maintain and support an integrated database connecting to various state databases and hosted in the cloud.

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 1042 - IS Engineer-Journey, 1062 - IS Programmer Analyst, 1093 - IT Operations Support Admn III, 5508 - Project Manager 4, 9976 - Technology Expert I, 5506 - Project Manager 3, 1070 - IS Project Director, 1095 - IT Operations Support Admin V, 1092 - IT Operations Support Admin II, 1044 - IS Engineer-Principal, 1094 - IT Operations Support Admin IV, 1091 - IT Operations Support Admin I, 5504 - Project Manager 2, 1064 - IS Prg Analyst-Principal, 1063 - IS Programmer Analyst-Senior, 1043 - IS Engineer-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21PSCReview@ifpte21.org, ewallace@ifpte21.org, jnuti@ifpte21.org, sportillo@ifpte21.orgKdavis, amakayan@ifpte21.org, jnuti@ifpte21.org, kpage@ifpte21.org, jharding@ifpte21.org, mweirick@ifpte21.org, Dho@ifpte21.org, Agarza@ifpte21.org

Union Review Sent On: 7/26/2024

Union Review End Date: 8/2/2024

Union Review Duration Met On: 8/2/2024

List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

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- Step 3: Upload a copy of the completed file to your PSC record under the "Required Documentation" tab.

Document Content:

Do not use this document to list contracts let under this PSC record; those will be tracked separately in the PSC record itself at the end of each fiscal year. Rather, use this template to identify other contracts executed by your department for the services now being requested with this PSC submission. The list of contracts should be limited to those executed within the last three years, measured from the date of the PSC submission. The Commission will use this information to determine if there is a pattern of contracting this or similar work out, regardless of which PSC record is associated with those other contracts.

Other than completing the blank fields below and adding row at the bottom, do not change or alter this template.

Dept Acronym:	DPH
Dept Name:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@sfdph.org
PSC ServiceNow Record No.:	DHRPSC0002626

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000027549	4/3/202023	6/30/2026	\$ 395,267.41	49399-22/23	perscription drug monitoring program ("PDMP") Gateway Software, Implementation and Maintenance



Date: March 27, 2026

To: San Francisco Department of Public Health (SFDPH)
101 Grove St.
San Francisco, CA 94102

From: Bamboo Health, Inc.
9901 Linn Station Road, Suite 500
Louisville, KY 40223

To Whom It May Concern,

As the software vendor we are sending this letter to affirm that Bamboo Health, a Delaware corporation (previously referred to as Appriss Health), is the only qualified vendor to provide Prescription Drug Monitoring Program integration to integrate into the California PDMP platform, into SFDPH's Epic system. Bamboo Health acknowledges that our Prescription Drug Monitoring solutions (PMP Gateway and NarxCare) are proprietary in nature and can only be purchased from Bamboo Health.

Bamboo Health is the industry standard for supporting efficient and secure real-time access to PMP data and analytics directly within clinical workflows. This managed service platform provides authorized health care providers with comprehensive connectivity, clinical decision support, patient support and engagement, and care coordination. With Bamboo Health, PMP data, analytics, tools, and resources are now integrated into physician and pharmacist workflow through EHRs and pharmacy management systems in 44 states, with over 115 million transactions completed each month.

Bamboo Health's PDMP services include the following:

- On-demand, detailed CA PDMP audit trail access
- Verification of user registration with CURES PDMP
- Self-service configuration for custom PMP rules/regulations
- Secure and efficient access for practitioners, pharmacists and other PMP users
- 24/7 technical support
- Native integrations with Epic
- Maintenance of a MOU with CURES PDMP
- Multi-State integration



Respectively Yours,

Christopher Meehan

Christopher Meehan
Sr. Growth Director – Hospitals & Health Systems
cmeehan@bamboohealth.com

Title	Bamboo Health - SFDPH Sole Source
File name	SFDPH_Bamboo_Letter.docx
Document ID	c6bceb16c45b31491b7cd92ba2420226de9d5c05
Audit trail date format	MM / DD / YYYY
Status	● Signed

Document History



SENT

03 / 27 / 2026

10:24:10 UTC-4

Sent for signature to Christopher Meehan (cmeehan@bamboohealth.com) from cmeehan@bamboohealth.com
IP: 100.0.208.15



VIEWED

03 / 27 / 2026

10:24:11 UTC-4

Viewed by Christopher Meehan (cmeehan@bamboohealth.com)
IP: 100.0.208.15



SIGNED

03 / 27 / 2026

10:24:28 UTC-4

Signed by Christopher Meehan (cmeehan@bamboohealth.com)
IP: 100.0.208.15



COMPLETED

03 / 27 / 2026

10:24:28 UTC-4

The document has been completed.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Reanna Albert

Department Coordinator: Reanna Albert,
reanna.albert@sfdph.org

Project Manager: Tracey Helton

ServiceNow Number: DHRPSC0001895

Version: 1.02

Version Type: Amendment

Legacy PSC #: 46266-14/15

Brief description of proposed work: Peer-to-Peer Employment and Peer Specialist Mental Health Certificate Programs

Reason for the Request for Amendment: To extend the duration and increase the amount to align with the anticipated contract term.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Duration

Amount

Previously Approved Amount: \$55,874,000

Increase Amount: \$10,000,000

Why are you requesting the PSC amount to be increased?: There is an ongoing system-wide need to hire, train, and utilize peers to provide support services through the requirements of State Proposition 1/Mental Health Services Act (MHSA).

Total Amended Amount: \$65,874,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 174

Duration Increase (months): 6

Why are you requesting the PSC duration to be increased: There is an ongoing system-wide need to hire, train, and utilize peers to provide support services through the requirements of State Proposition 1/MHSA.

Total Amended Duration (months): 180

First Contract Start Date: 7/1/2016

PSC Duration End Date: 7/2/2031

Funding

Funding Source: State Funds, City Funds, Federal Funds

Post Union Notification

Special circumstances related to funding: Yes

Explain the special circumstances: MHSA state funding requires a percentage of county total allotment to be used for hiring of mental health consumers and/or their family members as "peers".

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Clearly describe scope and detail the services to be performed: Original coordinator's email: jacquie.hale@sfdph.org.

The programs will provide specialized classroom training and employment support for over 150 consumers on an annual basis who wish to provide peer counseling services. Peers are defined as individuals with personal lived experience who are consumers of mental health services, former consumers, or family members of consumers. Peers utilize their lived experienced in peer counseling settings to benefit the wellness and recovery of the clients being served. These peers will provide peer counseling support to over 400 unduplicated clients in the mental health system. In collaboration with Behavioral Health Services (BHS) and consumers, the contractor will be responsible for the reorganization of the current peer-to-peer services and the implementation of a cohesive and collaborative peer-to-peer system. The contractor will be responsible for developing a peer-to-peer delivery system that promotes best practices, shared resources, and advancement opportunities for peers and quality-driven peer-to-peer services for behavioral health consumers. The contractor will also provide up-to-date and nationally recognized practices providing specialized curriculum in the field of peer counseling. The contractor will work in collaboration with BHS programs, the Department of Rehabilitation, other stakeholders and the broader Bay Area community.

Why are these services required and what are the consequences of denial?: MHSA funding from the state requires significant hiring from individuals with lived experience of the mental health system to remain in compliance with funding requirements. Consequences of denial would include lack of opportunities for those who have engaged and are currently engaging in services in the mental health system. Peers utilize their lived experience in peer counseling services to benefit the wellness and recovery of the clients being served. Clients who are currently engaged in services would lose this invaluable support system which may lead to decompensation as adapting to change is frequently challenging for those with persistent mental illness.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 4

Why have you not hired City employees to perform the services?: The City and County of San

Francisco does not have a civil service classification for peer counselors, unlike neighboring counties. As a result, there is no existing classification under which City employees could be hired to perform these services.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: Yes

Provide details related to contracts for which BOS approval will be required?: Board of Supervisors approval will be required.

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: No

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services: -Lived

experience as a consumer of the mental health system or as a family member of a consumer.

-Ability to use lived experience in providing peer counseling services to support wellness and recovery.

-Knowledge of nationally recognized practices and specialized curriculum in the field of peer counseling.

-Skills to provide specialized classroom training and employment support to peers.

-Experience supporting a cohesive peer-to-peer system that promotes best practices and shared resources.

Q5c) Does City have classifications with the required specialized skills or expertise?: No

Q5c1) Should City develop a classification to perform these services?: No

Q5c2) Explain why new a job classification is not feasible: The specialized lived-experience skills required for this work do not align with existing civil service structures, and developing a new classification would require a broader Citywide effort that is not currently underway.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: No peer classification exists for City employees.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: At this time, the work cannot be transitioned back to the City because no civil service classification exists for peer positions.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 2585 - Health Worker 1

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 4/3/2026

Union Review End Date: 4/13/2026

Union Review Duration Met On: 4/13/2026

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH

Dept. Code: DPH

Type of Request: Initial Modification of an existing PSC (PSC # 46266 - 14/15)

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

Type of Service: Peer-to-Peer Employment and Peer Specialist Mental Health Certificate Programs

Funding Source: Mental Health Services Act

PSC Original Approved Amount: \$15,260,000 PSC Original Approved Duration: 07/01/15 - 06/30/20 (5 years 1 day)

PSC Mod#1 Amount: \$12,000,000 PSC Mod#1 Duration: 07/01/20-06/30/21 (1 year)

PSC Mod#2 Amount: \$28,614,000 PSC Mod#2 Duration: 07/01/21-06/30/26 (5 years 1 day)

PSC Mod#3 Amount: no amount added PSC Mod#3 Duration: 07/01/26-06/30/28 (2 years 1 day)

PSC Mod#4 Amount: no amount added PSC Mod#4 Duration: 07/01/28-12/31/29 (1 year 26 weeks)

PSC Cumulative Amount Proposed: \$55,874,000 PSC Cumulative Duration Proposed: 14 years 26 weeks

1. Description of Work

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

The programs will provide specialized classroom training and employment support for over 150 consumers on an annual basis who wish to provide peer counseling services. Peers are defined as individuals with personal lived experience who are consumers of mental health services, former consumers, or family members of consumers. Peers utilize their lived experienced in peer counseling settings to benefit the wellness and recovery of the clients being served. These peers will provide peer counseling support to over 400 unduplicated clients in the mental health system. In collaboration with Behavioral Health Services (BHS) and consumers, the contractor will be responsible for the reorganization of the current peer-to-peer services and the implementation of a cohesive and collaborative peer-to-peer system. The contractor will be responsible for developing a peer-to-peer delivery system that promotes best practices, shared resources, and advancement opportunities for peers and quality-driven peer-to-peer services for behavioral health consumers. The contractor will also provide up-to-date and nationally recognized practices providing specialized curriculum in the field of peer counseling. The contractor will work in collaboration with BHS programs, the Department of Rehabilitation, other stakeholders and the broader Bay Area community.

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

The Mental Health Services Act (MHSA) requires that the input of consumers/clients/patients and their families play a significant role in the development of MHSA-funded programs, and as a result, their invaluable input has informed the development of this program. If this request is denied, peers who wish to enter the peer counseling workforce will not be able to do so, may not be able to find other employment due to their diagnoses, and their recovery may be adversely affected, which may lead to a de-compensation of their condition, placing a heavier burden both on themselves and on the mental health care system, while also denying the City an improved infrastructure in which to provide mental health treatment by utilizing peers to provide counseling support.

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 46266 - 14/15

D. Will the contract(s) be renewed?

Yes.

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:

The Department expects the need for these services, to train mental health services consumers as certified peer counselors, to continue.

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 nature of the needed services is to operate a program for and by peers to provide training to enable peers to provide counseling support for peers. Peers are people with personally lived experience of severe mental illness and as consumers of mental health services, former consumers, or family members of consumers. Their experience with mental illness and as consumers in the mental health system are resources the City does not have the capacity to provide. In addition, funding is variable, depending on the award of grants from the State which conform to the State's expectations for the involvement of peers at every level and phase of the program, as described earlier.

B. Reason for the request for modification:

To extend the duration to align with the anticipated contract term.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: In collaboration with BHS and consumers, the contractor will be responsible for the design and implementation of a cohesive and collaborative system of peer services to recruit, employ, train, place, support and supervise peer-to-peer staff within the Department of Public Health (DPH), BHS and community settings. The provider will also implement and evaluate the service delivery system and peer-to-peer services that are received by behavioral health consumers. The contractor must utilize several evidenced-based practices for the consumers receiving peer support services; support groups and activity groups on evidenced-based topics such as self-help, chronic disease self-management, Wellness Recovery Active Planning (WRAP), Seeking Safety, Illness (Wellness) Management and Recovery (IMR), basic psycho-education on the Wellness and Recovery principles, Emotional CPR, and more.

B. Which, if any, civil service class(es) normally perform(s) this work? none

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, to the extent that services will need to be housed in a facility (building) and utilize the equipment necessary for routine operations of the program.

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.

The services require technical expertise and skills to employ and train peer counselors with severe mental illness. Peers are individuals with personally lived experience of severe mental illness who are consumers of mental health services, former consumers, or family members of consumers. Severe mental illness may include diagnoses such as schizophrenia, borderline personality disorder, bipolar disorder, clinical depression or anxiety, and/or post traumatic stress disorder.

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. The work is intermittent as funded by the State and requires specialized knowledge and skills and expertise. As noted above, the needed services require technical expertise and skills to employ and train peer counselors with severe mental illness. (See attachment for full response)

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.

This is a training program for consumers of mental health services who wish to become certified peer counselors to provide support of consumers in the mental health system. Peers are individuals with personally lived experience who are consumers of mental health services, former consumers, or family members of consumers.

- 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.
Richmond Area Multi-Services (RAMS)

7. Union Notification: On 02/28/24, the Department notified the following employee organizations of this PSC/RFP request:
all unions were notified

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

Name: Reanna Albert Phone: 628-271-6178 Email: reanna.albert@sfdph.org

Address: 101 Grove Street, Room 307, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46266 - 14/15

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 03/12/2024

From: [Choi, Suzanne \(HRD\)](#)
To: [Albert, Reanna \(DPH\)](#)
Cc: [DHR-PSCCoordinator, DHR \(HRD\)](#)
Subject: 46266 - 14/15 Peer-to-Peer Employment and Peer Specialist Mental Health Certificate Programs
Date: Tuesday, March 12, 2024 2:37:25 PM
Attachments: [image001.png](#)
[46266 - 1415_DPH_03122024.pdf](#)

PSC Approval Notice

Type of Service: Peer-to-Peer Employment and Peer Specialist Mental Health Certificate Programs
PSC#: 46266 - 14/15
PSC Amount: \$55,874,000
PSC Duration: 7/1/2015-12/31/2020

The approved document is attached



Connecting People with Purpose

Suzanne Choi, Citywide PSC Coordinator

Department of Human Resources
One South Van Ness Ave., 4th Floor
San Francisco, CA 94103
Website: www.sfdhr.org

MWF: 6:00-1:00pm
T,TH: 7:30-4:00pm

Note: For all inquiries/correspondences regarding Personal Services Contracts (PSCs) please send requests directly to DHR-PSCCoordinator@sfgov.org for record keeping and review processing. Please do not send them to my email address because it may be overlooked. Thank you



San Francisco Department of Public Health

Daniel Tsai
Director of Health

City and County of San Francisco
Daniel Lurie
Mayor

DATE: April 15, 2026

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Classification Differences Between DHRPSC0001895 (Legacy Version) and DHRPSC0001895 v1.02 (Current Version) for Peer-to-Peer Employment and Peer Specialist Mental Health Certificate Programs

When DPH first submitted the PSC, the department did not identify a classification because most peer workers did not meet the minimum qualifications for Health Worker I. In the past five years, there have been new specialized training and education required by the State of California. During the current amendment process, DPH reviewed peer support roles in neighboring counties such as San Mateo and Alameda, which have established classifications for this type of work. Based on that comparison, DPH determined that Health Worker I is the closest available classification within San Francisco's current civil service structure, even though it is not a perfect match.

List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

Instructions:

- Step 1: Download and save this template to your desktop.
- Step 2: Complete the fields below.
- Step 3: Upload a copy of the completed file to your PSC record under the "Required Documentation" tab.

Document Content:

Do not use this document to list contracts let under this PSC record; those will be tracked separately in the PSC record itself at the end of each fiscal year. Rather, use this template to identify other contracts executed by your department for the services now being requested with this PSC submission. The list of contracts should be limited to those executed within the last three years, measured from the date of the PSC submission. The Commission will use this information to determine if there is a pattern of contracting this or similar work out, regardless of which PSC record is associated with those other contracts.

Other than completing the blank fields below and adding row at the bottom, do not change or alter this template.

Dept Acronym:	DPH
Dept Name:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@sfdph.org
PSC ServiceNow Record No.:	DHRPSC0001895

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000020708	7/1/2021	06/30/2026	\$ 29,116,181	46266-14/15	Peer to Peer Employment and Peer Specialist Mental Health Certificate Services
1000029525	7/1/2024	06/30/2029	\$ 2,973,116	46266-14/15	service to people experiencing homelessness (PEH) in clinic, on the streets and in the shelter system from Contractor
1000029527	1/1/2024	6/30/2028	\$ 9,999,999	46266-14/15	train and fully integrate Peer Counselors into the San Francisco Street Overdose Response and Post Overdose Engagement Teams, a program comprised of San Francisco Fire Department Community Paramedics, RAMS Peer Counselors, DPH Street Medicine primary care staff and Harm Reduction Therapy Center behavioral health clinicians
1000021463	7/1/2021	06/30/2028	\$ 4,078,761	47743-17/18 46266-14/15	Community Mental Health Certificate Program, Drug and Alcohol coursework and professional certification for students pursuing careers in Mental Health and Substance Abuse Counseling

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HSA

Submitted By: Leslie Lau

Department Coordinator: Tara Alvarez,
tara.alvarez@sfgov.org

Project Manager: Jason Adamek

ServiceNow Number: DHRPSC0004099

Version: 1.01

Version Type: Amendment

Brief description of proposed work: To provide end-to-end substance use treatment support services to ensure that clients subject to Prop F requirements remain eligible for County Adult Assistance Program benefits. These services include administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment.

Reason for the Request for Amendment: The purpose of the modification is to extend the contract to continue for additional three years to provide substance-use treatment support for County Adult Assistance Program (CAAP) clients.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

Previously Approved Amount: \$1,700,000

Increase Amount: \$2,917,929

Why are you requesting the PSC amount to be increased?: The purpose of the increase is to extend the performance of this contract for an additional three years.

Total Amended Amount: \$4,617,929

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 24

Duration Increase (months): 32

Why are you requesting the PSC duration to be increased: The purpose of the amendment is to extend the contract's performance and continue to provide sbstance use support services for CAAP Clients by an additional 3 years.

Total Amended Duration (months): 56

First Contract Start Date: 11/4/2024

PSC Duration End Date: 7/5/2029

Funding

Funding Source: Federal Funds, City Funds

Special circumstances related to funding: No

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Clearly describe scope and detail the services to be performed: In recognition that people struggling with addiction to illegal drugs often need significant support to engage in treatment successfully, HSA seeks a contractor to provide end-to-end substance use treatment support services to ensure that clients subject to Prop F requirements remain eligible for CAAP benefits. These services include administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment. Individualized care coordination will ensure that those facing greater challenges in engaging and/or remaining engaged in treatment will receive increased levels of support, including regular outreach, motivational interviewing, peer support, and accompaniment of the client to treatment.

Has your response to any of the following questions changed?: No

Why are these services required and what are the consequences of denial?: The substance use treatment support services being requested are necessary for monitoring and reporting clients' compliance with Prop F requirements. Additionally, the services are necessary to ensure clients are receiving assistance in navigating and complying with CAAP program requirements. This service is vital for engaging and encouraging clients to participate in mandatory substance use treatment.

If this service is denied, clients will not have individualized support for participating in appropriate substance use treatment. To provide some support to clients, HSA would have to reassign existing staff who currently provide SSI advocacy for CAAP clients; this would negatively impact outcomes for the SSI-bound client population. Denial of this service would also place the burden of collecting and submitting verification of substance use treatment participation on the client, as monitoring and reporting of mandatory treatment is not a function performed by HSA or DPH. As a result, clients may be less likely to participate in treatment, and therefore more likely to be discontinued from CAAP. This will lead to clients losing their benefits and a higher churn rate, leading to an increased workload for HSA employees.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Has your response to any of the following questions changed?: No

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: Once awarded, the contract will be presented to the Department of Human Services Commission for approval.

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Has your response to any of the following questions changed?: Yes

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: No

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services:

Demonstrated knowledge of evidence-based practices to engage clients who are not seeking care voluntarily

Ability to coordinate with treatment providers to manually track and report on clients' participation in mandatory treatment

Demonstrated knowledge of substance use disorders and the San Francisco substance use treatment landscape

Ability to utilize professional judgment to provide individualized care coordination

Culturally competent and able to work with diverse clients

Q5c) Does City have classifications with the required specialized skills or expertise?: Yes

Q5c1) Identify the classifications: 2930 - Behavioral Health Clinician, 1822 - Administrative Analyst, 2586 - Health Worker 2, 2932 - Sr Behavioral Health Clinician

Q5c2) Does the Department have employees in these classifications?: Yes

Q5c3) Why are they not able to perform the services?: HSA does not currently have classifications for 2930 Behavioral Health Clinicians, 2586 Health Worker 2. However, we currently have 2932 Sr Behavioral Health Clinician and 1822 Administrative Analyst in the department. The 2932(s) and 1822(s) at HSA currently performs work that does not include expertise in Substance Use Treatment.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: There will no training component as part of this contract.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: This program has only been in effect for 15 months. We are continuing to assess the effectiveness of this model. HSA does not have the infrastructure to deliver the current client-centered service model. HSA could provide a different model, requiring clients to find their own treatment providers and provide proof that they were completing treatment with their chosen provider. This would not be a client-centered approach, and it would likely result in more discontinuities. If brought in-house, the model would require clients to find their own providers and submit verification of treatment. This would likely result in less engagement and higher discontinuance rates.

Additional information to support your request (Optional): We've attached the March 2, 2026 feasibility report for your reference.

Union Notifications

Have the Job Classes/Labor Unions changed?: Yes

Job Class(es): 2930 - Behavioral Health Clinician, 1822 - Administrative Analyst, 2586 - Health Worker 2, 2932 - Sr Behavioral Health Clinician

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 4/7/2026

Union Review End Date: 4/17/2026

Union Review Duration Met On: 4/17/2026

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HSA

Submitted By: Leslie Lau

Department Coordinator: Tara Alvarez,
tara.alvarez@sfgov.org

Project Manager: Isabella Blasi

ServiceNow Number: DHRPSC0004099

Version: 0.01

Version Type: New

Brief description of proposed work: To provide end-to-end substance use treatment support services to ensure that clients subject to Prop F requirements remain eligible for County Adult Assistance Program benefits. These services include administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$1,700,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 24

Funding

Funding Source: Federal Funds, City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: In recognition that people struggling with addiction to illegal drugs often need significant support to engage in treatment successfully, HSA seeks a contractor to provide end-to-end substance use treatment support services to ensure that clients subject to Prop F requirements remain eligible for CAAP benefits. These services include administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment. Individualized care coordination will ensure that those facing greater challenges in engaging and/or remaining engaged in treatment will receive increased levels of support, including regular outreach, motivational

interviewing, peer support, and accompaniment of the client to treatment.

Why are these services required and what are the consequences of denial?: The substance use treatment support services being requested are necessary for monitoring and reporting clients' compliance with Prop F requirements. Additionally, the services are necessary to ensure clients are receiving assistance in navigating and complying with CAAP program requirements. This service is vital for engaging and encouraging clients to participate in mandatory substance use treatment.

If this service is denied, clients will not have individualized support for participating in appropriate substance use treatment. To provide some support to clients, HSA would have to reassign existing staff who currently provide SSI advocacy for CAAP clients; this would negatively impact outcomes for the SSI-bound client population. Denial of this service would also place the burden of collecting and submitting verification of substance use treatment participation on the client, as monitoring and reporting of mandatory treatment is not a function performed by HSA or DPH. As a result, clients may be less likely to participate in treatment, and therefore more likely to be discontinued from CAAP. This will lead to clients losing their benefits and a higher churn rate, leading to an increased workload for HSA employees.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: Once awarded, the contract will be presented to the Department of Human Services Commission for approval.

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: No

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services:

Demonstrated knowledge of evidence-based practices to engage clients who are not seeking care voluntarily

Ability to coordinate with treatment providers to manually track and report on clients' participation in mandatory treatment

Demonstrated knowledge of substance use disorders and the San Francisco substance use treatment landscape

Ability to utilize professional judgment to provide individualized care coordination

Culturally competent and able to work with diverse clients

Q5c) Does City have classifications with the required specialized skills or expertise?: No

Q5c1) Should City develop a classification to perform these services?: No

Q5c2) Explain why new a job classification is not feasible: It would not be practical to adopt a new civil service class to perform this work as Prop F requires the new programmatic requirements to go into effect on January 1, 2025. The scope of work requirements is limited and specific; therefore, a new job class is not feasible.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: There will no training component as part of this contract.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: No. There is no classification that performs end-to-end substance use treatment support services, including monitoring and reporting of participation in treatment.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 2930 - Behavioral Health Clinician, 2586 - Health Worker 2

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: SF-DHR-Info@seiu1021.org

Union Review Sent On: 7/11/2024

Union Review End Date: 9/9/2024

Union Review Duration Met On: 9/9/2024



Civil SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure Number Two for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: _____ - _____ -
2. For Civil Service Commission Meeting of: March 2, 2026
3. Check One:
Ratification Agenda
Consent Agenda
 Regular Agenda
Human Resources Director's Report
4. Subject: Personal Services Contract DHRPSC0004099 v 0.01 Prop F Feasibility Report
5. Recommendation: Adopt the report
6. Report prepared by: Mirna Palma Telephone number: 714-557-5665
7. Notifications: **(See attached a list of the persons to be notified per IV. Commission Report Format**
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

Attachment

Contact information for notifications:

Department of Human Services, Trent Rhorer, trent.rhorer@sfgov.org

Department of Human Resources, Carol Isen, carol.isen@sfgov.org

Department of Human Services, Daniel Kaplan, daniel.kaplan@sfgov.org

Department of Human Services, Anna Pineda, anna.pineda@sfgov.org

Department of Human Services, Jason Adamek, jason.adamek@sfgov.org

Department of Human Services, Katrina Williams, katrina.williams@sfgov.org

SEIU 1012, XiuMin Li, xiumin.li@seiu1021.org

SEIU 1012, Daniela Gonzalez, Daniela.Gonzalez@seiu1021.org



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

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Date: March 2, 2026

To: Kate Favetti, President, Civil Service Commission
Sandra Eng, Executive Director, Civil Service Commission
Members of Civil Service Commission

From: *MCP*
Mirna E. Palma, Talent Acquisition, Assessments and
Classification Manager

RE: Request for a Feasibility Study on Personal Services Contract
0004099 v 0.01

Background

On October 21, 2024, the Human Services Agency (HSA) presented the Personal Services Contract (PSC) 0004099 v 0.01 to the Civil Service Commission (CSC) to secure services to comply with the City and County of San Francisco approved proposition, Prop F, which mandates drug screening for County Adult Assistance Program (CAAP) recipients, and when indicated, enrollment in comprehensive substance use treatment services. CAAP staff will be responsible for triaging applicants, screening them for substance use disorder (SUD) and referring them to the contractor for CAAP Treatment Pathways (CTP) assessments. The contract encompasses administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment programs. Individualized care coordination is designed to support clients who face significant challenges in initiating or maintaining engagement in treatment by offering enhanced services such as regular outreach, motivational interviewing, peer support, and accompaniment to treatment appointments.



Daniel Lurie
Mayor

Trent Rhorer
Executive Director

During the October 21, 2024 meeting, Commissioner Vitus Leung asked HSA and SEIU Local 1021 representatives whether any existing job classifications within the City and County of San Francisco could perform the work outlined in the contract. The Commission postponed its decision on the contract to the next meeting on November 4, 2024, to allow the HSA and the union time to meet and confer regarding the scope of work and any other contract details.



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At the November 4, 2024 meeting (Attachment A), the Commission approved the two-year contract (DHRPSC0004099 v 0.01) with the condition that HSA conduct a feasibility study to determine whether the services provided by the contractor could be performed in-house by existing City classifications, and report back to the Commission in one year. They also asked that HSA meet with SEIU Local 1021 to discuss these matters.

State law allows Counties to require CAAP recipients to participate in a SUD treatment program when “there is reasonable suspicion to believe that an individual is dependent upon illegal drugs or alcohol” (California Code, Welfare and Institutions Code - WIC § 17001.51). On March 5, 2024, San Francisco voters passed Proposition F to exercise this State option. Proposition F requires CAAP recipients with a substance use disorder to participate in treatment services. Beginning January 1, 2025, CAAP began requiring applicants to be assessed for unhealthy substance use if the CAAP employability screening revealed a possible dependence on illegal substances. Those found to be dependent on illegal substances would be required to participate in some form of recommended treatment services, if services were available at the time of referral and at no cost to the individual.

The intent of PSC 0004099. V 0.01 is to ensure that clients, who have and demonstrate an unhealthy relationship with illegal substance use, remain eligible for CAAP benefits under the requirements of Proposition F by providing the following substance use treatment support:

- Assessing a referred client’s need for substance use treatment.
- Connecting clients to appropriate treatment.
- Providing ongoing treatment engagement support for clients.
- Facilitating monthly reports of client engagement in required substance use treatment to maintain a client’s CAAP benefits.

Findings

All clients applying for CAAP benefits are initially screened by the program’s eligibility workers during their first meeting. During these triage appointments, eligibility staff identify and flag any applicants who may have a potential substance use disorder (SUD). Applicants identified as having a



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possible SUD are referred to contracted staff for a comprehensive SUD assessment. Clients who complete the assessment and are determined to require participation in an SUD-related activity and/or treatment are monitored by the contractor's staff. The contracted staff provide ongoing support, track progress, and report compliance.

Clients determined to need substance use treatment receive support to maintain engagement in SUD treatment activities for the duration of the agreed-upon treatment plan, so they can ultimately maintain benefits and achieve self-sufficiency. The scope of work under this contract includes:

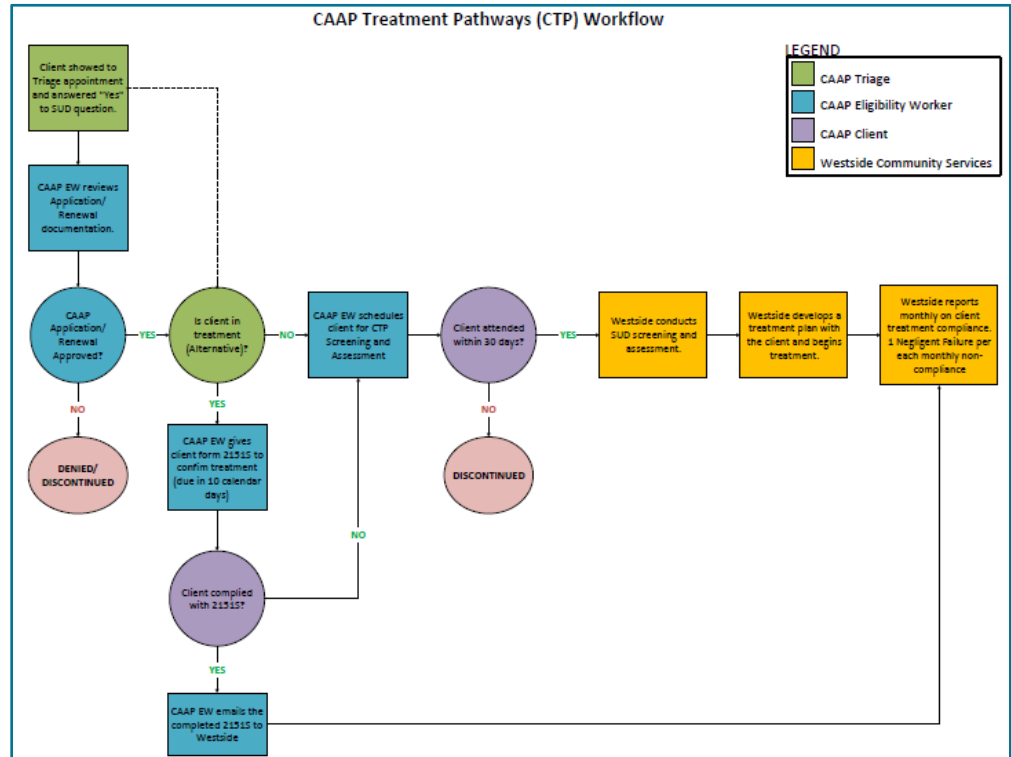
- Providing care coordination to ensure that those clients facing greater challenges in engaging and/or remaining engaged in treatment will receive increased levels of support, including regular outreach, motivational interviewing, peer support, and accompaniment of the client to treatment.
- Completing referrals to community-based treatment services and providers as outlined in the clients' treatment plan, to ensure capacity and assist client with treatment provider's intake process, as necessary.
- Monitoring client participation and progress in treatment, as outlined in their treatment plan, in close collaboration with the treatment providers.
- Revising client's treatment plan and providing necessary referrals to support transition to higher or lower levels of treatment based on client need.
- Submitting monthly participation reports to CAAP documenting whether a client is satisfactorily engaging in required SUD treatment.
- Engaging in outreach to maintain contact with the client and support them in participating in required treatment. In the event a client does not participate in their designated treatment, this client outreach must include a weekly attempt (at a minimum) while the individual is still enrolled in CAAP.
- Coordinating appointments with CAAP Triage once substance use treatment plan is completed.

The CTP workflow chart (Attachment B) below outlines the path an applicant goes through to become a client and obtain CAAP benefits, including if they are flagged for SUD screening and/or treatment. In



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addition, the chart outlines the work performed in-house by the Human Services Agency and by Westside.



The Human Services Agency (HSA) does not have the internal framework to deliver the services currently contracted out—specifically, substance use disorder (SUD) assessments, as well as monitoring and supporting individuals engaged in SUD-related activities and treatment. These services typically fall within the healthcare system; however, we have confirmed that the Department of Public Health (DPH) is unable to provide them.

We explored whether the DPH had classifications that provided comprehensive substance use treatment support. In discussions with the DPH, we considered whether the Behavioral Health Access Center (BHAC), which employs both 2586 Health Worker II and 2930 Behavioral Health Clinician classifications, could provide end-to-end substance use treatment services, including monthly compliance tracking as required by Proposition F.

The DPH informed us that BHAC does not offer this level of service and does not currently track and report clients’ monthly participation in substance



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use treatment. Specifically, class 2586 Health Worker II provides referrals to treatment providers but does not monitor or report on client participation. Similarly, class 2930 Behavioral Health Clinician conducts substance use assessments and recommends appropriate levels of care; however, this classification does not typically provide individualized care coordination, monitoring, or compliance reporting.

In summary, the DPH does not provide full-service substance use assessment, care coordination, and compliance tracking, which are key requirements under Proposition F. Furthermore, the DPH staff do not refer clients to treatment providers outside the DPH system of care, such as Narcotics Anonymous.

Conclusion

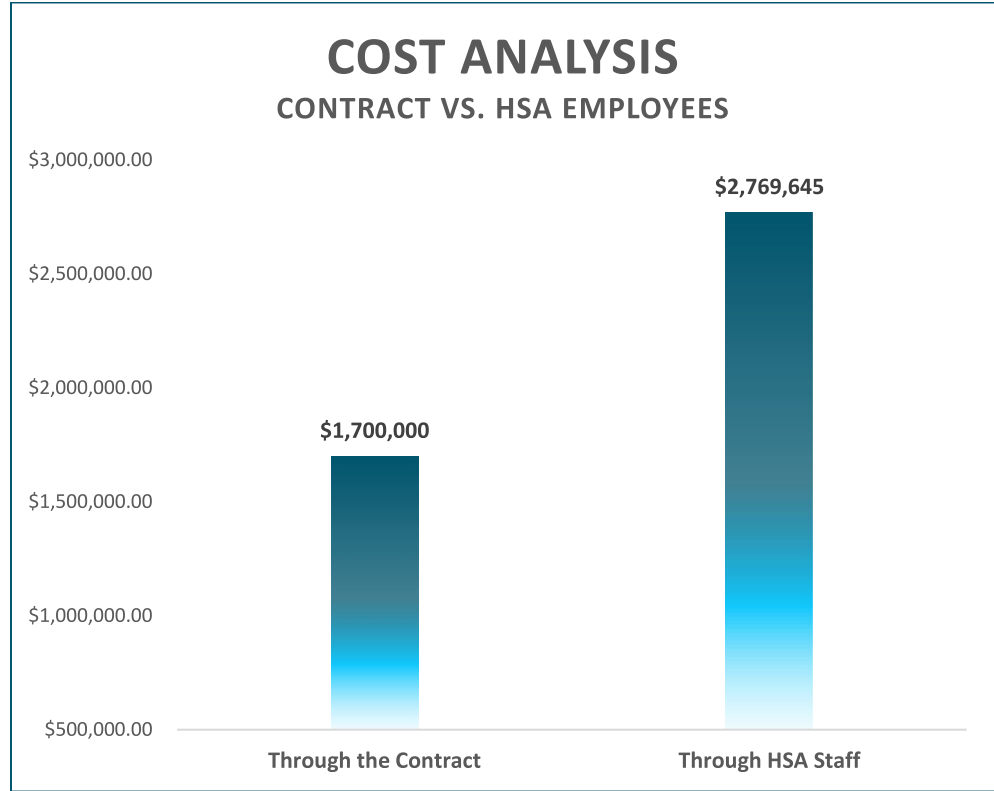
At the Commission's request, we developed a feasibility model based on the number of clients currently served by the contractor and the job responsibilities required to perform SUD assessments and associated activity monitoring. Based on this analysis, we estimate that CAAP would need to hire staff in the following classifications:

- 3 – 2930 Behavioral Health Clinician (Attachment C)
- 1 – 2932 Senior Behavioral Health Clinician (Attachment D)
- 4 – 2586 Health Worker II (with special conditions) or create a new Peer Support Specialist job classification (Attachment E)
- 1- 1822 Administrative Analyst (Attachment F)

Below is the projected cost of these positions for two (2) years:



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Proposition F					Total
Through the Contract					\$1,700,000
Through HSA Positions					\$2,769,645
Through HSA Positions					
Fiscal Year 2025/2026					
Classifications	FTE	# of Staff	Cost for Line Staff (Salary)	Cost for Line Staff (Benefits)	Total
2930 Behavioral Health Clinician	100%	3	\$141,518	\$51,449	\$578,901
2932 Senior Behavioral Health Clinician	100%	1	\$148,014	\$53,811	\$201,825



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2586 Health Worker II	100%	3	\$90,193	\$40,903	\$393,288
1822 Administrative Analyst	100%	1	\$128,490	\$49,933	\$178,423
					Total \$1,352,437
Fiscal Year 2026/2027					
Classifications	FTE	# of Staff	Cost for Line Staff (Salary)	Cost for Line Staff (Benefits)	Total
2930 Behavioral Health Clinician	100%	3	\$146,868	\$55,183	\$606,153
2932 Senior Behavioral Health Clinician	100%	1	\$153,610	\$57,716	\$211,326
2586 Health Worker II	100%	3	\$93,607	\$43,999	\$412,818
1822 Administrative Analyst	100%	1	\$133,340	\$53,571	\$186,911
					Total \$1,417,208

CAAP would not be able to effectively manage this function with its current staffing levels and would need to hire nine employees in the classifications listed above or potentially create a new job classification. After securing salary funding, it would take at least 12 months to complete the hiring process. Additionally, we would need to account for the time required to train staff and address potential errors that may occur during the onboarding and learning process, establish a network of substance use treatment providers, and identify and potentially procure an appropriate tracking system.

Furthermore, the scope of CAAP’s services does not include providing substance use assessments, treatment planning, or care coordination. CAAP lacks the operational framework to deliver these services, as its primary focus is on providing financial, nutritional, employment and protective services rather than healthcare or substance use treatment. Current CAAP staff do not possess clinical expertise in substance use disorder (SUD) assessment, nor do they have the infrastructure for treatment planning and referrals, care coordination, or systems for monitoring.

In addition, engaging an independent entity to conduct SUD screenings and monitor treatment activities provides clients with a confidential and supportive environment that fosters openness and trust. This approach



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creates a safe space for individuals to share their experiences without fear of stigma, which is critical for effective engagement in recovery. Moreover, the contractor's model leverages peer support - individuals with lived experience of substance use - who bring empathy, credibility, and hope to the process. This peer-driven approach not only strengthens rapport but also motivates clients to remain engaged in treatment and comply with program requirements.

Through individualized care coordination, clients facing the greatest challenges receive enhanced support, including proactive outreach, motivational interviewing, peer mentorship, and accompaniment to treatment appointments. These strategies are designed to reduce barriers, increase retention, and improve outcomes. Ultimately, this model aligns with the goals of Proposition F by reducing overdose deaths in San Francisco and ensuring that vulnerable individuals remain connected to the CAAP safety net. By prioritizing privacy, trust, and lived experience, we believe this approach offers a more effective and humane pathway to recovery.

We respectfully request the continuance of this contract for the remainder of the contract period.



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Attachments:

- Attachment A: November 4th, 2024, CSC Report
- Attachment B: CTP Workflow Chart
- Attachment C: City & County of San Francisco, Behavioral Health Clinician class specification
- Attachment D: City & County of San Francisco, Senior Behavioral Health Clinician class specification
- Attachment E: City & County of San Francisco, Health Worker II class specification
- Attachment F: City & County of San Francisco, Administrative Analyst class specification



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

**LONDON N. BREED
MAYOR**

Attachment A

Sent via Electronic Mail

October 28, 2024

NOTICE OF CIVIL SERVICE COMMISSION MEETING

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBER DHRPSC0004099 v 0.01 FROM THE HUMAN SERVICE AGENCY.

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 **November 4, 2024, at 2:00 p.m.**

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

Attendance by you or an authorized representative is recommended. Should you or your representative not attend, the Commission will rule on the information 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: Leslie Lau, Department of Human Services
Andres De Leon, Department of Human Services
Jason Adamek, Department of Human Services
Katrina Williams, Department of Human Services
Commission File
Commissioners' Binder
Chron



MEMORANDUM

To: Civil Service Commission
From: San Francisco Human Services Agency
Date: October 29, 2024
Subject: Request for Approval of Personal Services Contract (ServiceNow No. DHRPSC0004099)

Introduction

This memo seeks to provide additional information supporting the approval of PSC DHRPSC0004099 following the postponement of the initial discussion from October 21, 2024. The contract is essential for providing substance use treatment services in compliance with Prop F starting on January 1, 2025, ensuring clients remain eligible for County Adult Assistance Program (CAAP) benefits.

Background

State law allows counties to require CAAP recipients to participate in a substance use disorder treatment program when “there is reasonable suspicion to believe that an individual is dependent upon illegal drugs or alcohol.” (California Code, Welfare and Institutions Code - WIC § 17001.51). San Francisco voters passed Proposition F on March 5, 2024, which exercises this State option. Proposition F requires CAAP recipients with a substance use disorder to participate in treatment services. Starting January 1, 2025, CAAP shall require recipients to be assessed for unhealthy substance use if the CAAP employability screening reveals a possible dependence on illegal substances. Those found to be dependent on illegal substances will be required to participate in some form of recommended treatment services if services are available at the time of referral and are at no charge to the individual.

The purpose of this contract is to ensure that clients who contend with unhealthy patterns of illegal substance use remain eligible for CAAP under the requirements of Proposition F by providing the following substance use treatment supports: assessing a referred client's need for substance use treatment, connecting them to appropriate treatment, providing ongoing treatment engagement support for clients, and facilitating monthly reporting of client engagement in required substance use treatment to maintain their CAAP benefits.

SFHSA’s Research and Implementation of Prop F after passage

SFHSA extensively researched service options for Prop F implementation, before and after Prop F passed on March 4, 2024, in order to meet the January 1, 2025 implementation deadline. We



have devoted significant resources to design a new system and complete this procurement within a very compressed timeframe.

October 2023 – February 2024: Research and implementation planning. Our research began prior to Prop F passage, beginning to build a framework should the legislation pass. SFHSA met with DPH on several occasions to discuss the legislation and possible service approaches, and to learn from DPH’s expertise on accessing their treatment network. We also met with six county and state jurisdictions with General Assistance drug screening and treatment mandates.

March 2024-April 2024: Prop F passage; more intensive research and implementation planning. Following Prop F passage on March 4, our research efforts scaled up into implementation planning.

- SFHSA met with DPH regularly to discuss how to scope and provide the services detailed in the ordinance, including getting input on our workflow. This included a standing monthly meeting and ad hoc discussions to supplement as needed.
- We consulted with other subject matter experts to learn about their processes, including City programs with treatment monitoring components like Adult Probation, UCSF, the Sherrif’s Office’s Pretrial Diversion contractor, and Family and Children’s Services; other county and state jurisdictions; and community stakeholders.
- Based on this research, we identified the need for a single entity to provide end-to-end substance use services to maximize success in treatment and retain CAAP benefits.
- We explored possible City classifications and determined, in consultation with DPH, that none currently provide the end-to-end substance use services we determined were necessary to maximizing success in treatment and retaining CAAP benefits (please see justification section).

May 2024 – June 2024: RFP development. SFHSA drafted an RFP to scope the end-to-end array of substance use treatment support services. DPH reviewed and provided feedback on the RFP draft. Afterward, the City Attorney vetted the RFP, culminating in publishing the RFP on June 21, 2024. Documents related to the RFP were sent to the union on the same day.

July 2024 – October 2024: Procurement, negotiation, and contract approval at Human Services Commission. On July 11, 2024, SFHSA submitted PSC DHRPSC0004099 in the Civil Service database. The RFP was open for one month, until July 22, 2024, to give prospective applicants adequate time to prepare responses. Proposals were scored, and a Contractor was recommended with an intent to award a contract on August 2, 2024. SFHSA proceeded with initial meetings and negotiations that lasted for five weeks and were finalized in mid-September. SFHSA contracts also require Human Services Commission approval, which was obtained at the

monthly Human Services Commission meeting on September 26, 2024. The PSC was calendared for October 21, 2024 Civil Service Commission for review and approval.

Justification for Contracting

Prop F Compliance

The services ensure compliance with Prop F requirements, helping clients navigate mandatory treatment and regularly track and report their engagement with treatment, allowing clients to maintain their eligibility for CAAP benefits. Without these services, clients are at risk of losing benefits.

Specialized Skills

CAAP clients face significant life challenges. Nearly half of the caseload is either experiencing homelessness or formerly homeless. Thirteen percent of the total overdose deaths that occurred in San Francisco between 9/1/22 and 8/31/23 were current or recent CAAP participants.

Given these challenges, engaging in services is difficult: Fifty-five percent of CAAP clients do not show to mandatory appointments and about 10% of the caseload is discontinued every month. Research demonstrates that having *one* entity perform the *full* array of services maximizes clients' opportunity to successfully engage in substance use treatment while maintaining the economic safety net of CAAP cash benefits. No civil service classification provides the requested end-to-end array of substance use treatment support services, including the monitoring and reporting of compliance with mandatory substance use treatment. Not providing end-to-end services would mean exposing clients to additional hand-offs and placing the burden of reporting treatment participation on the clients themselves. Without continuity in substance use treatment supportive services, clients will more likely not comply with program requirements and be discontinued from CAAP, ultimately losing their benefits. Having one entity perform the full array of services is important to minimize the number of hand-offs for clients to navigate, providing a better client experience and stronger support for clients to engage in treatment and comply with program requirements. Individualized care coordination will also ensure that those facing greater challenges in engaging and/or remaining engaged in treatment will receive increased levels of support, including regular outreach, motivational interviewing, peer support, and accompaniment of the client to treatment. Not only does this end-to-end model increase the likelihood of someone remaining on the safety net of CAAP but it also increases the likelihood of reducing overdose deaths in San Francisco, the ultimate goal of Proposition F

Specialized skills include:

- Contractor staff who are culturally competent and who are able to work with diverse clients effectively in part because of their personal experience of SUD treatment and the recovery process.
- Demonstrated knowledge of evidence-based practices to engage clients who are not seeking care voluntarily
- Ability to coordinate with treatment providers to manually track and report on clients' participation in mandatory treatment
- Demonstrated knowledge of substance use disorders and the San Francisco substance use treatment landscape
- Ability to utilize professional judgment to provide individualized care coordination

Difference in DPH Work/Classification

We explored whether SFHSA or DPH had classifications that could provide end-to-end substance use treatment support and found the following:

- No SFHSA classifications provide substance use assessments or treatment care coordination.
- We discussed with DPH on multiple occasions whether the Behavioral Health Access Center (BHAC), which employs both 2586 Health Worker II and 2930 Behavioral Health Clinician classifications, could provide end-to-end substance use treatment support that included monthly compliance tracking as required by Prop F. DPH made clear that BHAC does not provide this level of service and emphasized that **no DPH classifications track and report clients' monthly participation in substance use treatment.**
 - 2586: Health Worker II. This is a Department of Public Health (DPH) specific classification that provides referrals to substance use treatment providers. In conversation with DPH, we learned this classification does *not* provide individualized care coordination nor does it provide monitoring and reporting services on client participation in treatment.
 - 2930: Behavioral Health Clinician. In conversation with DPH we learned that this position conducts substance use assessments and develops recommendations for level of care. However, this classification does *not* normally provide individualized care coordination or monitoring and reporting on client participation in treatment.
- DPH has consistently maintained since Prop F's passage that full-service assessment, care coordination, and compliance tracking is not a current nor planned DPH function. (It should be noted that DPH's treatment for SUD are voluntary and not mandatory.)
- Furthermore, **DPH staff do not refer to treatment providers, like Narcotics Anonymous, that are outside the DPH system of care.** SFHSA intends to accept a full

range of treatment options to qualify for this initiative, at the strong recommendation of DPH and community stakeholders.

Communications with the Union

SFHSA has made a concerted effort to communicate with the Union (SEIU, Local 1021) regarding this PSC. On July 11, per the MOU, the PSC was sent to the Union for review.

The Union first replied to the Agency on August 19, five weeks after the Agency sent the PSC for review on July 11. Thereafter, the Agency contacted the Union on at least three separate occasions to schedule the initial meeting. The Agency met with the Union on September 18, 2024. In response to the Union's questions, the Agency provided a detailed explanation of the scope of work to be contracted out, and how the contractor would interface with existing City functions. The Agency shared that City employees did not currently perform this work. The Agency explained that the contractor would: (1) provide linkage to a wide variety of treatment options beyond those that DPH currently offers, such as 12-step programs or other peer support programs offered in the client's community; (2) engage with clients to encourage and monitor participation in treatment; and (3) report to the Agency regarding client participation.

The Union requested a follow-up meeting with a DPH representative present to further discuss how the PSC work differs from the services currently provided by DPH classifications. On September 25, 2024, the Union submitted a request for information; the Agency responded on October 1, 2024 and October 10, 2024.

The Agency then made attempts to schedule a **follow-up** meeting for the week of October 14. Unfortunately, the Union could not meet before the October 21 CSC meeting.

Though the Union has not put forth proposals for alternatives, SFHSA is committed to continuing active communications with the Union regarding this contract. For reference, below is a timeline of our communications with the Union thus far:

- a. On 7/11/24, PSC DHRPSC0004099 was sent to the unions for review.
- b. On 8/19/24, SEIU 1021 emailed SFHSA questions about PSC DHRPSC0004099.
- c. On 8/23/24, SFHSA responded to SEIU 1021, confirming receipt of the Union's email and asking for the Union's availability to meet within the next two weeks.
- d. On 8/28/24, SFHSA followed up with the Union for their availability to meet to discuss the PSC.
- e. On 9/9/24, SFHSA followed up with the Union for their availability to meet to discuss the PSC.
- f. On 9/10/24, the Union shared their availability to meet.
- g. On 9/18/24, SFHSA and the Union met to discuss PSC DHRPSC0004099.

- h. On 9/19/24, the Union submitted a Request for Information (RFI) from SFHSA.
- i. On 9/25/24, SFHSA confirmed receipt of the Union's RFI.
- j. On 10/1/24, SFHSA asked to schedule a follow up meeting and sent available dates and times to meet.
- k. On 10/10/24, SFHSA sent the Union updated available dates and times to meet.
- l. On 10/16/24, SFHSA followed up with the Union on scheduling another meeting.
- m. On 10/16/24, the Union asked SFHSA to provide additional dates and times to meet.
- n. On 10/17/24, ERD sent a Post-Meeting Memo to the Union summarizing discussions from the 9/18/24 meeting
- o. On 10/18/24, the Union requested that PSC DHRPSC0004099 be removed from the CSC meeting agenda.
- p. On 10/21/24, the Civil Service Commission severed the item to ask questions related to Prop F and the PSC; CSC postponed the item to allow the department to meet with the Union.
- q. On 10/22/24, the department provided additional dates to meet prior to November 1, 2024. In addition, the union requested a copy of the contract; we again clarified that this contract has not been executed as it is pending Civil Service Commission approval. Thus, there is no contract to share at this time.
- r. On 10/23/24, the Union confirmed they are available to meet on 10/28/24 at 9 am.

The Agency met with the Union on October 28, 2024. The Union stated that it believed DPH classifications currently performed the scope of work detailed in the PSC. DPH representatives stated that no DPH classification currently provides the end-to-end substance use treatment services that SFHSA is seeking; and that DPH contracts out some of the listed functions. Most notably, no classification provides the robust case management services that have been deemed critical for ensuring participation amongst this population of clients. Moreover, this is an SFHSA contract and no SFHSA classifications provide these services. The Agency shared its willingness to explore the feasibility of bringing the work in-house to SFHSA in the future, and reminding the Union of the January 1, 2025 timeline prescribed by Prop F. The Union understood the timeline constraints but maintained its position that bargaining unit members can perform this scope of work and stated it would share its proposal for alternatives in writing.

Consequence of Denial

The substance use treatment support services being requested are necessary for monitoring and reporting clients' compliance with Prop F requirements, which was passed by the voters of San Francisco and required to be implemented starting January 1, 2025. Additionally, the services are necessary to ensure clients are receiving assistance in navigating and complying with CAAP program requirements by *people with lived experience* in the process of recovering. This service

model is vital for increasing the likelihood that CAAP clients with an SUD will successfully engage in treatment and ultimately decrease the likelihood of overdose deaths.

As it is, CAAP clients are more likely to be discontinued for three instances of noncompliance with program requirements – such as missing appointments and/or not submitting required activity documentation – than for eligibility reasons like income or San Francisco residency. Each additional handoff increases the likelihood of noncompliance or dropout. CAAP’s current appointment show rate is about 45%.

If this service is denied, clients will not have individualized support for participating in appropriate substance use treatment. To provide some support to clients, SFHSA would have to reassign existing staff who currently provide SSI advocacy for CAAP clients, negatively impacting outcomes for the SSI-bound client population. Denial of this service would also place the burden of collecting and submitting verification of substance use treatment participation on the client, as monitoring and reporting of mandatory treatment is not a function performed by SFHSA or DPH. As a result, clients may be less likely to participate in treatment and, therefore, more likely to be discontinued from CAAP. This will lead to clients losing their benefits and a higher churn rate, increasing workload for SFHSA employees.

Conclusion

In conclusion, we recommend that the Civil Service Commission approve PSC DHRPSC0004099.

**PSC #DHRPSC0004099 FROM THE
HUMAN SERVICES AGENCY – OCTOBER 21,
2024 MEETING**

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HSA

Submitted By: Leslie Lau

Department Coordinator: Tara Alvarez,
tara.alvarez@sfgov.org

Project Manager: Isabella Blasi

ServiceNow Number: DHRPSC0004099

Version: 0.01

Version Type: New

Brief description of proposed work: To provide end-to-end substance use treatment support services to ensure that clients subject to Prop F requirements remain eligible for County Adult Assistance Program benefits. These services include administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$1,700,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 24

Funding

Funding Source: Federal Funds, City Funds

Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: In recognition that people struggling with addiction to illegal drugs often need significant support to engage in treatment successfully, HSA seeks a contractor to provide end-to-end substance use treatment support services to ensure that clients subject to Prop F requirements remain eligible for CAAP benefits. These services include administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment. Individualized care coordination will ensure that those facing greater challenges in engaging and/or remaining engaged in treatment will receive increased levels of support, including regular outreach, motivational

interviewing, peer support, and accompaniment of the client to treatment.

Why are these services required and what are the consequences of denial?: The substance use treatment support services being requested are necessary for monitoring and reporting clients' compliance with Prop F requirements. Additionally, the services are necessary to ensure clients are receiving assistance in navigating and complying with CAAP program requirements. This service is vital for engaging and encouraging clients to participate in mandatory substance use treatment.

If this service is denied, clients will not have individualized support for participating in appropriate substance use treatment. To provide some support to clients, HSA would have to reassign existing staff who currently provide SSI advocacy for CAAP clients; this would negatively impact outcomes for the SSI-bound client population. Denial of this service would also place the burden of collecting and submitting verification of substance use treatment participation on the client, as monitoring and reporting of mandatory treatment is not a function performed by HSA or DPH. As a result, clients may be less likely to participate in treatment, and therefore more likely to be discontinued from CAAP. This will lead to clients losing their benefits and a higher churn rate, leading to an increased workload for HSA employees.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: Once awarded, the contract will be presented to the Department of Human Services Commission for approval.

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: No

Q5b) Do the services require specialized expertise, knowledge experience?: Yes

Q5b1) Describe the specialized skills and expertise required to perform the services:

Demonstrated knowledge of evidence-based practices to engage clients who are not seeking care voluntarily

Ability to coordinate with treatment providers to manually track and report on clients' participation in mandatory treatment

Demonstrated knowledge of substance use disorders and the San Francisco substance use treatment landscape

Ability to utilize professional judgment to provide individualized care coordination

Culturally competent and able to work with diverse clients

Q5c) Does City have classifications with the required specialized skills or expertise?: No

Q5c1) Should City develop a classification to perform these services?: No

Q5c2) Explain why new a job classification is not feasible: It would not be practical to adopt a new civil service class to perform this work as Prop F requires the new programmatic requirements to go into effect on January 1, 2025. The scope of work requirements is limited and specific; therefore, a new job class is not feasible.

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: There will no training component as part of this contract.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: No. There is no classification that performs end-to-end substance use treatment support services, including monitoring and reporting of participation in treatment.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 2930 - Behavioral Health Clinician, 2586 - Health Worker 2

Labor Unions: 790 - SEIU, Local 1021, Misc

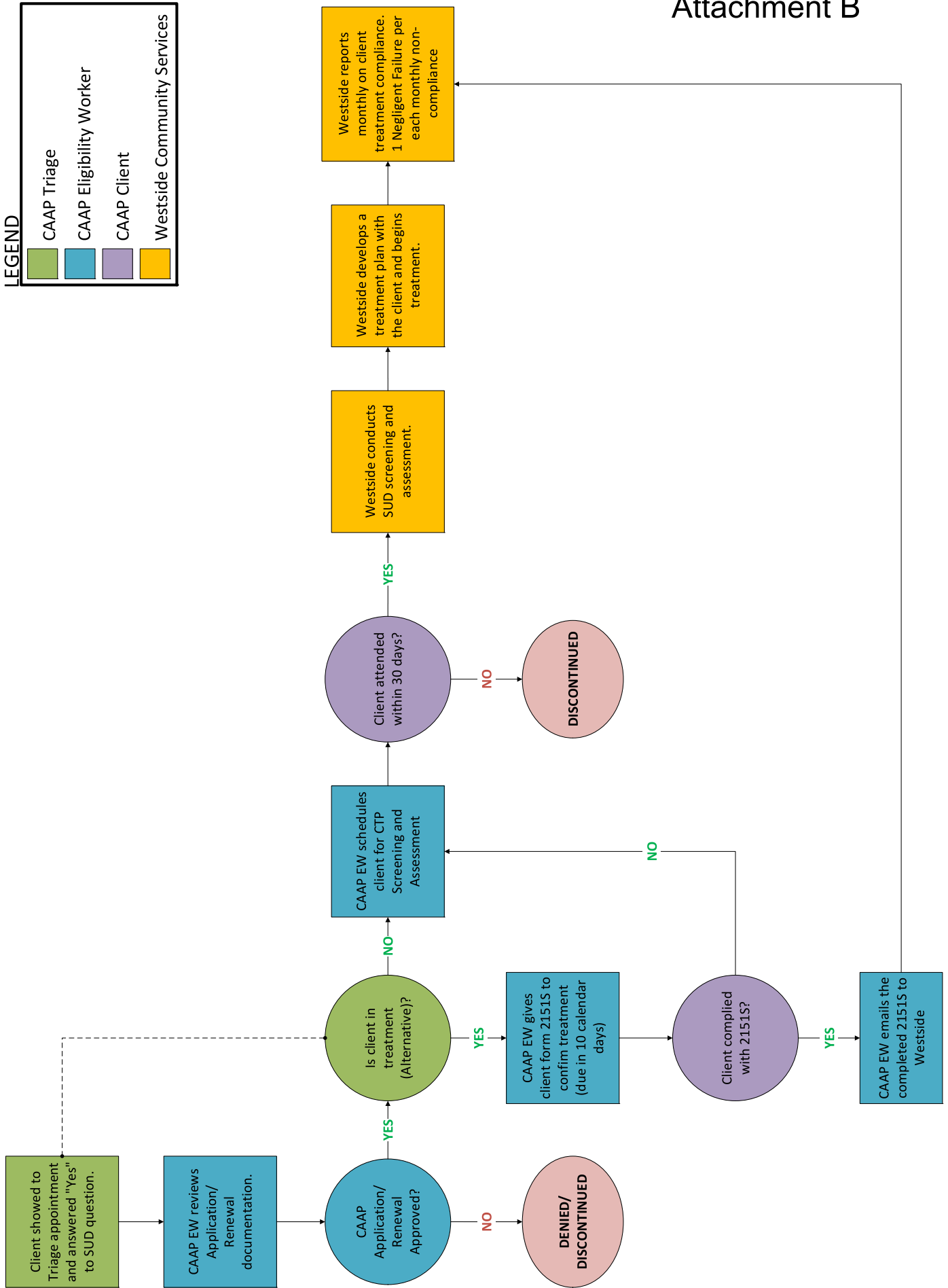
Labor Union Email Addresses: SF-DHR-Info@seiu1021.org

Union Review Sent On: 7/11/2024

Union Review End Date: 9/9/2024

Union Review Duration Met On: 9/9/2024

CAAP Treatment Pathways (CTP) Workflow



LEGEND

- CAAP Triage
- CAAP Eligibility Worker
- CAAP Client
- Westside Community Services

2930-Behavioral Health Clinician

Job classification

Class	2930
Title	Behavioral Health Clinician
Overtime eligibility	Exempt (Z) - No Paid Overtime
Labor agreement	SEIU, Local 1021, Misc
Effective date	May 13, 2021

Current compensation plan

Effective: Jan 03, 2026

See [Historic and future compensation information](#) for this class

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$56.0000	\$58.7500	\$61.7000	\$64.8250	\$68.0375
Rate /biweekly:	\$4,480.00	\$4,700.00	\$4,936.00	\$5,186.00	\$5,443.00
Rate /year:	\$116,480	\$122,200	\$128,336	\$134,836	\$141,518

Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: BEHAVIORAL HEALTH CLINICIAN

Job Code: 2930

DEFINITION

Under general supervision, makes investigations to determine the eligibility of applicants for psychiatric care and services; evaluates information gained through interviews and collateral sources; makes determination on one of several alternative procedures; completes appropriate forms and documents relating to intake procedures; makes pertinent determinations and recommendations; and performs related duties as required.

Requires responsibility for: carrying out and explaining established methods and procedures to applicants, recipients and others; achieving economies and/or preventing losses through careful and judicious interpretations of various legal provisions, methods and procedures in recommending assistance; making regular contacts with applicants, recipients, their families and others concerned, also with employees, other departments and outside organizations; gathering, compiling and reviewing important detailed psychiatric financial, personal and confidential information. Nature of duties involves occasional exposure to accident hazards and disagreeable elements in dealing with mentally ill and emotionally disturbed persons.

DISTINGUISHING FEATURES

SUPERVISION EXERCISED

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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

1. Interviews applicants, recipients, parents and others concerned for the purpose of securing information to determine eligibility for psychiatric care and services; evaluates material obtained through interviews and from other sources, including information given directly, together with such factors as appearance and manner, attitude of parents, relatives and others toward the applicant and his problems.
2. On basis of interviews and analyses, decides upon one of several alternative dispositions such as emergency therapy, referral to other staff members for further study, referral to appropriate community resources or assistance on a temporary basis; completes appropriate forms and documents relating to the intake processes.
3. Conducts interviews with parents and children to obtain supplementary information; makes tentative diagnosis to determine need for testing to supplement the diagnosis; decides on one of several alter-native dispositions.
4. Confers with referring agency or other interested organizations and persons including schools, Public health nurses and doctors and with supervisor or other psychiatrists on medical and psychiatric questions relating to evaluation of the patient; prepares related case re-ports, including all pertinent material.

5. Subsequently follows up on individual patient therapy; establishes positive relationship; assists patient with explanation of diagnosis and causes of difficulties; confers with consulting psychiatrists on treatment; prepares therapy notes on each case and incorporates in case records.

6. Maintains records of all activities relating to patients' care; prepares clinical statistics and compiles periodic reports; participates in periodic staff meetings; confers with supervisor on formulation of policies and procedures; attends conferences with. Other clinics and agencies.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Requires broad knowledge and ability to: solve problems inherent in the duties and responsibilities of psychiatric welfare work; plan appropriate courses of action as a result of analysis and evaluation of data and other significant factors.

Ability or Skill to: Requires skill and ability to: effect cooperative and effective contacts with associate staff employees and others; deal effectively with patients in the adjustment of problem situations.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

License and Certification:

Possession of a valid license as a Licensed Clinical Social Worker (LCSW), issued by the California Board of Behavioral Sciences (BBS); OR

Possession of valid registration as an Associate Clinical Social Worker (ASW) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of a valid license as a Licensed Marriage and Family Therapist (LMFT) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of valid registration as an Associate Marriage and Family Therapist (AMFT) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of a valid license as a Licensed Professional Clinical Counselor (LPCC) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of valid registration as an Associate Professional Clinical Counselor I (APCC) , issued by the California Board of Behavioral Sciences (BBS).

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

2932 Senior Behavioral Health Clinician

ORIGINATION DATE:

AMENDED DATE:

10/30/14; 08/07/15; 05/13/21

REASON FOR AMENDMENT:

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S):

COMMN SFMTA

Standard information

Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

2932-Senior Behavioral Health Clinician

Job classification

Class	2932
Title	Senior Behavioral Health Clinician
Overtime eligibility	Exempt (Z) - No Paid Overtime
Labor agreement	SEIU, Local 1021, Misc
Effective date	May 13, 2021

Current compensation plan

Effective: Jan 03, 2026

See [Historic and future compensation information](#) for this class

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$58.8000	\$61.7125	\$64.8000	\$68.0375	\$71.4250
Rate /biweekly:	\$4,704.00	\$4,937.00	\$5,184.00	\$5,443.00	\$5,714.00
Rate /year:	\$122,304	\$128,362	\$134,784	\$141,518	\$148,564

Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: SENIOR BEHAVIORAL HEALTH CLINICIAN

Job Code: 2932

DEFINITION

Under direction, may supervise several psychiatric social workers and personally performs the more difficult psychiatric case work; assigns and directs work of interviewing and investigating applicants, patients, and others concerned; reviews psychiatric welfare cases processed by other workers; and performs related duties as required,

Requires responsibility for: carrying out, interpreting and enforcing existing legal provisions, policies, methods and procedures in connection with psychiatric welfare work; achieving considerable economies and/or preventing considerable losses through enforcing careful and judicious interpretations of various legal provisions, methods and procedures in approving and recommending assistance; making regular contacts with employees, supervisors, applicants, recipients, their families, other departments, community organizations and others concerned; gathering and checking detailed psychiatric, financial, personal and confidential information. Nature of duties involves normal physical effort and manual dexterity with occasional accident and injury hazards and exposure to disagreeable element when dealing with mentally ill or emotionally disturbed persons.

DISTINGUISHING FEATURES

SUPERVISION EXERCISED

May supervise several psychiatric social workers and auxiliary personnel.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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

1. Supervises several psychiatric social workers and auxiliary personnel and personally participates in interviewing and diagnosing the more difficult individual cases.
2. Supervises the determining of eligibility of applicants for psychiatric services; ascertains several factors, such as reasons for referral, attitude toward personal problems and demonstrated desire for assistance; obtains history of applicant's growth and development in order to arrive at an understanding of behavioral characteristics; obtains such pertinent information as parental background, relationship between parents and other members in the family group.
3. Evaluates material obtained as a result of interviews and analyses; decides on disposition of each case, including referral to other staff members for further study and recommendations or referral to some appropriate community agency; completes appropriate forms and documents relating to the intake processes.

4. Treats individual patients on a regular recurrent basis by applying difficult and intensive casework techniques in order to reduce mental and emotional illness; observes patient's condition and reactions especially in suicidal and homicidal cases; determines degree of danger presented to patient and others.

5. Counsels with especially disturbed and difficult patients concerning emotional, economic and personal matters and crisis, to assist in reestablishing self-control and responsibility; arranges for commitment to hospital or other community agency or resource, based on appraisal of patient's needs.

6. Conducts group psychotherapy in regularly scheduled group interviews in connection with administering direct treatment to patients; observes, evaluates and analyzes emotional and behavioral changes; determines treatment goals at successive intervals during treatment process,

7. Records basic data pertaining to study and/or treatment of patients on appropriate forms, charts and case histories; prepares written case summaries for purposes of coordinating medical and case-work services in the best interests of the patient and his family.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Requires broad knowledge and ability to: solve problems inherent in the duties and responsibilities of psychiatric welfare work; plan appropriate courses of action as a result of analysis and evaluation of data and other significant factors.

Ability or Skill to: Requires skill and ability to: effect cooperative and effective contacts with associate staff employees and others; deal effectively with patients in the adjustment of problem situations.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

Two (2) years of verifiable experience as a Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Social Worker (LCSW), or Licensed Professional Clinical Counselor (LPCC).

License and Certification:

Possession of a valid license as a Licensed Clinical Social Worker (LCSW), issued by the California Board of Behavioral Sciences (BBS); OR

Possession of a valid license as a Licensed Marriage and Family Therapist (LMFT) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of a valid license as a Licensed Professional Clinical Counselor (LPCC) , issued by the California Board of Behavioral Sciences (BBS).

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 2930 Behavioral Health Clinician

ORIGINATION DATE:

AMENDED DATE:

10/30/14; 8/07/15; 05/13/21

REASON FOR AMENDMENT:

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S):

COMMN SFMTA

Standard information

Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

2586-Health Worker II

Job classification

Class	2586
Title	Health Worker II
Overtime eligibility	Covered (Non-Z) - Nonexempt
Labor agreement	SEIU Local 1021
Effective date	November 09, 2015

Current compensation plan

Effective: Jan 03, 2026

See [Historic and future compensation information](#) for this class

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$35.8125	\$37.5875	\$39.4625	\$41.4375	\$43.5250
Rate /biweekly:	\$2,865.00	\$3,007.00	\$3,157.00	\$3,315.00	\$3,482.00
Rate /year:	\$74,490	\$78,182	\$82,082	\$86,190	\$90,532

Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

INTRODUCTION

Under supervision, performs a wide variety of paraprofessional duties in a service program of the Department of Public Health; functions as a liaison between community residents and program staff; provides counseling and advice to patients regarding health problems; may supervise Health Worker I; may drive or accompany patients between their homes, hospitals or other social agencies; and performs related duties as required.

DISTINGUISHING FEATURES

This is the second level in the health service career ladder. Health Worker II differs from Health Worker I in that employees in the former classification require less supervision and exercise greater independent judgment. Some positions require driving a motor vehicle in the performance of duties; (incumbents are not qualified to drive an ambulance.)

SUPERVISION EXERCISED

None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

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

1. Participates, but to a lesser degree than Health Worker I, in the health service training program.
2. Provides information and resources to patients and others regarding health care and other facilities available to them; assists patients in utilizing such services; makes follow-up contacts when required.
3. Serves as liaison between the professional staff and the community.
4. May provide language interpretation services in contacts with non-English speaking clients.
5. Assists in gathering and evaluating data concerning the program to which assigned; may perform incidental clerical duties such as keeping records, answering the telephone and arranging client appointments.
6. May transport ambulatory patients between their homes and clinics, hospitals or other social agencies; may transport staff members to meetings with administration approval; reports malfunctions of the vehicle to supervisor.
7. May pick up and deliver supplies and equipment, including high-security pharmaceutical supplies, laboratory tests and mail.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: The ethnic, economic and social factors affecting the residents of the neighborhood served by the health program.

Ability and Skill to: Speak, read and write English as well as the language predominant in the district served; communicate with the clients of the program; work effectively with professional and other staff members.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

None

Experience:

One (1) year of verifiable experience within the last five (5) years, performing a combination of at least two (2) of the following r duties: Serving as a liaison between targeted communities and healthcare agencies; providing culturally appropriate health education/information and outreach to targeted populations; providing referral and follow up services or otherwise coordinating care; providing informal counseling, social support and advocacy to targeted populations; escorting and transporting clients; providing courier/dispatcher functions; performing pre-clinical examinations of vital statistics, such as measuring a patient's weight, height, temperature and blood pressure.

License and Certification:

Must possess a valid California Driver's License for positions requiring driving.

Substitution:

Possession of a Community Health Worker Certificate from City College of San Francisco can substitute for 6 months of experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 2587 Health Worker III

From: 2585 Health Worker I

ORIGINATION DATE: 12/18/1972

AMENDED DATE: 8/18/1975; 3/31/15; 11/09/15

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN SFCCD SFMTA SFUSD

Standard information

Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

1822-Administrative Analyst

Job classification

Class	1822
Title	Administrative Analyst
Overtime eligibility	Exempt (Z) - No Paid Overtime
Labor agreement	SEIU, Local 1021, Misc
Effective date	April 12, 2023

Current compensation plan

Effective: Jan 03, 2026

See [Historic and future compensation information](#) for this class

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$50.9875	\$53.5500	\$56.2375	\$59.0625	\$62.0000
Rate /biweekly:	\$4,079.00	\$4,284.00	\$4,499.00	\$4,725.00	\$4,960.00
Rate /year:	\$106,054	\$111,384	\$116,974	\$122,850	\$128,960

Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

TITLE: ADMINISTRATIVE ANALYST

JOB CODE: 1822

DEFINITION

Under direction, the Administrative Analyst performs difficult and detailed professional-level analytical work in a variety of functional areas, such as; development and

administration of competitive bid processes and contractual agreements; grant administration and monitoring; budget development and administration; legislative analysis; development and evaluation of management/administrative policy; program evaluation and planning; quantitative and qualitative data analysis; or complex financial/fiscal analysis and reporting. Class 1822 Administrative Analyst is the journey-level class of the series.

DISTINGUISHING FEATURES

Class 1822 Administrative Analyst is distinguished from Class 1823 Senior Administrative Analyst in that the latter performs duties of a more difficult and complex nature. Class 1822 Administrative Analyst is distinguished from Class 1820 Junior Administrative Analyst in that the latter is an entry level class performing less difficult and complex duties.

SUPERVISION EXERCISED

Depending on assignment, may serve as lead worker to clerical, technical and/or subordinate professional staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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

1. Performs research, compiles and analyzes information/data regarding a variety of administrative, management, fiscal and organizational issues: identifies issues and determines analytical standards in consultation with supervisor, manager, departmental personnel and other individuals/experts; gathers relevant data, information and/or documentation from a variety of sources; analyzes information and documentation to develop tentative findings; discusses and/or coordinates analysis and tentative findings with supervisor, management staff and/or other appropriate individuals; develops or assists in developing recommendations and/or course of action; gathers additional information and/or revises methodology as needed.
2. Prepares or assists in the preparation of a variety of management reports: compiles and evaluates information in preparation for writing report; presents background information and description of analytical standards; outlines findings and recommendations and prepares logical supporting documentation; writes or assists in writing final reports and documentation for evaluation by administrative and/or management staff; presents reports, including formal presentations to groups.
3. Performs analysis for new and existing administrative, management, program and organizational policies and procedures: consults with managers, administrators and other staff to determine parameters for analysis and other background information; analyzes the effect of proposed and existing legislation, regulations and law on organizational policies

and procedures; compiles information and documentation in preparation for producing reports and/or drafts reports for management/administration.

4. Performs analysis for budget development and resource planning; performs or assists in needs analysis and trend analysis based on research and consultation with managers and administrative staff; consults with managers and assists in resource planning and development of annual budget estimates; reviews and analyzes budget requests from administrators; compiles information and documentation in preparation for producing reports and/or drafts reports related to budget and resource planning issues.

5. Performs analysis for budget administration and/or fiscal/financial reporting; monitors and analyzes expenditures and accounts to ensure compliance with budget parameters; gathers information and prepares documentation related to fiscal/financial reporting; performs and/or assists in fiscal/financial analysis; compiles information and documentation in preparation for producing and/or drafting fiscal/financial reports.

6. Performs analysis for development and administration of competitive bid processes and contractual agreements; identifies and analyzes needs, goals, available funding and other criteria; develops or assists in development of contract/lease specifications; prepares requests for proposals and bid solicitation; performs or assists in analysis of bid information provided by contractors; assists in establishment/maintenance of contractual relationships; performs or assists in analysis for monitoring and enforcement of legal agreements to ensure compliance.

7. Performs analysis for monitoring of grants received by department; writes or assists in writing grant proposals; analyzes funding parameters and other requirements specified by grantor; monitors departmental expenditures to ensure funding parameters are met; analyzes other criteria to ensure compliance with standards required by grantor.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: the principles, procedures and legal standards required to provide professional-level analytical assistance to administrative staff in such areas as: budget development and monitoring; financial/fiscal analysis and reporting; development of management/administrative policies and procedures; analysis of existing and proposed legislation, legal standards and regulatory mandates; development and administration of contractual agreements; and/or grant monitoring and administration.

Ability or Skill to: identify, research and gather relevant information from a variety of sources; read and interpret complex written materials; analyze and evaluate quantitative and qualitative data, procedures, interrelated processes and other information; formulate conclusions and/or alternatives and develop effective recommendations; use work-related computer applications, including e-mail, word processing, spreadsheets, databases and the internet; prepare well-organized and accurate documents such as reports, memos, and correspondence; synthesize ideas and factual information into clear and logical written statements; speak clearly and concisely in order to express ideas and communicate work-

related information to a variety of individuals and groups; listen, ask appropriate questions and effectively elicit information; establish and maintain effective working relationships with staff, officials and the general public.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Additional qualifications (i.e. special conditions) may apply to a particular position and will be stated in the job ad.

Possession of a baccalaureate degree from an accredited college or university, and one (1) year full-time equivalent experience performing professional-level analytical work. Qualifying professional-level analytical work includes analysis, development, administration, and reporting in major programs and functions of an organization in areas such as budgets, contracts, grants, policy, or other functional areas related to the duties of positions in the 182X Class series.

Substitution:

Possession of a graduate degree (Master's degree or higher) from an accredited college or university with major coursework in specialized subject matter areas such as public or business administration, management, business law, contract law, public policy, urban studies, economics, statistical analysis, finance, accounting or other fields of study closely related to the essential functions of positions in the Class series may be substituted for the required one (1) year of experience.

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of 2 years). Thirty (30) semester units or forty-five (45) quarter units equal one year.

License and Certification:

None

PROMOTIVE LINES

To: 1823 Senior Administrative Analyst

From: 1820 Junior Administrative Analyst

ORINATION DATE:

07/13/1961

AMENDED DATE:

07/23/1999; 04/02/2001; 09/28/2009; 04/12/2023

REASON FOR AMENDMENT:

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S):

COMMN SFMTA SFUSD SFCCD

Standard information

Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: POL

Submitted By: James Shields

Department Coordinator: Vincent Lee,
vincent.lee@sfgov.org

Project Manager: James Shields

ServiceNow Number: DHRPSC0005938

Version: 1.01

Version Type: Amendment

Brief description of proposed work: The proposed work is to provide the professional services that can implement a new software system called the Records Management System that meets the requirements of the Department of Justice, both at the federal and state level. Expertise specific to this software is required for managing the project, designing and building how the software will operate, building interfaces and data conversions, testing, training, and cutover for Go-Live. This is a significant operational change to the sworn members, particularly in patrol and investigations that requires vendor software expertise.

Reason for the Request for Amendment: Increase contract amount for additional professional services for implementation of digital evidence management system (DEMS)

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Scope

Amount

Previously Approved Amount: \$3,900,000

Increase Amount: \$100,000

Why are you requesting the PSC amount to be increased?: Increase contract amount for additional professional services for implementation of digital evidence management system (DEMS)

Total Amended Amount: \$4,000,000

Does contract include items other than services?: Yes

- Cloud-Based Software Licenses and Support (without Professional Services): \$28,000,000

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 60

Duration Increase (months): 6

Why are you requesting the PSC duration to be increased: modifying agreement to add professional services and extend duration of software subscriptions

Total Amended Duration (months): 66

First Contract Start Date: 1/1/2026

PSC Duration End Date: 7/3/2031

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Are you making substantive changes to the scope of work last approved?: Yes

Clearly describe scope and detail the services to be performed: Scope includes the following:

- Planning an 18-month project that involves numerous stakeholders who are directly impacted by operational change of reporting incidents and arrests.
- Design and build through system configuration the Records Management System (RMS) that meets the requirements of the 120+ page Statement of Work with the vendor.
- Work with the RMS vendor to deliver enhancements according to the SOW and discovery process during implementation.
- Build 12+ interfaces that transfer data via export, import, or both bi-directional which requires working with multiple vendors.
- Build 2 data conversions where one is via documents and the other is via table fields.
- Validate the completion of design and build, interfaces, and data conversions via 3 phases of testing: functional acceptance testing, integration and conversion testing, and user acceptance testing.
- Develop and execute training plans that will train 2000+ officers and civilians for the new RMS that will replace the existing incident reporting system.
- Prepare cutover plans for Go-Live that will include a 60-day stabilization period of rapid support.
- Achieve California DOJ CIBRS certification which is required for crime data submittals to the FBI.

ADDITIONAL SERVICES FOR PHASE 2/PSC MODIFICATION:

PHASE 2:

- Set configurations and create workflows in the new Digital Evidence Management System (DEMS) for SFPD business processes
- Develop and execute training plan to train 2000+ officers and civilians on using the new DEMS
- Migrate digital evidence data (849B copies, confidential personnel files, incidents, supplementals, dispositions etc.) that is stored from Laserfiche into DEMS
- Prepare cutover plans from Laserfiche to DEMS

Has your response to any of the following questions changed?: Yes

Why are these services required and what are the consequences of denial?: These services are required to implement an RMS that is NIBRS/CIBRS-compliant for crime data submittals to California DOJ. {NIBRS = National Incident-Based Reporting System/CIBRS = California Incident-Based Reporting System.} Currently, crime data submittals come from an in-house incident reporting system that is summary-based and does not meet the FBI standard of incident-based that was mandated on January 1, 2021.

Consequences of denial is that it will further delay the City's law enforcement agency from meeting the FBI NIBRS mandate and, more significantly, could result in the FBI denying all future public safety grants.

PHASE 2/PSC MODIFICATION:

These services are required to migrate critical data from the legacy Laserfiche system and to implement the system and provide training to 2000+ officer for the DEMS product.

Consequences of denial is that the data will not be migrated from the legacy system and SFPD won't have appropriate training for rolling out a new product in the department.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Has your response to any of the following questions changed?: Yes

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: Yes

Provide details related to contracts for which BOS approval will be required?: The total contract amount will be approximately \$28,000,000 which will require BOS approval

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:
No

Has your response to any of the following questions changed?: No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Temporary Basis

Q5a) Explain the Temporary basis of the services: Services needed to address a transitional or short-term situation

Q5b) Why do you believe this to be a transitional or short-term situation?: Professional services is required for the duration of the project. Thereafter, SFPD will own the solution and provide the required support.

Q5c) How will you ensure the services aren't needed once this PSC request has ended?: Project management, business analysts, IT engineers, and support personnel will be directly involved in the RMS implementation with the vendor's professional services and will be receiving training from the vendor.

Q5d) Describe the required skills and expertise needed to perform the services: Project management skills, business analysts who can perform a variety of analyses, IT engineers skilled in network and cloud solutions, and support personnel who can learn the requirements of the software and what the UI experience is. All skills and expertise are specific to an RMS for law enforcement.

Q5e) Does the Department have employees with the required skills and expertise?: No

Q5f) not needed

Q5g) Will the services terminate upon resolution of the situation?: Yes

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?: No

Job Class(es): 1044 - IS Engineer-Principal, 1054 - IS Business Analyst-Principal, 1094 - IT Operations Support Admin IV, 1053 - IS Business Analyst-Senior

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 3/13/2026

Union Review End Date: 3/23/2026

Union Review Duration Met On: 3/23/2026

From: [The Civil Service Commission](#)
To: [Sansou-Mosier, William \(POL\)](#); [Baig, Narjis \(POL\)](#); [Lee, Vincent \(POL\)](#); [Shields, James \(POL\)](#); [Ali, Mir Amanath \(POL\)](#)
Subject: POL [DHRPSC0005938] was approved by CSC on 2025-12-15
Date: Tuesday, December 16, 2025 1:40:17 PM
Attachments: [image](#)
[image](#)



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

NOTICE OF CIVIL SERVICE COMMISSION ACTION

Hello Vincent Lee,

At its meeting on **2025-12-15 14:00:00 PST**, the Civil Service Commission had for its consideration the POL PSC [DHRPSC0005938].

The Civil Service Commission, APPROVED PSC [DHRPSC0005938] on 2025-12-15.

CSC Approval Type: Approval Granted

Relevant Comments:

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

Sandra Eng | Executive Officer

PSC Summary

=====

Record Number: DHRPSC0005938 v 1.0

Description of Proposed Work: The proposed work is to provide the professional services that can implement a new software system called the Records Management System that meets the requirements of the Department of Justice, both at the federal and state level. Expertise specific to this software is required for managing the project, designing and building how the software will operate, building interfaces and data conversions, testing, training, and cutover for Go-Live. This is a significant operational change to the sworn members, particularly in patrol and investigations that requires vendor software expertise.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: POL

Dept PSC Coordinator: Vincent Lee
Dept PSC Coordinator Email: vincent.lee@sfgov.org
DHR Admin/Reviewer: Suzanne Choi
CSC Admin/Reviewer: Elizabeth Aldana
PSC Amount: \$3,900,000.00
PSC Duration (months): 60
Funding Source(s): City Funds

Scope of Work: Scope includes the following: -- Planning an 18-month project that involves numerous stakeholders who are directly impacted by operational change of reporting incidents and arrests. -- Design and build through system configuration the Records Management System (RMS) that meets the requirements of the 120+ page Statement of Work with the vendor. -- Work with the RMS vendor to deliver enhancements according to the SOW and discovery process during implementation. -- Build 12+ interfaces that transfer data via export, import, or both bi-directional which requires working with multiple vendors. -- Build 2 data conversions where one is via documents and the other is via table fields. -- Validate the completion of design and build, interfaces, and data conversions via 3 phases of testing: functional acceptance testing, integration and conversion testing, and user acceptance testing. -- Develop and execute training plans that will train 2000+ officers and civilians for the new RMS that will replace the existing incident reporting system. -- Prepare cutover plans for Go-Live that will include a 60-day stabilization period of rapid support. -- Achieve California DOJ CIBRS certification which is required for crime data submittals to the FBI.

Job Class(es): 1054 - IS Business Analyst-Principal, 1053 - IS Business Analyst-Senior, 1044 - IS Engineer-Principal, 1094 - IT Operations Support Admin IV

PSC Justification(s)

=====

- ✔ Temporary services needed to address a transitional or short-term situation

[Take me to the PSC Record](#)

Ref:TIS6333826_2CQg24xnc9qwvowEoKXe

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: POL

Submitted By: Vincent Lee

Department Coordinator: Vincent Lee,
vincent.lee@sfgov.org

Project Manager: Tasha Smith

ServiceNow Number: DHRPSC0001623

Version: 2.01

Version Type: Amendment

Legacy PSC #: 41422-17/18

Brief description of proposed work: DNA Testing

Reason for the Request for Amendment: Extend duration of contract for required services

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Duration

Amount

Previously Approved Amount: \$1,000,000

Increase Amount: \$0

Why are you requesting the PSC amount to be increased?:

Total Amended Amount: \$1,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 88

Duration Increase (months): 36

Why are you requesting the PSC duration to be increased: Extend the duration of the contract for DNA testing services

Total Amended Duration (months): 124

First Contract Start Date: 3/1/2019

PSC Duration End Date: 6/30/2029

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Clearly describe scope and detail the services to be performed: Original coordinator's email: Genie.Wong@sfgov.org.

The San Francisco Police Department (SFPD) Crime Lab requires a contractor to perform as-needed Y-Chromosome Short Tandem Repeat (Y-STR) testing on sexual assault kits to identify male suspects and other as-needed deoxyribonucleic acid (DNA) testing. A contractor will bridge the gaps when caseloads surge or there is insufficient staffing to meet state mandated turnaround time.

Has your response to any of the following questions changed?: No

Why are these services required and what are the consequences of denial?: This service is necessary for Y-STR testing and preventing a backlog of DNA testing cases, including sexual assault kits. If denied, the SFPD may not be able to meet a state mandated 60-day timeline or have access to Y-STR testing services for sexual assault kits. Y-STR testing is seldom used and would be inefficient to maintain as a service at the SFPD Crime Lab.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 1

Why have you not hired City employees to perform the services?: These are as-needed services

Board and Commission Approvals

Has your response to any of the following questions changed?: No

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:
No

Has your response to any of the following questions changed?: No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Temporary Basis

Q5a) Explain the Temporary basis of the services: Services needed to address a transitional or short-term situation

Q5b) Why do you believe this to be a transitional or short-term situation?: These are add-needed services

Q5c) How will you ensure the services aren't needed once this PSC request has ended?: SFPD will begin to take on services

Q5d) Describe the required skills and expertise needed to perform the services: DNA testing experience

Q5e) Does the Department have employees with the required skills and expertise?: No
Q5f) not needed

Q5g) Will the services terminate upon resolution of the situation?: unknown

Q5h) Explain why: as-needed services may still be needed if SFPD does not have capacity to perform services.

Additional information to support your request (Optional): Nothing is changing from the prior approval. If you review the Legacy PSC, everything remains the same.

Union Notifications

Have the Job Classes/Labor Unions changed?: No

Job Class(es): 8262 - Criminalist III

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 3/13/2026

Union Review End Date: 3/23/2026

Union Review Duration Met On: 3/23/2026

From: [CCSF IT Service Desk](#)
To: [Lee, Vincent \(POL\)](#); [Smith, Tasha \(POL\)](#)
Subject: POL [DHRPSC0001623] submitted for DHR Admin approval has been APPROVED
Date: Friday, March 21, 2025 7:47:23 AM
Attachments: [image](#)

Hello Vincent Lee,

POL PSC [DHRPSC0001623] was APPROVED by DHR on 2025-03-21. You may now proceed to use this PSC.

PSC Summary

=====
Record Number: DHRPSC0001623 v 2.0
Description of Proposed Work: DNA Testing

Request Type: Amendment
Reason for the Request for Amendment: The Legacy PSC (41422-17/18) was approved for 7 years: 07/01/2019 - 06/30/2026. When this PSC was digitized, the "First Contract Start Date" was entered incorrectly as 03/01/2019. The correct start date is 07/01/2019. We are now amending this PSC to so that the duration ends 06/30/2026.

Approval Type: DHR Approval

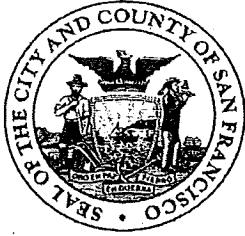
Submitting Department: POL
Dept PSC Coordinator: Vincent Lee
Dept PSC Coordinator Email: vincent.lee@sfgov.org
DHR Admin/Reviewer: Suzanne Choi
First Contract Start Date: 2019-03-01
Previously Approved Amount: \$1,000,000.00
Increase Amount: \$0.00
Total Amended Amount: \$1,000,000.00
Previously Approved Duration (Months): 84
Duration Increase (Months): 4
Total Amended Duration (Months): 88
Funding Source(s): City Funds
Scope of Work: Original coordinator's email: Genie.Wong@sfgov.org. The San Francisco Police Department (SFPD) Crime Lab requires a contractor to perform as-needed Y-Chromosome Short Tandem Repeat (Y-STR) testing on sexual assault kits to identify male suspects and other as-needed deoxyribonucleic acid (DNA) testing. A contractor will bridge the gaps when caseloads surge or there is insufficient staffing to meet state mandated turnaround time.
Job Class(es): 8262 - Criminalist III

PSC Justification(s)

=====
✔ Temporary services needed to address a transitional or short-term situation

[Take me to the PSC Record](#)

Ref:TIS5757345_jc5LmiP4kQ32TBBqbI2Q



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED
MAYOR

Sent Via Electronic Mail

September 21, 2018

NOTICE OF CIVIL SERVICE COMMISSION ACTION

F. X. CROWLEY
PRESIDENT

ELIZABETH SALVESON
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS 40194-17/18; 42680-17/18; 43103-18/19; 46751-17/18; 26741-18/19; 41388-17/18; 45366-18/19; 40295-18/19; 49961-18/19; 46107-17/18; 41422-17/18; 43498-17/18; 47395-17/18; 47705-18/19; 48095-17/18; 49000-18/19; 43877-18/19; 45859-17/18; 44970-18/19; 43672-14/15; 38535-13/14; 43868-14/15; AND 47083-13/14.

At its meeting on September 17, 2018 the Civil Service Commission had for its consideration the above matter.

The Commission took the following actions:

1. Approved PSC #41388-17/18 with the condition to amend under Scope of Work to include ...all necessary "installation", maintenance and services to provide all three buildings with attractive green rooftops.
2. Approved PSC #45366-18-19 with the condition to amend the justification to include the lack of "specialized equipment, location and facilities within the City and County of San Francisco."
3. Approved PSC #47395-17/18 with the condition to report back in September of 2019 regarding the progress.
4. Approved PSC #48095-17/18 with the condition to report back in September of 2019 regarding the progress and recruitment efforts.
5. Approved PSC #45859-17/18 with the condition to report back within three (3) months on the status and continue discussions with the union.
6. Adopted the report. Approved the remaining requests for proposed Personal Services Contracts and notified the Office of the Controller and the Office of Contract Administration.

MICHAEL L. BROWN
EXECUTIVE OFFICER

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.

PLEASE 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

MICHAEL L. BROWN
Executive Officer

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			3). Coordination of pest control treatment for bedbugs, lice, roaches, fleas, rodents, and/or other pests as specified and coordinated by APS representative.			
46107 - 17/18	MUNICIPAL TRANSPORTATION AGENCY	\$200,000.00	To provide federally mandated urine analysis for safety-sensitive employees with the San Francisco Municipal Transportation Agency (SFMTA).	August 1, 2018	July 31, 2023	REGULAR
41422 - 17/18	POLICE	\$1,000,000.00	The San Francisco Police Department (SFPD) Crime Lab requires a contractor to perform as-needed Y-Chromosome Short Tandem Repeat (Y-STR) testing on sexual assault kits to identify male suspects and other as-needed deoxyribonucleic acid (DNA) testing. A contractor will bridge the gaps when caseloads surge or there is insufficient staffing to meet state mandated turnaround time.	July 1, 2019	June 30, 2023	REGULAR
43498 - 17/18	POLICE	\$900,000.00	The Contractor will provide controlled substance testing for the San Francisco Police Department (SFPD). Testing will be performed with chemical and scientific processes within American Society of Crime Lab Directors (ASCLD) standards. Controlled substance testing consists of, but is not limited to, maintaining chain-of-custody, weighing or measuring, testing, analysis, documenting, and completing reports. Contractor staff will work with Investigators and the San Francisco District Attorney's Office, and provide expert court testimony.	March 1, 2019	February 28, 2023	REGULAR
47395 - 17/18	PUBLIC UTILITIES COMMISSION	\$8,000,000.00	The San Francisco Public Utilities Commission (SFPUC) Intends to award a \$8 million agreement to support SFPUC civil, structural, electrical, process, mechanical engineering staff, and for other specialized engineering services needed to assist in the design and support during construction of a new raw water ozonation system at SFPUC's Sunol Valley Water Treatment Plant (SVWTP) to address long-term taste and odor issues. Design scope includes new cryogenic oxygen tanks, liquid oxygen vaporizers, ozone generators, ozone injectors, an ozone contactor, an ozone building, an ozone destruct system, electrical power facilities, associated piping/appurtenances, associated automatic controls (I&C), related facilities, and power generation consisting of solar panels atop the Treated Water Reservoir and nearby SVWTP facilities to offset the increased power load. The Sunol valley power supply and usage will need to be analyzed and upgraded at San Antonio Pump Station and the Calaveras Substation to accommodate the new plant power loads. The contract will also address identified plant process limitations and make modifications to improve the plant reliability.	December 1, 2018	December 1, 2024	REGULAR
47705 - 18/19	PUBLIC UTILITIES COMMISSION	\$4,000,000.00	Water resources and conservation planning and program support. Specialized and technical services will support efficient use and reliability of existing surface water supplies as well as development and ongoing management of alternate water supplies, including groundwater, recycled water, non-potable water, and purified water. Services will include preparation and review of technical and investigative reports, studies, and documents; development of outreach, informational, and training materials; development and review of conceptual engineering plans; water customer site assessments; development and updates to data models; data analyses, review, and interpretation; regulatory review; financial analysis of water supply opportunities, including comparative evaluation of the unit cost of water and the valuation of investment options; grant administration; operations and outreach coordination; and cross-connection control testing assistance. California-licensed geologists, engineering geologists, hydrogeologists and/or engineers with appropriate subject area expertise will be required for preparation of certain regulatory reports.	January 1, 2019	December 31, 2023	REGULAR

