



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: 7/20/2026
3. Check One: Ratification Agenda
 Consent Agenda
 XX Regular Agenda
 Human Resources Director's Report
4. Subject: Report back on Approved DHRPSC0005346
5. Recommendation: Adopt the report.
6. Report prepared by: Julian Robinson Telephone number: 628-652-0733
7. Notifications: **(Attach a list of the person(s) to be notified in the
format described in Civil Service Commission Procedure
Number Two).**
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director: 

Date: 7/8/2026

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.

Attachment

CSC RECEIPT STAMP

Julian Robinson, julian.e.robinson@sfgov.org

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MEMORANDUM

DATE: July 8, 2026
TO: Civil Service Commission
25 Van Ness Ave, Suite 720
San Francisco CA 94102
Attn: Sandra Eng, Executive Director
FROM: Julian Robinson, Workers Compensation Director
SUBJECT: PSC DHRPSC0005346 – Report Back to Commission

At the 6/16/25 Civil Service Commission meeting, PSC DHRPSC0005346 for Workers Compensation General Investigative Services and Special Investigation Unit (SIU) was approved with the following condition:

Report back within a 12 month period from DHR's Workers' Compensation Division on the work of the contractor regarding initial claim denial rates and whether the denial rates are upheld with the contractor.

The RFP for Investigation Services and SIU services issued on 1/27/26 and concluded on 4/30/26. DHR is completing work on securing contracts with the highest-ranking proposers. As such, while we are prepared to provide denial rate data as compared from 2025 to 2026, the data will not address the concern raised by the Commission. As we have not yet secured contracts with the new contractors, no comparative data is available between our current service providers and a new contractor or contractors.

We are happy to report back after completing contract negotiations for Investigative Services and SIU services to establish a baseline and following a 12-month period to pull the necessary data for comparison. We anticipate this to occur by 7/9/2029.