



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

**DANIEL LURIE
MAYOR**

Sent via Electronic Mail

November 7, 2025

NOTICE OF CIVIL SERVICE COMMISSION MEETING

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES
CONTRACT #DHRPSC0005440 - V0.01 FROM THE DEPARTMENT OF PUBLIC
HEALTH.**

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on **November 17, 2025, 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

LAVENA HOLMES
Deputy Director

Attachment

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

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

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

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original copy on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at <https://sf.gov/civilservice> and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

F. Policy and Procedure on Hearing Items Out of Order

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

G. Procedure for Commission Hearings

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission.

Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

H. Policy on Audio Recording of Commission Meetings

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at www.sfgov.org/civilservice/.

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take in-person public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended. People who have received an accommodation due to a disability (as described below) may provide their public comments remotely. The Commission will also allow public comment from members of the public who choose to participate remotely. It is possible that the Commission may experience technical challenges that interfere with the ability of members of the public to participate in the meeting remotely. If that happens, the Commission will attempt to correct the problem, but may continue the hearing so long as people attending in-person are able to observe and offer public comment.

J. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

Information on Disability Access

*** Temporary Wheelchair-accessible entrances are located on Van Ness Avenue and Grove Street. Please note the wheelchair lift at the Goodlett Place/Polk Street is temporarily not available. After multiple repairs that were followed by additional breakdowns, the wheelchair lift at the Goodlett/Polk entrance is being replaced for improved operation and reliability.**

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1100 or email civilservice@sfgov.org to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

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

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

San Francisco Lobbyist Ordinance

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



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Number: _____ - _____ -
2. For Civil Service Commission Meeting of: November 17, 2025
3. Check One: **Regular Agenda**
4. Subject: Personal Services Contract # DHRPSC0005440
Residential Services for Adults and Older Adults with Serious and
Persistent Mental Illness and/or Other Behavioral Health Needs;
Postponement from September 15, 2025, to November 17, 2025.
5. Recommendation: Adopt the report.
6. Report prepared by: Reanna Albert, PSC Coordinator, Department of Public Health
Telephone number: reanna.albert@sfdph.org
7. Notifications: nato.green@seiu1021.org;
Elizabeth.Travelslight@seiu1021.org; oumar.fall@seiu1021.org;
Carey.Dall@seiu1021.org; pscreview@seiu1021.org
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

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: DPH

Submitted By: Jeff Dubois

Department Coordinator: Kelly Hiramoto,
kelly.hiramoto@sfdph.org

Project Manager: Yoonjung Kim

ServiceNow Number: DHRPSC0005440

Version: 0.01

Version Type: New

Brief description of proposed work: Provide residential services in a community setting for adults and older adults with serious and persistent mental illness and/or other behavioral health needs who may also have chronic medical conditions and/or cognitive impairments or dementia.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$53,000,000

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: Yes

Explain the special circumstances: Proposition C (Homelessness Gross Receipts Tax) funding can only be used for programs that serve people experiencing or at risk of homelessness who have behavioral health needs.

Scope of Work

Clearly describe scope and detail the services to be performed: Provide residential services in a community setting for adults and older adults with serious and persistent mental illness or other behavioral health needs who may also have chronic medical conditions and/or cognitive impairments or dementia. Services include meals, assistance with activities of daily living, medication support, daily activities that may include social and vocational rehabilitation, housekeeping, access to medical care, and administration/program management. Facility

operators will provide residential support for individuals who recently completed a treatment program and are waiting for independent housing, as well as individuals – including people experiencing homelessness – who need support, supervision, and/or socialization to maintain housing stability. The services must be provided in a facility that is licensed by the Department of Social Services Community Care Licensing in compliance with California Code of Regulations, Title 22, Division 6, Chapters 6 or 8.

Why are these services required and what are the consequences of denial?: Residential Care Facilities provide supportive services and opportunities for skill-building for clients with serious and persistent mental illness and/or other behavioral health needs. The timely availability of Residential Care Facility placements is crucial for reducing the utilization of higher levels of medical and/or behavioral health care and serving DPH clients in the least restrictive setting possible. In addition, Residential Care Facilities provide housing stability for clients who are currently residing in lower levels of care that are unable to meet their complex care needs (for example, people whose chronic medical conditions, cognitive impairments, and/or dementia become too complex for them continue to live independently).

Denial of these services could result in individuals remaining in inappropriate residential settings, worsening of behavioral health and/or physical health conditions, or returning to homelessness. This impairs clients' wellness recovery and could result in increased utilization of higher-cost emergency and acute services, such as 911/ambulance use, emergency rooms, and inpatient hospital days. Health impacts would include a higher incidence of chronic illness and death among DPH clients.

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?: 6

Why have you not hired City employees to perform the services?: To promote the integration of people with behavioral health conditions into community-based living settings and encourage participation in community-based services, the City partners with Residential Care Facility operators to provide services in neighborhood locations. The City does not operate standalone residential care facilities in neighborhood locations.

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 is required.

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?: For the vast majority of Residential Care Facility placements for adults and older adults with serious and persistent mental illness and/or other behavioral health needs, the City partners with community providers who own or lease their own Residential Care Facilities in neighborhood settings. The City must work with these partners to ensure there are sufficient residential care beds in the community to meet the City's needs.

Does the dept plan to acquire the facilities/equipment to perform the services?: Yes

Provide plan and timeline to secure what is required to perform the services: To meet the growing need for Residential Care Facility services among adults and older adults with serious and persistent mental illness and/or other behavioral health needs, the City purchased a former Residential Care Facility in 2024. The City will continue to pursue additional opportunities as funding and appropriate sites become available, including a planned purchase of an additional Residential Care Facility in summer 2025.

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 2305 - Psychiatric Technician, 2587 - Health Worker 3, 2583 - Home Health Aide, 2593 - Health Program Coordinator 3, 2930 - Behavioral Health Clinician, 2314 - Behavioral Health Team Leader, 2303 - Certified Nursing Assistant, 2591 - Health Program Coordinator 2, 2586 - Health Worker 2, 2548 - Occupational Therapist, 2312 - Licensed Vocational Nurse, 2585 - Health Worker 1, 2589 - Health Program Coordinator 1, 2588 - Health Worker 4

Labor Unions: 021 - Prof & Tech Eng, Local 21, 250 - SEIU 1021, 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: L21pscreview@ifpte21.org, PSCreview@seiu1021.org, PSCreview@seiu1021.org

Union Review Sent On: 5/23/2025

Union Review End Date: 7/22/2025

Union Review Duration Met On: 7/22/2025

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:	Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	reanna.albert@sfdph.org
PSC ServiceNow Record No.:	DHRPSC0005440

[illegible]



City and County of San Francisco
Daniel Lurie, Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: July 24, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: Request for Calendaring for August 18, 2025 Civil Service Commission Meeting:
DHRPSC0005440 Residential Services for Adults and Older Adults

This is to respectfully request that the above PSC be included for the Civil Service Commission meeting on August 18, 2025. The PSC was submitted May 23, 2025 and the 60-day union notification period ended July 22, 2025. Below is a summary of the Department's ongoing communications with SEIU Local 1021.

<u>PSC</u>	<u>Union Notification End Date</u>	<u>Summary</u>
DHRPSC0005440	7/22/25	<ul style="list-style-type: none">• 5/23/25: PSC was submitted and SEIU was notified• 6/11/25: Union objected• 7/2/25: DPH responded to Request for Information (RFI)• 7/8/25: Meeting with union was held• A follow-up meeting is pending for the first week of August

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



City and County of San Francisco
Daniel Lurie, Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: July 24, 2025

TO: Suzanne Choi, Citywide PSC Coordinator, DHR

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

RE: DHRPSC0005440 v 0.01 Residential Services for Adults and Older Adults

Summary of Union Objection:

On July 8, 2025, DPH met with the SEIU Local 1021 to discuss this PSC. The union's objection focused on how they believe the PSC will be contracting out services currently provided by City staff at the Behavioral Health Center (BHC). They are concerned about the proposed relocation of the BHC program to a community-based organization without a clear justification, timeline for reopening, or guarantee that current staff will retain equivalent roles. SEIU emphasized that the current City-run program is successful and that the proposed changes may reduce service quality. A second meeting with the union is pending for the first week of August.

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

SEIU Request for Information: PSC 5440 – Residential Services for Adults and Older Adults with Mental Illness and/or Behavioral Health Needs

1. The names of vendors and contracts used previously to contract out these services, and a copy of the contracts with the associated vendors.
 - Baker Places: CID 1000009940 (Odyssey House only)
 - Richmond Area Multi-Services (RAMS): CID 1000010838 (Broderick Street Residential only)
 - Crestwood Behavioral Health: CID 1000009324 (American River, Vallejo and Hope only)
 - A&A Health Services: CID 1000021416 (FY23), 1000030486 (FY24), and 1000032999 (FY25)
2. All invoices and DPH performance evaluations for services rendered by vendors to whom these services were contracted out.

Provided as an attachment for contracts in Q1.

3. The city classifications, departments or entities that performed these services in the past.
 - 2303 (Certified Nursing Assistant)
 - 2305 (Psychiatric Technician)
 - 2312 (Licensed Vocational Nurse)
 - 2314 (Behavioral Health Team Leader)
 - 2548 (Occupational Therapist)
 - 2583 (Home Health Aide)
 - 2585 (Health Worker I)
 - 2586 (Health Worker II)
 - 2587 (Health Worker III)
 - 2588 (Health Worker IV)
 - 2589 (Health Program Coordinator I)
 - 2591 (Health Program Coordinator II)
 - 2593 (Health Program Coordinator III)
 - 2930 (Behavioral Health Clinician)
4. Any department documents including strategic plans, department policies and procedures, legal and funding requirements, audits, etc that led to the decision to contract out these services.

The department isn't clear how this is relevant to the PSC. Can SEIU please provide clarification on the relevance?

5. A list of department decision makers who determined the need to contract out these services.

The department believes this question is outside the scope of the PSC review process.

6. Any feasibility studies and department assessments done to confirm that these services cannot be performed by civil service employees in the past, present or future.

No formal feasibility studies or department assessments of this nature have been conducted.

7. Vacancy report for all SEIU classifications in your department that may perform this work or may perform this work along with the contractor selected.

Job Code	Job Code and Title	Funded Permanent FTEs	Vacant Permanent FTEs	Vacancy Rate - Permanent FTE
2303	2303-Certified Nursing Assistant	499.3	-26.9	-5.4%
2305	2305-Psychiatric Technician	45.5	4.1	9.0%
2312	2312-Licensed Vocational Nurse	176.7	13.7	7.8%
2314	2314-Behavioral Health Team Leader	21.7	0.9	4.2%
2583	2583-Home Health Aide	35.1	0.1	0.4%
2585	2585-Health Worker 1	35.1	8.3	23.8%
2586	2586-Health Worker 2	173.9	27.4	15.8%
2587	2587-Health Worker 3	199.4	24.4	12.3%
2588	2588-Health Worker 4	44.5	7.0	15.7%
2930	2930-Behavioral Health Clinician	234.1	-6.4	-2.7%

8. Evaluation metrics and impact analysis conducted to assess the contractors' performance and service deliverables.

DPH contracts with community-based Adult Residential Facilities (ARFs) and Residential Care Facilities for the Elderly (RCFEs), which are monitored through a Utilization Review process on a regular basis by the Behavioral Health Services (BHS) – Residential System of Care (RSOC) team. Each client admitted to a facility into a contracted bed is reviewed

at least every 30 days by the BHS-RSOC Care Coordinator. The Care Coordinator monitors ongoing treatment and progress toward treatment goals, including step-down (lower level of care) or step-up (higher level of care) discharge as soon as clinically appropriate at monthly Utilization Review meetings with the facility treatment team. RSOC staff also make on-site visits on a monthly and as-needed basis for compliance monitoring.

Additionally, SF DPH's quality assurance for contracted ARFs and RCFEs builds upon the state monitoring system by the California Department of Social Services – Community Care Licensing Division (CCLD), the state licensing board for ARFs and RCFEs. The CCLD is required to inspect all licensed facilities at least once every five years, with a random sample of 30% of facilities inspected annually. These audits, or inspections, are aimed at ensuring that facilities comply with state laws and regulations to protect the health, safety, and well-being of residents.

9. The specific DPH behavioral health programs, and any other DPH programs or systems of care, that will be supported by the vendor.

- Baker Places: Odyssey House, Adult Residential Facility (10 beds), located at 484 Oak Street, San Francisco
- Richmond Area Multi-Services: Broderick Street Residential Program, Adult Residential Facility (33 beds), located at 1421 Broderick Street
- A&A Health Services: Two Adult Residential Facilities – Victoria's House (46 beds) located at 658 Shotwell Street in San Francisco and A&A San Pablo (10 beds)
- Crestwood Behavioral Health: Two Adult Residential Facilities and one Residential Care Facilities located outside of San Francisco (approximately 20 beds).
- Existing Adult Residential Facilities and Residential Care Facilities for the Elderly that currently accept DPH clients under Memoranda of Agreement (MOA) and a check-writing arrangement (approximately 410 beds).
- New Adult Residential Facility and Residential Care Facility for the Elderly at 601/624 Laguna Street in San Francisco (approximately 90 beds).

10. The total number of staff the vendor will be employing under this PSC.

ARF and RCFE services are contracted on a daily bed rate. The staff ratio at facilities may change based on client needs.

11. The status of contract negotiations with the chosen vendors.

We plan to transition some ARF/RCFE providers from Memoranda of Agreement (MOAs) to standard professional services agreements. The negotiations with each provider will take place after this PSC is approved by the Civil Service Commission.

Re: SEIU Local 1021 post-meeting memo on PSC 5440/BHC privatization

From Wright, Jonathan (HRD) <jonathan.wright@sfgov.org>

Date Tue 7/15/2025 9:13 AM

To Nato Green <nato.green@seiu1021.org>; Rivera, Diana (HRD) <diana.rivera@sfgov.org>

Cc Oumar Fall <oumar.fall@seiu1021.org>; Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>; Graham, Ardis (HRD) <ardis.graham@sfgov.org>; McCaleb, Claire (HRD) <claire.mccaleb@sfgov.org>; Rhoe, Ronnie (HRD) <ronnie.rhoe@sfgov.org>; Kim, Luenna (DPH) <luenna.kim@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Kirkpatrick, Kelly (DPH) <kelly.kirkpatrick@sfdph.org>; Torres, Joan (DPH) <joanpauline.torres@sfdph.org>; Li, Charisse (DPH) <charisse.li@sfdph.org>; Vallin, Armando (DPH) <armando.vallin@sfdph.org>; Carey Dall <Carey.Dall@seiu1021.org>; Edelman, David (DPH) <david.edelman@sfdph.org>; Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Kaleekal, John (DPH) <john.kaleekal@sfdph.org>; Calderon, Luis (DPH) <luis.calderon@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; Kim, Yoonjung (DPH) <yoonjung.kim@sfdph.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Good morning Nato,

I am writing to confirm receipt of your email providing the Union's position regarding PSC 5440 and the planned conversion of the BHC.

DHR will work to provide information responsive to your request for "documentation that the Mayor (not any designee) directly and expressly confirmed compliance with paragraph 93 and 95 with respect to PSC 5440 prior to May 23, 2025 when it was sent to the Union."

In the meantime, the City is requesting clarification regarding several of your statements. Please consider this a formal request for information and provide responsive information as soon as possible. Please see our three questions below in [blue](#):

1. *The services provided at the BHC are successful and there is no operational necessity to privatize them. Further, it will be operationally easier to move the current workforce with the patients to the new location.*

[Which provision\(s\) of either SEIU MOU \(Citywide or RN\), the MMBA \(CA Govt Code Sections 3500-3511\), or relevant PERB decisions that provides SEIU the authority to determine operational necessity on behalf of the City and County of San Francisco?](#)

2. *The City's plan would require a lay off the current workforce, involuntarily reassigning them into vacancies, and meeting and conferring with the Union to impasse or agreement about the decision and effects at every stage.*

[Please explain how SEIU believes involuntary reassignment requires a layoff; specifically, the meaning of layoff as defined in the relevant MOUs and Civil Service rules?](#)

[Additionally, which provision\(s\) of either SEIU MOU \(Citywide or RN\), the MMBA \(CA Govt Code Sections 3500-3511\), or relevant PERB decisions provides SEIU the authority to meet and confer](#)

over the decision to 1) implement a reassignment (voluntary or involuntary) or 2) implement reduction in force resulting in layoff due to lack of work or funds?

The City will consider the Union's proposal and provide a response in a subsequent communication.

Regarding a subsequent meeting to continue discussing the conversion of the BHC, you, Diana Rivera, and I are discussing scheduling in an alternate email thread. I have offered to curtail my upcoming vacation (as I know you currently are by sending this communication), to meet remotely on August 5, 2025. I will be unable to meet in-person until the week of August 11, 2025. Please advise if SEIU has reconsidered the City's offer to meet on August 5.

Yours truly,



Connecting People with Purpose

Jonathan T. Wright
Assistant Employee Relations Director
Department of Human Resources
One South Van Ness Ave., 4th Floor
San Francisco, CA 94103
Website: www.sfdhr.org

From: Nato Green <nato.green@seiu1021.org>

Date: Tuesday, July 15, 2025 at 08:06

To: Rivera, Diana (HRD) <diana.rivera@sfgov.org>, Wright, Jonathan (HRD) <jonathan.wright@sfgov.org>

Cc: Oumar Fall <oumar.fall@seiu1021.org>, Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>, Graham, Ardis (HRD) <ardis.graham@sfgov.org>, McCaleb, Claire (HRD) <claire.mccaleb@sfgov.org>, Rhoe, Ronnie (HRD) <ronnie.rhoe@sfgov.org>, Kim, Luenna (DPH) <luenna.kim@sfdph.org>, Williams, Ramon (DPH) <ramon.williams@sfdph.org>, Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>, Kirkpatrick, Kelly (DPH) <kelly.kirkpatrick@sfdph.org>, Torres, Joan (DPH) <joanpauline.torres@sfdph.org>, Li, Charisse (DPH) <charisse.li@sfdph.org>, Vallin, Armando (DPH) <armando.vallin@sfdph.org>, Carey Dall <Carey.Dall@seiu1021.org>, Edelman, David (DPH) <david.edelman@sfdph.org>, Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>, Kaleekal, John (DPH) <john.kaleekal@sfdph.org>, Kirkpatrick, Kelly (DPH) <kelly.kirkpatrick@sfdph.org>, Calderon, Luis (DPH) <luis.calderon@sfdph.org>, Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>, Kim, Yoonjung (DPH) <yoonjung.kim@sfdph.org>, Albert, Reanna (DPH) <reanna.albert@sfdph.org>, David Canham <david.canham@seiu1021.org>
Subject: SEIU Local 1021 post-meeting memo on PSC 5440/BHC privatization

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

Dear DPH/CCSF Administration Partners,

The parties met on July 8, 2025 at 101 Grove pursuant to the meet and confer process provided for in Article IIC—Subcontracting of Work of the MOU between the City & County of San Francisco and SEIU Local 1021 Citywide regarding PSC 5440 Residential Services. In this Personnel Service Contract (“PSC”), the Department of Public Health seeks authorization for \$53 million over three years for residential treatment services.

In the meeting the Union stated that we do not object to the portion of the PSC that renews existing contracts with Community Based Organizations (“CBOs”) provided that the City reverses its plan to contract out the services currently provided by City employees at the Behavioral Health Center (“BHC”) as part of relocating those services to new buildings on Laguna Street. Further, the Union is willing to support the proposal to relocate services provided that the bargaining unit positions are maintained in the relocation.

The services provided at the BHC are successful and there is no operational necessity to privatize them. Further, it will be operationally easier to move the current workforce with the patients to the new location. The City’s plan would require a lay off the current workforce, involuntarily reassigning them into vacancies, and meeting and conferring with the Union to impasse or agreement about the decision and effects at every stage.

The Union stated that there is a version of the plan in which the current workers are relocated with the patients and there is a later process to create new positions when the renovations of the BHC building are complete. The Union would enthusiastically support this plan. Or the City can proceed with the privatization plan as proposed, which the Union will vigorously oppose. The City has a management right to relocate operations for construction and renovation, as has been done with Tom Waddell clinics, MXM, SF General Hospital itself, Laguna Honda, Jail Health Services, etc., but such relocations have never been accompanied by the wholesale privatization of the service. This is unprecedented, which is an additional reason why the Union will oppose the City’s proposal to the fullest extent.

Moreover, the proposed plan violates the MOU, Article IIC including but not limited to paragraphs 90-95, 108, 111-112. Because the contracts proposed are new contracts that would entail the elimination of current positions, elimination of current bargaining unit work, and new contracts for services on Laguna Street that would serve no purpose but lowering labor costs, There is an absolute bar in the MOU with respect to the portion of PSC 5440 that deals with privatizing existing work when relocating patients and services from the BHC to a new location. These provisions of the MOU are enforceable through the grievance and arbitration process as well as the meet and confer process.

Without waiving the Union’s right to request more information, bargain over every matter within the scope of representation, or raise other challenges, please provide documentation that the Mayor (not any designee) directly and expressly confirmed compliance with paragraph 93 and 95 with respect to PSC 5440 prior to May 23, 2025 when it was sent to the Union. If the City does not agree to the Union’s proposal to maintain the current bargaining unit work with the relocation of services, please provide dates to occur on August 5 or later for the Union to meet in person with the Mayor pursuant to paragraph 95.

Nato Green
Collective Bargaining Coordinator
SEIU Local 1021
Pronouns: he/him
Mobile: (415) 412-1982

From: Rivera, Diana (HRD) <diana.rivera@sfgov.org>

Sent: Monday, July 14, 2025 12:44 PM

To: Nato Green <nato.green@seiu1021.org>

Cc: Oumar Fall <Oumar.Fall@SEIU1021.ORG>; Elizabeth Travelslight <Elizabeth.Travelslight@seiu1021.org>;

Graham, Ardis (HRD) <ardis.graham@sfgov.org>; Wright, Jonathan (HRD) <jonathan.wright@sfgov.org>; McCaleb, Claire (HRD) <claire.mccaleb@sfgov.org>; Rhoe, Ronnie (HRD) <ronnie.rhoe@sfgov.org>; Kim, Luenna (DPH) <luenna.kim@sfdph.org>; Williams, Ramon (DPH) <ramon.williams@sfdph.org>; Almeida, Angelica (DPH) <angelica.almeida@sfdph.org>; Kirkpatrick, Kelly (DPH) <kelly.kirkpatrick@sfdph.org>; Torres, Joan (DPH) <joanpauline.torres@sfdph.org>; Li, Charisse (DPH) <charisse.li@sfdph.org>

Subject: City of SF Response # 2 to SEIU 1021 Request for Information Dated May 29, 2025

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Hi Nato,

Please find attached the City's response #2 to SEIU 1021's request for information dated May 29, 2025.

Additionally, the City received and is working on the Unions request for information submitted on June 26, 2025.



Diana Rivera | (she, her, ella)
Employee Relations Representative
Department of Human Resources
One South Van Ness Avenue, 4th Floor
San Francisco, CA 94103
Website: www.sfdhr.org

Re: DPH [DHRPSC0005440] submitted for Union Review

From Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Date Wed 7/2/2025 1:37 PM

To Carey Dall <Carey.Dall@seiu1021.org>

Cc Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Kim, Yoonjung (DPH) <yoonjung.kim@sfdph.org>; Kirkpatrick, Kelly (DPH) <kelly.kirkpatrick@sfdph.org>; Wright, Jonathan (HRD) <jonathan.wright@sfgov.org>; Rivera, Diana (HRD) <diana.rivera@sfgov.org>; Edelman, David (DPH) <david.edelman@sfdph.org>; Kaleekal, John (DPH) <john.kaleekal@sfdph.org>; Vallin, Armando (DPH) <armando.vallin@sfdph.org>; Calderon, Luis (DPH) <luis.calderon@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Genevieve Vigil <Genevieve.Vigil@seiu1021.org>; Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>

Hi Carey,

Thank you for letting us know. We'll cancel the meeting for 7/8.

We appreciate you coordinating a standing time for Mondays and Tuesdays moving forward. We're eager to meet with you and are happy to work around a time that works best for you and your team. Please let us know once you've identified a standing day and time.

Thanks,
Reanna

From: Carey Dall <Carey.Dall@seiu1021.org>

Sent: Wednesday, July 2, 2025 11:38 AM

To: Albert, Reanna (DPH) <reanna.albert@sfdph.org>

Cc: Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Kim, Yoonjung (DPH) <yoonjung.kim@sfdph.org>; Kirkpatrick, Kelly (DPH) <kelly.kirkpatrick@sfdph.org>; Wright, Jonathan (HRD) <jonathan.wright@sfgov.org>; Rivera, Diana (HRD) <diana.rivera@sfgov.org>; Edelman, David (DPH) <david.edelman@sfdph.org>; Kaleekal, John (DPH) <john.kaleekal@sfdph.org>; Vallin, Armando (DPH) <armando.vallin@sfdph.org>; Calderon, Luis (DPH) <luis.calderon@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>; Dawkins, Brandon (DPH) <brandon.dawkins@sfdph.org>; Ocon, Laura (DPH) <laura.ocon@sfdph.org>; Genevieve Vigil <Genevieve.Vigil@seiu1021.org>; Duncan, Joseph (DPH) <joseph.duncan@sfdph.org>

Subject: RE: DPH [DHRPSC0005440] submitted for Union Review

Hi Reanna –

We are not available on 7/8.

Furthermore, I am working with my team to identify a standing time for Mondays and Tuesdays that work for their schedules.

At this point, my only availability next week is Thursday afternoon starting at 230pm.

Otherwise, thank you for the information in response to our RFI.

Regards,
Carey

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Wednesday, July 2, 2025 10:57 AM
To: Carey Dall <Carey.Dall@seiu1021.org>
Cc: Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Kim, Yoonjung (DPH) <yoonjung.kim@sfdph.org>; Kirkpatrick, Kelly (DPH) <kelly.kirkpatrick@sfdph.org>; PSCreview <PSCreview@seiu1021.org>; Wright, Jonathan (HRD) <jonathan.wright@sfgov.org>; Rivera, Diana (HRD) <diana.rivera@sfgov.org>; Edelman, David (DPH) <david.edelman@sfdph.org>; Kaleekal, John (DPH) <john.kaleekal@sfdph.org>; Vallin, Armando (DPH) <armando.vallin@sfdph.org>; Calderon, Luis (DPH) <luis.calderon@sfdph.org>; Nguyen, My Lan Do (DPH) <mylando.nguyen@sfdph.org>
Subject: Re: DPH [DHRPSC0005440] submitted for Union Review

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Hi Carey,

Please see the attached responses and supporting documents to the RFI for PSC 5440 - Residential Services for Adults and Older Adults with Behavioral Health Needs. If you have additional questions, please let us know. We look forward to meeting with you on 7/8.

Thanks,
Reanna

Reanna Albert (she/her)
Pre-Award Unit Analyst | PSC Coordinator
SFDPH Office of Contracts Management & Compliance
101 Grove Street, Room 410
San Francisco, CA 94102
reanna.albert@sfdph.org
628-271-6178

From: Albert, Reanna (DPH) <reanna.albert@sfdph.org>
Sent: Wednesday, June 18, 2025 9:44 AM
To: Carey Dall <carey.dall@seiu1021.org>
Cc: Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Kim, Yoonjung (DPH) <yoonjung.kim@sfdph.org>; Kirkpatrick, Kelly (DPH) <kelly.kirkpatrick@sfdph.org>; PSCreview <pscreview@seiu1021.org>
Subject: Fw: DPH [DHRPSC0005440] submitted for Union Review

Hi Carey,

Thank you for your message. We are working on response to your RFI.

We'd like to schedule a meeting with you during our standing time at 10:00am on Tuesday, 7/8. I'll send a calendar invite for a meeting at 101 Grove.

Thanks,
Reanna

Reanna Albert (she/her)

Pre-Award Unit Analyst | PSC Coordinator
SFDPH Office of Contracts Management & Compliance
101 Grove Street, Room 410
San Francisco, CA 94102
reanna.albert@sfdph.org
628-271-6178

From: Carey Dall <Carey.Dall@seiu1021.org>

Sent: Wednesday, June 11, 2025 11:22 AM

To: DT Service Now (TIS) <ccsfdt@service-now.com>; L21pscreview@ifpte21.org <L21pscreview@ifpte21.org>;
Dubois, Jeff (DPH) <jeff.dubois1@sfdph.org>; Kim, Yoonjung (DPH) <yoonyung.kim@sfdph.org>; PSCreview
<PSCreview@seiu1021.org>; Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; DHR-PSCCoordinator, DHR (HRD)
<thr-psccordinator@sfgov.org>

Subject: RE: DPH [DHRPSC0005440] submitted for Union Review

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

Hello –

SEIU 1021 objects to this PSC and demands meet and confer. Please let us know what dates and times you are available.

Meanwhile, we request the following information before we meet:

- The names of vendors and contracts used previously to contract out these services, and a copy of the contracts with the associated vendors.
- All invoices and DPH performance evaluations for services rendered by vendors to whom these services were contracted out.
- The city classifications, departments or entities that performed these services in the past.
- Any department documents including strategic plans, department policies and procedures, legal and funding requirements, audits, etc that led to the decision to contract out these services.
- A list of department decision makers who determined the need to contract out these services.
- Any feasibility studies and department assessments done to confirm that these services cannot be performed by civil service employees in the past, present or future.
- Vacancy report for all SEIU classifications in your department that may perform this work or may perform this work along with the contractor selected.
- Evaluation metrics and impact analysis conducted to assess the contractors' performance and service deliverables.
- The specific DPH behavioral health programs, and any other DPH programs or systems of care, that will be supported by the vendor.
- The total number of staff the vendor will be employing under this PSC.
- The status of contract negotiations with the chosen vendors.

Thank you.

Sincerely,

Carey Dall
SEIU Local 1021
Cell (415) 717-9604

From: CCSF IT Service Desk <ccsfdt@service-now.com>

Sent: Friday, May 23, 2025 7:30 PM

To: L21pscreview@ifpte21.org; jeff.dubois1@sfdph.org; yoonyung.kim@sfdph.org; PSCreview
<PSCreview@seiu1021.org>; kelly.hiramoto@sfdph.org

Subject: DPH [DHRPSC0005440] submitted for Union Review

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Hello **250 - SEIU 1021, 790 - SEIU, Local 1021, Misc, 021 - Prof & Tech Eng, Local 21** union representatives, DPH is requesting your review of PSC [DHRPSC0005440]. Please see relevant details of this request below and in the attached document(s). **Should you have any questions or objections, please state them by replying all to this email by 2025-07-22.**

PSC Summary

=====

Record Number: DHRPSC0005440 v 0.01

Description of Proposed Work: Provide residential services in a community setting for adults and older adults with serious and persistent mental illness and/or other behavioral health needs who may also have chronic medical conditions and/or cognitive impairments or dementia.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: DPH

Dept PSC Coordinator: Kelly Hiramoto

Dept PSC Coordinator Email: kelly.hiramoto@sfdph.org

PSC Amount: \$53,000,000.00

PSC Duration (months): 36

Funding Source(s): City Funds

Special Funding Circumstances: Proposition C (Homelessness Gross Receipts Tax) funding can only be used for programs that serve people experiencing or at risk of homelessness who have behavioral health needs.

Scope of Work: Provide residential services in a community setting for adults and older adults with serious and persistent mental illness or other behavioral health needs who may also have chronic medical conditions and/or cognitive impairments or dementia. Services include meals, assistance with activities of daily living, medication support, daily activities that may include social and vocational rehabilitation, housekeeping, access to medical care, and administration/program management. Facility operators will provide residential support for individuals who recently completed a treatment program and are waiting for independent housing, as well as individuals – including people experiencing homelessness – who need support, supervision, and/or socialization to maintain housing stability. The services must be provided in a facility that is licensed by the Department of Social Services Community Care Licensing in compliance with California Code of Regulations, Title 22, Division 6, Chapters 6 or 8.

Job Class(es): 2303 - Certified Nursing Assistant, 2305 - Psychiatric Technician, 2312 - Licensed Vocational Nurse, 2314 - Behavioral Health Team Leader, 2548 - Occupational Therapist, 2583 - Home Health Aide, 2585 - Health Worker 1, 2586 - Health Worker 2, 2587 - Health Worker 3, 2588 - Health Worker 4, 2589 - Health Program Coordinator 1, 2591 - Health Program Coordinator 2, 2593 - Health Program Coordinator 3, 2930 - Behavioral Health Clinician

PSC Justification(s)

=====

✔ Service for which City lacks the necessary facilities/equipment

Ref:TIS5893094_R2GEZEXbbqqoNwZMP8C9

H