

# 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:** Troy Williams

**ServiceNow Number:** DHRPSC0005116

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Supplemental Non-Registered Nurse Clinical and Clinical Support Staff Resources

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$12,500,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 12

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Contractors will provide the San Francisco Health Network (SFHN), which includes San Francisco General Hospital (SFGH), Laguna Honda Hospital (LHH), and Ambulatory Care Services (includes Jail Health Services, Primary Care, Whole Person Integrated Care, Maternal Child Adolescent Health, HIV Health Services) a continuous, reliable source of intermittent, supplemental non-registered nurse (RN) registry clinical nursing staff and clinical support staff to backfill staffing in times of staffing challenges to ensure safe and high-quality patient care.

**Why are these services required and what are the consequences of denial?:** Services are required to ensure SFHN facilities can maintain patient care and reduce adverse outcomes during

unpredictable or temporary staffing shortages. It is a priority for the Department of Public Health (DPH) to have permanent civil service staff caring for the patients in our facilities and programs. However, some circumstances such as high patient census surge, leaves, and/or vacancies, may cause staffing shortages. To ensure the safest conditions for SFHN employees and patients during such scenarios, SFHN relies on non-RN registry clinical staff and clinical support staff. Denial of services would compromise patient care and safety, increase the risk of adverse outcomes, and prevent the Department from maintaining required nurse-to-patient ratios during unexpected staff shortages.

**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?:** DPH has continued to hire for all the job classifications mentioned in this request. However, despite using civil service employees, staffing shortages still occur due to factors such as excess leaves, vacancies, and high patient census surges. The use of supplemental non-RN clinical and clinical support staff resources is a healthcare industry standard and is only used when all other avenues of staffing have been exhausted. In times of urgent staffing needs, it is important to have a reliable and skilled source of supplemental non-RN clinical and clinical support staff resources to ensure patient care is not jeopardized. Additionally, the use of registry resources is monitored by SFHN nursing leadership daily and weekly, as well as in monthly collaboration with SEIU representatives.

## 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 services are required on an as-needed basis during times of staffing shortages. In alignment with healthcare industry standard, the Department expects the intermittent need to be ongoing.

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

**Q5b1) Describe the specialized skills and expertise required to perform the services:** For clinical staff, a valid discipline specific license or certification and/or basic life support certification is required. Required skills and expertise are consistent with the requirements for permanent civil service hires. All licenses must be up to date and valid throughout the duration of the contract.

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

**Q5c1) Identify the classifications:** 2303 - Certified Nursing Assistant, 1429 - Nurses Staffing Assistant, 2312 - Licensed Vocational Nurse, 2302 - Nursing Assistant, 1428 - Unit Clerk, 2430 - Medical Evaluations Assistant, 2920 - Medical Social Worker

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

**Q5c3) Why are they not able to perform the services?:** Civil service classifications already exist, and as the Department continues to hire more candidates into permanent civil service positions, there are still circumstances that lead to staffing challenges. Supplemental non-RN clinical and clinical support staff resources are necessary for intermittent, temporary, as-needed services to provide back-up coverage during times of unexpected high patient census, employee leaves and vacancies or when civil service staff are otherwise unavailable to meet the full need of SFHN facilities. It is standard practice in the healthcare industry to retain reliable and skilled supplemental non-RN clinical and clinical support staff resources in the event that any of the aforementioned staffing challenges arise and require coverage.

**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:** Training of City employees is not required because this request is for augmentation of existing staff with clinical nursing and clinical support staff in times of staffing shortages.

**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 work is for intermittent and temporary staffing to meet operational needs and coverage gaps. While DPH prioritizes the use of permanent civil service staff at every opportunity available, the ongoing need for supplemental staffing aligns with healthcare industry standards and is expected to be ongoing across SFHN facilities.

### **Additional information to support your request (Optional):**

#### **Union Notifications**

**Job Class(es):** 2303 - Certified Nursing Assistant, 1429 - Nurses Staffing Assistant, 2312 - Licensed Vocational Nurse, 2302 - Nursing Assistant, 1428 - Unit Clerk, 2430 - Medical Evaluations Assistant, 2920 - Medical Social Worker

**Labor Unions:** 250 - SEIU 1021, 790 - SEIU, Local 1021, Misc

**Labor Union Email Addresses:** PSCreview@seiu1021.org, PSCreview@seiu1021.org

**Union Review Sent On:** 2/4/2025

**Union Review End Date:** 4/5/2025

**Union Review Duration Met On:** 4/5/2025

#### **Post Union Notification**

**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, do not change or alter this template.

Dept Acronym:	DPH
Dept Name:	Department of Public Health
PSC Coordinator Name:	Reanna Albert
PSC Coordinator Email:	<a href="mailto:reanna.albert@sfdph.org">reanna.albert@sfdph.org</a>
PSC ServiceNow Record Number:	DHRPSC0005116

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City and County of San Francisco  
**Daniel Lurie, Mayor**

## San Francisco Department of Public Health

Daniel Tsai  
Director of Health

DATE: April 8, 2025

RE: DHRPSC0005116 Supplemental Non-Registered Nurse Clinical and Clinical Support  
Staff Resources – Summary of SEIU 1021 Objection

On February 5, 2025, SEIU Local 1021 objected to DHRPSC0005116. During discussions, the union questioned the \$13 million allocation for RNs and inquired on the amount of registry usage the department is anticipating for the year. Additionally, the union objected to the contract under the Mayor's freeze, claiming it replaces permanent staff. The department clarified that the freeze does not apply to these services and that registry use is essential to maintaining adequate, ongoing staffing levels. The department has provided answers to the union's follow-up questions and remains open to continuing further discussions.

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**Re: DPH [DHRPSC0005116] submitted for Union Review**

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**From** Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Date** Thu 3/13/2025 6:16 PM  
**To** pscreview@seiu1021.org <PSCreview@seiu1021.org>

Dear SEIU Local 1021,

DPH recently identified that one job classification was inadvertently omitted from DHRPSC0005116 Supplemental Non-Registered Nurse Clinical and Clinical Support Staff Resources. Specifically, the Surgical Procedures Technician (SPT – 2310) classification was mistakenly left off the original submission due to a clerical error.

This correction does not affect the bargaining unit that represents the job classes of the PSC, as 2310's are also represented by SEIU.

SEIU was originally notified about this PSC request on 2/4/25, and the union review period will end on 4/5/25. This correction does not change the established union review period timeline.

Please let us know if there are any questions.

Thank you,

Reanna

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**From:** CCSF IT Service Desk <ccsfdt@service-now.com>  
**Sent:** Tuesday, February 4, 2025 5:35 PM  
**To:** Williams, Troy (DPH) <troy.williams@sfdph.org>; PSCreview@seiu1021.org <PSCreview@seiu1021.org>; Albert, Reanna (DPH) <reanna.albert@sfdph.org>  
**Subject:** DPH [DHRPSC0005116] submitted for Union Review

Hello **250 - SEIU 1021, 790 - SEIU, Local 1021, Misc** union representatives,  
DPH is requesting your review of PSC [DHRPSC0005116]. 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 2025-04-05.**

**PSC Summary**

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**Record Number:** DHRPSC0005116 v 0.01

**Description of Proposed Work:** Supplemental Non-Registered Nurse Clinical and Clinical Support Staff Resources

**Request Type:** New

**Approval Type:** CSC Approval

**CSC Review Reason(s):**

✓ CSC Approval by Amount

**Submitting Department:** DPH

**Dept PSC Coordinator:** Reanna Albert

**Dept PSC Coordinator Email:** reanna.albert@sfdph.org

**Dept PSC Coordinator Phone:** +1 (415) 557-6693

**PSC Amount:** \$12,500,000.00

**PSC Duration (months):** 12

**Funding Source(s):** City Funds

**Scope of Work:** Contractors will provide the San Francisco Health Network (SFHN), which includes San Francisco General Hospital (SFGH), Laguna Honda Hospital (LHH), and Ambulatory Care Services (includes Jail Health Services, Primary Care, Whole Person Integrated Care, Maternal Child Adolescent Health, HIV Health Services) a continuous, reliable source of intermittent, supplemental non-registered nurse (RN) registry clinical nursing staff and clinical support staff to backfill staffing in times of staffing challenges to ensure safe and high-quality patient care.

**Job Class(es):** 1428 - Unit Clerk, 1429 - Nurses Staffing Assistant, 2302 - Nursing Assistant, 2303 - Certified Nursing Assistant, 2312 - Licensed Vocational Nurse, 2430 - Medical Evaluations Assistant, 2920 - Medical Social Worker

**PSC Justification(s)**

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- ✓ Services required on an as-needed, intermittent, or periodic basis
- ✓ Services requiring specialized expertise, knowledge experience

Ref:TIS5646262\_xD2QL5XLbqFdQRjU9LvU



## FW: Nurse Registry PSC

**From** Williams, Ramon (DPH) <ramon.williams@sfdph.org>

**Date** Thu 2/13/2025 12:53 PM

**To** Albert, Reanna (DPH) <reanna.albert@sfdph.org>; Williams, Troy (DPH) <troy.williams@sfdph.org>; Hiramoto, Kelly (DPH) <kelly.hiramoto@sfdph.org>; Lyens, Jonathan (DPH) <jonathan.lyens@sfdph.org>

Hi

The Union has asked to reschedule the meeting to the 27<sup>th</sup>.  
We'll make ourselves available on that date.

Best,



**Ramon K. Williams (He, His, Him)**  
Director, Labor Relations  
Labor Relations Team  
San Francisco Department of Public Health  
Laguna Honda Hospital  
375 Laguna Honda Blvd  
San Francisco, CA 94116  
**Teams Phone Number 628-271-6997**

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

**Sent:** Thursday, February 13, 2025 11:18 AM

**To:** Williams, Ramon (DPH) <ramon.williams@sfdph.org>; Kim, Luenna (DPH) <luenna.kim@sfdph.org>; Garcia, Paloma (DPH) <paloma.garcia@sfdph.org>; Claude Joseph <Claude.Joseph@seiu1021.org>

**Cc:** Ko, Stephanie (DPH) <stephanie.k.ko@sfdph.org>

**Subject:** RE: Nurse Registry PSC

**Importance:** High

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

Hello Ramon –

Unfortunately the meeting slot for today will not work. My apologies for the last minute notice....



I am polling my team to see if February 27 will work. Please let me know if that date doesn't work for you, or if there are any time slots that day you wish to avoid.

Thank you.

Carey

-----Original Appointment-----

**From:** Williams, Ramon (DPH) <[ramon.williams@sfdph.org](mailto:ramon.williams@sfdph.org)>

**Sent:** Monday, February 10, 2025 3:34 PM

**To:** Kim, Luenna (DPH); Garcia, Paloma (DPH); Claude Joseph; Carey Dall

**Cc:** Ko, Stephanie (DPH)

**Subject:** Nurse Registry PSC

**When:** Thursday, February 13, 2025 2:00 PM-2:30 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** Microsoft Teams Meeting

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