



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

**DANIEL LURIE
MAYOR**

Sent via Electronic Mail

May 22, 2025

NOTICE OF CIVIL SERVICE COMMISSION MEETING

Zahir Naseri

SUBJECT: APPEAL BY ZAHIR NASERI, APPEALING THE DENIAL OF THE 2591 – HEALTH PROGRAM COORDINATOR II AND 2593 – HEALTH PROGRAM COORDINATOR III EXAMINATION WITH THE DEPARTMENT OF PUBLIC HEALTH.

Dear Zahir Naseri:

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 **June 2, 2025, at 2:00 p.m.** You will receive a separate email invite from a Civil Service Commission staff member to join and participate in the meeting.

The agenda will be posted for your review on the Civil Service Commission's website at www.sf.gov/CivilService under "Meetings" no later than end of day on Wednesday, May 28, 2025. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached to this email.

In the event that you wish to submit any additional documents in support of your appeal, please submit **one hardcopy 3-hole punch, double-sided and numbered at the bottom of each page to the CSC Office at 25 Van Ness Ave., Suite 720 and email a PDF version to the Civil Service Commission's email at civilservice@sfgov.org by 5:00 p.m. on Tuesday, May 27, 2025**, please be sure to redact your submission for any confidential or sensitive information that is not relevant to your appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

Attendance by you or an authorized representative is recommended. **You will have up to 5 minutes for your presentation unless your time is extended by the Commission.** Should you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. Where applicable, the Commission has the authority to uphold, increase, reduce, or modify any restrictions recommended by the department. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

You may contact me at (628) 652-1100 or at Lavena.Holmes@sfgov.org if you have any questions.

CIVIL SERVICE COMMISSION

LAVENA HOLMES
Deputy Director

Attachment

Cc: David Chalk, Department of Public Health
Liesel Cruz, Department of Public Health
Scott De Wolfe, Department of Public Health
Richa Dhanju, Department of Public Health
Luenna Kim, Department of Public Health
John Kraus, Department of Human Resources
Lisa Pigula, Department of Human Resources
Anna Biasbas, Department of Human Resources
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 Numbers: **0048-25-4**
2. For Civil Service Commission Meeting of: **June 2, 2025**
3. Check One: Ratification Agenda ☐
 Consent Agenda ☐
 Regular Agenda ☒
 Human Resources Director's Report ☐
4. Subject: Zahir Naseri's appeal of their disqualification from the 2591 - Health Program
Coordinator II and 2593 - Health Program Coordinator III Examination. Register No. 0048-25-4.
5. Recommendation: **Deny the appeal and adopt the report of the Department of Public Health.**
6. Report prepared by: David Chalk Telephone number: 628-271-6702
7. Notifications: **(Attach a list of the person(s) to be notified in the
format described in IV. Commission Report Format-A).**
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

Date: 05.21.2025

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 ☐ CSC RECEIPT STAMP
box to the right using the time-stamp in the CSC Office.

Attachment

CSC RECEIPT STAMP

NOTIFICATIONS

Zahir Naseri



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City and County of San Francisco
Daniel L. Lurie
Mayor

San Francisco Department of Public Health

Daniel Tsai
Director of Health

DATE: Wednesday, April 23, 2025

TO: The Civil Service Commission

THROUGH: Carol Isen, Human Resources Director
Anna Biasbas, Director, Employment Services, DHR

FROM: David Chalk, Senior Human Resources Analyst, DPH
Scott DeWolfe, Director of Merit Recruiting and Assessment, DPH

RE: Appealing the Disqualification of the 2591 - Health Program
Coordinator II and 2593 - Health Program Coordinator III Examination. Register No.
0048-25-4.

Background

The Department of Public Health published job ads for CBT 2591 Health Program Coordinator II H00124 (Attachment A) and CBT 2593 Health Program Coordinator III H00125 (Attachment B) on September 12, 2024. The application filing period ended on the final closing date of October 6, 2024. Zahir Naseri applied to the 2593 recruitment on September 12, 2024, and to the 2591 recruitment on October 4, 2024.

Naseri was deemed qualified and was informed on November 6, 2024, by email that they could choose to take the 2593 exam online by reviewing the requirements and completing a request form. A similar email was sent after qualifying for the 2591 regarding the exam for that job classification on December 18, 2024. Naseri submitted the form requesting to take the 2593 exam online on November 7, 2024 [Attachment C], and the form requesting to take the 2591 exam online on December 18, 2024 [Attachment D].

Naseri took the 2593 exam on November 15, 2024, and the 2591 exam on January 9, 2025. When the exam proctoring recordings were reviewed, Naseri was observed using Google Translate, an unauthorized resource, to translate a word in Question 44 of the 2593 exam, and in Questions 5, 30, and 41 of the 2591 exam.

As a result, on March 6, 2025, Naseri was notified of their disqualification from the 2591 exam process for failing to comply with assessment instructions [Attachment E]. On March 14, 2025, Naseri was notified of their removal from the 2593 eligible list for the same reason [Attachment F].

Naseri filed an appeal to the Civil Service Commission (CSC) on March 14, 2025 [Attachment G].

Issue

Should appellant Naseri continue in the selection process for the Health Program Coordinator II 2591 and Health Program Coordinator III 2593 after using unauthorized resources during the online exams?

Authority/Standards

Civil Service Commission Rules

Sec. 111.9 Cheating or Fraud in Examinations

It is the policy of the Civil Service Commission that examinations shall be conducted in a fair and impartial manner in order to test fairly the relative qualifications, merit, and fitness of applicants. Any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Actions to be taken include elimination from the examination process, dismissal, and ineligibility for future employment. Cheating shall include the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination. Significant false statements by applicants on the application or during the selection process shall be good cause for the exclusion of such person from the examination and such other appropriate action as may be recommended by the Human Resources Director.

Sec 111.14.2 Appeals

3) An appeal based on inconsistencies in examination administration shall be made in writing and filed with the Human Resources Director not later than the (5th) business day after the examination.

Findings

CSC Rule 111.9, "Cheating or Fraud in Examinations" in part, specifically states, "Cheating shall include the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination." Using Google Translate was not authorized by the scheduling notices for the 2591 Health Program Coordinator II exam or the 2593 Health Program Coordinator III exam. On November 12, 2024, Naseri was emailed a scheduling notice for the 2593 exam [Attachment H] that did not authorize the use of any additional materials. On January 8, 2025, Naseri was emailed a scheduling notice for the 2591 exam [Attachment I] that only authorized the use of "scratch paper for calculations and brief notes" and no other materials. This scheduling notice also informed Naseri:

- Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of an assessment process will be disqualified from the selection process, possibly rejected from future selection processes and subject to punishment as provided by law.

- Failure to comply with assessment instructions will be investigated and may result in disqualification.

The 2591 online exam informed candidates that starting the assessment would indicate that they agreed to and understood the requirements of the exam, including that cheating and/or failure to comply with assessment instructions could result in disqualification [Attachment J].

In their appeal, Naseri admits to the use of Google Translate during the examinations and acknowledges the guidelines against the use of external resources.

Discussion/Analysis

The appeal contends that the translation tool was used only for language comprehension as English is Naseri's third language, and there was no intent to gain an unfair advantage. Because of this lack of ill intent, and the limited possible advantage gained by using unauthorized materials on a small number of test items, the appeal requests either no penalty or lowering the exam scores.

Although Naseri comments that Google Translate was used on only a small number of items, CSC Rule 111.9 highlights that examinations are "to be conducted in a fair and impartial manner." If the department or CSC were to allow Naseri to move forward in these selection processes, it would create an "inconsistency in the examination administration" as other examinees who were placed on the eligible list were not allowed to use other tools or materials when taking the tests. Moreover, if Naseri were allowed to move forward, both exam processes will be subject to further appeals by other examinees due to the inconsistencies in exam administration in accordance with Rule 111.14.2.

The appeal further states that "disqualification from both exams seems excessive given the circumstances." However, prior to beginning the exams, Naseri was advised and certified that he understood that cheating would result in disqualification.

Consequences as described by CSC Rule 111.9 are universally applied to any instances of using unauthorized materials. And specifically, elimination from the selection processes for 2591 and 2593 is the lowest level consequence listed in this CSC rule. Naseri is welcome to apply to any other City job at this time, but we would advise more caution with taking online exams.

Conclusion

Naseri was identified as having used Google Translate in the 2591 and 2593 exams and, upon notification, did not dispute using unauthorized resources on both exams. These actions meet the Rule 111.9 definition of cheating, namely, "...use or attempted use of materials not authorized...". Rule 111.9 specifies the resulting actions to be taken, and removal from the selection process for both the 2591 and 2593 is the lowest level consequence specified.

Recommendation

Deny the appeal and adopt the report of the Department of Public Health.

Attachments

Attachment A: 2591 Job Ad
Attachment B: 2593 Job Ad
Attachment C: 2593 Online Exam Request
Attachment D: 2591 Online Exam Request
Attachment E: 2591 Disqualification Notice
Attachment F: 2593 List Removal Notice
Attachment G: Zahir Naseri's CSC Appeal
Attachment H: 2593 Scheduling Notice
Attachment I: 2591 Scheduling Notice
Attachment J: 2591 Exam Platform Agreement



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Career Opportunity

Health Program Coordinator II (2591) - San Francisco Department of Public Health

Recruitment: REF44499T

Published: October 03, 2024

Accepting applications until: October 06, 2024

Contact:

David Chalk - david.chalk@sfdph.org

Apply Now

Apply using SmartRecruiters, the City and County of San Francisco's application portal [Learn More](#)

Share

 Share

Department: Public Health

Job class: [2591-Health Program Coordinator II](#)

Salary range: \$104,728.00 - \$127,218.00

Role type: Permanent Civil Service [What does this mean?](#)

Hours: Full-time

Exam type: Class Based Test

Rule: Rule of 10 [What does this mean?](#)

List type: Combined Promotive and Entrance

About:

The San Francisco Department of Public Health is hiring!



The Department of Public Health prioritizes equitable and inclusive access to quality healthcare for its community and values the importance of diversity in its workforce. All employees at the Department of Public Health work to advance equity, inclusion, and diversity with a specific lens and focus on race, ethnicity, gender, sex, sexuality, disability, and immigration status.

*****This announcement is reopening on October 3, 2024 until Sunday, October 6, 2024 at 11:59 PM PST.**

If you applied previously in September 2024, you do NOT need to re-apply.***

- **Application Opening** – September 12, 2024; re-opened October 3, 2024
- **Application Deadline** – Sunday, October 6, 2024 at 11:59 PM PST
- Salary: [\\$104,728 – \\$127,218 Annually](#)
- Appointment Type: [Permanent Civil Service](#)

- Recruitment ID: CBT-2591-H00124 [REF44499T]

The Mission of the San Francisco Department of Public Health (SFDPH) is to protect and promote the health of all San Franciscans. SFDPH strives to achieve its mission through the work of multiple divisions - the San Francisco Health Network, Population Health, Behavioral Health Services, and Administration. The San Francisco Health Network is the City's only complete system of care and has locations throughout the City, including Zuckerberg San Francisco General Hospital and Trauma Center, Laguna Honda Hospital and Rehabilitation Center, and over 15 primary care health centers. The Population Health Division (PHD) provides core public health services for the City and County of San Francisco: health protection, health promotion, disease and injury prevention, and disaster preparedness and response. Behavioral Health Services operates in conjunction with SFHN and provides a range of mental health and substance use treatment services.

The eligible list resulting from this recruitment may be utilized to fill future and current vacancies in this class for the duration of the eligible list.

Role description

The 2591 Health Program Coordinator II is the second level in the Health Program Coordinator Series. Under general supervision, the Health Program Coordinator II performs highly complex tasks relative to the operation of community health programs including administrative, personnel and management functions in an area of assigned responsibility; supervises the activities of a staff of health professionals and para-professionals in area of assigned responsibility.

Essential duties include:

1. Plans, develops and coordinates the activities of one or more facilities of a community health facility, such as day care programs residential treatment facilities, or store front drop-in centers.
2. Supervises professionals and para-professionals who are engaged in planning, execution and evaluation of the needs and projects within the community, agency or group; initiates plans and assignments and reviews the regular and special work of staff; as necessary, trains and instructs members of this staff.

3. Coordinates activities, develops and implements systems to be used, initiates policy and plans overall operations within facilities in compliance with local, state and federal guidelines; assesses and determines goals and priorities of particular program.

4. Establishes and maintains liaison with federal, state and local agencies, community organizations, and other City departments, to render advice on program policies, seek improvements in facilities and activities, and to perform other related activities.

5. Prepares budget projections for new and existing programs including space needs, patient costs, administrative needs and costs; prepares grant proposals for new community health programs and services; administers and coordinates contracts, grants, and other funding to support assigned programs.

The 2591 Health Program Coordinator II may perform other duties as assigned/required.

How to qualify

MINIMUM QUALIFICATIONS

Education: Possession of a baccalaureate degree from an accredited college or university. **AND**

Experience: Two (2) years of professional level administrative or management experience with primary responsibility for overseeing, monitoring, and/or coordinating a program providing health and/or human services.

Substitution:

- Additional qualifying experience as indicated above beyond the required may substitute for the educational requirement on a year for year basis. Thirty (30) semester or forty-five (45) quarter units equal one year.
- Possession of a Master's degree in Public Health, Public Administration, Health Administration, Health & Human Services or closely related field may substitute for one (1) year of the required experience.

Note: Clerical, recordkeeping, scheduling, case management, class instruction/training, health education and direct client service experience is not qualifying experience.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

One-year fulltime employment is equivalent to 2,000 hours (2,000 hours of qualifying work experience is based on a 40-hour work week).

Important Note: Please make sure it is absolutely clear in your application exactly how you meet the minimum qualifications. Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. Please be aware that any misrepresentation of this information may disqualify you from this or future job opportunities.

What else should I know?

Selection Procedures

After application submission, candidates deemed qualified must complete all subsequent steps to advance in this selection process, which includes the following:

Written Examination (Weight: 100%)

Candidates who meet the minimum qualifications will be invited to participate in a written multiple-choice examination designed to measure their relative knowledge, skills and abilities in job-related areas. The multiple-choice examination component may include, but is not limited to:

- knowledge of
 - local, state and federal laws and regulations;
 - principles and current applications of health management;
 - program planning, development and evaluation techniques;
 - treatment modalities and approaches;
- ability to utilize computer systems for data collection;
- interpersonal ability;

- supervisory ability; and
- written communications ability.

Qualified applicants for both the 2589 and 2591 classes will complete a single examination.

Candidates must achieve a passing score on the written examination in order to continue in the selection process and will be placed on the confidential eligible list in rank order according to their final score. Candidate scores on this exam may also be applied to other announcements involving other job titles, when directed by the Human Resources Director.

Additional selection processes may be conducted by the hiring department prior to making final hiring decisions.

Certification

The certification rule for the eligible list resulting from this examination will be the **Rule of Ten Scores**.

Eligible List/Score Report:

Once you pass the exam, you will be placed onto an eligible list and given a score and a rank. For more information, visit <https://careers.sf.gov/knowledge/process/>

The duration of the eligible list resulting from this examination process will be 12 months and may be extended with the approval of the Human Resources Director.

How to apply:

Applications for City and County of San Francisco jobs are only accepted through an online process. Visit careers.sf.gov and begin the application process.

Our e-mail communications may come from more than one department so please make sure your email is set to accept messages from all of us at [this link](#).

Applicants may be contacted by email about this recruitment therefore, it is their responsibility to contact the Analyst if they update their email address.

You will receive an email confirmation shortly after you submit your application. Please keep the confirmation email for your records.

If you do not receive a confirmation email, your application was not received. Please try again, record any messages you see on screen, and contact the exam analyst.

Terms of Announcement and Appeal Rights:

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. [Note: The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at <https://careers.sf.gov/>. The terms of this announcement may be appealed under Civil Service Rule 110.4. Such appeals must be submitted in writing to the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 by close of business on the 5th business day following the issuance date of this examination announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

DPH Health Critical Requirements and Information: Please review the following policies regarding DPH employment requirements that safeguard yourself and others.

- [COVID-19 Policies](#)
- [Personal Protective Equipment \(PPE\)](#)
- [Medical Examination Prior to Hiring](#)
- [Electronic Health Record \(EHR\)](#)
- [Licensure/Certification/Registration](#)
- [Note on ICARE](#)

Additional information regarding Employment with the City and County of San Francisco:

- [Information about the Hiring Process](#)
- [Conviction History](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)
- [Disaster Service Workers](#)
- [Reasonable Accommodation](#)
- [Right to Work](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)
- [Veterans Preference](#)
- [Seniority Credit in Promotional Exams](#)

If you have any questions regarding this recruitment or application process, please contact the analyst, David Chalk at david.chalk@sfdph.org or 628-271-6702.

We may use text messaging to communicate with you on the phone number provided in your application. The first message will ask you to opt in to text messaging.

CONDITION OF EMPLOYMENT: All City and County of San Francisco employees are required to be fully vaccinated against COVID-19 as a

condition of employment. Someone is fully vaccinated when 14 days have passed since they received the final dose of a two-shot vaccine or a dose of a one-shot vaccine. Any new hire must present proof of full vaccination status to be appointed. Any new hire who will be routinely assigned or occasionally enter High-Risk Settings, must provide proof of having received a COVID-19 booster vaccine by March 1, 2022, or once eligible.

The City and County of San Francisco encourages women, minorities and persons with disabilities to apply. Applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.

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Career Opportunity

Health Program Coordinator III (2593) - San Francisco Department of Public Health

Recruitment: REF44501J

Published: October 03, 2024

Accepting applications until: October 06, 2024

Contact:

David Chalk - david.chalk@sfdph.org

Apply Now

Apply using SmartRecruiters, the City and County of San Francisco's application portal [Learn More](#)

Share

 Share

Department: Public Health

Job class: [2593-Health Program Coordinator III](#)

Salary range: \$117,156.00 - \$153,140.00

Role type: Permanent Civil Service [What does this mean?](#)

Hours: Full-time

Exam type: Class Based Test

Rule: Rule of 10 [What does this mean?](#)

List type: Combined Promotive and Entrance

About:

The San Francisco Department of Public Health is hiring!



The Department of Public Health prioritizes equitable and inclusive access to quality healthcare for its community and values the importance of diversity in its workforce. All employees at the Department of Public Health work to advance equity, inclusion, and diversity with a specific lens and focus on race, ethnicity, gender, sex, sexuality, disability, and immigration status.

*****This announcement is reopening on October 3, 2024 until Sunday, October 6, 2024 at 11:59 PM PST.**

If you applied previously in September 2024, you do NOT need to re-apply.***

- **Application Opening** – September 12, 2024; re-opened October 3, 2024
- **Application Deadline** – Sunday, October 6, 2024 at 11:59 PM PST
- Salary: [\\$117,156 – \\$153,140 Annually](#)
- Appointment Type: [Permanent Civil Service](#)

- Recruitment ID: CBT-2593-H00125 [REF44501J]

The Mission of the San Francisco Department of Public Health (SFDPH) is to protect and promote the health of all San Franciscans. SFDPH strives to achieve its mission through the work of multiple divisions - the San Francisco Health Network, Population Health, Behavioral Health Services, and Administration. The San Francisco Health Network is the City's only complete system of care and has locations throughout the City, including Zuckerberg San Francisco General Hospital and Trauma Center, Laguna Honda Hospital and Rehabilitation Center, and over 15 primary care health centers. The Population Health Division (PHD) provides core public health services for the City and County of San Francisco: health protection, health promotion, disease and injury prevention, and disaster preparedness and response. Behavioral Health Services operates in conjunction with SFHN and provides a range of mental health and substance use treatment services.

The eligible list resulting from this recruitment may be utilized to fill future and current vacancies in this class for the duration of the eligible list.

Role description

Under direction, performs difficult and complex administrative tasks associated with one or more health programs.

Essential duties include:

1. Coordinates the development of various health services and programs and the planning, execution and evaluation of the work of the facilities, agencies or community groups with which they work.
2. Initiates plans and assignments, and reviews the regular and special work of assigned staff; trains, instructs and evaluates members of this staff as necessary.
3. Coordinates activities, develops and implements systems to be used, initiates policy and plans overall operations; assesses and determines goals and priorities.
4. Maintains liaison with outside agencies and their departments/programs to render advice on program policies, seek

improvement in facilities and activities, and performs other important liaison functions.

5. May serve as Director of a specialized service of the facility; responsible for the planning, organizing, staffing, directing, and controlling the particular service.

6. May conduct a program to develop effective training techniques related to the various phases of community health activities; plans course of study, implements it and evaluates its effectiveness.

7. May represent the administration at high level meetings, conferences, and seminars; performs related work as required.

How to qualify

Education: Possession of a baccalaureate degree from an accredited college or university. **AND**

Experience: Three (3) years of of professional level administrative or management experience with primary responsibility for overseeing, monitoring, and/or coordinating a program providing health and/or human services.

Substitution:

- Additional qualifying experience as indicated above beyond the required may substitute for the educational requirement on a year for year basis. Thirty (30) semester or forty-five (45) quarter units equal one year.
- Possession of a Master's degree in Public Health, Public Administration, Health Administration, Health & Human Services or closely related field may substitute for one (1) year of the required experience.

Note: Clerical, recordkeeping, scheduling, case management, class instruction/training, health education and direct client service experience is not qualifying experience.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

One-year fulltime employment is equivalent to 2,000 hours (2,000 hours of qualifying work experience is based on a 40-hour work week).

Important Note: Please make sure it is absolutely clear in your application exactly how you meet the minimum qualifications. Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. Please be aware that any misrepresentation of this information may disqualify you from this or future job opportunities.

What else should I know?

Selection Procedures

After application submission, candidates deemed qualified must complete all subsequent steps to advance in this selection process, which includes the following:

Written Examination (Weight: 100%)

Candidates who meet the minimum qualifications will be invited to participate in a written multiple-choice examination designed to measure their relative knowledge, skills and abilities in job-related areas. The multiple-choice examination component may include, but is not limited to:

- Knowledge of
 - Laws and regulations governing public health programs;
 - policies governing contract formulation and management;
 - program planning and evaluation techniques;
 - budget and grant preparation and administration.
- Ability and Skill to:
 - Supervise;
 - communicate effectively orally and in writing;
 - establish and maintain a variety of working relationships;
 - use computers/computer systems;
 - perform and prioritize multiple tasks.

Candidates must achieve a passing score on the written examination in order to continue in the selection process and will be placed on the confidential eligible list in rank order according to their final score. Candidate scores on this exam may also be applied to other announcements involving other job titles, when directed by the Human Resources Director.

Additional selection processes may be conducted by the hiring department prior to making final hiring decisions.

Certification

The certification rule for the eligible list resulting from this examination will be the **Rule of Ten Scores**.

Eligible List/Score Report:

Once you pass the exam, you will be placed onto an eligible list and given a score and a rank. For more information, visit <https://careers.sf.gov/knowledge/process/>

The duration of the eligible list resulting from this examination process will be 12 months and may be extended with the approval of the Human Resources Director.

How to apply:

Applications for City and County of San Francisco jobs are only accepted through an online process. Visit careers.sf.gov and begin the application process.

Our e-mail communications may come from more than one department so please make sure your email is set to accept messages from all of us at [this link](#).

Applicants may be contacted by email about this recruitment therefore, it is their responsibility to contact the Analyst if they update their email address.

You will receive an email confirmation shortly after you submit your application. Please keep the confirmation email for your records.

If you do not receive a confirmation email, your application was not received. Please try again, record any messages you see on screen, and contact the exam analyst.

Terms of Announcement and Appeal Rights:

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. [Note: The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at <https://careers.sf.gov/>. The terms of this announcement may be appealed under Civil Service Rule 110.4. Such appeals must be submitted in writing to the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 by close of business on the 5th business day following the issuance date of this examination announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

[DPH Health Critical Requirements and Information](#): Please review the following policies regarding DPH employment requirements that safeguard yourself and others.

- [COVID-19 Policies](#)
- [Personal Protective Equipment \(PPE\)](#)
- [Medical Examination Prior to Hiring](#)
- [Electronic Health Record \(EHR\)](#)
- [Licensure/Certification/Registration](#)
- [Note on ICARE](#)

Additional information regarding Employment with the City and County of San Francisco:

- [Information about the Hiring Process](#)

- [Conviction History](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)
- [Disaster Service Workers](#)
- [Reasonable Accommodation](#)
- [Right to Work](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)
- [Veterans Preference](#)
- [Seniority Credit in Promotional Exams](#)

If you have any questions regarding this recruitment or application process, please contact the analyst, David Chalk at david.chalk@sfdph.org or 628-271-6702.

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of having received a COVID-19 booster vaccine by March 1, 2022, or once eligible.

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Apply Now

Review: 2593 Health Program Coordinator III - Online Exam Request and Details

Respondent

110

Anonymous

19:18
Time to complete14%
Score

Thank you for your interest in taking the 2593 Health Program Coordinator III examination online.

Please review the following information to ensure you can successfully complete the online exam.

1. Email (as entered on SmartRecruiters application) *

Score / 0 pts

Please enter an email

2. First name *

Score / 0 pts

3. Last name *

Score / 0 pts

Online Exam Requirements

4. The online exam will be available from November 13 - November 19 and has a maximum time of 2 hours, 30 minutes. The exam cannot be paused or stopped once started.

Score / 0 pts

You will need the following to access the online exam: *

Please check each box to confirm you have reviewed these requirements.

- ☒ Laptop or desktop computer
- ☒ Working camera/webcam AND microphone
- ☒ Compatible Browser: Chrome, Edge or Firefox
- ☒ Stable internet connection with more than 1Mbps download/upload bandwidth and minimal latency
- ☒ Private location to complete the assessment uninterrupted
- ☒ Government-issued ID

5. System Compatibility Check & Exam Simulation

Score / 0 pts

We strongly recommended you complete this **Compatibility Check & Exam Simulation** as soon as possible.

- Click link to access: <https://tlv.sh/WNTT>.

If you encounter any issues with the compatibility check, please visit <https://talview.freshdesk.com/support/home> or call (209) 362-3489.

- Windows Settings: <https://assets.talview.com/core/1658/other/173090124371277.pdf>
- Mac Settings: <https://assets.talview.com/core/1658/other/173090122837111.pdf>

*

☐ I understand

✓ **Correct**

0 / 0 pts
Auto-graded

6. Do you want to take the Online Exam? *

- ☒ Yes ✓
- ☐ No, I prefer to take the exam in-person the week of 11/18-11/22

Link to Online Exam

7. You will be emailed a link to the online exam by Wednesday, November 13.

Emails with exam information may come from the following domains:

- sfdph.org
- smartrecruiters.com
- talview.com

We strongly recommended you complete the Compatibility Check & Exam Simulation at <https://tlv.sh/WNTI> as soon as possible.

For general questions, please email david.chalk@sfdph.org.

For technical support, please visit <https://talview.freshdesk.com/support/home>, or call (209) 362-3489.

☐ Submit my response

Review: 2589/2591 Health Program Coordinator I and II - Online Exam Request and Details

Respondent

77

Anonymous

04:38

Time to complete

14%

Score

Thank you for your interest in taking the combined 2589/2591 Health Program Coordinator I and II examination online.

Please review the following information to ensure you can successfully complete the online exam.

1. Email (as entered on SmartRecruiters application) *

Score / 0 pts

Please enter an email

2. First name *

Score / 0 pts

3. Last name *

Score / 0 pts

Online Exam Requirements

4. The online exam will be available for approximately six days in early January.

Score / 0 pts

The exam has a maximum time of 2 hours. You can choose any time to start the exam before the deadline, but the exam cannot be paused or stopped once started.

You must be visible on camera throughout the exam. As with in-person exams, short restroom breaks are allowed.

You will need the following to access the online exam: *

Please check each box to confirm you have reviewed these requirements.

- ☒ Laptop or desktop computer
- ☐ Working camera/webcam AND microphone
- ☐ Compatible Browser: Chrome, Edge or Firefox
- ☐ Stable internet connection with more than 1Mbps download/upload bandwidth and minimal latency
- ☐ Private location to complete the assessment uninterrupted
- ☐ Government-issued ID

5. System Compatibility Check & Exam Simulation

Score / 0 pts

We strongly recommended you complete this **Compatibility Check & Exam Simulation** as soon as possible.

- Click link to access: <https://tlv.sh/g3di>.

KNOWN ISSUE: PHOTO ID VERIFICATION PAGE

During setup, you need to show your photo ID to the camera or to upload it. After attempting to do so, you may get the error message "No face has been detected. Please try again with another image."

If you get that error message, bypass it by having the photo on your ID take up most of the screen (cutting off some of the text on your ID), using another photo ID, a regular photo or just capturing a picture of your face. On the actual exam, if we can't verify your ID we may reach out to have you submit your ID by another method.

ANY OTHER ISSUES with the compatibility check, please visit <https://talview.freshdesk.com/support/home>, or call (209) 362-3489.

- Windows Settings: <https://assets.talview.com/core/1658/other/173090124371277.pdf>
- Mac Settings: <https://assets.talview.com/core/1658/other/173090122837111.pdf>

*

☐ I understand

✓ **Correct**0 / 0 pts
Auto-graded

6. Do you want to take the Online Exam? *

If you have qualified for both 2589 HPC I and 2591 HPC II, you will only take the exam once.

- ☒ **Yes** ✓
- ☐ **No, I prefer to take the exam in-person when it is scheduled (likely between 1/10/25 and 1/14/25)**

Link to Online Exam

7. If you submit your response below, we will add you to the list to receive an invite to the online exam.

Score / 0 pts

You will receive a follow-up email once the date is set when the link will be sent.

Emails with exam information may come from the following domains:


- sfdph.org
- smartrecruiters.com
- talview.com

We strongly recommended you complete the Compatibility Check & Exam Simulation at <https://tlv.sh/g3di> as soon as possible.

For general questions, please email david.chalk@sfdph.org.

For technical support, please visit <https://talview.freshdesk.com/support/home> or call (209) 362-3489.

- ☐ Submit my response

 David Chalk

Mar 6, 9:19 AM

Exam Disqualification: 2591 Health Program Coordinator II

Hello Zahir Naseri,

You applied to the 2591 Health Program Coordinator II (HPC II) recruitment (CBT-2591-H00124) on October 4, 2024.

On January 8, 2025, you were sent an email with the assessment link. This email included a section on "Integrity of Assessments," which included the following: "Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of an assessment process will be disqualified from the selection process, possibly rejected from future selection processes and subject to punishment as provided by law."

The following events were observed when you took the online assessment on January 9, 2025.

- After entering your verification code to access the assessment, the guidelines on the first screen clearly stated: "Close any unnecessary tabs."
- Prior to starting the assessment, you were advised that "By clicking "Let's begin" and starting the assessment you agree to the following: ... You understand the Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of an assessment process will be disqualified from the selection process, possibly rejected from future selection processes and subject to punishment as provided by law."
 - You acknowledged your understanding by clicking "Let's begin" at 11:27 AM and began the exam.
- At 11:32 PM, you highlighted a portion of Question 5 and opened a new browser tab.
 - You right-clicked and selected a bookmark to open an unauthorized resource.
 - You then switched back to the browser tab with the assessment, and a system alert showed on your screen: "Window Focus-Out / You have switched the tab / Kindly refrain from doing this action again."
 - After that alert, you copied the highlighted portion of Question 5, and pasted it into the unauthorized resource, and viewed unauthorized material related to exam content.
- At 12:05 PM, you switched back to the unauthorized resource and used it to view additional unauthorized material related to exam content.
- At 12:23 PM, you switched back to the unauthorized resource and used it to view additional unauthorized material related to exam content.

These observations show that you failed to comply with the assessment instructions and requirements.

As a result, you are disqualified from the exam process for 2591 HPC II, and you will not continue in this selection process.

Sincerely,

David Chalk (he/him), Senior Human Resources Analyst
Human Resource Services, Merit & Recruiting - Central Administration
San Francisco Department of Public Health
[628-271-6702](tel:628-271-6702)

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. For more information, please visit <http://sfgov.org/civilservice/rules>.

Chalk, David (DPH)

From: Chalk, David (DPH)
Sent: Friday, March 14, 2025 9:40 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Disqualification & Removal from Health Program Coordinator Eligible Lists

Hello Zahir Naseri,

I have reviewed the recordings of your 2591 Health Program Coordinator II (HPC II) assessment and confirmed your statement that you used Google Translate to look up several words used in the assessment questions.

As part of our investigation, we also reviewed the recordings of your examination for the 2593 Health Program Coordinator III (HPC III) recruitment (CBT-2593-H00125). You applied to HPC III on September 12, 2024. On November 12, 2024, you were emailed a scheduling notice with the assessment link. The notice gave the requirements of a laptop or desktop computer, a working webcam, microphone and speakers, and an active internet connection. No other materials were authorized to be used during the examination.

The following events were observed when you took the HPC III online assessment on November 15, 2024.

- After entering your verification code to access the assessment, the guidelines on the first screen clearly stated: "Close any unnecessary tabs."
- Throughout the exam you had a browser tab open to Google Translate.
- At 10:47 AM, you highlighted a portion of Question 44, right-clicked and selected copy.
 - You switched to the Google Translate tab, pasted and viewed unauthorized material related to exam content.

While your intent may not have been to seek external assistance, the use of any unauthorized materials or resources during examinations is prohibited.

The scheduling notice with the HPC II exam link, emailed on January 8, 2025, stated that "scratch paper for calculations and brief notes is permitted." No other materials were authorized to be used during the HPC II examination.

The online platform's guidance to "close any unnecessary tabs" and alerts that "You have switched the tab / Kindly refrain from doing this action again," further demonstrate that the use of any external search tool was not authorized.

The following Civil Service Commission Rule provides examples of what is considered cheating on examinations, as well as the consequences.

Sec.111.9 Cheating or Fraud in Examinations

It is the policy of the Civil Service Commission that examinations shall be conducted in a fair and impartial manner in order to test fairly the relative qualifications, merit, and fitness of applicants. Any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Actions to be taken include elimination from the examination process, dismissal, and ineligibility for future

employment. Cheating shall include the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination. Significant false statements by applicants on the application or during the selection process shall be good cause for the exclusion of such person from the examination and such other appropriate action as may be recommended by the Human Resources Director.

Consequently, you remain disqualified from the exam process for 2591 HPC II and will be removed from the 2593 HPC III eligible list.

Sincerely,



David Chalk (he/him)
Senior Human Resources Analyst
Recruiting, Assessment, Classification, and Compensation (MERIT)
San Francisco Department of Public Health
101 Grove Street, Rm 218
☎ SFPDPH Work Phone 628-271-6702
DPH Careers
We Are SFPDPH

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Confidentiality Notice: This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you have received this communication in error, please notify me by reply e-mail and immediately and permanently delete this message and any attachments.

From: Chalk, David (DPH)
Sent: Thursday, March 6, 2025 2:20 PM
To: [REDACTED]
Subject: RE: Exam Disqualification: 2591 Health Program Coordinator II

Hello,

We will consult internally on this matter. We also may want to set up a call to speak with you.

Sincerely,



David Chalk (he/him)
Senior Human Resources Analyst
Recruiting, Assessment, Classification, and Compensation (MERIT)
San Francisco Department of Public Health
101 Grove Street, Rm 218
☎ SFPDPH Work Phone 628-271-6702
DPH Careers
We Are SFPDPH

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From: Zahir Naseri [REDACTED] <notifications@smartrecruiters.com>
Sent: Thursday, March 6, 2025 9:37 AM
To: Chalk, David (DPH) <david.chalk@sfdph.org>
Subject: Re: Exam Disqualification: 2591 Health Program Coordinator II

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

Dear Mr. Chalk,

I hope this email finds you well. I recently received your notification regarding my disqualification from the 2591 Health Program Coordinator II exam, and I would like to provide some clarification regarding the observations noted in your email.

During the exam, I used Google Translate to look up the meanings of certain words that I was unfamiliar with. This was not intended to seek external assistance on exam content but rather to ensure my full understanding of the language used in the questions. Given that the system had full-screen access during the assessment, I believe this can be verified in your records.

I sincerely respect the integrity of the assessment process and did not intend to violate any exam policies. If there is any way to review this matter further, I would appreciate the opportunity to clarify my actions and ensure a fair assessment of my participation.

Please let me know if there is any process for reconsideration or appeal. Thank you for your time and consideration. I look forward to your response.

Best,
Zahir

On Thursday, March 6, 2025 at 09:19:07 AM PST, David Chalk from City and County of San Francisco <notifications@smartrecruiters.com> wrote:

Hello Zahir Naseri,

You applied to the 2591 Health Program Coordinator II (HPC II) recruitment (CBT-2591-H00124) on October 4, 2024.

On January 8, 2025, you were sent an email with the assessment link. This email included a section on "Integrity of Assessments," which included the following: "Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of an assessment process will be disqualified from the selection process, possibly rejected from future selection processes and subject to punishment as provided by law."

The following events were observed when you took the online assessment on January 9, 2025.

- After entering your verification code to access the assessment, the guidelines on the first screen clearly stated: "Close any unnecessary tabs."
- Prior to starting the assessment, you were advised that "By clicking "Let's begin" and starting the assessment you agree to the following: ... You understand the Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of an assessment process will be disqualified from the selection process, possibly rejected from future selection processes and subject to punishment as provided by law."
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- At 12:05 PM, you switched back to the unauthorized resource and used it to view additional unauthorized material related to exam content.
- At 12:23 PM, you switched back to the unauthorized resource and used it to view additional unauthorized material related to exam content.

These observations show that you failed to comply with the assessment instructions and requirements.

As a result, you are disqualified from the exam process for 2591 HPC II, and you will not continue in this selection process.

Sincerely,
 David Chalk (he/him), Senior Human Resources Analyst
 Human Resource Services, Merit & Recruiting - Central Administration
 San Francisco Department of Public Health
 628-271-6702

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CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE
MAYOR

Attachment G

Sent via Email

NOTICE OF RECEIPT OF APPEAL

DATE: March 19, 2025

REGISTER NO.: 0048-25-4

APPELLANT: ZAHIR NASERI

Carol Isen
Human Resources Director
Department of Human Resources
1 South Van Ness Avenue, 4th Floor
San Francisco, CA 94103

Dear Carol Isen:

The Civil Service Commission has received the attached letter from Zahir Naseri appealing the disqualification of their examination for the 2591 – Health Program Coordinator II and 2593 – Health Program Coordinator III. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 “Action Request on Pending Appeal/Request,” with supporting information and documentation to my attention by email to civilservice@sfgov.org. CSC Form 13 is available on the Civil Service Commission’s website at www.sf.gov/CivilService on the “File an action request for a Civil Service Commission hearing” page.

In the event Zahir Naseri’s appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on May 22, 2025**, so that it may be heard by the Civil Service Commission at its meeting on June 2, 2025. If you are unable to transmit the staff report by the May 22nd deadline, or if required departmental representatives will not be available to attend the June 2nd meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

Appellant: Zahir Naseri
March 19, 2025
Page 2 of 2

You may contact me at Lavena.Holmes@sfgov.org or (628) 652-1100 if you have any questions. For more information regarding staff report requirements, meeting procedures or future meeting dates, please visit the Commission's website at www.sfgov.org/CivilService.

Sincerely,

CIVIL SERVICE COMMISSION

A handwritten signature in blue ink that reads "Lavena Holmes". The signature is fluid and cursive, with the first name "Lavena" being more prominent than the last name "Holmes".

LAVENA HOLMES
Deputy Director

Attachment

Cc: Anna Biasbas, Department of Human Resources
Jeanne Buick, Department of Human Resources
Scott Dewolfe, Department of Public Health
Luenna Kim, Department of Public Health
John Kraus, Department of Human Resources
Lisa Pigula, Department of Human Resources



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

**DANIEL LURIE
MAYOR**

Sent via Email

March 19, 2025

Zahir Naseri



Subject: Register No. 0048-25-4: Appealing the Disqualification of the 2591 - Health Program Coordinator II and 2593 - Health Program Coordinator III Examination.

Dear Zahir Naseri:

This is in response to your appeal submitted to the Civil Service Commission on March 14, 2025, appealing the disqualification of the 2591 – Health Program Coordinator II and 2593 – Health Program Coordinator III examination. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date by email to civilservice@sfgov.org. Please be sure to redact your submission of any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email Lavena.Holmes@sfgov.org or by phone at (628) 652-1100 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at www.sf.gov/CivilService.

Sincerely,

CIVIL SERVICE COMMISSION

LAVENA HOLMES
Deputy Director



CIVIL SERVICE COMMISSION
City and County of San Francisco
25 Van Ness Avenue, Suite 720
San Francisco, California 94102-6033
Executive Officer
(628) 652-1100

Attachment G
CSC Register No.

To: _____
CC: _____

APPEAL TO THE CIVIL SERVICE COMMISSION

INSTRUCTIONS:

Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above **within the designated number of days** following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original signature is required. **(E-mail is not accepted.)** It is recommended that you include all relevant information and documentation in support of your appeal.

TYPE OF APPEAL: (Check One)

- ☒ Examination Matters **(by close of business on 5th working day)**
☐ Employee Compensation Matters **(by close of business on 7th working day) - Limited application**
☐ Personal Service Contracts **(Posting Period)**
☐ Other Matters (i.e., Human Resources Director/Executive Officer Action) **(30 Calendar days)**
☐ Future Employability Recommendations (See Notice to Employee)

"During the Shelter Order dated March 17, 2020, we are accepting appeals by email at civilservice@sfgov.org"

Full Name of Appellant	Zahir Naseri	Work Address	Work Telephone		
Job Code	Title	Department			
2591	Health Program Coordinator II	Department of Public Health			
Residence Address	City	State	Zip	Home Telephone	
_____	_____	_____	_____	_____	
Full Name of Authorized Representative (if any)		Telephone Number of Representative (including Area Code)			

NOTE: If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

Email: _____

COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE. (Use additional page(s) if necessary)

Does the basis of this appeal include new information not previously presented in the appeal to the Human Resources Director? If so, please specify.	Check One: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---

Original Signature of Appellant or Authorized Representative _____ Date 04/14/2025

State the basis of this appeal in detail. For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission’s website at www.sfgov.org/CivilService.

Subject: Formal Appeal of Disqualification – 2591 HPC II & 2593 HPC III

Dear Civil Service Commission,

I am formally appealing my disqualification from the Health Program Coordinator II (2591) and Health Program Coordinator III (2593) exams, as communicated by Mr. David Chalk from Public Health Department. I respectfully request a reconsideration of this decision based on the following points:

1. **English is My Third Language** – As someone whose third language is English, I used Google Translate solely to understand specific words, not to gain an unfair advantage or obtain answers. My intent was never to cheat, but rather to ensure I fully comprehended the language used in the exam.
2. **Lack of Intent to Violate Exam Rules** – At no point did I attempt to seek external help on exam content. My use of translation tools was purely for language comprehension, not to obtain answers.
3. **Disproportionate Penalty** – While I acknowledge the guidelines against external resources, a complete disqualification from both exams seems excessive given the circumstances. A fairer resolution, in the worst-case scenario, would be to deduct points from questions 5 and 44, where the translation occurred, rather than full removal from eligibility.
4. **Fairness and Consistency** – If other candidates in similar situations have received more proportionate consequences, I request the same consideration to ensure fair and consistent enforcement of policies.

Given these factors, I respectfully request that my disqualification be reconsidered or, at the very least, that a more appropriate resolution—such as a points deduction—be applied instead of full removal from eligibility.

Please advise on the next steps regarding my appeal. Thank you for your time and consideration.

Sincerely,

Zahir Naseri

(Use additional sheets if needed)

● Online Exam Invitation Health Program Coordinator-III SFDPH

Read

to: [REDACTED]

12 Nov 2024 | 1:17 PM

Dear Zahir Naseri,

You are invited to complete the online Health Program Coordinator-III Assessment as the next required step in the selection process.

The assessment is accessible via the link at the bottom of this email. Please read the exam details and instructions carefully before you begin your exam. You can begin your exam at any time until **Tuesday, November 19, 2024 at 11:55:00 PM Pacific Standard Time**

Requirements

- Use a laptop or desktop computer with
 - o a working webcam

Dear Zahir Naseri,

You are invited to complete the online Health Program Coordinator-III Assessment as the next required step in the selection process.

The assessment is accessible via the link at the bottom of this email. Please read the exam details and instructions carefully before you begin your exam. You can begin your exam at any time until **Tuesday, November 19, 2024 at 11:55:00 PM Pacific Standard Time**

Requirements

- Use a laptop or desktop computer with
 - o a working webcam
 - o microphone and speakers
 - o an active internet connection with a minimum speed of 1 Mbps
- A secure, private location to complete the assessment
 - o free from distractions and interruptions and allows you to finish the whole exam in one session
 - o all items should be cleared from your workspace other than your desktop or laptop, keyboard, mouse, speakers, and webcam

o no one should enter your workspace

- Have a government-issued photo ID

Exam Details

- Duration: **2 hours, 30 minutes**
- # of questions: **45**
- Assessment End Date: **Tuesday, November 19, 2024 at 11:55:00 PM Pacific Standard Time**
 - o We strongly recommend beginning the exam at least three hours before the deadline. If you are logged out after the stated end time for any reason, you will not be able to log back in to continue the exam.

Instructions to take the exam:

- Click the '**Attend**' link below and enter your verification code when you are ready to take the assessment.
- You will first complete the pre-exam check that includes testing your camera and microphone, showing your workspace via the webcam, taking a photo, presenting your photo ID, and sharing your screen.
- The timer starts once you start the assessment.
- The assessment cannot be paused, stopped, or restarted.
- You can only take the assessment once.
- You must complete this assessment to continue in the selection process.
- If you encounter any challenges in enabling the browser permissions & screen share, please refer to the documents to enable. ([Windows Settings Doc](#) / [MAC Settings Doc](#))

[Attend](#)

Your verification code is **676394229**

Do not share this link with anyone.

If you need help while taking the assessment, please click “[Need help?](#)” to contact support or call **+1 (209)-3623489**.

Best of Luck & Regards, San Francisco Department of Public Health

This is a system generated message. Please do not reply to this email.

● **Reminder: Online Exam Invitation Health Program Coordinator-III**
SFDPH

Read

to: [REDACTED]

14 Nov 2024 | 10:10 PM

Dear Zahir Naseri,

You are invited to complete the online Health Program Coordinator-III Assessment as the next required step in the selection process.

The assessment is accessible via the link at the bottom of this email. Please read the exam details and instructions carefully before you begin your exam. You can begin your exam at any time until **Tuesday, November 19, 2024 at 11:55:00 PM Pacific Standard Time**

Requirements

- Use a laptop or desktop computer with
 - o a working webcam

Dear Zahir Naseri,

You are invited to complete the online Health Program Coordinator-III Assessment as the next required step in the selection process.

The assessment is accessible via the link at the bottom of this email. Please read the exam details and instructions carefully before you begin your exam. You can begin your exam at any time until **Tuesday, November 19, 2024 at 11:55:00 PM Pacific Standard Time**

Requirements

- Use a laptop or desktop computer with
 - o a working webcam
 - o microphone and speakers
 - o an active internet connection with a minimum speed of 1 Mbps
- A secure, private location to complete the assessment
 - o free from distractions and interruptions and allows you to finish the whole exam in one session

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Exam Details

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[Attend](#)

Your verification code is **676394229**

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If you need help while taking the assessment, please click "[Need help?](#)" to contact support or call **+1 (209)-3623489**.

Best of Luck & Regards, San Francisco Department of Public Health

This is a system generated message. Please do not reply to this email.

● Online Exam Invitation Health Program Coordinator - I and II SFDPH

Read

TO: [REDACTED]

8 Jan 2025 | 10:12 AM

Dear Zahir Naseri,

You are invited to complete the online Health Program Coordinator - I and II Assessment as the next required step in the selection process.

The assessment is accessible via the link at the bottom of this email. Please read the exam details and instructions carefully before you begin your exam. You can begin your exam at any time until **Wednesday, January 15, 2025 at 11:55:00 PM Pacific Standard Time**

Requirements

- A laptop or desktop computer with a working webcam and microphone, and an active internet connection with a minimum speed of 1 Mbps. Throughout the assessment, your camera and microphone must remain on and your face visible. Short restroom breaks are permitted.

Dear Zahir Naseri,

You are invited to complete the online Health Program Coordinator - I and II Assessment as the next required step in the selection process.

The assessment is accessible via the link at the bottom of this email. Please read the exam details and instructions carefully before you begin your exam. You can begin your exam at any time until **Wednesday, January 15, 2025 at 11:55:00 PM Pacific Standard Time**

Requirements

- A laptop or desktop computer with a working webcam and microphone, and an active internet connection with a minimum speed of 1 Mbps. Throughout the assessment, your camera and microphone must remain on and your face visible. Short restroom breaks are permitted.
- A government-issued photo ID
- A secure, private location to complete the assessment, free from distractions and interruptions. All items should be cleared from your workspace other than your desktop or laptop, keyboard, mouse, speakers, and webcam. No one should enter your workspace.

Exam Details

- Duration: **2 hours**
- # of questions: **50**
- Assessment End Date: **Wednesday, January 15, 2025 at 11:55:00 PM Pacific Standard Time**

Instructions to take the exam:

- Click the '**Attend**' link below and enter your verification code when you are ready to take the assessment.
- You will first complete the pre-exam check that includes testing your camera and microphone, showing your workspace via the webcam, taking a photo, presenting your photo ID, and sharing your screen.
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- You can only take the assessment once.
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- If you encounter any challenges in enabling the browser permissions & screen share, please refer to the documents to enable. ([Windows Settings Doc](#) / [MAC Settings Doc](#))

[Attend](#)

Your verification code is **315990691**

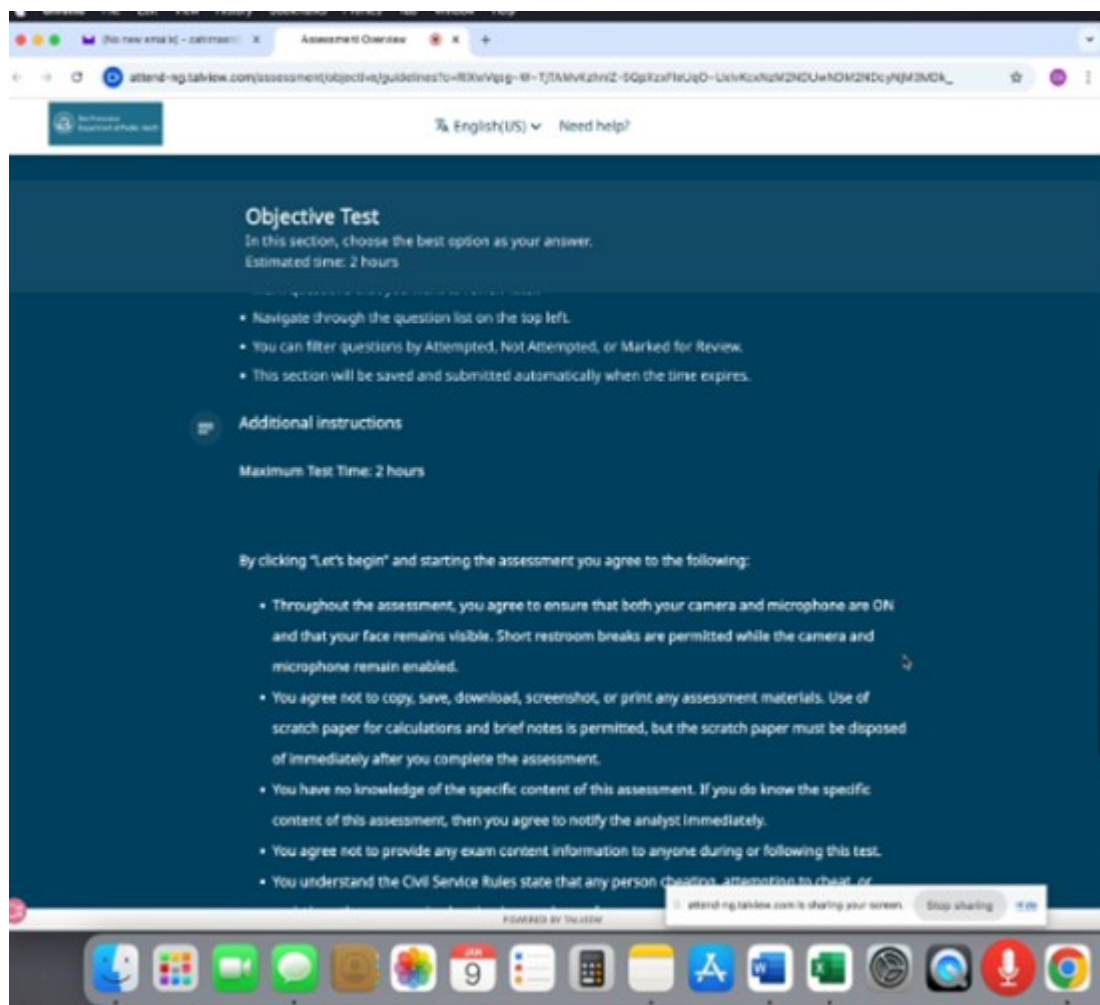
INTEGRITY of ASSESSMENTS

- **Do not share the “Attend” link with anyone.**
- **Your assessment session will be recorded and monitored.**
- **Throughout the assessment, your camera and microphone must be enabled and your face visible. Short restroom breaks are permitted while the camera and microphone remain enabled.**
- **Do not copy, save, download, screenshot, or print any assessment materials. Use of scratch paper for calculations and brief notes is permitted, but the scratch paper must be disposed of immediately after completing the assessment.**
- **If you know the specific content of this assessment, you must notify the analyst immediately.**
- **You cannot provide any assessment content information to anyone during or following the assessment.**
- **Civil Service Rules state that any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of an assessment process will be disqualified from the selection process, possibly rejected from future selection processes and subject to punishment as provided by law.**
- **Failure to comply with assessment instructions will be investigated and may result in disqualification.**

If you need help while taking the assessment, please click “[Need help?](#)” to contact support or call **+1 (209)-3623489**.

Best of Luck & Regards, San Francisco Department of Public Health

This is a system generated message. Please do not reply to this email.



Jan 09, 2025, 11:27:28 AM