



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

**DANIEL LURIE  
MAYOR**

**Sent via Electronic Mail**

June 26, 2025

**NOTICE OF CIVIL SERVICE COMMISSION MEETING**

ChongLiang Guo  
[REDACTED]

**SUBJECT: APPEAL BY CHONGLIANG GUO, APPEALING THE DISQUALIFICATION OF THE 2119 – HEALTH CARE ANALYST EXAMINATION WITH THE DEPARTMENT OF PUBLIC HEALTH.**

Dear ChongLiang Guo:

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 **July 7, 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](http://www.sf.gov/CivilService) under "Meetings" no later than end of day on Wednesday, July 2, 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](mailto:civilservice@sfgov.org) by 5:00 p.m. on Tuesday, July 1, 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](mailto: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](mailto:civilservice@sfgov.org) and the web address is [www.sfgov.org/civilservice/](http://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 (4<sup>th</sup>) 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/](http://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](mailto: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](mailto:sotf@sfgov.org), or on the City's website at [www.sfgov.org/bdsupvrs/sunshine](http://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: **0084-25-4**
2. For Civil Service Commission Meeting of: **July 7, 2025**
3. Check One:  
Ratification Agenda ☐  
Consent Agenda ☐  
Regular Agenda ☒  
Human Resources Director's Report ☐
4. Subject: ChongLiang Guo's appeal of their disqualification from the 2119 Health Care Analyst Examination. Register No. 0084-25-4.
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: 06.18.2025
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

ChongLiang Guo



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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: Tuesday, June 10, 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 2119 – Health Care Analyst. Register No. 0084-25-4.

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### **Background**

The Department of Public Health published a job ad for CBT 2119 Health Care Analyst H00126 [Attachment A] on September 27, 2024. The application filing period ended on October 14, 2024. ChongLiang Guo applied to the 2119 recruitment on October 11, 2024.

Guo was deemed qualified and was informed by email on December 30, 2024, that they could choose to take the 2119 exam online by reviewing the requirements and completing a web-based form [Attachment B]. Guo submitted the form requesting to take the 2119 exam online on January 3, 2025 [Attachment C].

Guo took the 2119 exam on February 10, 2025. When the exam proctoring recordings were reviewed, Guo was observed using a Google Translate browser plug-in, an unauthorized resource, to translate all exam questions and answer choices. Guo was also observed using the Google Translate website to translate words from a supplemental exam document.

As a result, on April 15, 2025, Guo was notified of their disqualification from the 2119 exam process for failing to comply with assessment instructions [Attachment D].

Guo filed an appeal to the Civil Service Commission (CSC) on April 15, 2025 [Attachment E].

### **Issue**

Should appellant Guo continue in the selection process for Health Care Analyst 2119 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**

A scheduling notice for the 2119 Health Care Analyst exam was emailed to Guo on February 3, 2025, and reminder notices were emailed on February 7 and February 9 [Attachment F]. Using any form of Google Translate was not authorized by the scheduling notice, which only authorized the use of “scratch paper for calculations and brief notes” and no other materials. The scheduling notice and reminder emails both informed Guo:

- 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 2119 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 G].

After Guo entered a unique verification code to access the assessment, the guidelines on the first screen clearly stated: “Close any unnecessary tabs.”

Within 17 seconds of starting the actual exam, Guo began using a Google Translate plug-in,

triggering the platform to display an on-screen alert: “You have switched the tab / Kindly refrain from doing this action again” [Attachment H]. This message was also translated by the plug-in. The plug-in was enabled and disabled at least nine times over the course of the exam, and the same warning was shown each time Guo enabled or disabled the plug-in.

The testing platform crashed less than three minutes after Guo started the exam, which required repeating the login process and again acknowledging and agreeing to the exam requirements. Before agreeing and continuing the exam, Guo used the translation plug-in on the requirements and agreements page. [Attachment I]

Guo completed the 2119 online exam in approximately 75 minutes. The translation plug-in was active for over 66 minutes, translating all 80 exam questions and answer choices. At one point, Guo also opened a new browser tab to manually use the Google Translate website to translate words from the supplemental document.

In their appeal, Guo admits to the use of both the Google Translate browser plug-in and the Google Translate website.

### **Discussion/Analysis**

The appeal contends Guo disregarded numerous alerts and instructions in the belief “that using Google Translate purely as a language tool fell within acceptable bounds, as it was not explicitly prohibited.” The appeal requests reconsideration based on this “misunderstanding” and because translation tools were used “only to understand the meaning of certain exam language” and without any other ill intent.

CSC Rule 111.9 specifies that “Cheating shall include the use or attempted use of materials not authorized by the scheduling notice.” Rule 111.9 does not require departments to explicitly list all unauthorized materials. However, DPH did clearly inform candidates in both the scheduling notice and in the online exam agreement that “Failure to comply with assessment instructions may result in disqualification.” Guo received the automated instruction to “refrain” from switching tabs to use an unauthorized resource in the first 17 seconds of the exam and numerous times thereafter, and each time, Guo chose not to comply.

The appeal attempts to justify the use of Google Translate due to “challenges in fully comprehending certain parts of the exam” and “the meaning of certain exam language.” However, Guo did not just use Google Translate for a section of the exam or to translate certain words. The translation plug-in was used for every section, question and answer choice, frequently without ever viewing the original exam text.

Rule 111.9 also highlights that examinations are “to be conducted in a fair and impartial manner.” If the department or CSC were to allow Guo to move forward in the selection process, it would create a significant “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 Guo were allowed to move forward, the exam process may be subject to further appeals by other examinees due to the inconsistencies in exam administration in accordance with Rule 111.14.2.

Consequences as described by CSC Rule 111.9 are universally applied to any instances of using unauthorized materials. Guo's elimination from the 2119 selection process is the lowest level consequence listed in this CSC rule. Guo is welcome to apply to any other City job at this time, but we would advise more caution with taking online exams.

### **Conclusion**

Guo was identified as, and does not dispute, having used Google Translate (plug-in and website) in the 2119 exam. 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 2119 is the lowest-level consequence specified.

### **Recommendation**

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

### **Attachments**

Attachment A - 2119 Job Ad  
Attachment B - 2119 Exam Survey Notice  
Attachment C - 2119 Online Exam Request  
Attachment D - 2119 Disqualification Notice  
Attachment E - ChongLiang Guo's CSC Appeal  
Attachment F - Scheduling Notice and Reminders  
Attachment G - Exam Platform Agreement  
Attachment H - Exam Screen Alerts  
Attachment I - 2119 Translated Exam Agreement





# SF | Careers

## Health Care Analyst (2119) - San Francisco Department of Public Health

101 Grove St, San Francisco, CA 94102, USA

Full-time

Certification Rule: Rule of the List

Exam Type: Class Based Test

Job Code and Title: 2119-Health Care Analyst

Fill Type: Permanent Civil Service

Eligible List Type: Entrance

### Company Description

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.

- **Application Opening – September 27, 2024**
- **Application Deadline** – Application filing will close on or after **October 14, 2024**
- Salary: **\$102,700 – \$124,826 Annually**
- Appointment Type: **Permanent Civil Service**
- Recruitment ID: CBT-2119-H00126 [REF44988S]
- **START with this** ⚠️ **REQUIRED QUESTIONNAIRE** ✅ at <https://forms.gle/Re3MBFYRstDMn3EZ8>
- **Then, submit an online application**

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.

### Job Description

The 2119 Health Care Analyst works with clinical and non-clinical staff and personnel in evaluation studies.

The 2119 Health Care Analyst works with clinical staff and personnel in evaluation studies, gathers, analyzes and documents data; plans remedial action; and supervises and reviews the work of technical and clerical assistants engaged in such activities.

**Essential duties include:**

1. Organizes and tabulates the data collected for evaluation studies; analyzes data and prepares narrative, statistical reports and presentations documenting the methodology and results of the health audit studies.
2. Initiates, coordinates and attends clinic and departmental evaluation meetings to insure an on-going evaluation process in each department or clinic; works with department and clinic chiefs, head nurses, dentists and other staff; designs audit and evaluation studies, including data collection instruments and sampling procedures.
3. Trains and supervises other staff in data retrieval and trains end users to access, use and understand reports.
4. Works with evaluation committees to develop remedial action plans based on study results; documents all remedial action planning and monitors all implementation.
5. Serves as staff to assigned committees; prepares agendas, minutes; reports developments, results and problems in the program; prepares written reports.
6. Reports orally and in writing to appropriate committees on completed evaluation studies including resulting problems which require action from those committees; attends audit related committees in the state and community and reports findings to appropriate stakeholders.
7. Reviews literature and consults with various evaluation committees on their evaluation activities.

The 2119 Health Care Analyst may perform other duties as assigned/required.

**Qualifications**

**MINIMUM QUALIFICATIONS**

**Education\*:** Requires a baccalaureate degree from an accredited college or university. **AND**

**Experience\*\*:** One year of professional level experience performing analytical work requiring data collection, analysis, evaluation, interpretation, reporting and presentation.

**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.
- \*\*Thirty semester units or forty-five quarter units towards a Master's degree with the completion of 4 courses in Statistics, Biostatistics, Quality Management, Performance Improvement, Organizational Development, Health/Social Policy and/or related course work may substitute for the experience requirement.

*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).

## Attachment A

**Note:** POSSIBLE SPECIAL CONDITIONS -- in addition to meeting the minimum qualifications listed above, some positions may require applicants to possess one or more of the following special conditions, which include but is not limited to:

- Professional level analytical experience in the quality management/improvement (operational improvement) and/or risk management field.
- Professional level analytical experience in patient finance revenue.
- Professional level analytical experience in acute utilization management/quality initiative.
- Professional level analytical experience in a medical setting or health related institution, organization, or agency.

### Additional Information

#### Selection Procedures

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

#### Minimum Qualification Supplemental Questionnaire (Weight: Qualifying)

Applicants will be required to complete the [Minimum Qualification Supplemental Questionnaire \(MQSQ\)](https://forms.gle/Re3MBFYRstDMn3EZ8) at: <https://forms.gle/Re3MBFYRstDMn3EZ8>.

This MQSQ is designed to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications (MQ) for this position. The MQSQ will be used to evaluate if the applicant possesses the required minimum qualifications.

#### Written Examination (Weight: 100%)

Candidates who meet the minimum qualifications will be invited to take a written, multiple-choice test designed to measure knowledge, skills and/or abilities in job-related areas which may include, but not be limited to:

- Knowledge of: program evaluation methods; medical terminology; basic statistics; and quality/operational/financial improvement concepts.
- Ability and Skill to: evaluate study topics and prepare study criteria in connection with medical staff committees and department; deal effectively with an inter-disciplinary group of health care providers; analyze, extract and compile data; prepare clear concise narratives, statistical and graphic reports. Skill in interpersonal-relationships; planning and administration: and written and oral communication.

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 The List**.

#### 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](https://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.

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

### **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](#)



- [Right to Work](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)
- [Veterans Preference](#)

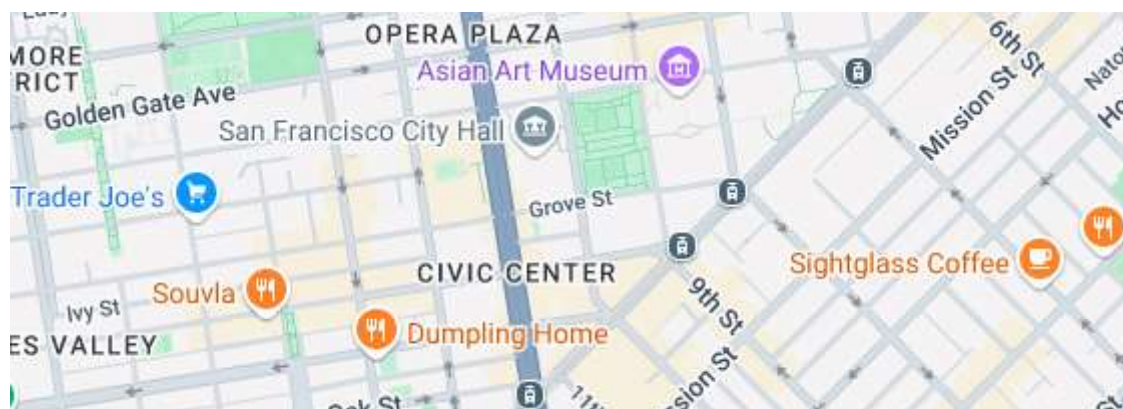
If you have any questions regarding this recruitment or application process, please contact the analyst, David Chalk at [david.chalk@sfdph.org](mailto:david.chalk@sfdph.org) or 628-271-6702.

*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.

### Job Location





✉ David Chalk

Dec 30, 2024

EXAM Details & Survey: 2119 Health Care Analyst

---

Hello ChongLiang Guo,

We are piloting an option to take the 2119 Health Care Analyst exam online in January (exact dates tbd).

If you are interested in taking the ONLINE EXAM:

1. Go to the [Online Exam Request Form](https://forms.office.com/g/qPdx6vP6eM) at <https://forms.office.com/g/qPdx6vP6eM>
2. Carefully review all the requirements. We strongly recommend you also complete the Compatibility Check & Exam Simulation linked in the survey form.
3. Submit your request form by Monday, January 6 at 8:00 AM PST

If you do not submit a request form, you will be scheduled to take the exam in person.

IN-PERSON EXAM DETAILS

- Date(s): tentatively January 10, 13 and/or 14.
- Location: [49 South Van Ness Ave](#), San Francisco, CA 94103 [\[map\]](#)
- Duration: Maximum exam time is 2 hours, 30 minutes. Plan to be on site for up to 3 hours, 30 minutes.
- Notification: The exact day and time will be emailed once finalized.

If you have a disability requiring reasonable accommodation, you must email [david.chalk@sfdph.org](mailto:david.chalk@sfdph.org) within 5 business days of 12/30/24. Please specify recruitment 2119 Health Care Analyst.

Sincerely,

David Chalk (he/him)  
Senior Human Resources Analyst  
San Francisco Department of Public Health  
[david.chalk@sfdph.org](mailto:david.chalk@sfdph.org) / 628-271-6702

✓ Delivered

Review: 2119 Health Care Analyst - Online Exam Request and Details

Respondent

329

Anonymous

10:11  
Time to complete

14%  
Score

Thank you for your interest in taking the online version of the 2119 Health Care Analyst examination.

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

## Attachment C

4. The online exam will be available for approximately six days in January (exact dates tbd).

Score / 0 pts

The exam has a maximum time of 2 hours and 30 minutes. 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 &amp; 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? \*

☒ 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](#)

## Attachment C

7. If you submit your response below, we will add you to the list to receive an invite to the online exam.  
You will receive a follow-up email once the date is set when the link will be sent.

Score / 0 pts

Emails with exam information may come from the following domains:

- [sfdph.org](http://sfdph.org)
- [smartrecruiters.com](http://smartrecruiters.com)
- [talview.com](http://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](mailto:david.chalk@sfdph.org)

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

☐ Submit my response



**Chalk, David (DPH)**

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**From:** David Chalk from City and County of San Francisco  
<notifications@smartrecruiters.com>  
**Sent:** Tuesday, April 15, 2025 11:12 AM  
**To:** [REDACTED]  
**Subject:** Exam Disqualification: 2119 Health Care Analyst

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

Hello ChongLiang Guo,

You applied to the 2119 Health Care Analyst recruitment (CBT-2119-H00126) on October 11, 2024.

On February 3, 2025, you were sent an email with the assessment link. The email's section "Integrity of Assessments" included the following:

- 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.

The following events were observed when you took the online assessment on February 10, 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, on the page headed "Objective Test," you were advised:

By clicking "Let's begin" and starting the assessment you agree to the following: ...

You cannot provide any assessment content information to anyone during or following the assessment.

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.

-

#### Attachment D

- You acknowledged your agreement and understanding by clicking “Let’s begin” at 5:57 PM and began the exam.
- At 5:58 pm, you right-clicked and opened an unauthorized browser plug-in that translated the entire exam web page, including the question and all answer choices.
  - The system immediately gave the following alert: “Window Focus-Out / You have switched the tab / Kindly refrain from doing this action again.” The alert first appeared in English and then in translation.
  - Approximately seven seconds later, you disabled the translation plug-in. The “Focus-Out” alert again showed on screen.
  - Less than 30 seconds later, you again enabled the plug-in, triggering another alert. You disabled and enabled the plug-in once more over the next minute.
- At 6:00 PM, the exam web page appears to have crashed, requiring you to repeat the set-up process to advance to the “Objective Test” page.
  - At 6:02 PM, you enabled the plug-in to view a translation of the “Objective Test” page including the agreements listed above.
  - You again acknowledged your agreement and re-entered the exam, with the plug-in continuing to translate exam content.
- From 6:02 PM to 6:04 PM, you disabled, enabled and disabled the plug-in again, with the “Focus Out” alert showing after each action.
- At 6:11 PM, you re-enabled the plug-in.
- At 6:22 PM, you opened a new browser tab and navigated to the Google Translate web page and manually typed in portions of supplemental exam content to view unauthorized material related to exam content.
- At 7:18 PM, you submitted your exam responses. There were three short instances where you disabled the plug-in for 20 seconds or less; with only those exceptions, the plug-in was active from 6:11 PM to 7:18 PM.

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

Pursuant to the following Civil Service Commission Rule, you are disqualified from the exam process for 2119 Health Care Analyst, and you will not continue in this selection process.

#### **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.

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>.

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

*Sent via Email*

**NOTICE OF RECEIPT OF APPEAL**

DATE: April 23, 2025  
REGISTER NO.: 0084-25-4  
APPELLANT: CHONGLIANG GUO

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

Dear Carol Isen:

The Civil Service Commission has received the attached letter from ChongLiang Guo appealing the disqualification of their application for the 2119 – Health Care Analyst examination. 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](mailto:civilservice@sfgov.org). CSC Form 13 is available on the Civil Service Commission’s website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService) on the “File an action request for a Civil Service Commission hearing” page.

In the event ChongLiang Guo’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 June 26, 2025**, so that it may be heard by the Civil Service Commission at its meeting on July 7, 2025. If you are unable to transmit the staff report by the June 26<sup>th</sup> deadline, or if required departmental representatives will not be available to attend the July 7<sup>th</sup> 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.

Attachment E

You may contact me at [Lavena.Holmes@sfgov.org](mailto: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](http://www.sfgov.org/CivilService).

Sincerely,

CIVIL SERVICE COMMISSION



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



Sent via Email

April 23, 2025

ChongLiang Guo

Subject: Register No. 0084-25-4: Appealing the Disqualification of the 2119 - Health Care Analyst Examination.

Dear ChongLiang Guo:

This is in response to your appeal submitted to the Civil Service Commission on April 17, 2025, appealing the disqualification of your application for the 2119 – Health Care Analyst examination. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

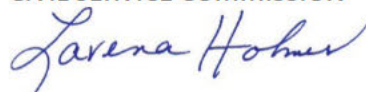
If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive 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](mailto: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](mailto: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](http://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

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 5<sup>th</sup> working day)  
 Employee Compensation Matters (by close of business on 7<sup>th</sup> 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](mailto:civilservice@sfgov.org)"

ChongLiang Guo

Full Name of Appellant

Work Address

Work Telephone

Job Code

Title

Department

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:

☒ Yes☐ No

Original Signature of Appellant or Authorized Representative

Date

CSC-12 (5/2021)

Date Received by Civil Service Commission:



**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](http://www.sfgov.org/CivilService).

*I am writing to formally appeal the disqualification decision regarding my participation in the 2119 Health Care Analyst examination, completed on February 10, 2025.*

*I want to begin by expressing my full understanding and respect for the City and County of San Francisco Civil Service Commission's policies and the importance of maintaining fairness and integrity throughout the examination process. I recognize that these standards are in place to ensure a level playing field for all candidates.*

*That said, I would like to provide context for certain actions that were noted in the disqualification notice. As a non-native English speaker, I encountered challenges in fully comprehending some parts of the exam. In an effort to better understand the questions and answer options, I used a browser-based translation tool. My sole intent was to aid in language comprehension—not to cheat, obtain unauthorized help, or access prohibited content.*

*The disqualification notice also states that at 6:22 PM, I opened a new browser tab and manually input portions of the supplemental exam content into Google Translate. I want to be fully transparent in acknowledging that I did this.*

*However, I respectfully clarify that this action was done only to understand the meaning of certain exam language. I did not use the tool to search for answers, access external sources, or consult with anyone. I understand now that this may have been interpreted as a violation, but I assure you it was a misunderstanding on my part, rooted in a genuine effort to overcome language barriers and respond as accurately as possible based on my own knowledge.*

*Additionally, the on-screen instructions stated to "close any unnecessary tabs." At the time, I believed that using Google Translate purely as a language tool fell within acceptable bounds, as it was not explicitly prohibited. I now recognize that the use of such tools may be considered unauthorized, and I regret any misunderstanding or noncompliance with exam protocols.*

*I respectfully request that you reconsider my disqualification. I would be fully willing to retake the exam under monitored or proctored conditions, or with any appropriate language accommodations deemed acceptable by your office. My goal has always been to participate fairly in the selection process and to contribute my skills and experience in public service.*

*Thank you for your time and thoughtful consideration of my appeal. I remain committed to the integrity of the civil service system and sincerely hope for the opportunity to continue in this process.*

*Attached is the email I received from David Chalk on 4/15/2025.*

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chongliang guo &lt;[REDACTED]&gt;

**Exam Disqualification: 2119 Health Care Analyst**

1 message

**David Chalk from City and County of San Francisco** <notifications@smartrecruiters.com>

Tue, Apr 15, 2025 at 11:11 AM

Reply-To: [REDACTED]

To: [REDACTED]

Hello ChongLiang Guo,

You applied to the 2119 Health Care Analyst recruitment (CBT-2119-H00126) on October 11, 2024.

On February 3, 2025, you were sent an email with the assessment link. The email's section "Integrity of Assessments" included the following:

- 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.

The following events were observed when you took the online assessment on February 10, 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, on the page headed "Objective Test," you were advised:

By clicking "Let's begin" and starting the assessment you agree to the following: ...

You cannot provide any assessment content information to anyone during or following the assessment.

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 agreement and understanding by clicking "Let's begin" at 5:57 PM and began the exam.
- At 5:58 pm, you right-clicked and opened an unauthorized browser plug-in that translated the entire exam web page, including the question and all answer choices.
  - The system immediately gave the following alert: "Window Focus-Out / You have switched the tab / Kindly refrain from doing this action again." The alert first appeared in English and then in translation.
  - Approximately seven seconds later, you disabled the translation plug-in. The "Focus-Out" alert again showed on screen.
  - Less than 30 seconds later, you again enabled the plug-in, triggering another alert. You disabled and enabled the plug-in once more over the next minute.
- At 6:00 PM, the exam web page appears to have crashed, requiring you to repeat the set-up process to advance to the "Objective Test" page.
  - At 6:02 PM, you enabled the plug-in to view a translation of the "Objective Test" page including the agreements listed above.
  - You again acknowledged your agreement and re-entered the exam, with the plug-in continuing to translate exam content.
- From 6:02 PM to 6:04 PM, you disabled, enabled and disabled the plug-in again, with the "Focus Out" alert showing after each action.
- At 6:11 PM, you re-enabled the plug-in.
- At 6:22 PM, you opened a new browser tab and navigated to the Google Translate web page and manually typed in portions of supplemental exam content to view unauthorized material related to exam content.
- At 7:18 PM, you submitted your exam responses. There were three short instances where you disabled the plug-in for 20 seconds or less; with only those exceptions, the plug-in was active from 6:11 PM to 7:18 PM.

**Attachment E**

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

Pursuant to the following Civil Service Commission Rule, you are disqualified from the exam process for 2119 Health Care Analyst, and you will not continue in this selection process.

**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.

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>.

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



● Online Exam Invitation Health Care Analyst SFDPH

Read

to:

[REDACTED]

3 Feb 2025 | 5:18 AM

Dear ChongLiang Guo,

You are invited to complete the online Health Care Analyst 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 **Monday, February 10, 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 30 minutes**
- # of questions: **80**

Dear ChongLiang Guo,

You are invited to complete the online Health Care Analyst 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 **Monday, February 10, 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 30 minutes**
- # of questions: **80**
- Assessment End Date: **Monday, February 10, 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.
- 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 **822376785**

**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.

● **Reminder: Online Exam Invitation Health Care Analyst SFDPH**

Read

to: [REDACTED]

7 Feb 2025 | 5:59 AM

Dear ChongLiang Guo,

You are invited to complete the online Health Care Analyst 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 **Monday, February 10, 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 30 minutes**
- **# of questions: 80**

● Reminder: Online Exam Invitation Health Care Analyst SFDPH

Read

to: [REDACTED]

9 Feb 2025 | 5:35 AM

Dear ChongLiang Guo,

You are invited to complete the online Health Care Analyst 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 **Monday, February 10, 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 30 minutes**
- # of questions: **80**

**Objective Test**  
In this section, choose the best option as your answer.  
Estimated time: 2 hours 30 mins

**Instructions**

- Choose the best option as your answer.
- You can click on the selected option to unselect.
- You can use the highlighter to highlight important points in the questions.

**Time management**

- Answer 80 questions in 150 minutes.
- Keep an eye on the timer on the top right corner of your screen.
- You can click on the timer to hide it.

**Question navigation**

- You can leave a question unanswered and revisit it before submitting.
- Mark questions that you want to review later.
- Navigate through the question list on the top left.
- You can filter questions by Attempted, Not Attempted, or Marked for Review.
- This section will be saved and submitted automatically when the time expires.

**Additional instructions**

Maximum Test Time: 2 hours 30 minutes

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Feb 10, 2025, 05:57:45 PM

**Objective Test**  
In this section, choose the best option as your answer.  
Estimated time: 2 hours 30 mins

- Mark questions that you want to review later.
- Navigate through the question list on the top left.
- You can filter questions by Attempted, Not Attempted, or Marked for Review.
- This section will be saved and submitted automatically when the time expires.

**Additional instructions**

Maximum Test Time: 2 hours 30 minutes

By clicking "Let's begin" and starting the assessment you agree to the following:

- Throughout the assessment, you agree to ensure that both your camera and microphone are ON and that your face remains visible. Short restroom breaks are permitted while the camera and microphone remain enabled.
- You agree not to 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 you complete the assessment.
- You have no knowledge of the specific content of this assessment. If you do know the specific content of this assessment, then you agree to notify the analyst immediately.
- You agree not to...

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## Objective Test

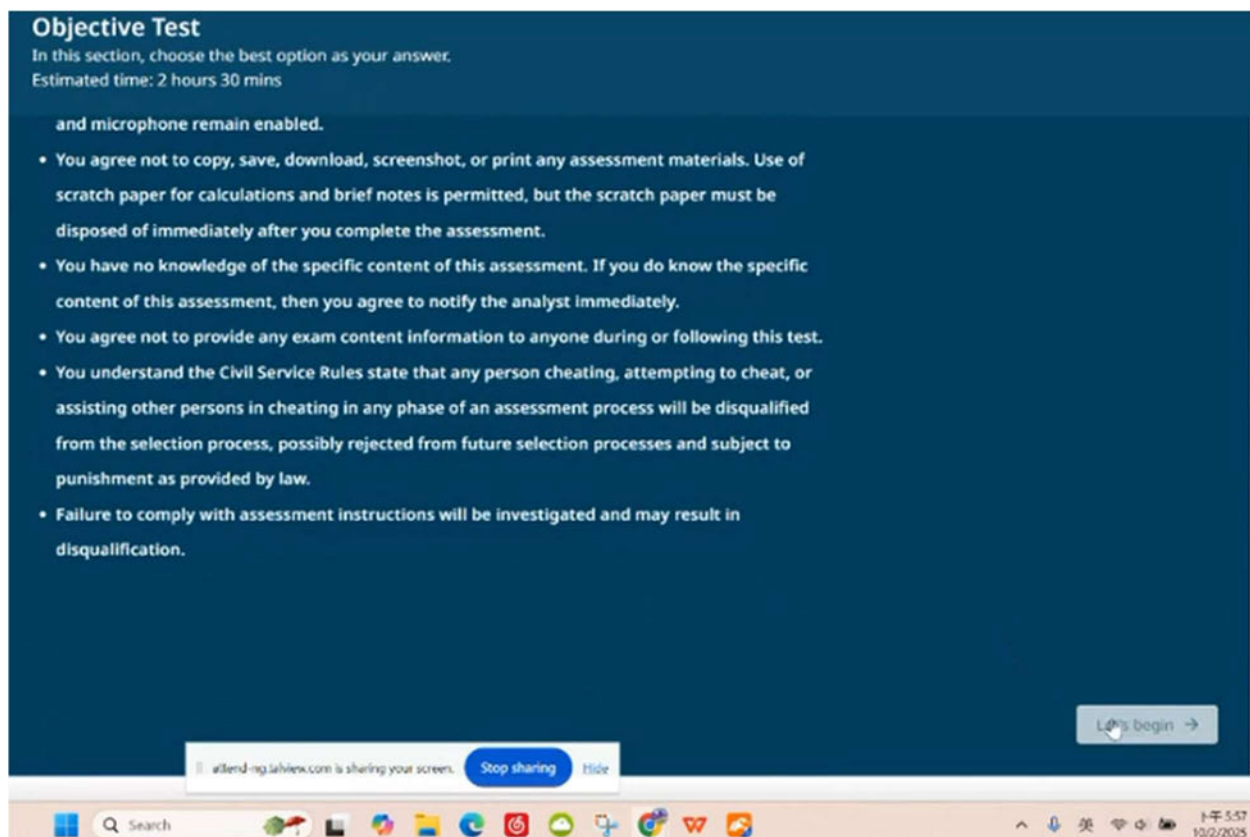
In this section, choose the best option as your answer.  
Estimated time: 2 hours 30 mins

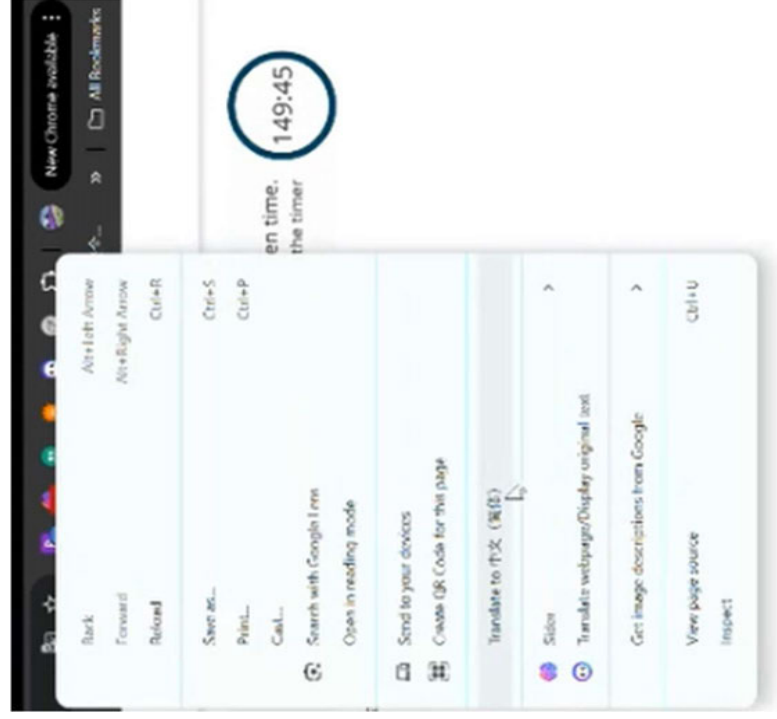
and microphone remain enabled.

- You agree not to 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 you complete the assessment.
- You have no knowledge of the specific content of this assessment. If you do know the specific content of this assessment, then you agree to notify the analyst immediately.
- You agree not to provide any exam content information to anyone during or following this test.
- 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.
- Failure to comply with assessment instructions will be investigated and may result in disqualification.

[Log in](#) [begin](#) →

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## Attachment H

The image consists of two screenshots of a web browser displaying a quiz interface. The browser's address bar shows the URL: `attend-ngtalview.com/assessment/objective/questions?c=pq-FncLxH24h8JZapVoxhhuH0vHontZhUq0P9H32caNzMSMjM4NzK5NDgw0DcaMDA`.

**Top Screenshot:**

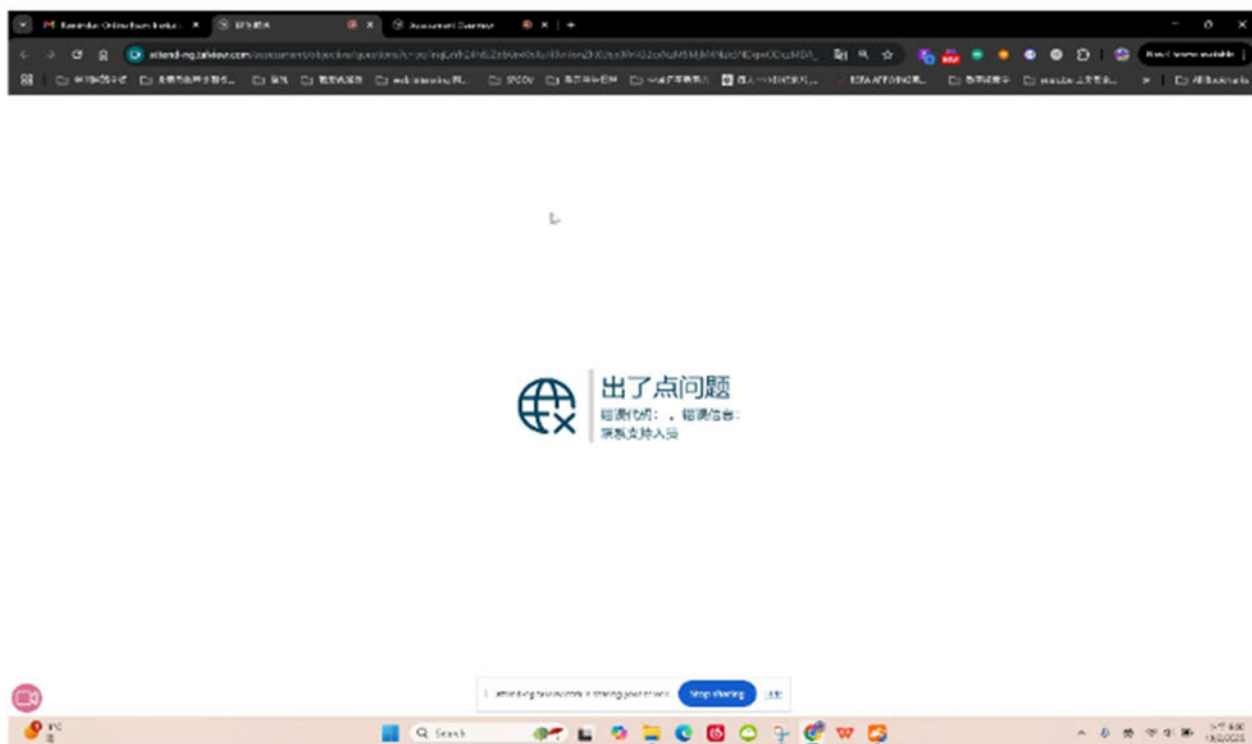
- The page title is "Question 1 of 80".
- A progress bar at the top shows 1, 2, 3, 4, 5, and a right arrow.
- A button labeled "Filter questions by" is visible.
- A red error message box states: "Window Focus-Out. You have switched the tab. Kindly refrain from doing this action again."
- A grey notification box at the bottom says: "You are attempting 80 questions. Select the best option as your answer."
- A "Need help?" link is in the bottom right corner.

**Bottom Screenshot:**

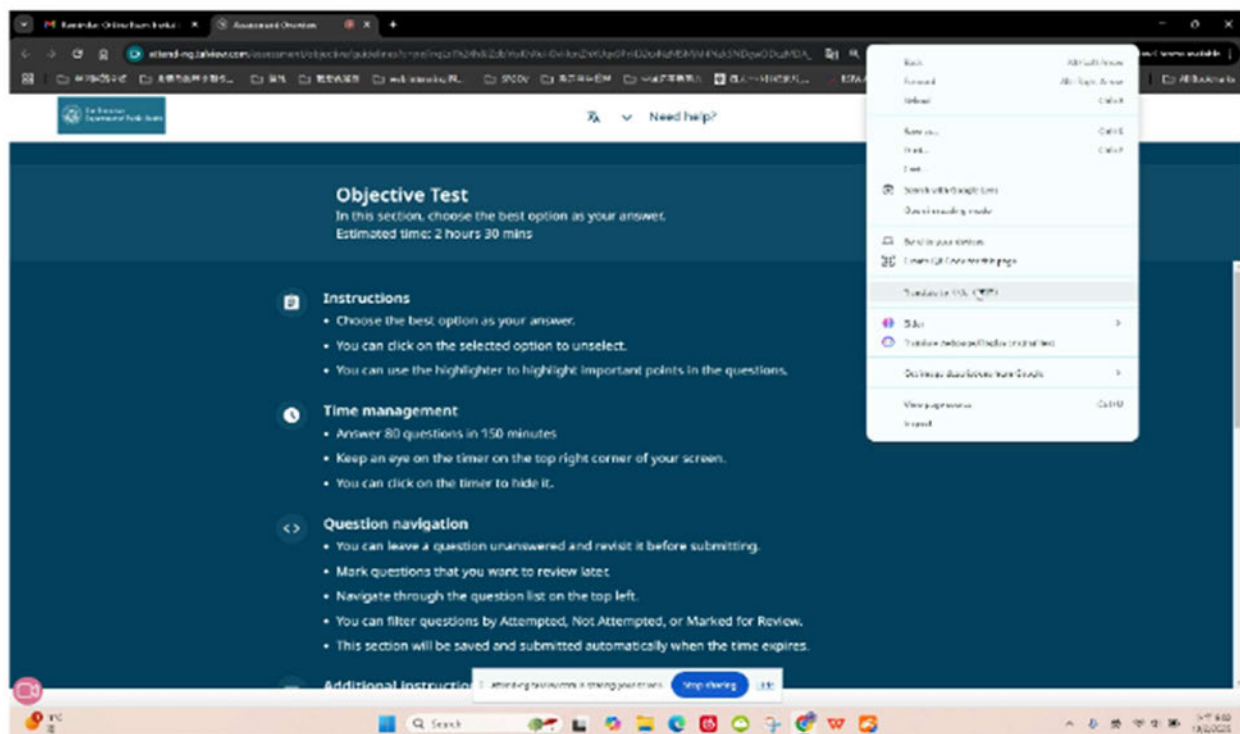
- A Google Translate widget is open, showing "English" and "Chinese (Simplified)".
- A red error message box states: "窗口焦点移出. 您已切换标签. 请不要再执行此操作."
- A grey notification box at the bottom says: "您正在尝试在规定时间内回答 80 个问题。由此处开始计时器" (You are attempting to answer 80 questions within the specified time. Start the timer from here).
- A timer in the bottom right corner shows "149:06".



## Attachment I



Feb 10, 2025, 06:00:15 PM



Feb 10, 2025, 06:02:21 PM

