NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No:	18
Fiscal Year:	2025/2026
Posted Date:	03/23/2026
Reposted Date:	N/A

*AMEND THE FOLLOWING JOB SPECIFICATION(S)***:**
(Job specification(s) attached)

Item #	Job Code	Title	Bargaining Unit
1	2967	Supervising Welfare Fraud Investigator	0052

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to **DHR.ClassificationActionPostings@sfgov.org**. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: **http://sfdhr.org/index.aspx?page=109**. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: **Rule 109 Position Classification and Related Rules | Civil Service Commission**.

cc: All Employee Organizations
     All Departmental Personnel Officers
     DHR – Class and Comp Unit
     DHR – Client Services Unit
     DHR – Employee Relations Unit
     DHR – Recruitment and Assessment Unit
     DHR – Client Services Operations
     Carol Isen, DHR
     Sandra Eng, CSC
     Erik Rapoport, SFERS
     Theresa Kao, Controller/ Budget Division
     E-File

Title: Supervising Welfare Fraud Investigator
Job Code: 2967

DEFINITION

Under direction, conducts a variety of complex administrative, civil, and criminal investigations on behalf of the Department of Human Services; directs staff in conducting investigations, including investigations of welfare fraud, theft of governmental property, embezzlement, claims against the department, threats against departmental personnel, and unusual child deaths in San Francisco County; compiles, safeguards and presents evidence for prosecution; interviews witnesses, conducts computer checks and analyzes welfare data; prepares search warrant applications, makes arrests and writes reports; testifies in Superior Court, Small Claims Court, Welfare Diversion Court and administrative hearings as to particular investigations; supervises investigations staff and provides administrative staff assistance as needed such as advising DHS staff on resolving or minimizing loss situations, and the development and coordination of budgets. As a peace officer, the 2967 Supervising Welfare Fraud Investigators are well versed in legal standards for detentions, searches, arrests, and court dispositions. This position requires physical ability to make arrests, at times, with the use of escalating force and performs related duties as required.

DISTINGUISHING FEATURES

Incumbents in this class are considered unit supervisors who supervise a team of subordinate investigators. Assignments in this class are of moderate to high complexity and difficulty requiring a high degree of latitude for initiative and independent judgement. Incumbents may act for the ~~Investigations Manager~~**Chief Investigator** in case of absence.

~~The class 2967 Supervising Welfare Fraud Investigator is distinguished from class 2969 Human Services Manager, Investigations in that the latter has a broader scope of responsibilities and is responsible for the overall administration of a large investigative Division within the Department of Human Services.~~ The 2967 Supervising Welfare Fraud Investigator is distinguished from other investigator classes such as class 8147 Senior District Attorney's Investigator in that class 2967 performs and supervises investigations pertaining to the Department of Human Services. **Class 2967 Supervising Welfare Fraud Investigator is distinguished from class 2966 Welfare Fraud Investigator in that class 2967 has supervisory responsibilities and incumbents conduct investigations that are more complex than those conducted by incumbents in class 2966.**

SUPERVISION EXERCISED

Supervises the staff of an investigations unit that includes subordinate investigators and clerical employees.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Oversees and conducts a variety of civil, criminal, and administrative investigations on behalf of the Department of Human Services by interviewing witnesses, key subjects, and

experts and collecting, preserving, and analyzing evidence in order to understand the facts and how to proceed in a case.

2. Assists in the development of unit and Departmental policies specifically related to law enforcement including arrest techniques, officer safety protocols, and use of force.

3. Evaluates Department policies and procedures for possible fraud opportunity and/or security weaknesses, and makes recommendations to DHS Executive Staff on resolution.

4. Oversees and directs the use of confidential data systems e.g. the California Law Enforcement Telecommunications System (CLETS), Department of Motor Vehicles computer system, credit reporting systems, Incomes and Eligibility Benefits Transfer (EBT) and welfare systems.

5. Reviews and assigns investigative referrals regarding welfare fraud, administrative claims against the City of San Francisco, child deaths, alleges criminal conduct by Department employees, and threats against employees.

6. Operates the state-wide finger imaging system to build and maintain a database of fingerprints for use in monitoring records to identify suspected cases of welfare fraud.

7. Makes recommendations to executive staff on resolving and mimnimizing loss situations to minimize loss of funds from the Department of Human Services; advises DHS executive staff in the evaluation of cases based on the results of investigations and makes recommendations on whether or not cases should be referred to the District Attorney for prosecution.

8. Oversees and conducts investigations into suspected criminal negotiation of certain types of welfare warrants to determine whether or not fraud has occurred.

9. Trains, evaluates and supervises professional investigative staff in conducting warrant investigations and other investigative activities. Oversees the work of the assigned investigations unit checking for completeness and the application of appropriate investigative methods in arriving at conclusions, findings, and recommendations.

10. Acts for the ~~investigations manager~~ **Chief Investigator** in case of absence in all routine matters and special matters as assigned.

11. Develops the budget of the assigned investigations unit and assists in the development of the Investigations Division's budget by making recommendations that affect policy and the allocation of resources; coordinates the budget of the assigned investigations unit by collecting data and organizing budget material.

12. Prepares specialized administrative and investigative reports in different formats for executive staff, ~~Investigations Manager~~ **Chief Investigator** and other departments.

13. Acts as a liaison between the Department of Human Services and other criminal justice agencies in order to facilitate and coordinate investigations.

14. Makes criminal arrests, detentions and assuring proper cause and using physical force when necessary, using an appropriate escalation of force options. Executes search warrants.

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15. ~~11.~~ Provides ~~superiors~~ **upper management** with adequate demonstration of minimum standards for requested detentions, arrests and search warrants.

16. ~~12.~~ Uses vigorous safety precautions in handling and properly maintaining firearm~~(s)~~.

17. ~~13.~~ Tests semi-annually for firearms or verification and maintains passing scores.

18. ~~14.~~ Prepare evidence for presentation in criminal courts and administrative hearings.

19. ~~15.~~ Operates motor vehicles in order to accomplish timely investigations, transport witnesses and suspects, deliver criminal evidence and court exhibits.

20. Facilitates regular training related to the use of force, firearms use and qualification, law enforcement standards for searches, detentions, and arrests, and other specialized peace officer duties.~~/~~

21. ~~17.~~ Evaluates evidence generated by the Statewide Finger Imaging Information System (SFIS) and identifies related criminal acts and perpetrators. Compiles and analyzes SFIS evidence in support of welfare eligib**i**lity disqualification and/or support of criminal prosecution.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Modern investigative techniques related to criminal, civil, and administrative cases; federal, state, and local laws pertaining to welfare fraud, embezzlement, and threats; Department of Human Services statutes, codes and policies pertaining to criminal, civil, and administrative incidents~~-~~; Department of Human Services social service programs and records; firearm safety; automated data systems ~~taht~~**that** may be used to identify and investigate fra~~u~~d-ulent and other criminal activity, including programs for managing ~~cleitn~~**client** cases, payroll and labor hour recording, financial accounting, inventory and tangible assets; escalating levels of force and arrest techniques; and basic computer word processing.

Ability or Skill to: Managing a large caseload, completing various tasks in different cases simultaneously and meeting varied timelines; interviewing witnesses and suspects in both formal and informal settings in order to facilitate the fact finding process.

Ability to: Develop a broad working knowledge of Federal, State and local laws pertaining to welfare fraud and embezzlement; skillfully collect, preserve, and analyze evidence; interpret new and existing laws and apply this knowledge to open investigations; develop and introduce Departmental policies related to law enforcement activities in a social setting; evaluate "probable cause" and to make proper and legal arrests; evaluate for "reasonable suspicion: and to make proper detentions; test and maintain firearms qualification as required by law; make physical detentions and arrests, using the minimal physical force necessary to affect the arrest; learn specialized computer data systems, including those containing confidential information; conduct computerized criminal history checks and to conduct informational computer searches; prepare accurate, precise and compelling written documents investigative summaries and reports; establish and maintain cooperative working relationships with the Department of Human Services employees, law enforcement personnel, members of the criminal justice systems, Department of Human Services clientele and members of the public; prepare physical exhibits for presentation in the courts and in administrative hearings; provide accurate and persuasive testimony before hearing officer and court officials in local, State, and Federal jurisdictions;

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effectively communicate orally under pressure and give depositions when required in the course of duties; safely operate a motorized vehicle and to do so in accordance with local and State laws; assess deficiencies in administrative processes and make policy recommendations to prevent and/or minimize loss; monitor computer systems and records for evidence of internal fraud; supervise, train, and evaluate the work of subordinate staff; maintain poise in stressful situations when working with strict deadlines; establish and maintain cooperative working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

~~Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:~~

Possession of a **baccalaureate** ~~bachelor's~~ degree from an accredited college or university ~~is desired. Other desirable qualifications include possession of a Private Investigator's license and POST certification in Fraud/Forgery.~~; **AND**

Experience:

Five (5) years of criminal justice investigative experience.

License and Certification:

Peace officer status; and possession of or ability to obtain a valid California driver license.

Special Requirements: Essential Duties involve the following physical skill and environment: Ability to travel to different sites. Requires eye-hand coordination and manual dexterity for data-entry. Extensive VDT exposure.

Substitution:

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). Thirty (30) semester units or forty-five (45) quarter units equal one year.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 2966 Welfare Fraud Investigator

ORIGINATION DATE: 7/07/2003

AMENDED DATE: **XX/XX/2026**

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REASON FOR AMENDMENT:	*To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*
BUSINESS UNIT(S):	COMMN