



Gavin Newsom
Mayor

Philip A. Ginsburg
Human Resources Director

MEMORANDUM
DHR No. 02-2006

Date: February 6, 2006
To: Department Heads
From: Philip Ginsburg, Human Resources Director
Subject: DHR Client Satisfaction Survey

A handwritten signature in black ink, appearing to read "Philip Ginsburg".

As you may know, the Department of Human Resources has embarked on an exciting and challenging effort to reform our century old civil service system. The current system is a convoluted web of laws, rules and procedures that have not kept pace with emerging needs of a 21st century city.

An important cornerstone to our Civil Service Reform effort is the development of a modern personnel system that facilitates new ways of delivering services that address the needs of a dynamic organization. It is important to note that this modernization can occur without eroding the core values of our personnel system: merit-based employment, equal opportunity, and strong labor relations.

To that end, the DHR Client Services model was designed and implemented in October 2005, to fundamentally change the way we provide professional human resources services to you. The DHR Client Services team is comprised of professional human resources generalists, each assigned to a specific department to provide a single point of contact within DHR. While you have dedicated human resources staff within your department, your DHR Client Services representative is expected to be the liaison between your internal staff and DHR. The staff members assigned to the DHR Client Services team receive ongoing training and practical learning experiences in order to fully develop into human resources generalists.

In addition, the DHR Client Services team members are supported by human resources experts within the department in the areas of recruitment and assessment, equal employment opportunity, employee discipline, grievance processing, labor relations, and workers' compensation.

In keeping with our commitment to be accountable for our service delivery and to explore areas for improvements, I have attached a DHR Client Satisfaction Survey. The purpose of this survey is to gain key information from you regarding the quality of Human Resources services we have provided your department. It is our objective to use the collective data from this survey to determine additional process improvements, staffing levels, and services most important to your department. For this purpose, we encourage your thoughtful, open, and constructive response. As always, your cooperation and feedback is greatly appreciated.

Please return your completed survey electronically to Ted Yamasaki, Managing Deputy Director at ted.yamasaki@sfgov.org by Friday, February 24, 2006.

cc: Ted Yamasaki