



Gavin Newsom  
Mayor

Micki Callahan  
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: January 3, 2011

Re: **Notice of Proposed Classification Actions –Final Notice No. 30 FY 2010/2011 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective January 3, 2011.

Micki Callahan  
Human Resources Director

by:

A handwritten signature in black ink, appearing to read "Steve Ponder", written over a horizontal line.

Steve Ponder  
Classification and Compensation Manager  
Human Resources

cc: All Employee Organizations  
All Departmental Personnel Officers  
Micki Callahan, DHR  
Martin Gran, DHR  
Carmela Villasica, DHR  
Linda Cosico, DHR  
Christina Fong, DHR  
Rich David, DHR  
Anita Sanchez, CSC  
Debra Nebreda, CON  
Tinhha Luong, CON  
Maria Newport, SFERS  
Clare Leung, MTA  
RAS Team Leader(s)  
DHR Support Services  
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

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

**Posting No:** 30  
**Fiscal Year:** 2010/2011  
**Posted Date:** December 23, 2010

***ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):  
(Final job specification attached.)***

<b>Item #</b>	<b>Class/Title</b>
1	2963 Address Fraud Investigator, SFUSD

**For additional information regarding the above proposed action, please contact Carmela Villasica at (415) 557-4928 or email her at [Carmela.Villasica@sfgov.org](mailto:Carmela.Villasica@sfgov.org).**

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at: <http://sfdhr.org/index.aspx?page=109>

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
Anita Sanchez, CSC  
Christina Fong, DHR  
Carmela Villasica, DHR  
Linda Cosico, DHR  
RAS Team Leader(s)  
DHR Support Services  
Martin Gran, DHR  
Steve Ponder, DHR  
Maria Newport, SFERS  
Clare Leung, MTA  
Suzanne Wong, MTA  
File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: ADDRESS FRAUD INVESTIGATOR, SFUSD  
Job Code: 2963**

**INTRODUCTION**

Under general supervision, manages and conducts address verification checks for new SFUSD student applicants, transitioning and randomly-selected students; manages an on-going investigative caseload related to verifying or disputing residency claims for the purpose of school enrollment; and assists in the development and/or maintenance of an investigative case management program.

**DISTINGUISHING FEATURES**

This classification is specific to the San Francisco Unified School District (SFUSD) because of the nature of the work which is investigating school-related issues.

**SUPERVISION EXERCISED:** This class does not supervise other professional employees, but may coordinate the work of clerical/technical personnel.

**MAJOR, 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. Manages an investigative caseload. Notifies parents/guardians of the opening of an investigation, and investigation results; assigns case numbers; documents and tracks actions taken; ensures documentation is on file; maintains summary notes; monitors and responds to hotline messages; produces reports as required; and identifies follow-up actions as appropriate.
2. Coordinates and conducts the preliminary verification process through Internet searches, property ownership records, phone number listings, and other public records.
3. Coordinates and conducts field investigations through personal calls, interviews, school and home visits, professional surveillance, and attendance record checking. Randomly checks transitioning students' addresses, and verifies their change of address claims.
4. Gathers and analyzes data; and determines the standard of evidence for reasonable suspicion and probable cause.
5. Collects, compiles, preserves, and analyzes evidence; and prepares written reports for follow-up and notification letters.
6. Acts as liaison with SFUSD's Legal Office, District Attorney, or City Attorney; prepares and engages in additional investigative action as needed; pursues criminal or civil prosecution or punitive damages, as appropriate; and establishes partnerships with City agencies, and residential utility and service providers to verify address claims.
7. Conducts trainings related to address fraud investigations for staff.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: ADDRESS FRAUD INVESTIGATOR, SFUSD  
Job Code: 2963**

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: modern investigative techniques related to address verification strategies including but not limited to: reviewing documentation; accessing public records; conducting Internet searches; coordinating and conducting field investigations; ensuring confidentiality and taking safety precautions in investigations; familiarity with documentation standards, and rules of evidence to verify or dispute address claims.

Skill in: managing, tracking, and monitoring a large caseload; gathering and analyzing data; interviewing witnesses; verifying or disputing facts with supporting documentation; facilitating fact-finding and follow-up on a caseload; identifying and coordinating field investigations including the use of covert photography, video, and other surveillance equipment.

Ability to: develop strong working relationships and communicate effectively with subordinates, the public, supervisors, and collaborative partners (SFUSD's Legal Office, District Attorney, City Attorney, and other agencies). Review, identify, and evaluate facts for "reasonable suspicion". Effectively identify appropriate verification, or dispute of address claims. Apply interviewing and truth-verification techniques and strategies. Produce accurate and precise written reports, summaries of cases, and comprehensive reports of complex cases. Articulate clear testimony as-needed. Organize and track field investigations. Conduct trainings to support efforts in surveillance, investigative skill development, and verification techniques

**MINIMUM QUALIFICATIONS**

*These minimum qualifications are to be used as a guide for establishing 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.*

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

One (1) year experience in investigative work.

Substitution: Equivalent combination of education and experience on a year-for-year basis (30 semester units equal 45 quarter units equals one year).

License or Certificate

Possession of a valid driver's license.

**ORIGINATION DATE:** 1/3/11

**BUSINESS UNIT(S):** SFUSD