



San Francisco Department of Human Resources Department Operations Center



How to Request a Disaster Service Worker

Follow the steps below to request a disaster service worker (DSW). If you have questions or need assistance, please contact the DHR-DOC at DHR-DOC@sfgov.org and located in Moscone Center South Room 301.

213RR PROCESS

1. Submit DSW request using the [online 213RR form](#). You will receive an email confirmation of the submission with the 213RR tracking number.
2. The DHR-DOC DSW Unit Lead receives an email notification and reviews your request. If they have questions about your request, a DSW Liaison will reach out to the relevant Section Chief as needed.
3. Once reviewed, the DSW Unit Lead will send an email request to the Section Chief to approve the DSW request.
4. The Section Chief determines the outcome of the request:
 - A. The Section Chief marks the request as "Approved" to approve the request.
 - B. The Section Chief marks the request as "Change Needed" and adds comments to identify the edits required in the Request Approval Notes Field. The DSW Unit Lead will make changes as needed and then re-initiate Step 3.
 - C. The Section Chief marks the request as "Canceled" if the resource is no longer needed or has changed significantly.
5. Once the Section Chief has approved the request, the DSW Unit Lead assigns the request to a DSW Analyst.
6. The DSW analyst sources the request and identifies a DSW to fill the need.
7. The DSW analyst fulfills the request, which sends an automated email to the DSW worker (the initial requester will be copied on the email).
8. The DSW reports to their position on the appropriate date.