

City and County of San Francisco  
Carol Isen  
Human Resources Director



Department of Human Resources  
*Connecting People with Purpose*  
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**MEMORANDUM**

**DATE:** November 17, 2021  
**TO:** Carol Isen  
Human Resources Director  
**FROM:** Amalia Martinez  
Director, EEO and Leave Programs  
**SUBJECT:** Fiscal Year 2020/2021—Annual Report on Harassment Complaints

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This memo contains the annual report on harassment within the City and County of San Francisco's (City) workforce, in accordance with San Francisco Administrative Code Section 16.9-27 (Harassment Prevention Training and Reporting). This report shows the total number of harassment complaints, the number of complaints by department, and the status of complaints and disposition of complaints filed with the Department of Human Resources (DHR) in fiscal year 2020/2021. In FY 20/21, there were 225 harassment complaints filed.

Should you have any questions, please contact me at (415) 557-4932.

Enclosure

**Table A**  
**Harassment Complaints by Department**  
**Fiscal Year 2020/2021**  
**(July 1, 2020 through June 30, 2021)**

<b>Department</b>	<b>Total<sup>1</sup></b>
Administrative Services	9
Airport Commission	2
Board Of Supervisors	1
Building Inspection	3
Controller's Office	1
District Attorney's Office	4
Emergency Management	4
Environment	1
Ethics Commission	1
Fine Arts Museum	6
Fire Department	9
Homelessness & Supportive Housing	7
Human Resources	1
Human Services	15
Juvenile Probation	3
Municipal Transportation Agency	39
Police Accountability	3
Police Department	13
Port of San Francisco	2
Public Defender's Office	1
Public Health	49
Public Library	8
Public Utilities Commission	12
Public Works	16
Recreation And Park	4
Retirement Services	1
Sheriff's Office	6
Technology	4
War Memorial	2
<b>Total Complaints</b>	<b>225</b>

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<sup>1</sup> All complaints of harassment, including sexual harassment, are included in these figures. These complaints were filed pursuant to the City's internal process. Complaints filed externally with the California Department of Fair Employment and Housing (DFEH) or the U.S. Equal Employment Opportunity Commission (EEOC) are not included.

**Table B**  
**Status and Disposition of Harassment Complaints<sup>2</sup>**  
**Fiscal Year 2020/2021**  
**(July 1, 2020 through June 30, 2021)**

Department	Closed						Open
	Administrative Decision	Settled	Insufficient Evidence	Sustained	Insufficient Allegations/ Immediate Preventative Actions Taken	No EEO Jurisdiction or Withdrawn	
Administrative Services						5	4
Airport Commission			1	1			1
Board Of Supervisors							1
Building Inspection							3
Controller's Office							1
District Attorney's Office				1		1	2
Emergency Management					2		2
Environment							1
Ethics Commission							1
Fine Arts Museum	5						1
Fire Department	1				2		6
Homelessness & Supportive Housing					1	3	4
Human Resources							1
Human Services							15
Juvenile Probation						1	2
Municipal Transportation Agency	2		4		9	3	23
Police Accountability						2	1
Police Department	3				2	6	4
Port of San Francisco							2
Public Defender's Office							1
Public Health	4			3		5	37
Public Library	1					2	5

Department	Closed						Open
	Administrative Decision	Settled	Insufficient Evidence	Sustained	Insufficient Allegations/ Immediate Preventative Actions Taken	No EEO Jurisdiction or Withdrawn	
Public Utilities Commission				1		4	7
Public Works				2	2	2	10
Recreation And Park					1	1	2
Retirement Services						1	
Sheriff's Office						2	4
Technology					1		3
War Memorial	1					1	
<b>Total</b>	<b>17</b>	<b>0</b>	<b>5</b>	<b>8</b>	<b>20</b>	<b>38</b>	<b>143</b>

<sup>2</sup> Definitions

- Administrative Decision:** Complaint was closed due to circumstances where no action was possible before an investigation.
- Settled:** Complaint was resolved, without any admission or acknowledgement of liability.
- Insufficient Evidence:** A full investigation was conducted, and there was insufficient evidence to establish that conduct occurred in violation of City’s or SFMTA’s EEO Policy.
- Sustained:** A full investigation was conducted, and there was sufficient evidence to establish that the conduct occurred in violation of City’s or SFMTA’s EEO Policy.
- Insufficient Allegations/ Immediate Preventative Actions Taken:** Complaint alleged conduct that was within the purview of EEO’s jurisdiction (*i.e.* alleged conduct was based on a protected category or protected activity), but did not raise an inference of harassment; nonetheless, where the complaint alleged conduct in violation of the City’s or SFMTA’s EEO Policy, immediate preventative and/or corrective actions were taken; in these cases, DHR instructs departments to take immediate preventative or corrective action (*i.e.* issue City’s EEO Policy or Policy Regarding Treatment of Co-Workers and Members of the Public; obtain signed acknowledgement of receipt of policy; direct to take online Harassment Prevention Training/implicit bias training/cultural humility training/management or leadership training, etc.; direct to conduct mediation; conduct review of analysis of department recruitment efforts; etc.). These actions are the same actions that DHR would recommend a department take if the allegation was sustained.

**No EEO Jurisdiction or Withdrawn:** Complaint did not allege conduct based on protected category or protected activity, or allege conduct in violation of the City's or SFMTA's EEO Policy; complainant was not a City employee, applicant, volunteer, unpaid intern, or contractor; complaint was not against a City department; the complaint was untimely; complainant's MOU prevents employees from filing both a grievance and an internal EEO complaint regarding the same issue, and complainant elected to pursue complaint as a grievance; or complainant declined to participate or withdrew complaint, and based on the information provided, DHR EEO was without sufficient detail to conduct a full investigation.