



Background Orientation

**San Francisco Police
Department**

9209 POLICE SERVICE AID

EXAMINATION PROCESS

- **Invited to Written Examination & Oral Interview on date to be determined by DHR and SFPD**

EXAMINATION PROCESS

- List adopted after written exam
- Candidates must still successfully complete the online Personal History Questionnaire (PHQ) and Oral Interview to be referred to the Backgrounds Unit.
- Also, final Hiring Steps (background, medical, polygraph and psychological)

PERSONAL HISTORY QUESTIONNAIRE

- **LIMITED TIME FRAME and MUST be completed in one setting. 1-2 hour process and mandatory prior to submission of Background Packet.**

– **WEBSITE ADDRESS:**

www.johnsonroberts.com/testw

**Enter the provided password on your letter.
The password is case sensitive.**

Background Process

**As needed large groups
(Triage Sessions) conducted
at the
Hall of Justice**

This preliminary process will help to expedite the background investigation.

It is in your best interest to make yourself available for these sessions.

During the Background Process

- You should be honest throughout the process!! Once the process begins it takes on average approximately 1-3 months
- It is imperative that each candidate **complete** the **Personal History Statement (PHS)**. **Accuracy and completeness of all forms** is necessary. **We need complete addresses and accurate dates of employment.**

(Same for References, Work History)

Complete all time frames on the PHS

YOU WILL

- **Receive Background Packet with letter from SFPD Backgrounds Unit.**
- **Complete & Return postmarked on or before the deadline indicated in the letter.**
 - ** DO NOT MAIL official school transcripts individually to this unit. If not mailed with completed background packet wait until assigned to an Investigator. (Transcripts must be sealed).
- **All Packets will be time stamped and logged in by the clerks upon receipt.**
- **All Packets and PHS will be reviewed by the OIC and Case Assignment Officer**

Assignment Phase

- After review; an assignment determination is made (if deemed assignable based on our criteria)
 - case is assigned to an Investigator
- ***Note—Not all cases are assigned**

Background Process

- ***Non Select** — During this process a candidate may become “Non Select”.
 - This “Non Select” status is determined by the Background Investigator. (Poor credit, arrest history, poor work history issues, driving record, etc.). This is not a disqualification!
 - It means that you may have issues that may not make you a viable candidate at this time.
 - You may be considered to enter into our Background process at a later date.

Background Process

- ***Pass Over** — at any time in the process a candidate may be passed over.
 - This is based upon strict guidelines established by P.O.S.T and our agency, a “Pass Over” status is determined by the Lieutenant of Staff Services. (May be based upon one or more of the following: Poor Credit, Arrest History, Work History, Driving Record, etc.). This is not a disqualification!
 - If status changes **after assigned**; the candidate is **verbally notified by** their assigned **Investigator and by mail.**

Background Process

- **Investigator** — will review file, contact candidate and schedule an interview
- **Interview** — in depth personal interview regarding relationships, family, work history, references, police contacts, etc.
- **Fingerprints (Live Scan)** — verified with State and FBI Records

Background Process (cont'd)

- **Assigned Polygraph Appointment**
a sufficient number of Polygraph Appointments will be allotted for candidates.
- **Background Investigation continues** —reference contacts, neighborhood checks, DMV, credit checks, and employer inquiries**

Background Process (cont'd)

- ****Let Investigator know if contacting your current employer would jeopardize your job, this can be done later in the process.**
 - It will need to be done eventually if you wish to continue in the process
- **Polygraph Examination** results are reviewed – **successful candidates proceed to next phase**

Background Process (cont'd)

- **Schedule for Medical Exam (SFPD Requirement)**
 - Candidates must be medically certified to perform the duties of a PSA.
 - Appointments are difficult to get, not much flexibility.
- Medical Results are **reviewed By SFPD Physician/Designee.**

Background Process (cont'd)

- **Psychological Process**
 - **All Police Service Aids must be psychologically certified**
 - **Clinical Interview** completed “one on one” with candidate and Psychologist

Background Process (cont'd)

- **Hiring Meeting**
 - Lieutenant of Staff Services (or Chief's designee)
 - OIC Background Unit
 - Investigator
 - Psychologist
- Investigator presents findings, Psychologist discusses psychiatric findings and a recommendation for hire is determined

Background Process (cont'd)

- **Hiring Decision** is ultimately made by the Chief's Representative
 - Further follow up Investigation(s) may continue
- Class Pool – the Investigation process still continues

Disqualification Factors

Reasons for Disqualifications:

- **Psychological Disqualification**
- **Background Disqualification**
- **Psych and Background Disqualification**

APPEALS PROCESS for Disqualifications

- **Candidates will receive a Certified Letter from the Backgrounds Unit**
 - Indicating your Rights to an Appeal
 - This letter of notification specifies the process for filing claims including relevant dates for appeals

Psychological Portion

- **Psychologist determines your suitability as a Police Service Aid with our agency.**

Things to Remember

- **Cooperate** with the Investigator
- **Bring all required documents**
- During **business interviews** with Investigator, Polygrapher, and Psychologist - **dress appropriately**
- **Being dishonest will have severe consequences!!! You will be automatically disqualified.**

REQUIRED DOCUMENTATION

You must have a Social Security Card with your current name in your possession in order to get into and continue the Background Process. You must bring a valid Social Security Card at the time of all interviews and scheduled appointments with our Investigators and/or designees.

Contacting Background Unit

- SFPD Website:
www.sfgov.org/police
- California POST Website:
www.post.ca.gov
- **No 3rd Party calls**
- BACKGROUND UNIT EMAIL-
sfpd.backgrounds@sbcglobal.net
- Background Phone # **415-553-1451**

Mailing

- Postmark by specified deadline
- **First Class Only !!!!!**
- No DHL, UPS, Fed Ex, Messenger Services, etc.
- **No Hand Delivery to Office**
- **\$6.00** should cover basic postage, if a lot of forms are included attach sufficient postage

Although we include a PHS inside your background packet, **please** download the PHS from the POST website and save the document to your computer. Type your information on the saved document. **Submit the typed PHS.** Save a copy for yourself. Remember to **sign & date your submitted PHS** and initial the bottom of each page per the instructional information.

REMINDER

**DO NOT HOLD ONTO THE
BACKGROUND PACKET TO WAIT
FOR YOUR TRANSCRIPTS. ALL
PACKETS ARE TO BE
POSTMARKED ON OR BEFORE
THE DEADLINE DATE.**