

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

MEMORANDUM

DATE: August 9, 2018
TO: Karen Breslin, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: June-July 2018 Board Report

Introduction

I am pleased to report that the 2019 rates and benefits package was well received by the Mayor's Office, the Controller's Office and passed unanimously at the Board of Supervisors in June 2018. The Adopted Budget and Appropriation Ordinance for Fiscal Years 2018-2019 and 2019-2020 was passed by the Board of Supervisors and approved by Mayor London N. Breed on August 1st, 2018.

Strategic Plan

The Health Service Board kicked off the strategic planning process with an Innovation Day on June 22, 2018. I am grateful for the time the Commissioners, staff and partners spent that day listening to a wide variety of healthcare subject matter experts describe the landscape and proposed "food for thought" questions for all of us to consider as we create the plan. SFHSS leadership and Aon have met several times since that meeting to develop the strategic plan; you will hear a progress report today and will have the Strategic Plan before you in September for approval.

Open Enrollment

SFHSS is gearing up for Open Enrollment in October. We are moving forward with an expansion of self-enrollment for up to 14,000 members, both active and retirees. Thank you for those that are helping us learn our way through this modernization project.

Retiree Well-being Survey

In late May SFHSS launched its first-ever *Retiree Check In: How can we support your well-being?* as one way to learn how to support retiree well-being.

- Topics covered included: healthy lifestyle behaviors, current use of health and well-being services, interests, preferred communication methods.
- Participation was anonymous.
- 2,757 retired members (10% of retirees) responded. The respondents are similar in age, gender, Medicare status, and health plan distribution to the overall retired member population.
- The survey was available online and in print to facilitate completion. 80% completed the survey online (2206) and 20% paper (551).
- Retirees were notified about the survey by a home mailing and those with email addresses on file or who subscribe to the enews received additional email reminders. 100 participants were randomly chosen to receive a small gift.
- Staff are analyzing the results and will prepare a follow up educational piece to communicate the results and provide tips and resources to support retiree well-being.

Dependent Eligibility Verification Audit (DEVA)

The audit period closed effective July 28, 2018. Members who have not verified their dependent are on notice that their dependent's health benefit is dropped effective July 28, 2018. The DEVA appeals window is open through the end of September 2018 where with verifiable documentation, the dependents can be reinstated retroactively to July 28, 2018. Thereafter, members right to appeal through the standards SFHSS process is available.

As of August 1, 2018

	CSF	CCD	CRT	RET	USD	Total
Verified	13199	418	188	8771	1226	23802
Opt Out	159	4	1	38	11	213
Not Verified	1580	28	6	692	198	2504
Non-Response	823	9	3	365	124	1324

Schedule of DEVA Notices

4/09/2018 -	Alert Notice Sent
4/20/2018 -	Verification Request Notice Sent
4/30/2018 & 5/15/2018 -	Reminder notices sent.
6/01/2018 -	Final reminder notice sent.
6/16/2018 -	End of audit notice – sent to subscribers who have not responded to verification. Will summarize the possible ramifications for dependents not verified within the next 30-day grace period.
7/15/2018 -	Grace Period end date/final audit close.
7/28/2018 -	Final Results Notice – sent to subscribers with unverified dependents remaining on the plan.

Follow up from prior Board Meetings

We are tracking several matters brought before the Board last month and will report out at a later date. These matters include:

- Impact of Medicare Advantage programs – November 2018
- Relationship with Workers Compensation - TBD
- Other Postemployment Health Care Benefits (OPEB) – December 2018
- Skilled Nursing Facilities contracts with health plans - TBD
- Impact of Flu in 2018 – Nov/Dec 2018
- BlueShield Trio Update – Sept 2018

SFHSS Division Reports – August 2018

Personnel

- Three new 1209 positions - Benefit Technicians were filled:
 - Meghan McCarthy promotion from 1209 in-training
 - Matthew Pobre-from Alameda County Retirement System
 - Geraldine Cerda-Lopez formerly of SF Retirement System
- One 1210 Benefits Analyst internal promotion
 - Jesse Franklin from 1209 Benefits Technician
- The project-based Assistant Health Educator (2819) positions ended on June 30.
- Two, Public Service Trainees/Well-Being Interns begin part-time in August.
- The Assistant Well-Being Manager (0923) position is in the selection process.
- New Sr Health Planner (2820) Leticia Pagan began on August 6.
- New Commission/Executive Secretary to start on August 27.

Operations

- See attached slides

Retirement Processing

- 13% lower volume than last year's total of 699

Early Retirement	507
Medicare Retirement	84
Total	601

Performance

- Although higher call volume due to DEVA continued through June and July, performance, as measured by abandons and speed of answer, improved over 2017.

Enterprise Systems & Analytics

- See attached slide.

Communications

- Prepared *VSP Vision Buy Up* mailing for USD/CCD members.
- Managed storyboard development and scripting for *New Hire* and *Pre-Retiree* videos.
- Working with executive team on *2019 Open Enrollment* campaign development and materials.
- Working with management team on new website.
- Assist legal with RFP for *2019 Open Enrollment*.

Well-Being

- See attached slides

Finance Department

Budget and Procurement

- Board of Supervisor's approved FY2018-19 and FY2019-20 budget on July 31, 2018
- Successfully met deadline for purchase order carry-forward requests
- Completed setup new fiscal year 2018-19 purchase orders

Finance and Accounting

- Attended second year-end closing workshop
- Completing FY 2017-18 year-end closing activities
- Preparing for the external audit of the Health Service System Trust
- Submitted 2017 Patient Centered Outcomes Research Institute (PCORI) payment of \$5,882.27
- Continued 2019 medical and dental rate calculations

Contracting and Vendor Management

- Received Civil Service Commission approved for secure printing and mailing services vendor and fully executed agreement with K&H Printers-Lithographers, Inc. for secure printing and mailing services
- Reviewed and approved updated Aetna Life Insurance plan documents as a result of providing employer paid life insurance to the United American Physicians and Dentists (UAPD) union effective July 1, 2018
- Reviewed and approved updated Evidence of Coverage for VSP benefit change to cover standard transition lenses, at no addition cost, effective July 1, 2018
- Reviewing Evidence of Coverage and Benefit summaries

Management Report

OPERATIONS UPDATE | August 2018

Calls and Office Visits: June / July 2018

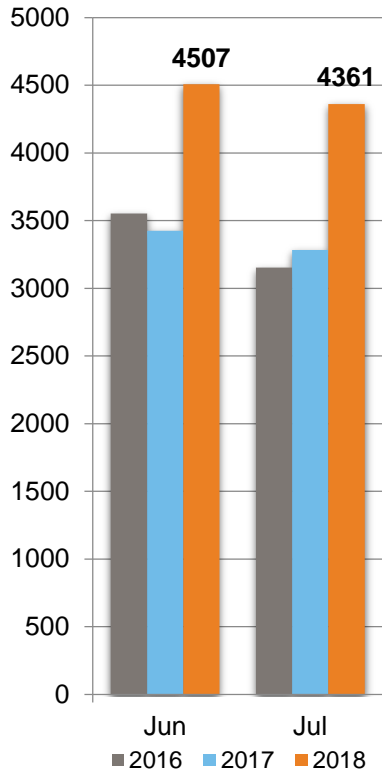
Inbound calls:

June

4,507 answered calls
(31.6% ↑ from 2017)

July

4,361 answered calls
(32.9% ↑ from 2017)



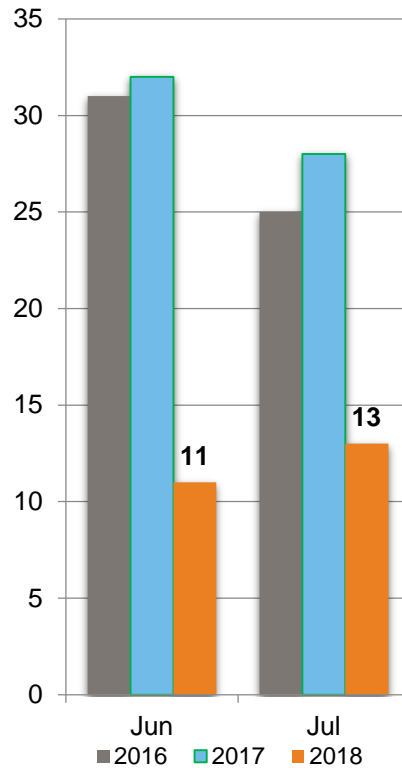
Speed of answer:

June

11 seconds
(65.6% ↓ from 2017)

July

13 seconds
(53.6% ↓ from 2017)



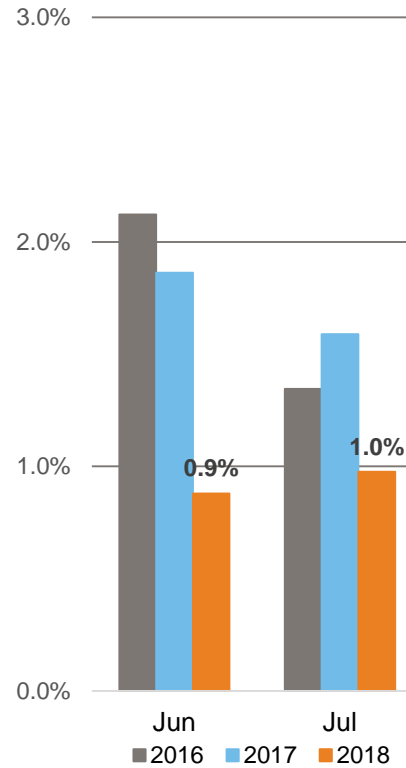
Abandonment rate:

June

.09%
(40 calls)

July

1.0%
(43 calls)



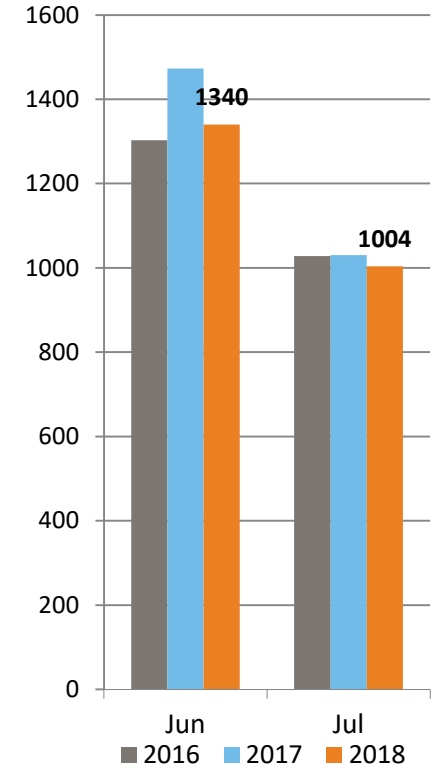
In-person assistance:

June

1,340 members
(9% ↓ from 2017)

July

1,004 members
(3% ↓ from 2017)



Delinquencies & Terminations: June / July 2018

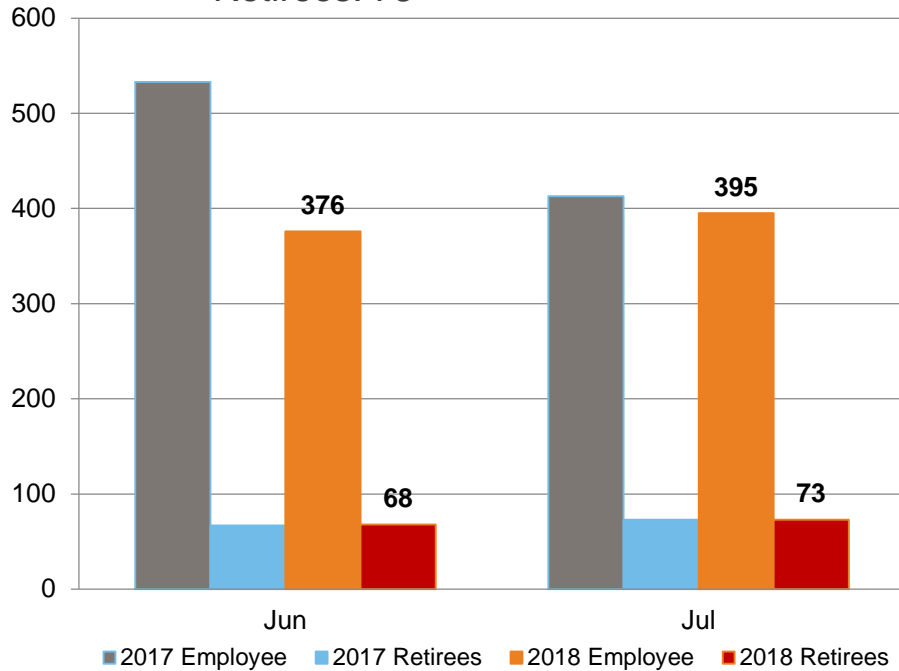
Delinquency Notices Sent.

June

- Employees: 376
- Retirees: 68

July

- Employees: 395
- Retirees: 73



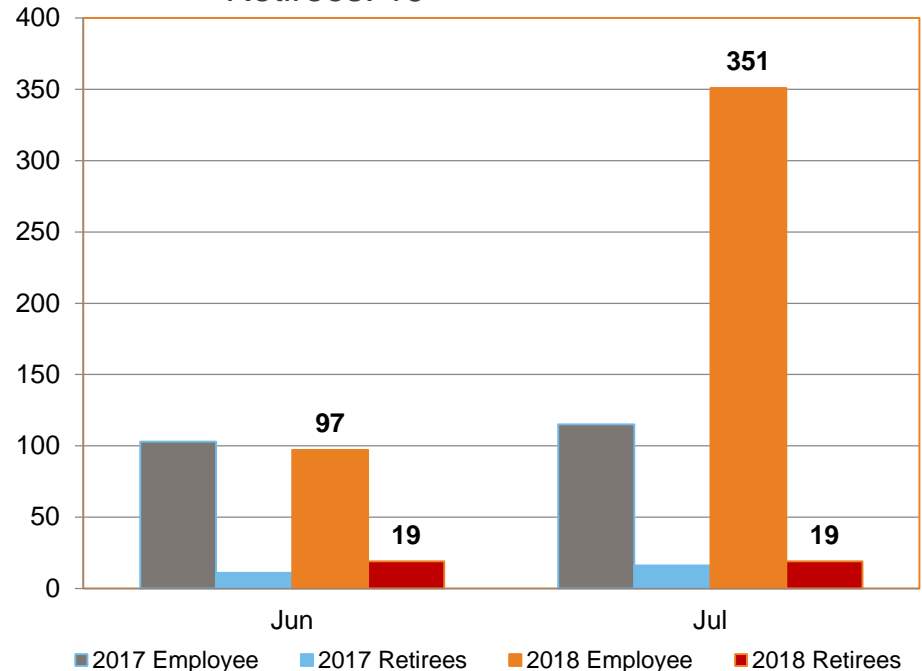
Termination Notices Sent.

June

- Employees: 97
- Retirees: 19

July






- Employees: 351
- Retirees: 19




Enterprise Systems & Analytics Report


August 9, 2018


Key Initiatives

Project	Status	Key Accomplishments
Continuity of Operations Plan		<ul style="list-style-type: none"> Completed project on time
eBenefits (Online OE)		<ul style="list-style-type: none"> Conducted testing with Identify Access Mgmt Conducted system testing of Benefits Transact skin
Open Enrollment (OE)		<ul style="list-style-type: none"> Delivered NCOA address files Documented requirements for new deduction codes for Voluntary Benefits Test cases for City Plan – Choice Not Available under review to determine requirements
Payment Gateway Conversion		<ul style="list-style-type: none"> Reviewed draft scope of work
Web Site Redesign		<ul style="list-style-type: none"> Completed navigation testing (HSS members participated) Completed 3 rounds of Wireframe review

Items of Note: Conducted required annual HIPAA training for all staff on 7/19/18

 On Schedule, Adequate Resources, Within Budget, Risks in Control

 Potential issues with schedule /budget can be saved with corrective actions

 Serious issues. Project most likely delayed or significant budget overrun

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Memorandum

DATE: August 9, 2018

TO: Karen Breslin, President and Members of the Health Service Board

FROM: Pamela Levin, Chief Financial Officer

RE: Update on Financial Report as of May 31, 2018

This report summarizes revenues and expenses of the Employee Benefit Trust Fund (Trust Fund) and the General Fund Administration Budget for the time period of July 1, 2017 to May 31, 2018, as well as fiscal year-end projections through June 30, 2018.

Employee Benefit Trust Fund

On June 30, 2017, the Trust Fund balance was \$72.5 million. Based on activity through May 2018, the fund balance is projected to be \$72.9 million as of June 30, 2018. The projected \$0.4 million increase includes reserves for unpaid claims and is a result of the following changes:

1. City Plan Self-Funded Plan - \$6.1 million decrease in fund balance resulting from:
 - \$3.8 million associated with subsidizing 2017 rates (for the first six months of FY 2017-18) from the claim stabilization reserve
 - \$2.3 million associated with subsidizing 2018 rates (for the second six months of FY 2017-18) from the claim stabilization reserve
2. Blue Shield Access+ Flex-Funded Plan - \$5.7 million increase in fund balance resulting from:
 - \$2.6 million associated with the increase in 2017 rates (for the first six months of FY 2017-18) to recover the 2015 deficit
 - \$1.1 million associated with the increase in 2018 rates (for the second six months of FY 2017-18) to recover the 2016 deficit
 - \$7.0 million in pharmacy rebates (additional information on page 3) offset by claims of \$5.0 million
3. Blue Shield Trio Flex-Funded Plan - \$1.8 million decrease in fund balance resulting from:
 - a. \$0.7 million increase in fund balance associated with the increase in 2018 rates (for the second six months of FY 2017-18) to recover the 2016 deficit
 - b. \$2.5 million decrease in fund balance due to timing of receipt of pharmacy rebates to offset claims experience

4. Delta Dental Self-Funded Plan - \$2.6 million increase in fund balance resulting from:
 - a. \$5.4 million increase in fund balance due to favorable claim experience
 - b. \$2.8 million decrease in fund balance:
 - \$1.2 million decrease in fund balance associated with subsidizing 2017 rates (for the first six months of FY 2017-18) from the claim stabilization reserve
 - \$1.6 million decrease in fund balance associated with subsidizing 2018 rates (for the second six months of FY 2017-18) from the claim stabilization reserve
5. Healthcare Sustainability Fund - The following table reflects the year-to-date actuals through May 31, 2018. The Revised Budget reflects carryforward of unexpended funds from FY 2016-17.

Healthcare Sustainability Fund FY 2017-18				
	Revised budget	May YTD Actuals	Projection	Variance
Revenues/Premiums				
Annual Revenues	\$ 2,351,681	\$ 2,324,571	\$ 2,472,678	\$ 120,997
Carryforward from fund balance	1,713,191	1,713,191	2,506,982	793,791
Total	\$ 4,064,872	\$ 4,037,762	\$ 4,979,660	\$ 914,788
Expenditures				
Annual Expenditures	\$ 1,566,526	\$ 1,003,005	\$ 1,428,680	\$ 137,846
One-time Expenditures	2,066,797	223,286	993,114	1,073,683
Grand Total Expenditures	\$ 3,633,323	\$ 1,226,291	\$ 2,421,794	\$ 1,211,529
Balance	\$ 431,549	\$ 2,811,470	\$ 2,557,866	\$ (296,741)

6. Interest - \$0.4 million increase in fund balance from SFHSS Trust cash balances
7. Performance Guarantees – No Performance Guarantees have been received as of May 31, 2018. The \$72.5 million fund balance includes the \$7.6 million in PGs received since FY 2005-06.
8. Performance Guarantees for Adoption and Surrogacy Assistance Plan - \$0.3 million decrease in fund balance for performance guarantees for FY 2017-18. The program was effective January 1, 2017, five reimbursements have been paid for a total of \$98,873, including \$76,163 in FY 2017-18.
9. Forfeitures - \$0.4 million increase in fund balance. The reconciliation of unused flexible spending account balances occurs annually in June for the prior Plan Year.

10. Pharmacy Rebates - The following table summarizes the FY 2017-18 pharmacy rebates as of May 31, 2018 and year-end projection. The rebates offset the amount of claims HSS pays to the vendors.

Vendor	Amount (year to date)	Year-End Projection
Blue Shield	\$5,649,137	\$7,000,000
UHC	940,055	940,055
Total	\$6,589,192	\$7,940,055

General Fund Administration Budget (including Online Premium Payment Project)

Based on the financial results for the first eleven months of FY 2017-18, a year-end balance of \$0.4 million is projected.



HEALTH SERVICE SYSTEM
STATEMENT OF REVENUES AND EXPENSES
FY 2017-2018
FOR THE ELEVEN MONTHS ENDED May 31, 2018

ACTIVE & RETIRED COMBINED

	Year-To-Date Revenues	Year-To-Date Expenses	Year-To-Date Net Excess(Shortage)
SELF-INSURANCE			
City Plan, including ASO *	28,478,990	34,194,163	(5,715,173)
Blue Shield Access+ *	237,016,089	239,447,962	(2,431,873)
Blue Shield Trio *	46,031,872	39,250,520	6,781,352
Delta Dental - Active only, including ASO	44,386,328	41,982,796	2,403,532
TOTAL SELF-INSURANCE	355,913,279	354,875,441	1,037,839
INSURANCE PRODUCTS			
New City Plan	57,949,625	57,949,625	0
Kaiser-HMO	372,316,915	369,651,836	2,665,079
Vision Service Plan, All (City Plan & HMO)	5,529,371	5,522,647	6,723
Sub-total HMO	435,795,911	433,124,109	2,671,802
Delta Dental - Retired	13,273,698	13,201,483	72,215
Delta Care	852,581	850,483	2,097
Pacific Union	351,908	350,846	1,062
Sub-total Dental	14,478,186	14,402,812	75,374
Long Term/Short Term Disability	6,679,887	6,679,887	0
Flexible Benefits	1,915,718	1,915,157	561
Flexible Spending-Dependent Care	4,753,580	4,573,604	179,976
Flexible Spending -Medical Reimbursement	6,205,739	6,111,127	94,612
Best Doctors (\$1.40)	1,057,827	1,057,827	(0)
Healthcare Sustainability Fund (\$3.00)	2,324,571	1,226,291	1,098,279
Adoption & Surrogacy		62,634	(62,634)
TOTAL INSURANCE PRODUCTS	473,211,418	469,153,449	4,057,969
SAVINGS AND INVESTMENTS			
Interest	0		0
Performance guarantees	0		0
Forfeitures	0		0
TOTAL SAVINGS & INVESTMENTS	0		0
TRANSFERS OUT OF FORFEITURES		0	0
TOTAL FUNDS	829,124,698	824,028,889	5,095,809

* Expenses are net of pharmacy rebates - see report for details

	FY17-18	FY17-18
	Year-To Date Actual	Projected Annual-Net
	As of May 2018 - Net	
SUMMARY- In millions		
Self Insurance		
City Plan	(5.7)	(6.1) (a)
Blue Shield-Access+	(2.4)	5.7 (b)
Blue Shield-Trio	6.8	(1.8) (b)
Dental, Actives	2.4	2.6 (c)
Insurance Products		
Medical HMOs	2.7	0.0
Dental	0.1	0.0
LTD/Flexible Benefits/FSA/Best Doctors	0.3	0.0
Healthcare Sustainability Fund (\$3.00)	1.1	0.1 (d)
Savings & Investments		
Interest	0.0	0.4
Performance guarantees	0.0	0.0 (e)
Performance guarantees - Surrogacy and adoption	0.0	(0.3) (f)
Forfeitures	0.0	0.4
Transfers Out of Forfeitures	0.0	(0.5) (g)
TOTAL	5.1	0.4
Net assets		
Beginning of the year		<u>72.5</u>
End of the year		<u>72.9</u>

(a) Annual Projection is net of claim stabilization of \$3.8 million used to reduce 2017 rates, \$2.3 million to reduce 2018 rates, and Pharmacy rebate of \$0.9 million

(b) Annual Projection is net of claim stabilization of \$2.6 million to increase 2017 rates, \$1.8 million to increase 2018 rates, and Pharmacy rebate of \$7 million

(c) Annual Projection is net of claim stabilization of \$1.2 million to reduce 2017 rates and \$1.6 million to reduce 2018 rates

(d) \$3.00 per member per month for communications, wellness, actuarial work; is part of a total premium.

(e) Only reflects performance guarantees received in FY 2017-2018

(f) Reflects use of fund balance

(g) Transfer of forfeitures to General Fund per FY 2017-2018 budget



	For 11 months ended May 31, 2018	For 11 months ended May 31, 2017	\$ Change	% Change	
1 SELF-INSURANCE					
2 City Plan, including ASO					
3 Revenues	28,478,990	26,239,356	2,239,634	8.5%	m
4 Expenses	(34,194,163)	(36,351,203)	2,157,039	-5.9%	m
5 Net City Plan Excess(Shortage)	(5,715,173)	(10,111,847)	4,396,674	-43.5%	
6 Blue Shield-Access+					
7 Revenues	237,016,089	280,321,269	(43,305,180)	-15.4%	p
8 Expenses	(239,447,962)	(275,046,832)	35,598,870	-12.9%	p
9 Net Blue Shield-Access Excess(Shortage)	(2,431,873)	5,274,437	(7,706,310)	-146.1%	
10 Blue Shield-Trio					
11 Revenues	46,031,872		46,031,872		p
12 Expenses	(39,250,520)		(39,250,520)		p
13 Net Blue Shield-Trio Excess(Shortage)	6,781,352		6,781,352		
14 Delta Dental - Active only, including ASO					
15 Revenues	44,386,328	43,413,979	972,349	2.2%	
16 Expenses	(41,982,796)	(39,999,951)	(1,982,845)	5.0%	f
17 Net Delta Dental - Active Excess(Shortage)	2,403,532	3,414,028	(1,010,496)	-29.6%	
18 NET SELF-INSURANCE	1,037,839	(1,423,382)	(4,320,132)	303.5%	
19 INSURANCE PRODUCTS					
20 Blue Shield-HMO					
21 Revenues	0	15,806,352	(15,806,352)	-100.0%	m
22 Expenses	0	(15,806,352)	15,806,352	-100.0%	m
23 Net Blue Shield HMO Excess(Shortage)	0	0	0	0.0%	
24 Kaiser-HMO					
25 Revenues	372,316,915	339,982,937	32,333,978	9.5%	d, l
26 Expenses	(369,651,836)	(338,642,162)	(31,009,674)	9.2%	d, l
27 Net Kaiser- HMO Excess(Shortage)	2,665,079	1,340,775	1,324,304	98.8%	
28 New City Plan					
29 Revenues	57,949,625	32,567,328	25,382,297	77.9%	m
30 Expenses	(57,949,625)	(32,567,328)	(25,382,297)	77.9%	m
31 Net New City Plan Excess(Shortage)	0	0	0	0.0%	
32 Vision Service Plan, All (City Plan & HMO)					
33 Revenues	5,529,371	4,649,554	879,817	18.9%	o
34 Expenses	(5,522,647)	(4,649,554)	(873,093)	18.8%	o
35 Net Vision Service Plan Excess(Shortage)	6,723	0	6,723		
36					
37 Delta Dental - Retired					
38 Revenues	13,273,698	12,442,520	831,178	6.7%	d
39 Expenses	(13,201,483)	(12,349,074)	(852,409)	6.9%	d
40 Net Delta Dental - Retired Excess(Shortage)	72,215	93,446	(21,231)	-22.7%	
41 Delta Care					
42 Revenues	852,581	895,861	(43,280)	-4.8%	a
43 Expenses	(850,483)	(896,021)	45,538	-5.1%	a
44 Net Delta Care Excess(Shortage)	2,097	(160)	2,257	-1410.9%	
45 Pacific Union					
46 Revenues	351,908	314,351	37,557	11.9%	d
47 Expenses	(350,846)	(314,540)	(36,306)	11.5%	d
48 Net Pacific Union Excess(Shortage)	1,062	(189)	1,251	-661.7%	
49 Net Dental	75,374	93,097	(17,723)	-19.0%	
50					
51 Long Term/Short Term Disability					
52 Revenues	6,679,887	6,649,389	30,498	0.5%	
53 Expenses	(6,679,887)	(6,649,403)	(30,484)	0.5%	
54 Net Long Term/Short Term Disability Excess(Shortage)	0	(14)	14		
55 Flexible Benefits					
56 Revenues	1,915,718	1,215,918	699,800	57.6%	k
57 Expenses	(1,915,157)	(1,215,918)	(699,239)	57.5%	k
58 Net Flexible Benefits Excess(Shortage)	561	0	561	0.0%	
59 Flexible Spending-Dependent Care					
60 Revenues	4,753,580	4,200,978	552,602	13.2%	d
61 Expenses	(4,573,604)	(4,117,586)	(456,018)	11.1%	f
62 Net Flexible Spending-Dependent Care Excess(Shortage)	179,976	83,392	96,584	115.8%	
63 Flexible Spending -Medical Reimbursement					
64 Revenues	6,205,739	4,952,150	1,253,589	25.3%	d
65 Expenses	(6,111,127)	(4,546,089)	(1,565,038)	34.4%	f
66 Net Flexible Spending-Medical Reimbursement Excess(Shortage)	94,612	406,061	(311,449)	-76.7%	
67 Best Doctors (\$1.40)					
68 Revenues	1,057,827	474,732	583,095	122.8%	n
69 Expenses	(1,057,827)	(474,732)	(583,095)	122.8%	n
70 Net Best Doctors Excess(Shortage)	0	0	(0)		
71 Adoption & Surrogacy					
72 Expenses	(62,634)	0	(62,634)		
73 Healthcare Sustainability Fund (\$3.00)					
74 Revenues	2,324,571	1,841,923	482,648	26.2%	e
75 Expenses	(1,226,291)	(1,132,416)	(93,875)	8.3%	e
76 Net Healthcare Sustainability Fund (\$3.00) Excess(Shortage)	1,098,279	709,507	388,772	54.8%	
77 NET INSURANCE PRODUCTS	4,057,970	2,632,818	1,487,785	56.5%	
78 SAVINGS AND INVESTMENTS					
79 Interest	0	414,849	(414,849)	-100.0%	b
80 Performance guarantees	0	47,269	0		
81 TOTAL SAVINGS & INVESTMENTS	0	462,118	(414,849)	-24.8%	
82 TOTAL NET EXCESS (SHORTAGE)	5,095,809	1,671,554	(3,247,196)	-194.3%	

Notes: a decrease in membership
b delay in interest income posting due to FSP implementation
c decrease in deductions
d increase in membership
e \$3 per member per month for communications, wellness, actuarial work

f increase in claims
g increase in deductions
j decrease in claims
n effective 1/1/17
o vision buy-up effective 1/1/18
p effective 1/1/18
k implementation of voluntary benefits effective 1/1/17
m conversion into New City Plan effective 1/1/17

Healthcare Sustainability Fund FY 2017-18				
	Revised Budget	May YTD Actuals	Projection	Variance
Revenues/Premiums				
Annual Revenues	\$ 2,351,681	2,324,571	\$ 2,472,678	\$ 120,997
Carryforward from fund balance	1,713,191	1,713,191	2,506,982	793,791
Total	\$ 4,064,872	4,037,762	\$ 4,979,660	\$ 914,788
Expenditures				
Annual				
Personnel Services and Mandatory Fringes	\$ 353,662	285,995	\$ 385,870	\$ (32,208)
Communications				
Open Enrollment Communications	226,892	229,751	281,079	(54,187)
Operations Communications	132,160	18,633	100,134	32,026
Well-Being Communications	255,000	188,557	250,000	5,000
Other Communications	32,520	3,579	34,705	(2,185)
Total Communications	\$ 646,572	440,521	\$ 665,918	\$ (19,346)
Well-Being	133,000	49,914	100,000	33,000
Initiatives to Reduce Health Care Costs	260,292	223,787	247,792	12,500
SFGTV/Board Meetings	23,000	2,789	29,100	(6,100)
Contingency for Unforeseen Issues	150,000			150,000
Total Expenditures	\$ 1,566,526	1,003,005	\$ 1,428,680	\$ 137,846
One-time				
Communications				
Open-Enrollment Communications	253,998	175,236	233,829	\$ 20,169
Operations Communications	\$ 1,505,000	26,925	\$ 550,000	\$ 955,000
Well-Being Communications	1,580	6,951	55,000	(53,420)
Other Communications	253,800	14,175	154,285	99,515
Total Communications	\$ 2,014,378	223,286	\$ 993,114	1,021,264
Well-Being	2,419		-	2,419
Initiatives to Reduce Health Care Costs	50,000		-	50,000
Total Expenditures	\$ 2,066,797	223,286	\$ 993,114	\$ 1,073,683
Grand Total Expenditures	\$ 3,633,323	1,226,291	\$ 2,421,794	\$ 1,211,529
Balance	\$ 431,549	2,811,470	\$ 2,557,866	\$ (296,741)



Health Service System
CITY & COUNTY OF SAN FRANCISCO

HEALTH SERVICE SYSTEM - ADMINISTRATION
STATEMENT OF REVENUES AND EXPENDITURES
As of May 31, 2018

YEAR-TO DATE				ANNUAL					
Fav/(Unfav)				Fav/(Unfav)					
Budget	Actual	Variance	% Var	Original Budget	Revised Budget	Projection	Variance	% Var	
REVENUES									
423,986	30	(423,956)	-100.0%	462,530	462,530	462,530	0	0.0%	
10,387,976	10,079,621	(308,355)	-3.0%	10,981,725	11,332,337	11,328,565	(3,772)	0.0%	
391,606	391,606	0	0.0%	0	427,206	427,206			
11,203,567	10,471,257	(732,310)	-6.5%	11,444,255	12,222,073	12,218,301	(3,772)	0.0%	
EXPENDITURES									
4,723,065	4,479,705	243,360	5.2%	5,202,435	5,152,435	4,912,231	240,204	-4.7%	
2,288,340	2,101,374	186,966	8.2%	2,496,371	2,496,371	2,325,840	170,531	-6.8%	
2,044,903	1,447,740	597,162	29.2%	1,679,202	2,230,803	2,189,549	41,254	-1.8%	
46,354	41,420	4,934	10.6%	49,915	50,568	49,799	769	-1.5%	
954,957	953,942	1,015	0.1%	2,016,332	2,291,896	2,291,896	0	0.0%	
10,057,619	9,024,182	1,033,437	10.3%	11,444,255	12,222,073	11,769,315	452,758	-3.7%	
1,145,948	1,447,074	301,126		0	0	448,986	448,986		

Management Report

Communications | August 9, 2018

Communications Update

- Work with OE team on *2019 Open Enrollment* materials.
- Oversee user testing campaign on behalf of website team for new website navigation; test wireframes and continue to review development of site with vendor and team.
- Produce and manage *eBenefits* online Open Enrollment communications with Data Analytics team.
- Complete Citywide photoshoot sessions for new plan year and website coordinating logistics with 17 city agencies, 50+ subjects and 25+ sites.
- Work with graphic designer and COO on new designs for OE 2019 publications.
- Continue working on *New Hire* and *Pre-Retiree* videos for Fall debut.
- Provide communications support and review for Well-Being campaigns and materials
- Review vendor direct mail and marketing materials.

July 2018 Web Traffic

Summary

Month Jul 2018

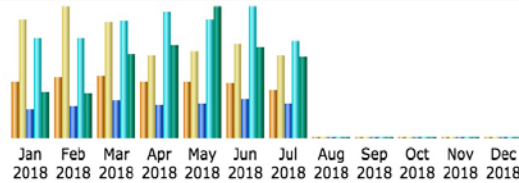
01 Jul 2018 - 00:02

31 Jul 2018 - 23:59

Unique visitors	Number of visits	Pages	Hits
14969	25499 (1.7 visits/visitor)	134248 (5.26 Pages/Visit)	376605 (14.76 Hits/Visit)
		132446	143277

orms, or replies with special HTTP status codes.

Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2018	17545	36976	111391	384230	26.86 GB
Feb 2018	19075	40921	120994	386641	26.42 GB
Mar 2018	19376	36358	143940	454047	49.94 GB
Apr 2018	17301	25827	124584	487422	54.93 GB
May 2018	17487	26861	135209	457999	77.81 GB
Jun 2018	16840	29156	148196	508267	54.39 GB
Jul 2018	14969	25499	134248	376605	47.70 GB
Aug 2018	0	0	0	0	0
Sep 2018	0	0	0	0	0
Oct 2018	0	0	0	0	0
Nov 2018	0	0	0	0	0
Dec 2018	0	0	0	0	0
Total	122593	221598	918562	3055211	338.06 GB

July 2018 eNews

	July 2018		June 2018	
Total Delivered	15,283	99%	15,231	99%
Opened	6,951	45%	6,913	45%
Clicked Links	708	10%	543	8%

WELL-BEING MID-YEAR REPORT

The data in this report represent activity in several key areas of Well-Being services

The data compare January-July* 2018 to January-July 2017.

Prepared for the August 2018 HSB meeting

*Wellness Center data only are only through June.

Well-Being Services: Year-to-date (YTD)* Comparison of 2018 to 2017

Well-Being@Work Department Engagement

- 16% increase in Champions
- 91% increase in the number of Department Leads for Well-Being
- 84% increase in the number of departments with Annual Plans for Well-Being

EAP Organizational Well-Being

- 2% decrease in organizational services provided
- 0% change in people served

EAP Counseling

- 35% increase in avg. clients/month
- 33% increase in counseling hours

Wellness Center

- 7% increase in the number of visits

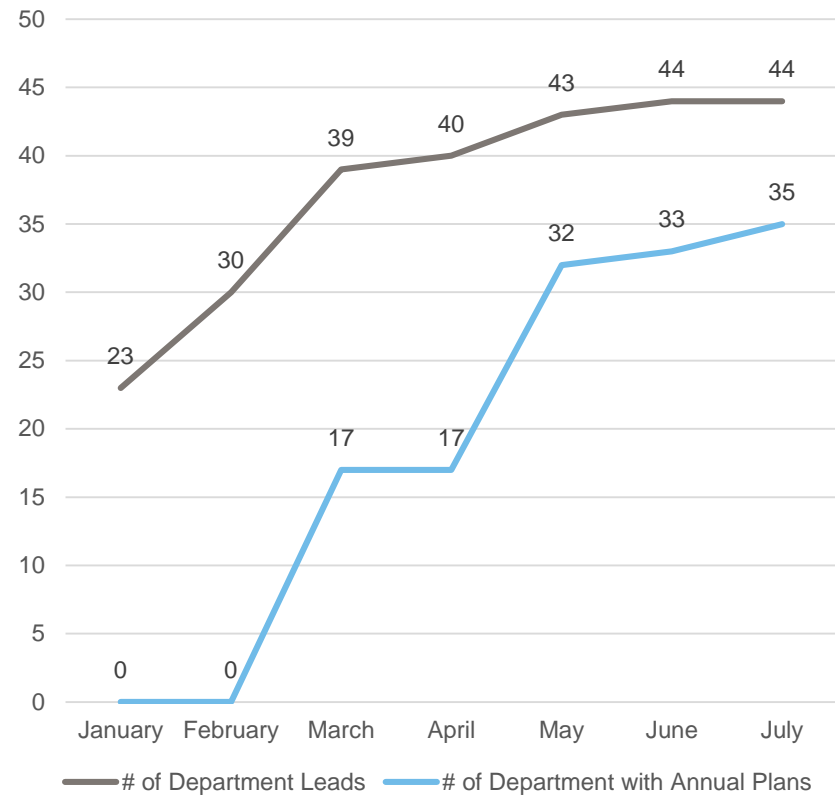
*YTD is Jan-Jul for all measures except the Wellness Center which represents Jan-Jun.

Well-Being@Work: Department Engagement

YTD Comparison to 2017

- 16% increase in Champions
 - 213 Champions in 2018 compared to 183 in 2017
- 91% increase in the number of Department Leads for Well-Being
 - 44 (60%) departments have Department Leads for Well-Being in 2018 compared to 23 in 2017
- 84% increase in the number of departments with Annual Plans for Well-Being
 - 35 (48%) departments have Annual Plans compared to 19 in 2017

Department Engagement in Well-Being@Work, YTD 2018



Employee Assistance Program: Organizational Well-Being

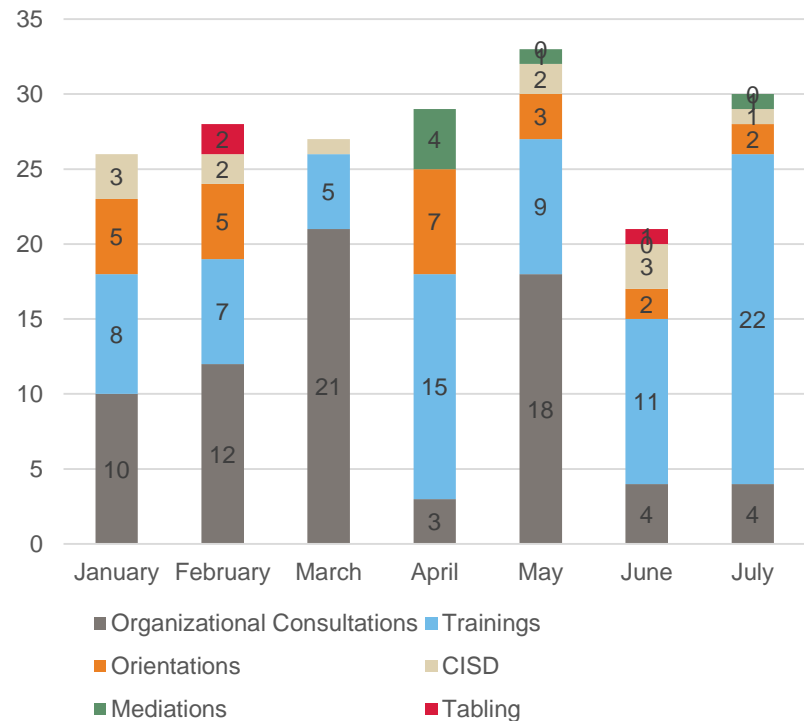
YTD Comparison to 2017

- 2% decrease in organizational services provided
 - 194 services in 2018 compared to 198 in 2017

Top 2 Organizational Services Provided in 2018

- 40% of services were trainings
- 37% of services were organizational consultations

Number of Organizational Services by Type and Month, YTD 2018



Employee Assistance Program: Organizational Well-Being

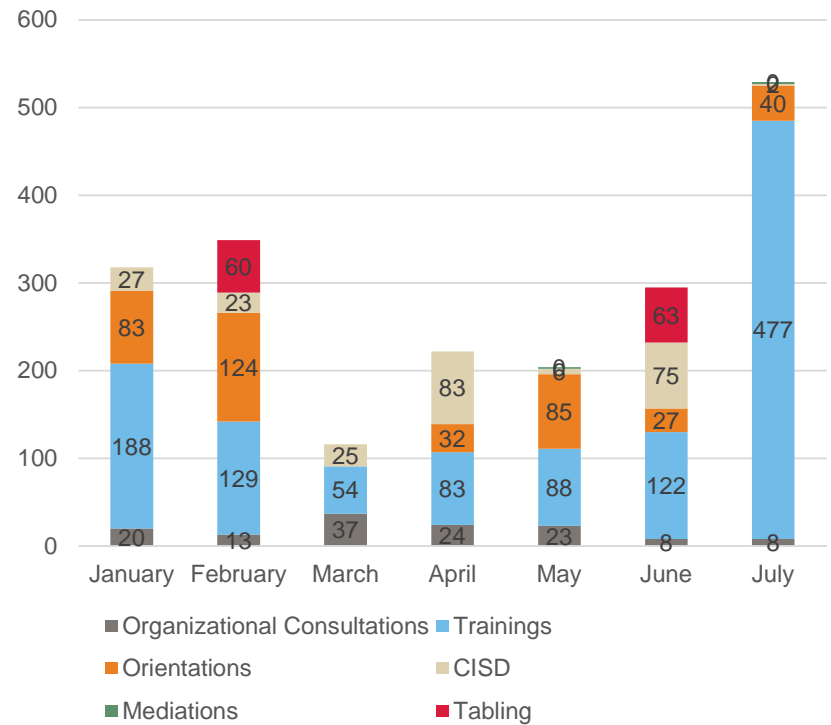
YTD Comparison to 2017

- 0% change in people served
 - 2026 people served in 2018 compared to 2032 in 2017

Top 2 Organizational Services by Number of People Served in 2018

- 56% of people served attended trainings
- 19% of people served attended orientations

Number of People Served by Organizational Services by Type and Month, YTD 2018

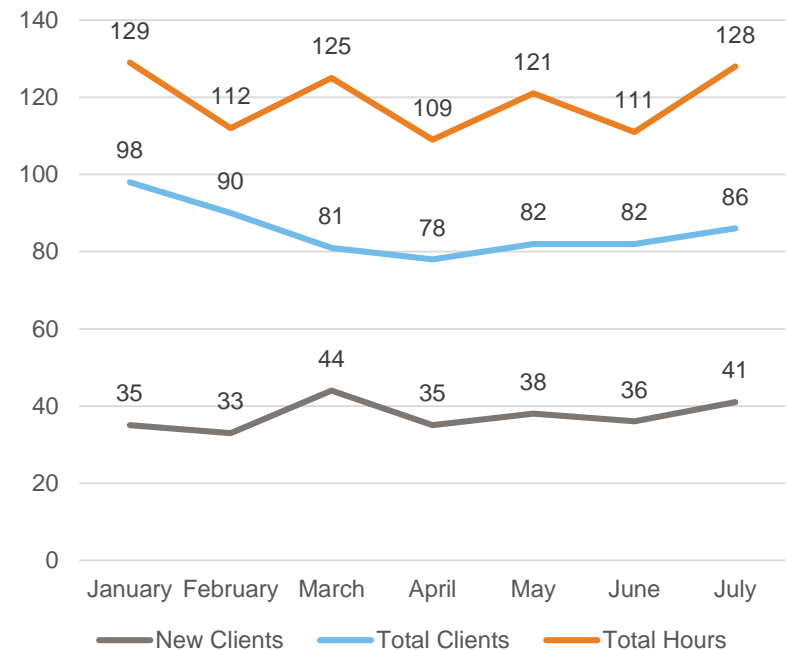


Employee Assistance Program: Counseling Update

YTD Comparison to 2017

- 21% increase in new clients
 - 262 new clients in 2018 compared to 216 in 2017
- 35% increase in avg. total clients/month
 - 85 avg. clients/month in 2018 compared to avg. 63 clients/month in 2017
- 33% increase in counseling hours
 - 835 counseling hours in 2018 compared to 627 in 2017

EAP Counseling Clients and Hours by Month, YTD 2018



Wellness Center Visits

YTD Comparison to 2017

- 7% increase in visits
 - 4200 visits in 2018 compared to 3937 visits in 2017

Top 2 Reasons to Visit the Wellness Center in 2018

- 66% of visits are group exercise
- 15% are special events

*July data were not available at the time of creation of this report.

Visits to the Wellness Center by Type of Activity, Jan-Jun 2018

