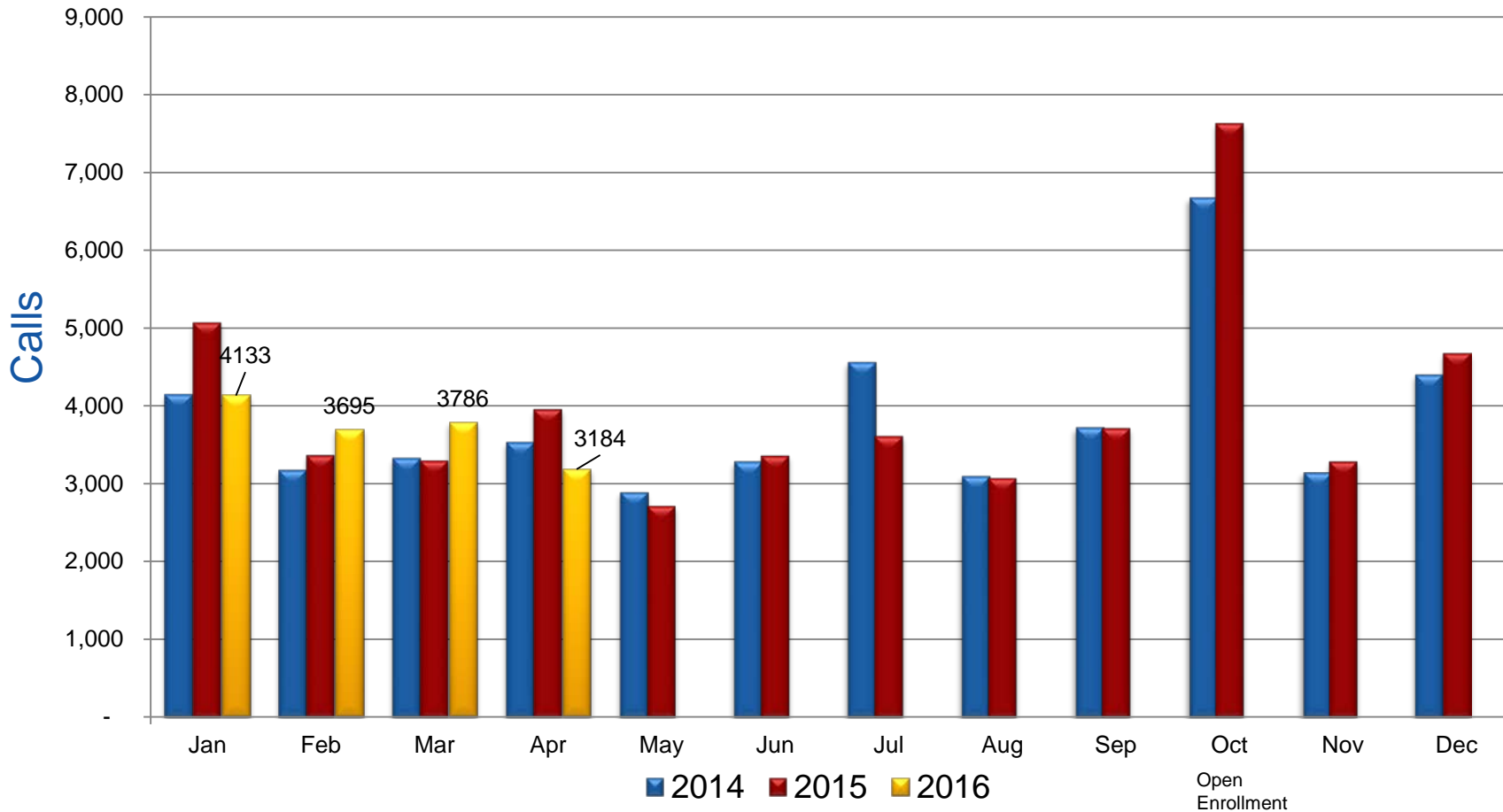


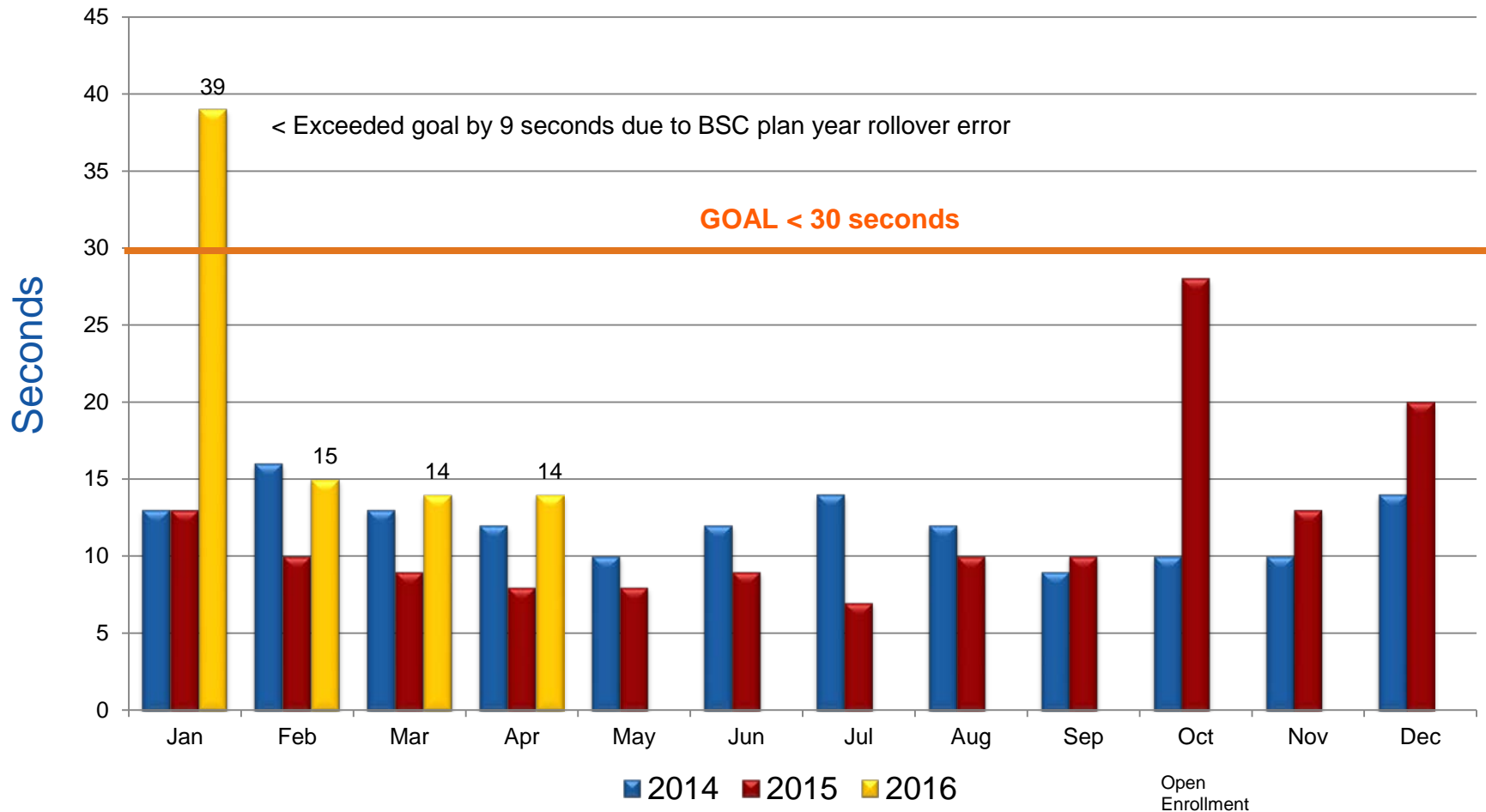
Calls and Office Visits: April 2016

- Calls and In-person Assistance total:
 - Inbound calls: 3,184 answered calls (19.5% ↓ from 2015)
 - Speed of answer: 14 seconds (75% ↑ from 2015)
 - Abandonment rate: 1.1% (36 Calls)
 - In-person assistance: 1,186 members (5% ↓ from 2015)

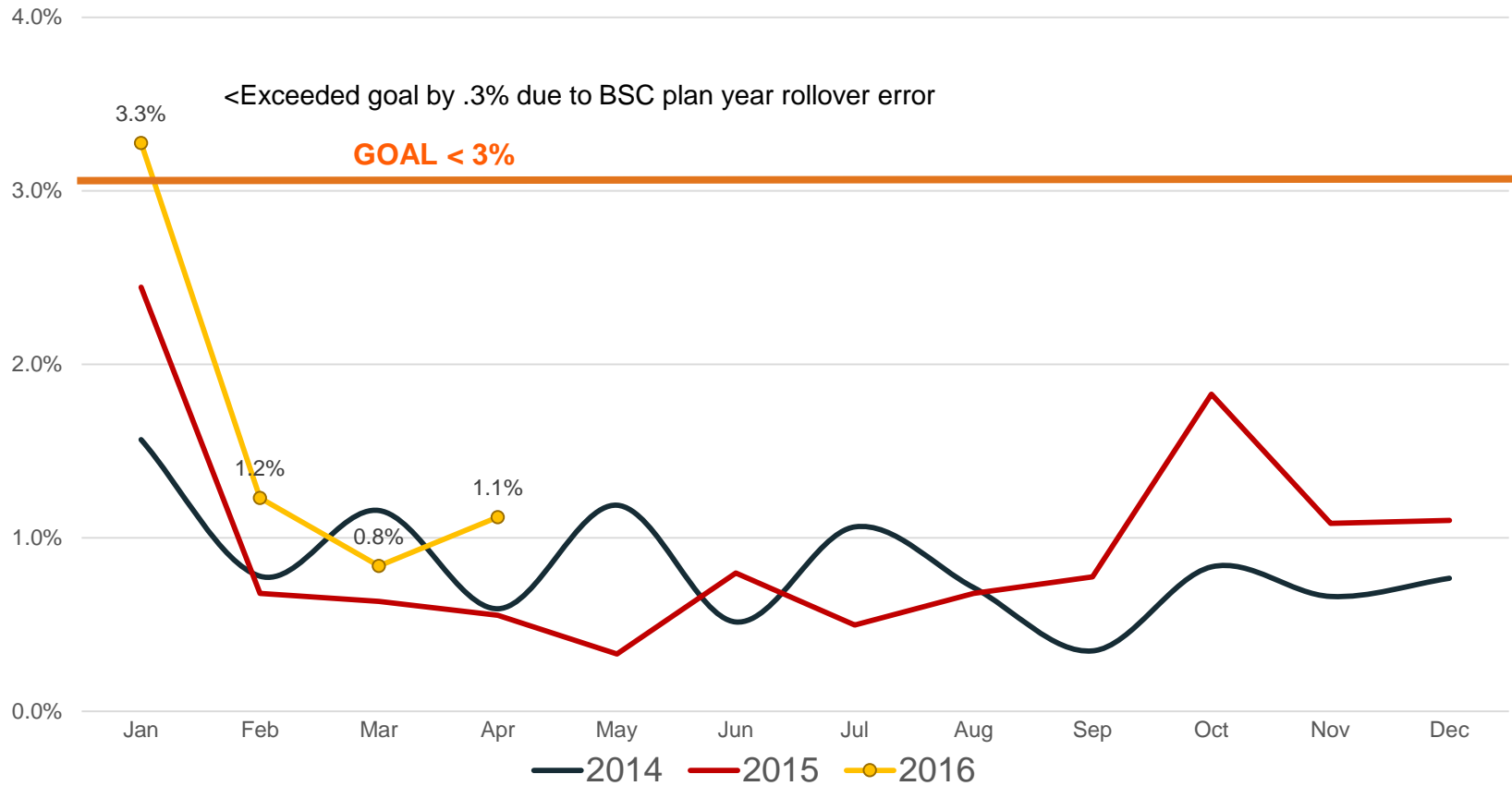
Inbound Calls: April 2016



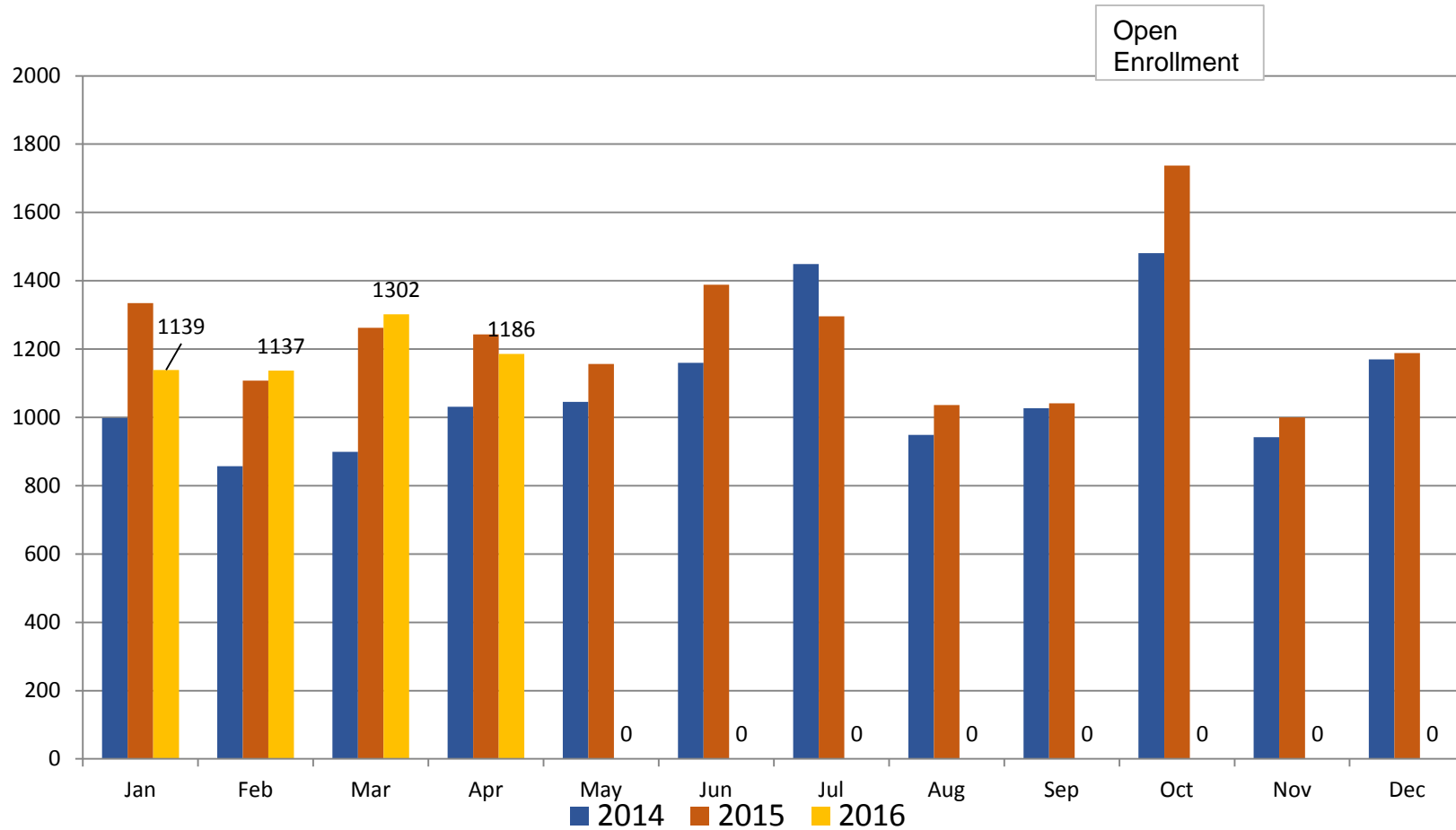
Call Speed of Answer: April 2016



Abandonment Rate: April 2016



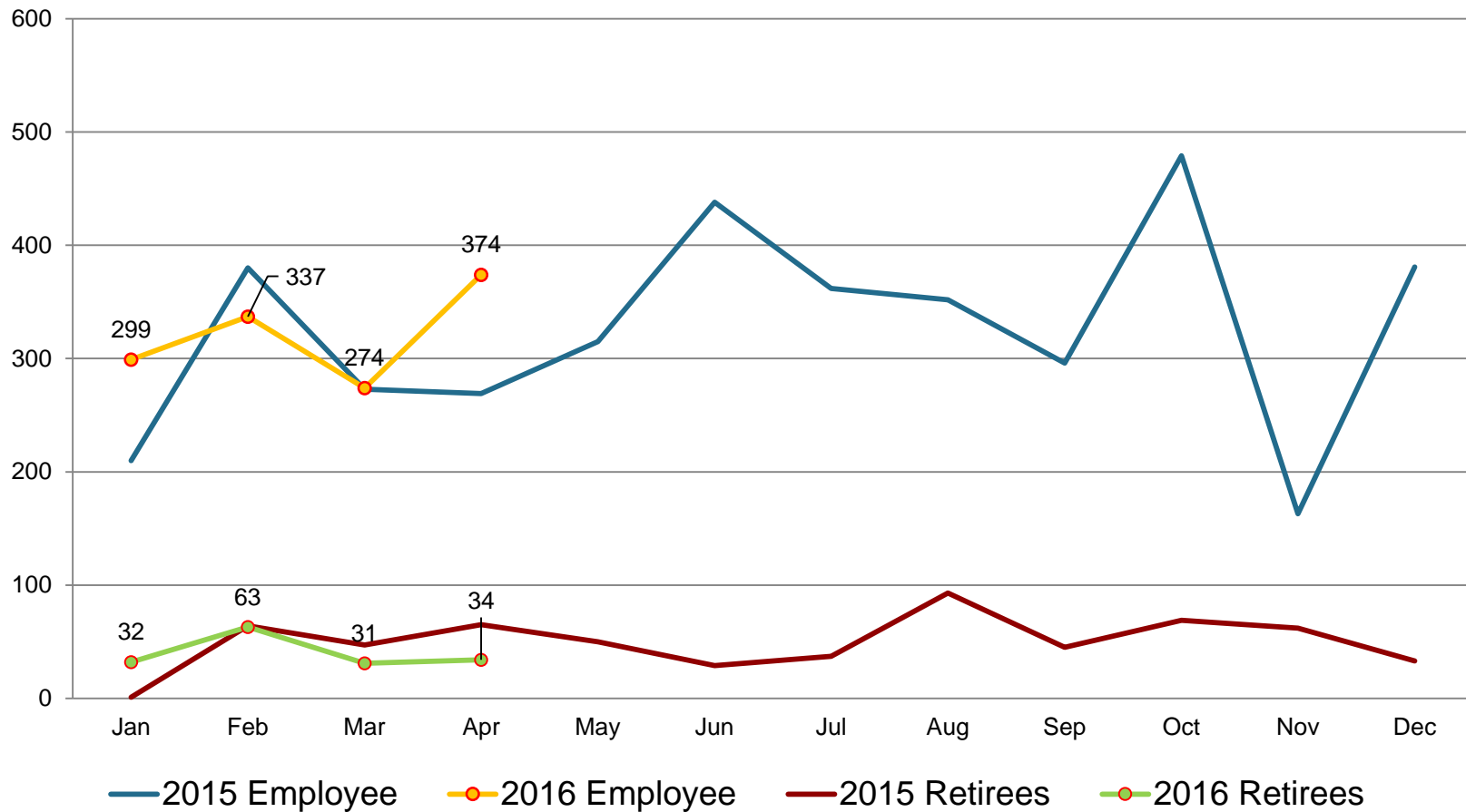
In-person Assistance: April 2016



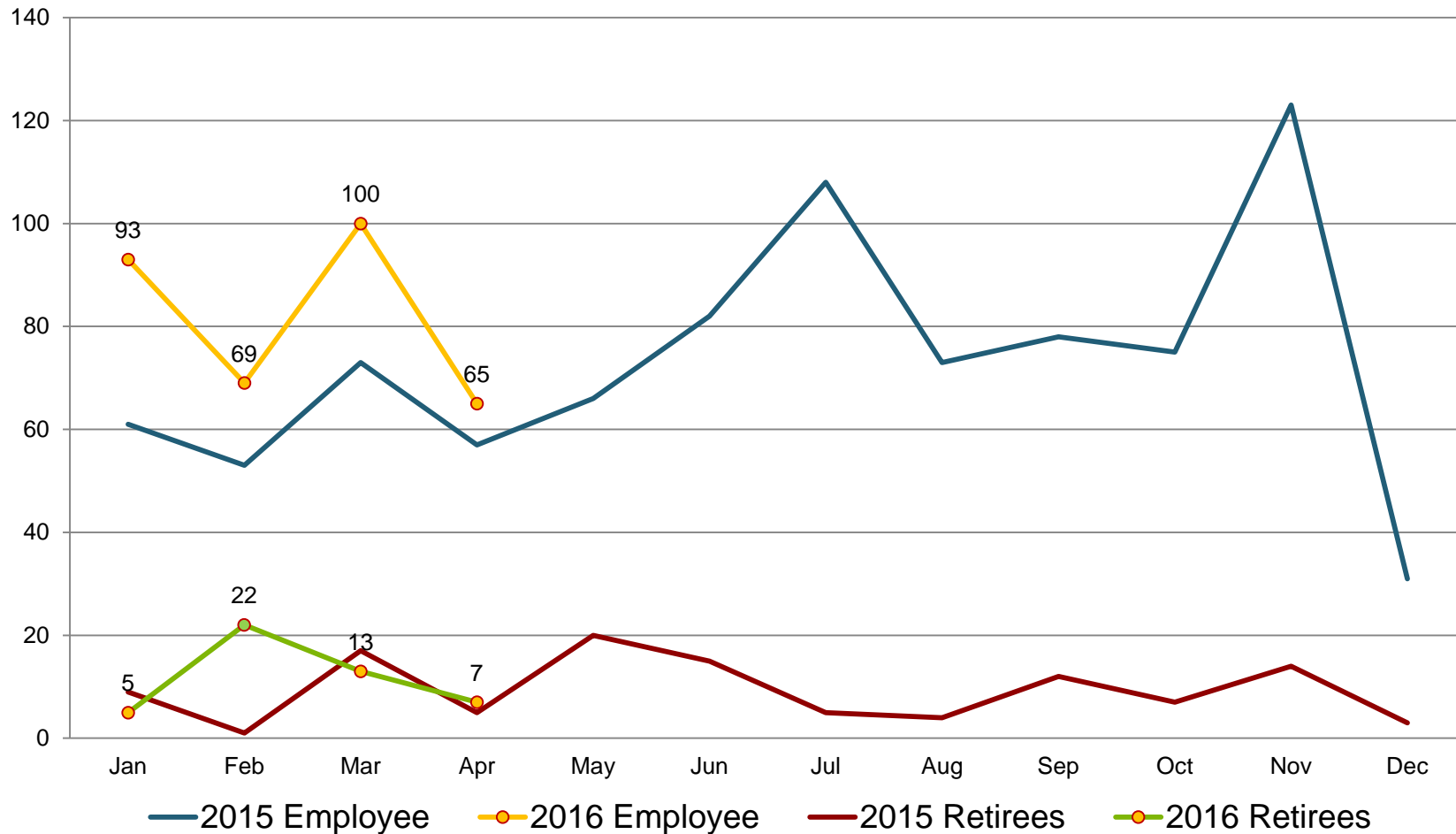
Delinquencies & Terminations: April 2016

- Delinquency Notices Sent
 - Employees: 374
 - Retirees: 34
- Termination Notices Sent
 - Employees: 65
 - Retirees: 7

Delinquency Notices: April 2016



Termination Notices: April 2016



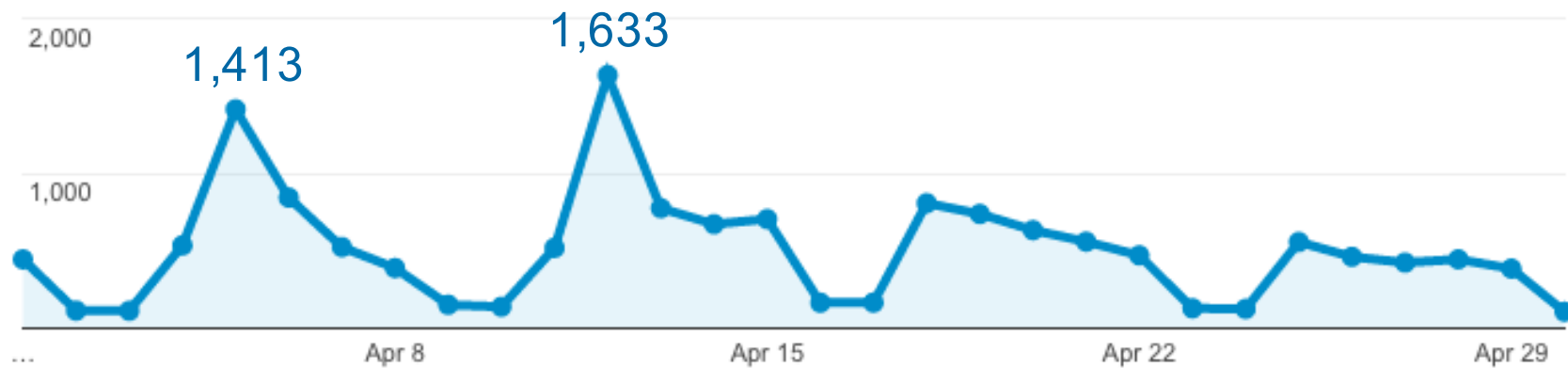
HSS Resource Utilization for Form 1095

- HSS began IRS' Form 1095 implementation in March 2015.
- HSS and other City and County personnel resources assigned for this implementation were programmers, functional analysts, senior business leads, communications management and member services.
- Non-City and County personnel resources included software purchasing, mail house services and postage.
- Some work remaining to complete creating of 1095 and 1094 files for electronic upload to IRS. This work will be completed ahead of IRS deadline of June 30, 2016.

HSS Resource Utilization for Form 1095 – Detail

Resource	Activities	Duration in hours	Extended Cost
eMerge Network Support	File Transfer	2	\$128.15
HSS PeopleSoft Technical Analyst	Coding	250	\$14,603.13
Peoplesoft Functional Analyts	Analysis, Design and Documentation	80	\$5,126.00
Peoplesoft Functional Analyts	Functional test	88	\$5,638.60
Peoplesoft Functional Analyts	Meetings	26	\$1,665.95
HSS Business lead	Analysis, Requirements Review and documentation	200	\$13,696.26
HSS UAT Team	6 rounds of UAT	30	\$1,922.25
HSS Business leads	Requirements review sessions	30	\$2,054.44
HSS Communications	Developing letter	5	\$313.63
HSS Communications	Coordinating with mail house	5	\$313.63
Peoplesoft Technical Analyst	Coding Prototype I	175	\$11,213.13
Peoplesoft Technical Analyst	Review Business Requirements Document and Tehcnial Design	390	\$24,989.25
Peoplesoft Technical Analyst	Coding	270	\$15,771.38
HSS Analysts	Coordinating distribution with PPSD		\$0.00
HSS Analysts	Responding to member queries, reprinting requests, etc	40	\$1,257.00
XML developer software	read and modify IRS schema for electronic filing	0	\$535.00
1095 Postage	Bulk rate postage fees for mailing the forms	0	\$7,792.70
1095 Mailouse charges	Professional Service fees	0	\$12,375.15
IRS Software Testing	From 1094/1095 and Manifest required software testing	140	\$9,587.38
HSS Technical Analyst	Coding XML manifest and form data files for electronic filing	80	\$4,673.00
HSS Technical Analyst	Code fixes from electronic filing UAT round 1	32	\$1,869.20
HSS Technical Analyst	Code fixes from electronic filing UAT round 2	24	\$1,401.90
		<u>1867</u>	<u>\$136,927.11</u>

Website Visits: April 2016



9,867 visits

spikes on 4/5 and 4/12 driven by wellness promotions

Most Visited Website Pages: April 2016

Well-being Colorful Choices	6,684
Home Page	5,756
City & County Employee Benefits	3,068
Well-being Home Page	2,169
Retiree Benefits	1,252
Well-being Seminars	946
Member Service Top Ten Topics	799
Colorful Choices FAQ	718
Benefits Home Page	715
Colorful Choices Resources	636

Top Search Terms myhss.org: April 2016

1. Enrollment form

2. Forms

3. Long Term Disability

4. Colorful Choices

5. Life Insurance

6. Commuter Benefits

7. FSA

8. WageWorks

9. Address Change

10. EAP

eNews April 2016

Subject Line: 2016 April eNews

Total Delivered	15,168	
Opened	5,050	33%
Clicked Links	821	5%

eNews Clicked Links: April 2016

24 Hour Fitness Discount Flyer	160
Retiree Fitness Discount Flyer	114
What To Do When I Retire Seminar	71
Healthcare Value Index Survey Presentation – Aon Hewitt	64
Employee Fitness Center Discounts Flyer	55
Delta Dental Pre-Treatment Estimates	51
Quick and Easy Meals for Seniors	36
Get Your Kids to Eat Healthy	31
Meditation Group at SFPL	25
Recycle for Change Shoe Drive	22

Communication Highlights

- Converting all Open Enrollment mechanical files to Words Flow to facilitate executive team copy reviews using Word track changes.
- Collaborating with project manager on Open Enrollment project tasks and timeline.
- Completed specifications for finance: FY 2016-17 mail house and 2017 OE printing.
- Collaborating as needed with contracts staff to complete contracts for Rolling Orange (website strategy) and Barretto (visual design style guide).

Communication Highlights

- New hire, Dana Lui, graphic designer for wellness, started work.
- Released Colorful Choices emails to retirees.
- Updated new retiree information packets in collaborations with Operations staff.
- Researching new hosting service for myhss.org.

PEOPLESOFT:

- Completed 2nd round User Acceptance Testing (UAT) and coding remediation of identified issues for 1094/1095 electronic filing. 64 issues remediated
- Documented requirements for data restructure used to generate open enrollment letters and associated mailings
- Prepared 2015 FSA roll-over amounts
- Participated in User Acceptance Testing (UAT) for PeopleSoft 9.2 upgrade

IT INITIATIVES:

- Project management planning and scheduling phases underway for Open Enrollment; 91% of tasks have been sequenced
- Initiated hardware procurement for Enterprise Content Management (ECM) system
- Setup of servers for ECM initiated

DATA ANALYTICS:

- Extracted and analyzed well-being assessment data from the APCD
- Continued analysis and preparation of APCD risk scores
- Provided data in support of annual rates & benefits activities
- Provided information to support labor negotiation activities

OTHER:

- Achieved certification as Certified HIPAA Privacy Security Expert (CHPSE)
- Passed software testing with the IRS which now allows us to electronically submit the 1094/1095 forms to the IRS
- Attended Truven Advantage Suite training
- Compiled data set inventory for City's Open Data Portal

2015 ACTIVE AND EARLY RETIREE POPULATION RISK SCORES:

- Concurrent and Prospective Risk Scores were based on 2015 Claims in the Truven All Payer Claims Database (APCD)
- Risk scores were derived using Verisk's DxCG Model which is a proprietary predictive model using age, gender and diagnoses to correlate scores to the cost of the underlying illness burden that individuals carry
- Consistent with the previous scores presented to the HS Board, the Concurrent scores were based on DxCG Model 18 and the Prospective scores were based on DxCG Model 26
- Concurrent models use base period claims to predict expenditures in the same time period. Prospective models use base period claims to predict future expenditures
- The APCD utilizes all diagnoses available on the claim. The percentage of claims with the diagnosis populated is listed below (Dx1 = Diagnosis 1, Dx2 = Diagnosis 2, etc.)

Dx1	Dx2	Dx3	Dx4	Dx5	Dx6
100%	40%	15%	9%	7%	5%

- The risk scores based on diagnosis for the active and early retiree population for 2015 by plan are consistent with what was last reported to the HS Board in November 2014

Plan Year	Population	BSC Concurrent	BSC Prospective	KP Concurrent	KP Prospective
PY11-12	Total	1.190	1.219	1.112	1.095
	Actives	1.078	1.119	1.007	0.996
	Early Retirees (Pre-65)	2.051	1.988	1.995	1.922
PY12-13	Total	1.114	1.179	1.111	1.080
	Actives	1.020	1.080	1.010	0.988
	Early Retirees (Pre-65)	1.864	1.939	2.003	1.900
PY 2015	Total	1.184	1.213	1.073	1.106
	Actives	1.029	1.077	0.943	0.993
	Early Retirees (Pre-65)	1.973	2.035	1.930	2.038

- In comparing the Prospective risk scores between Kaiser and Blue Shield, for PY11-12 Blue Shield was 11.3% higher, PY12-13 9% higher and for 2015 10% higher
- In comparing the Concurrent risk scores, Aon Hewitt calculated a 7.8% spread between Kaiser and Blue Shield for PY11-12. The spread for 2015 is 10%

Finance and Accounting

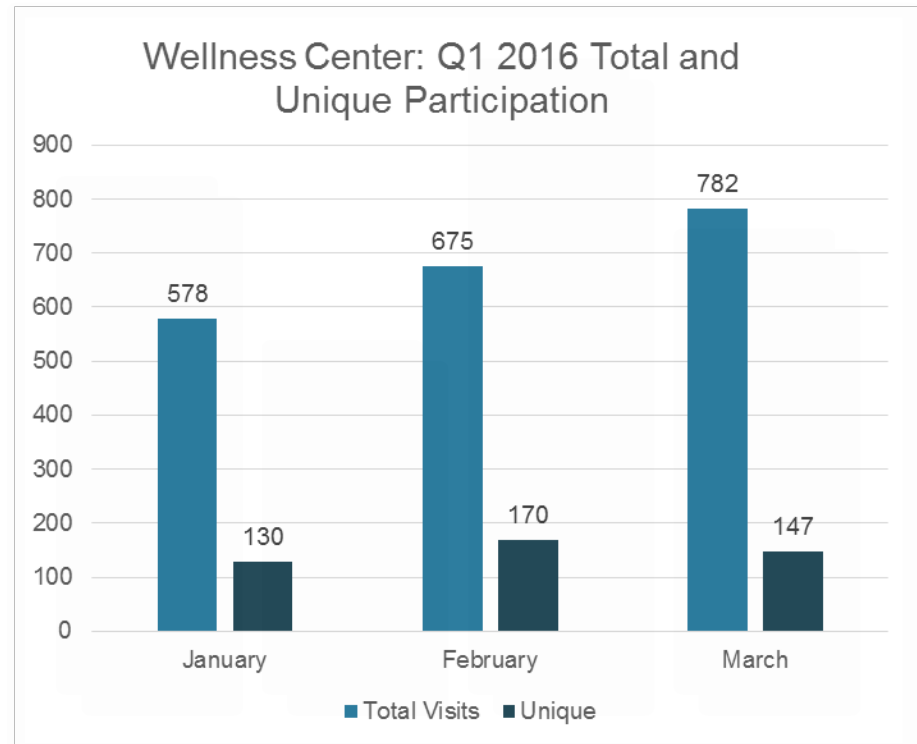
- Preparing for the early closing of the FY 2015-16 Fiscal Year and subsequent audit of the Trust Financial Statements

Contracting and Vendor Management

- Selected vendor for Website Redesign Research & Strategy which is the first step in updating the HSS website. The vendor will assist HSS in developing an action plan to make the website more modern and user friendly for our members
- Fully Executed the 1st Amendment to the Agreement between Circlepoint and the City and County of San Francisco for additional development and design of Wellness print and web-based promotional materials

Wellness Center January-March Report

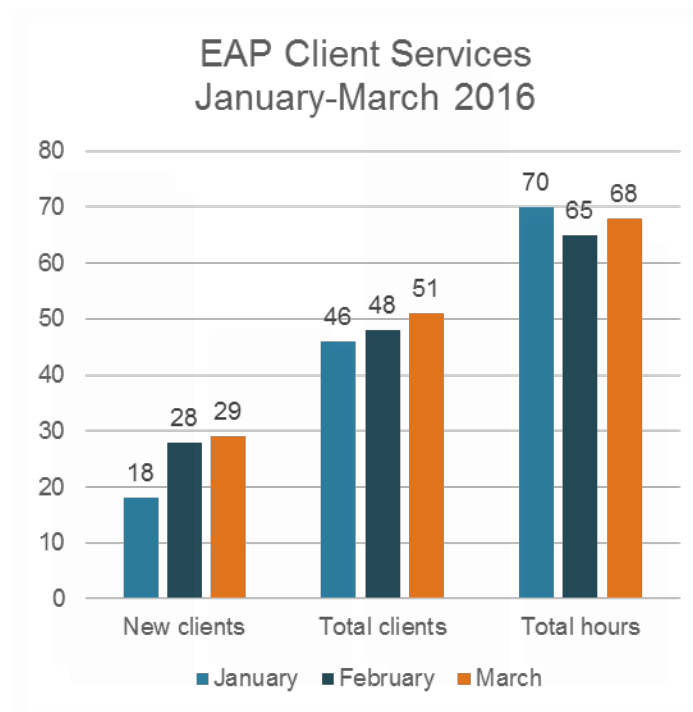
- 2035 visits between January-March (increased from 1811 in 2015)
- Averaged 678 visits/month (increased from 603 in 2015)
- Averaged 149 unique participants each month (decreased from 169 in 2015)
- For all the details, see the January-March 2016 Wellness Center Activities Report



Wellness Center January-March Report

EAP

- Averaged 68 hours/month (decreased from 71 hours in 2015)
- Averaged 25 new clients/month (decreased from 27 in 2015)
- Averaged 48 new clients/month (decreased from 51 in 2015)
- Efforts to create standard EAP training and seminar material, and a high cancelation rate explain some of the differences



Wellness Center April

April

- Shoe Donation – over 150 pairs donated
- Offered 3 nutrition seminars to support Eat Better, Feel Better theme:
 - Healthy Food on a Budget, Kitchen Medicine, Savvy Grocery Shopping/Farmers Market Tour
- Offered 3 additional seminars:
 - Cube Moves, What to do When I Retire, Teens & Substance Abuse

Employee Well-being Program Update

April

- Offered 2 optional webinars to Champions to share the two choices for physical activity challenges (Ola Ala and Get Fit on Route 66)
- Coordinated 6 events at departments
- HSS staff provided 2 seminars at departments (1 EAP, 1 Wellness)
- Wellness and EAP presented at a PUC orientation
- Supporting PRT Champion Community
- Shadowed DEM employees at their workstations to get a better sense of employee needs
- Finalized recruitment dates in May and June for the Diabetes Prevention Program Study at the Library, USD, and Laguna Honda
- Presented early results of the 2015 Well-being Assessment to the Wellness Sponsors

Employee Well-being: Colorful Choices

- Registration closed on 4/25
- 2138 people registered on the employee site (this is 12% higher than participation in the 2015 Shape Up Walking Challenge)
 - 2039 CCSF employees
 - 39 USD employees
 - <10 CRT employees
 - <10 CCD employees
 - 46 adult family members
 - <10 child family members

HEALTH SERVICE SYSTEM
CITY & COUNTY OF SAN FRANCISCO

Site Map | Contact HSS

Well-Being

eat Better
FEEL BETTER

Colorful
CHOICES

SIGN ME UP!
The 6-week Colorful Choices Program starts on **April 18 and runs through May 29.**

Team and individual registration starts **Monday, April 4, 2016.**

EMPLOYEES & THEIR FAMILIES

RETIRES & THEIR FAMILIES

[Instructions >](#)

CHALLENGE TIPS
GET ANSWERS TO YOUR QUESTIONS >

FRUIT & VEGGIE RESOURCES
MAKE IT EASY & DELICIOUS >

GET SUPPORT
CONTACT INFORMATION
555-555-5555
info@contact.com

Retiree Well-being: Colorful Choices

- 113 people registered on the retiree site (this is almost 3x the amount registered for the Shape Up Walking Challenge in 2015)
 - 100 retirees
 - <20 adult family members
 - <10 child family members
- Retirees heard about the program at RECCSF meetings, through the enews, and two emails sent to retirees with email addresses on file
- 37 registrations (32%) of registrations happened on the day of the second email

eat better
FEEL BETTER

Colorful
CHOICES

5 Reasons to Get Your 5

- 1 Simplest nutrition program ever!
- 2 Energize your day.
- 3 Keep yourself on track.
- 4 Try out new recipes.
- 5 Win prizes!

Eating 5 is easy and delicious.
We'll show you how.

Register by April 18 at
myhss.org/well-being

You are what you eat –
keep it real, keep it bright!

HEALTH SERVICE SYSTEM
CITY & COUNTY OF SAN FRANCISCO

Retiree Well-being Update

April

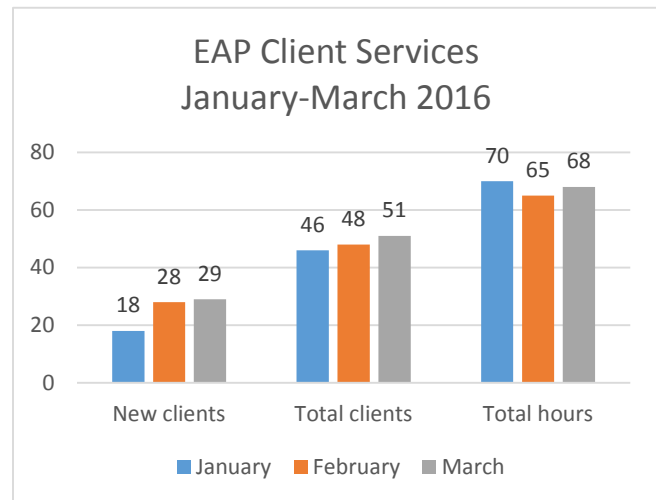
- Attended the RECCSF monthly meeting and provided a stretch break and provided a demonstration of Colorful Choices registration.
- Sent a online survey to RECCSF members and Retired Educators of SFUSD members via their respective newsletters: This was not an effective method of soliciting feedback. It resulted in only 2 responses. Additional methods will need to be explored.

January-March 2016 Wellness Center Activities

Employee Assistance Program: Clinical Client Services (Counseling)

Highlights

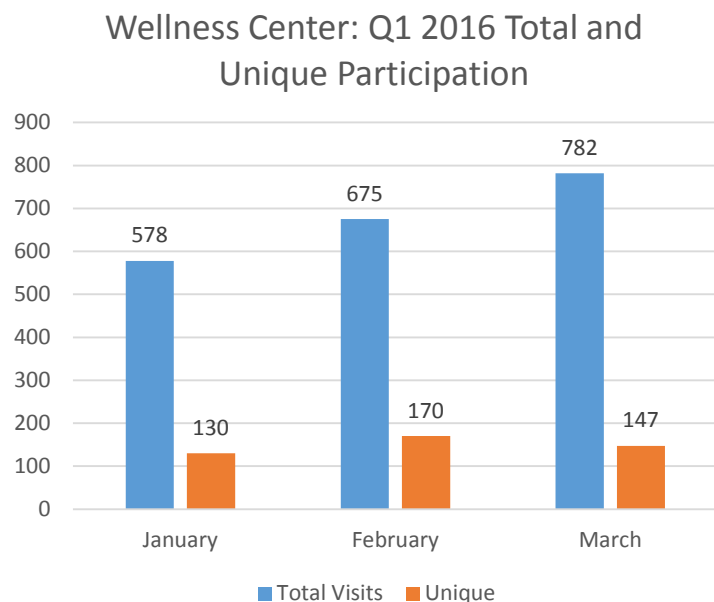
- Averaged 68 hours/month of counseling (decreased from 71 hours in 2015).
- Averaged 25 new clients/month (decreased from 27 in 2015).
- Averaged 48 clients (decreased from 51 in 2015)
- Cancellation rates averaged 29% (decreased from 21% in 2015).



Wellness Center

Highlights

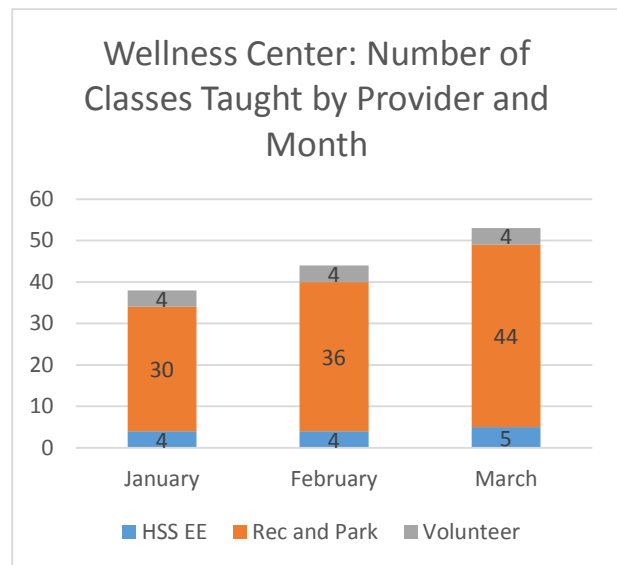
- 2035 visits between January-March (increased from 1811 in 2015)
- Averaged 678 visits/month (increased from 603 in 2015)
- Averaged 149 unique participants each month (decreased from 169 in 2015)
- 20% of visits are for non-group exercise activities (increased 3% compared to 2015)



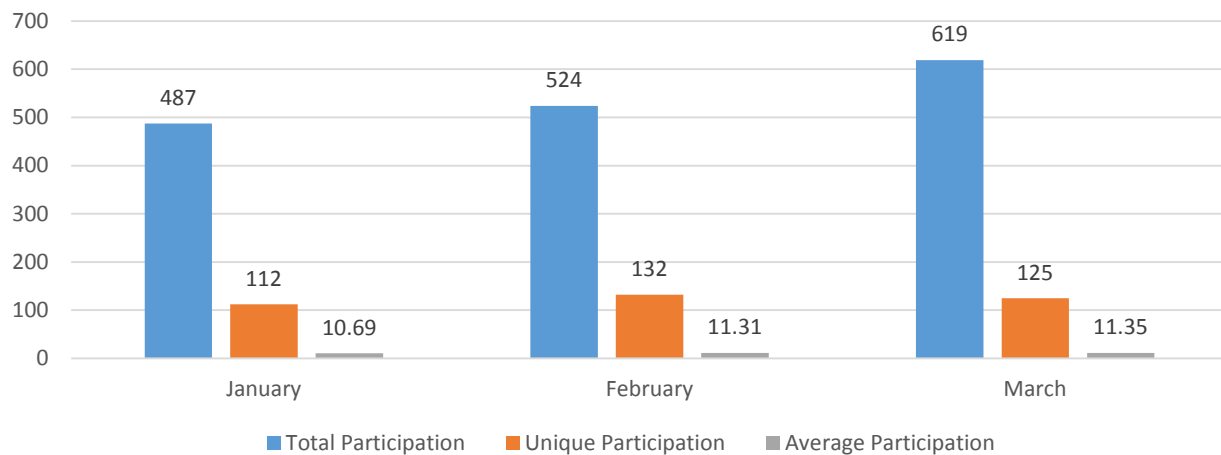
Group Exercise at the Wellness Center

Highlights

- Averaged 45 classes/month (increased from 39 in 2015)
- 1630 visits were for group exercise between January and March (increased from 1495 in 2015)
- Averaged 543 visits/month (increased from 498 in 2015)
- Averaged 11 participants/class (decreased from 13 in 2015)
- Averaged 123 unique participants/month (increased from 112 in 2015)



Wellness Center: Total, Unique and Average Participation in Group Exercise Classes by Month



New Classes in January-March

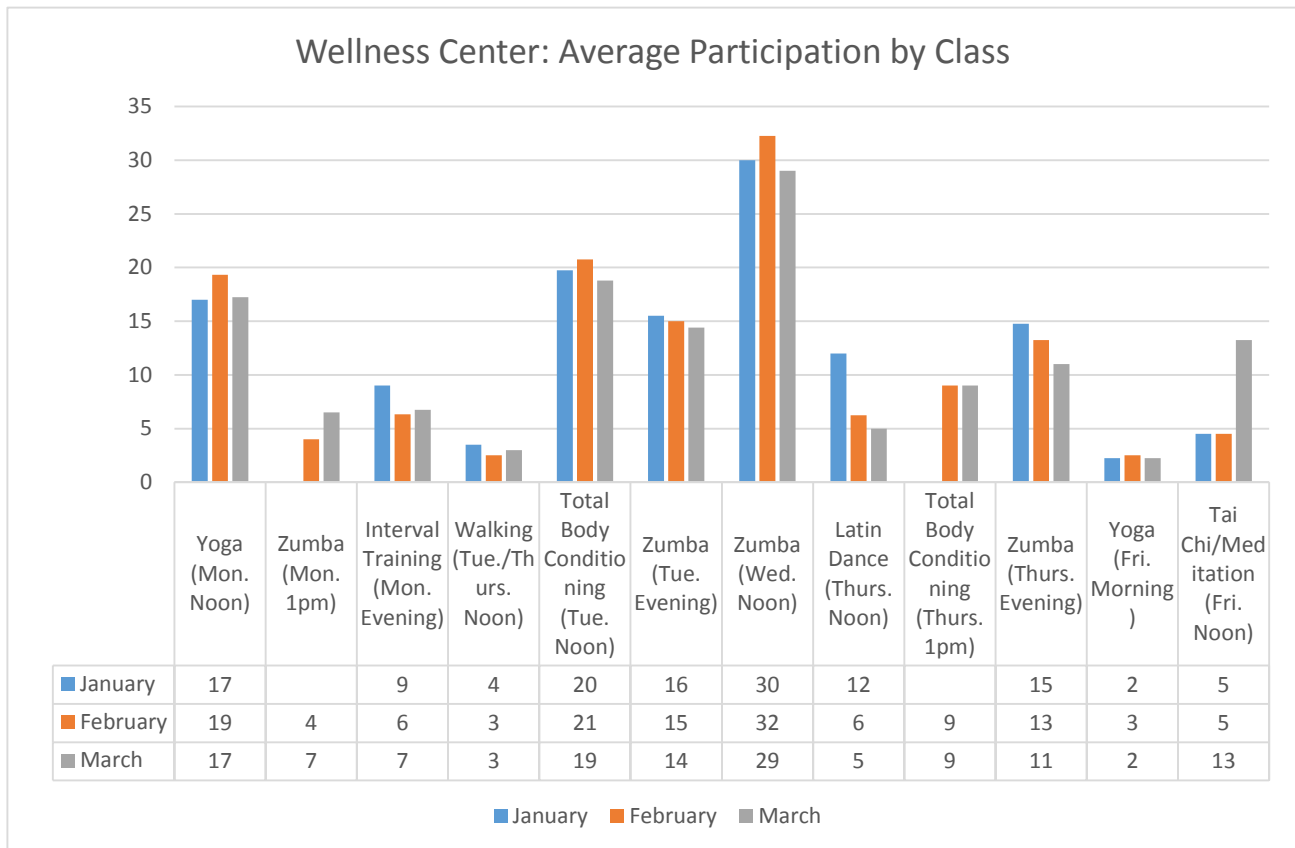
- Zumba Monday 1:10 was added in February. Participation grew in March.
- Total Body Conditioning Thursday 1:10 was added in February.

Classes with Increased Participation between January and March

- Tai Chi Friday 12:10

Classes with Decreased Participation between January and March

- Latin Dance Thursday 12:10
- Zumba Thursday 5:15



Group Exercise at City Hall

City Hall

- Averaged 17 classes/month (increased from 15 in 2015)
- 1441 visits were for group exercise between January and March (increased from 1045 in 2015)
- Averaged 480 visits/month (increased from 348 in 2015)
- Averaged 29 participants/class (increased from 24 in 2015)

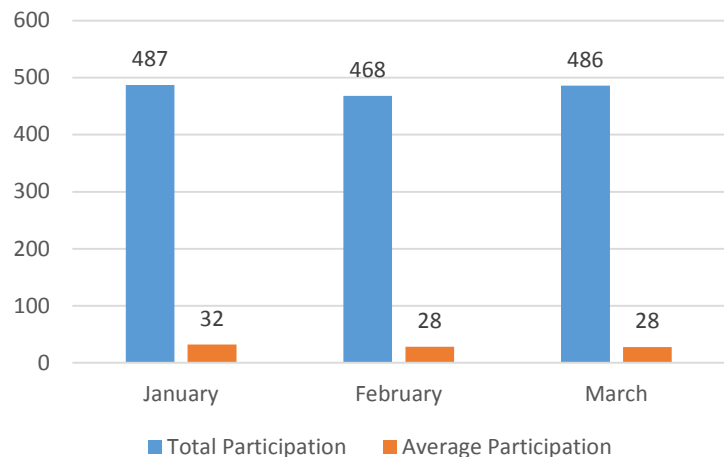
Classes with Increased Participation between January and March

- Zumba Monday 12:10

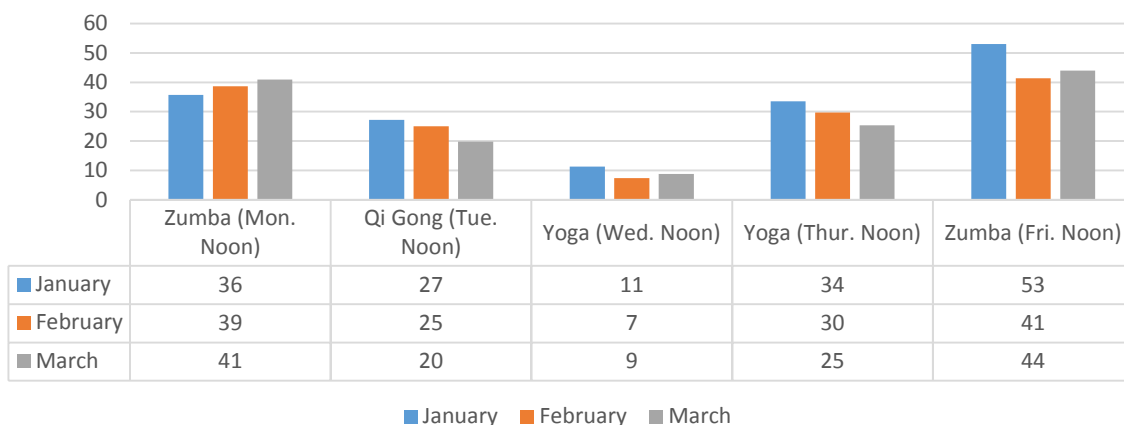
Classes with Decreased Participation between January and March

- Qigong Tuesday 12:10
- Yoga Thursday 12:10
- Zumba Friday 12:10

City Hall: Q1 2016 Total and Average Participation in Group Exercise Classes by Month



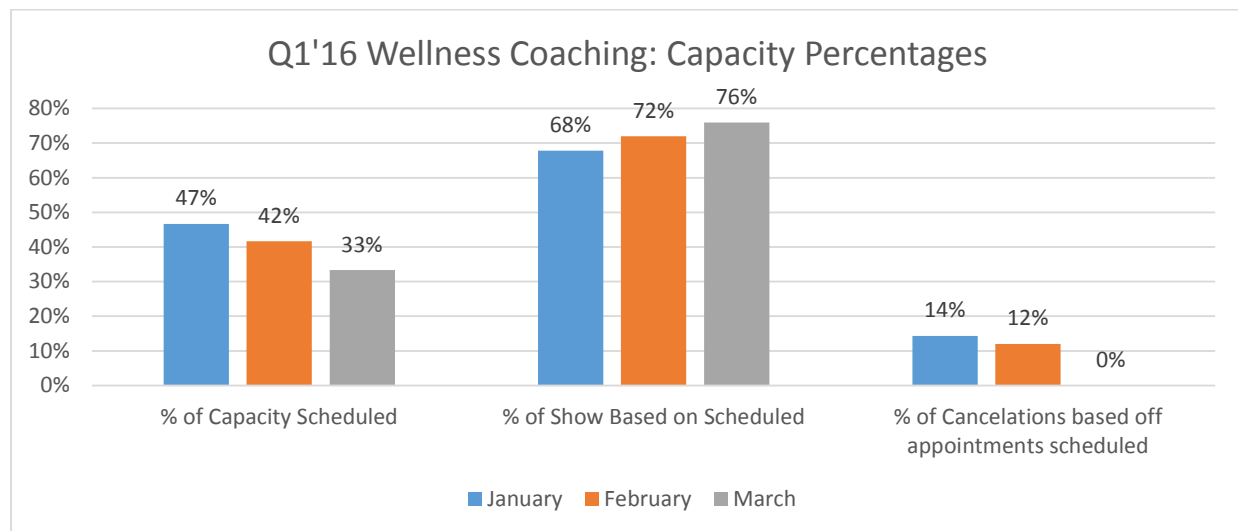
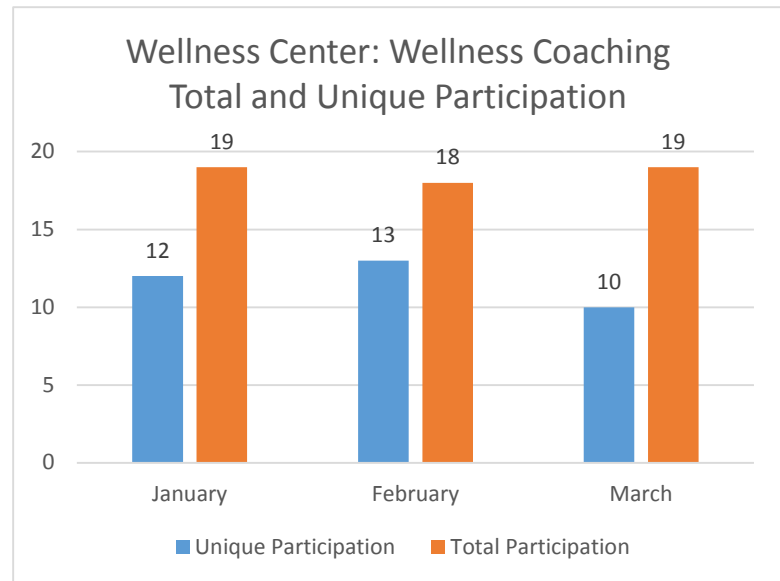
City Hall: Group Exercise Class Average Participation by Class and Month



Wellness Coaching

Highlights

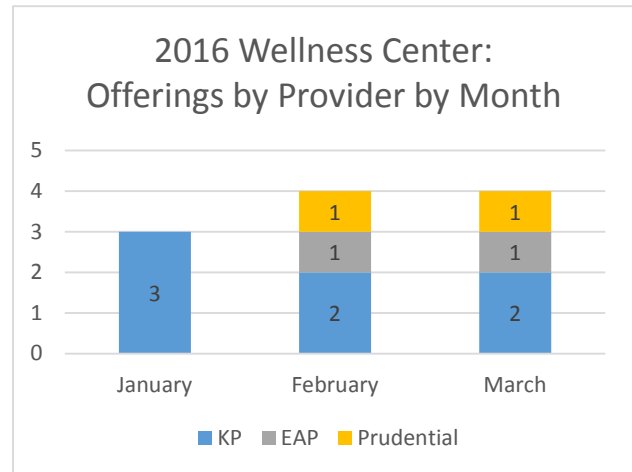
- Average 41% of appointments were scheduled (compared to 52% in 2015).
- 56 visits were for coaching between January and March (decreased from 82 in 2015)
- Averaged 19 visits/month for coaching (decreased from 27 in 2015)
- Averaged 12 unique participants (decreased from 19 in 2015)



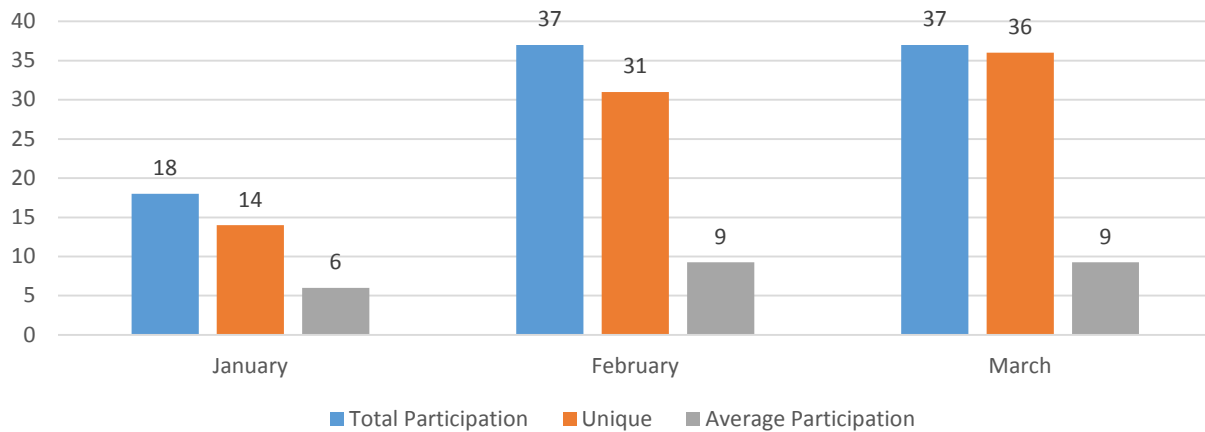
Interactive Seminars and Series

Highlights

- 11 seminars (decreased from 14 in 2015)
- 92 visits were for seminars (decreased from 234 in 2015)
- Averaged 27 unique participants each month (decreased from 51 in 2015)
- Averaged 8 participants/seminar (decreased from 12 in 2015)
- Average satisfaction score of 4.43 (87%)
- Retirement Readiness had the largest participation with 21 attendees.
- Getting Healthy Sleep and the Food Demonstration had 15 participants.
- Heart of the Matter, and Why Eat Breakfast had the highest satisfaction scores 4.76 (95%) and 4.66 (92%) respectively.



Wellness Center: Q1 2016 Interactive Seminar - Total, Unique & Average Participation



Month	Topic	Presenter	Participation	Satisfaction Score	Percent Satisfied
January	Why Eat Breakfast?	KP	8	4.66	93
	Get Moving	KP	5	4.30	86
	Healthy Habits	KP	5	4.60	92
February	Stress Management for the Heart	EAP	5	4.32	86
	Heart of the Matter	KP	7	4.76	95
	Retirement Readiness	Prudential	21	4.37	87
	Fitting Fitness at Work	KP	4	4.47	89
March	Market Volatility	Prudential	4	4.25	85
	Getting Healthy Sleep	KP	15	4.28	86
	Stress and Nutrition	EAP	3	4.40	88
	Food Demo	KP	15	4.35	87

Status on Progress toward 2016 Goals

1. Increase the annual visits to 9000.
 - 2035 visits in Q1 is 23% toward the goal of 9000 (slightly behind).
2. Increase the unique participants to 975.
 - 267 unique participants in Q1 is 27% toward the goal (slightly ahead).
3. Increase the percentage of visits for activities other than group exercise to 25%.
 - 20% of visits for activities other than group exercise is a 3% increase toward this goal (slightly ahead).

Status on Progress toward 2016 Recommendations

Group Exercise

1. Pilot 1:00 classes to accommodate more participants during the lunch hour (many 12:00 classes are reaching capacity).
 - The three new classes at 1:10 have attracted new members and helped accommodate growing class size. We are looking into adding a fourth class to increase opportunities for yoga.
2. Focus promotional efforts on classes that serve those new to exercise or those who need modification as well as on classes that address strength and flexibility.
 - Promotional efforts for Tai Chi have increased participation in this class.
 - We continue to promote the Walking class regularly to attract people of all abilities.

Seminars

1. Offer regular mental well-being seminars through the expanded EAP.
 - EAP offered one seminar each month.
2. Offer seminars for managers to help improve well-being in the workplace.
 - This activity has not begun.
3. Pursue relationships with non-profit organizations to provide seminars.
 - This activity has not begun.

Open Wellness Center Use

1. Promote Wellness Center use on break times and from 1:00-2:00.
2. Starting in March Open Use of the Wellness Center from 1-2 was promoted three days/week. Participation is low, but the participants are coming consistently.

Wellness Coaching

1. Promote coaching as a compliment to challenges and seminars.
 - Coaching as part of a New Year's Resolution promotion was successful in attracting participants, but they didn't convert to consistent participation.
 - Coaching was heavily promoted as a compliment to the Colorful Choices challenge, however participation did not increase.
2. Have the coach facilitate group sessions on specific topics.
 - We are working with Kaiser Permanente to pilot small group coaching starting in June.

Special Events/Programs

1. Host three large-scale events that are highly promoted in the Civic Center area to attract new users.
 - We hosted a biometric screening in March. However, participants were not tracked uniquely to know if new individuals came to the Wellness Center for the first time.
2. Offer at least five activities, such as donation drives and awareness-raising activities.
 - Heart health was promoted in February through a Wear Red event.
 - A Shoe Drive was scheduled for April.
3. Explore offering Open Houses and tours regularly.
 - This activity has not begun.
4. Host the Getting in Balance study.
 - The Getting in Balance study recruitment took place in February and participants in the in-person group meeting regularly at the Wellness Center.

General

1. Increase opportunities for member feedback.
 - EAP created a ongoing online client satisfaction survey.
 - A survey of retirees who attend the RECCSF is planned to determine the types and times of classes they would like at the Wellness Center.
2. Explore participant tracking and scheduling software options.
 - This activity has not begun.