

MEMORANDUM

**February 14, 2019**

TO: Karen Breslin, President, and Members of the Health Service Board  
FROM: Abbie Yant, RN, MA Executive Director SFHSS  
RE: January 2019 Board Report

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**Introduction**

Rates and Benefits cycle is now in full swing. SFHSS is in receipt of several renewals offers from our vendors. We are preparing to issue the medical plan requests for proposals in May 2019.

**Vendor Black Out Period – Reminder**

The HSB approved the vendor Black Out period commencing November 9, 2018. As a reminder, this black out period is still in effect. Medical, Dental and Vision vendor renewal meetings are now underway. The current version of the Rates and Benefits Calendar is in your meeting packet.

**Annual Reports**

You will see in your materials the **2018 SFHSS Annual Report** as well as the **2019 Demographics Report**. In addition to the staff time and effort to produce the contents of these important reports, I wish to acknowledge the efforts of our Communications Team – Carol Karimi, Communications Manager and Ryan Clouse, Graphics Designer who contribute significantly throughout the year and produce these and many other technical and creative documents.

**SFHSS.ORG Went Live on February 7<sup>th</sup>**

Technically we are moving our web address from myhss.org to sfhss.org. Myhss.org will remain active and redirect to sfhss.org for at least one year. The new platform allows us to deliver a better experience for our members and site visitors. Improvements include a robust search function, compliance with City accessibility standards, a mobile responsive architecture so the web pages adjust to the size of the equipment used - desktops, laptops, tablets, smart phones, etc. and an easier site to maintain so we can have dynamic content such as blogs and “In the News” articles. We are in our post go-live period and continue to make improvements based on feedback, tracking of user site searches and navigation to evaluate how individuals interact with our site. Thank you to the SFHSS web team and Kanopi Studios for your efforts in designing and producing a fabulous website.

**Risk Management**

SFHSS completed the Cybersecurity Maturity Assessment conducted by auditors from the Controller’s Office. The assessment stems from a mandate from the Committee on Internet Technology (COIT). SFHSS scored well above the City average.

### **VOIP - New Telephone System**

Voice Over Internet Protocol (VOIP) is computer software and hardware that enables a robust telephone system that can scale up or down depending on our needs. Currently our phone system is a standalone system. VOIP will be housed at DT's data center and all calls will route over our existing network infrastructure to our desk phones.

Currently our reporting relies on older software that limits call monitoring to call duration, speed of answer, and volume. With VOIP the reporting will be web-based and accessible to authorized users. Also, VOIP may allow for integration with Salesforce customer service management tools and allows us to record calls, monitor calls in real time, and provide for options to integrate/pull data from PeopleSoft so members can enter their Employee ID at the beginning of the call to assist with case creation.

In March we will set the installation schedule with our partners aiming for a go live as soon as April/May 2019. This is tentative and depends on hardware procurement, as well as DT, vendor, and AT&T's schedule to port our numbers to the new system. We have identified a list of numbers that will not change initially such as Member Services' line and EAP.

### **Financial Well Being**

The San Francisco Health Services System is partnering with the Office of Financial Empowerment (OFE) to reach City and County of San Francisco employees and retirees with one-on-one financial coaching to help them stabilize and improve their financial health and well-being. HSS and OFE plan to begin the Smart Money Coaching pilot this July

- The HSS 2015 Well-being Assessment of City Employees found that 42% of respondents reported being concerned about finances and 28% of those reported that this negatively impacts their productivity some or a lot of that time.
- A 2017 study published in the Journal of Consumer Research found that perceived financial well-being can influence an individual's overall well-being.
- In a May 2017 report, the Center for Financial Services Innovation (CFSI) found that workers with high financial stress are 2 times more likely to use sick time when not ill.
- CFSI research shows that investing in employees' financial health is correlated with lower levels of stress and healthcare costs.
- CFSI also found that when employees improve their financial health they demonstrate improved job satisfaction, increased productivity, higher retention rates, better utilization of their 401(k) and FSA and HSA programs, and higher retirement readiness.
- According to a 2016 study by Schwab Retirement Plan Services, Inc. 85% of respondents said they would utilize a financial wellness program if they had access to one.

OFE's Smart Money Coaching program will deliver 1:1 financial coaching to help HSS members achieve their financial goals and improve their financial wellness. HSS members will work with their Smart Money Coach to develop a personalized financial action plan by addressing topics including debt, savings, banking and credit.

## **Government Alliance for Race and Equity (GARE) 2019 Northern California Learning Cohort**

The Human Rights Commission (HRC) has selected Senior Health Program Planner Leticia Pagan to represent SFHSS in the Government Alliance for Race and Equity (GARE) 2019 Northern California Learning Cohort. SFHSS was selected from a competitive pool of 60 applications and joins 21 selected departments representing areas such as housing, transit, law enforcement, youth services, health, and environment, who have enrolled in the GARE Learning Year to address racial inequities in the City. GARE is a joint project of Race Forward and the Haas Institute for a Fair & Inclusive Society. The City and County of San Francisco is a part of GARE's national network of municipal, regional and state governments (100 cities and 30 states) working to achieve racial equity and advance opportunities for all.

Additionally, the Acting Well-Being Manager, Carrie Beshears has joined Citywide Racial Equity Working Group (CREW) to provide support to employees implementing racial equity in their departments. She will also be a part of an internal subcommittee for SFHSS to share GARE related resources to the SFHSS leadership Team.

GARE recognizes that racial inequities currently exist across all indicators for success, including education, criminal justice, jobs, housing, public infrastructure and health, regardless of intent, region of the country or size of jurisdiction. Through GARE's curriculum, participants gain tools and resources, including a Racial Equity Framework to apply in policy, practice, program and budget decisions; regional and national best practices and strategies to help institutionalize racial equity; and leadership development focused on complex, changing environments. SFHSS is committed to Racial Equity and understands that it has relevance to our department's budget, operations, administration, human resources, programming and member services delivery. We are honored to participate in the fourth annual GARE Learning Year.

### **2019 Health Service Board Elections – in process**

The Health Service Board election will take place during the month of May 2019. The Department of Elections (DOE) is conducting this election. The Board Secretary is collaborating with the City Attorney's office and the DOE. The 2019 election will include two members elected by the active and retired members of the HSS for the term from June 2019-May 2024. The official election practices began on January 11, 2019, when the nomination forms were made available for all SFHSS members to pick up from our offices or download from our website. Completed nomination forms are due back to the SFHSS offices no later than February 14, 2019 at 4:00pm. Once this piece of the election process is complete the confirmed nominees will be contacted directly. We are looking forward to having a very busy and fruitful election over the coming months.

SFHSS has created a special email address for the election, [HSB.Elections@sfgov.org](mailto:HSB.Elections@sfgov.org). This new email address allows our members to contact us at any time if they have any questions about the nomination process, the voting process, or any general questions that may arise during this election season. The Board Secretary is managing communications for the election and is coordinating with the DOE. The Operations Team is also aware of this communications plan, so if people call or walk into the office for election needs they will be directed to the Board Secretary.

### **Follow up from prior Board Meetings**

Matters brought before the Health Services Board – tracked until completed.

These matters currently include:

- SFHSS Risk Management Policy
- Relationship with Workers Compensation
- Other Postemployment Health Care Benefits (OPEB)
- CalPERS Health Policy Committee Changes Geographic Regions and possible rate development impact
- Kaiser Health and Wellness Programs
- UHC Medicare Notices
- Delta Dental SmileWay - dependent enrollment

### **Attachments:**

SFHSS Divisions Report – January 2019

OPS Report

ESA Report

Well Being Report – PY 2018

## **SFHSS DIVISION REPORTS – January 2019**

### **PERSONNEL**

- **Congratulations!** Anthony Gan has accepted the 1052 – IS Business Analyst position in the Enterprise Systems and Analytics division effective Jan 28. He has excellent technical skills combined with operational expertise. He had previously worked as an 1842 Management Assistant for the COO.
- **Congratulations!** William Kudenov has accepted the 1824 Principle Admin Analyst position in the Contracts unit of the Finance Division effective January 1. William was promoted from an 1823 Senior Admin Analyst in the same unit. He is highly experienced in contracts administration.
- 0931 Well Being Manager – recruitment underway
- 2593 Well-Being Coordinator – recruitment underway
- 9910 Interns - recruiting for next round
- 1209 - Benefits Technician - recruitment beginning
- 1823 - Senior Admin Analyst – recruitment underway
- 1813 Senior Benefits Analyst – recruitment underway, will backfill temporarily with internal candidate
- 1842 Management Assistant – recruitment underway
- 0931 Contracts Manager – recruitment underway
- 2820 Sr. Health Planner – recruitment underway

### **OPERATIONS**

- January calls increased from same time last year. High call volume is expected the first month of the new plan year.
- All customer service goals were met in January.
- Member Services along with EBS enrolled new members of the Board of Supervisors.
- Member Services participated in testing of SFHSS.org website redesign and provided helpful feedback.
- Senior Benefits Analyst Kathy Frierson held a pre-retirement educational seminar at City College with 55 attendees.

## **Enterprise Systems and Analytics**

- Year-end regulatory reporting is on track. We have completed the IRS W-2 Box 10, Box 12DD and 1099 reporting. Testing of modifications required for 1095-C reporting is underway and we are on track to release 1095s mid-January
- The website redesign is complete! The new website went live on February 7<sup>th</sup>!
- Self Service: We are proceeding with programming for new hires and qualifying events building on the success of Open enrollment. We are working closely and in concert with the Controller's office to meet aggressive timelines that do not interfere with the City's PeopleSoft systems upgrade in 2019 which will require a system code freeze for much of the year.

## **Communications**

- Prepared website launch materials and communications.
- Co-presented new website tour and orientation for Health Service Board and Plan Vendors
- Prepared 2018 Annual Report and 2019 Demographics Report

## **FINANCE DEPARTMENT**

### **Budget and Procurement**

- Began FY 2019-20 and FY 2020-21 budget development, proposed budget will be presented to the HSB on February 14, 2019
- Attended training on the Budget System

### **Finance and Accounting**

- Continued working with KPMG to finalize Financial Statements, the audit report pending information from the Controller's Office

### **Contracts**

- Fully executed dental agreement with Delta Dental of California (PPO)
- Fully executed Group Agreement with Blue Shield of California
- Fully executed Dental Agreement with Delta Dental of California (DeltaCare DHMO)
- Assisted with the Plan Year 2020 renewal letters for:
  - Best Doctors (Teladoc Health, Inc.)
  - Blue Shield of California
  - Delta Dental of California
  - Kaiser Permanente
  - The Hartford (Aetna Group Insurance)
  - UnitedHealthcare
  - Vision Service Plan

## **WELL BEING PY 2018 ANNUAL HIGHLIGHTS**

### **Employee Assistance Program**

#### **YTD 2018**

- 6,077 people served for EAP organizational and client services.
- 292 organizational services in 2018.
- 19% increase in clients served in 2018.
- 2,147 Client Hours
- 14% Increase when compared to 2017.
- 6,077 people served for EAP organizational and client services.

#### **Number of Services**

- 292 organizational services in 2018.
- 19% increase in clients served in 2018.
- 2,147 Client Hours
- 14% Increase when compared to 2017.
- 292 organizational services provided.

#### **People Served:**

- 3495 people served by organizational services.
- Clients and Hours
- 1425 counseling hours.
- 1020 total clients/month.
- 444 new clients.

#### **Problem Type:**

- 38% of clients visit EAP for work related issues.
- 27% of clients visit EAP for Family/ Marital/ Relationship reasons.
- 26% of clients visit for Psychological reasons.

## **WELL BEING PY 2018 ANNUAL HIGHLIGHTS (CONTINUED)**

### **Well-Being@Work**

- 36 Departments will receive a Well-Being@Work Award for 2018.
- 215 Well-Being Champions across 45 departments.
- 113 Spotlights were awarded to 17 individuals and 32 departments.
- *Well-Being@Work* Grants were provided to 20 departments.

### **Onsite Activities**

- 435 onsite activities in 2018
- 21% of onsite activities were provided by HSS Well-Being staff.
- 11,608 members have been served through Well-Being@Work onsite activities in 2018
- SFHSS (in partnership with the Department of Recreation and Parks) sponsored 960 group exercise classes with 11,355 visits at 28 worksites.
- The Healthy Weight Program (in partnership with Kaiser Permanente) was offered 12 times at 12 different work locations. 159 people registered with 43% attending the final session.

### **Campaigns/Challenges**

- 7,781 participants registered for the four campaigns/challenges in 2018. These included:
  - Live, Feel Be Better in 2018
  - Colorful Choices
  - Keep America Active
  - Create a RECHARGE Routine
  - Maintain, Don't Gain

### **Wellness Center**

- 8,230 visits to the Wellness Center in 2018. With 1,420 unique individuals visiting the facility throughout the year for an average of 283 unique visitor per month
- 1850 total unique individual visits in 2018
- 61% of participation comes from group exercise
- 21% of participation comes from special events



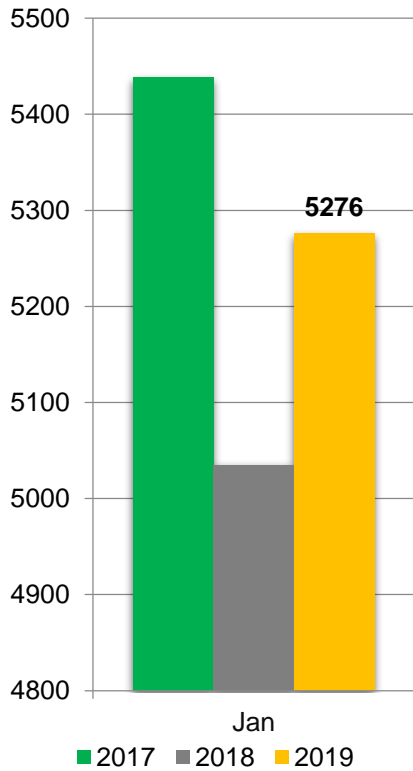
# Management Reports

Health Service Board Meeting | February 14, 2019

## Calls and Office Visits: January 2019

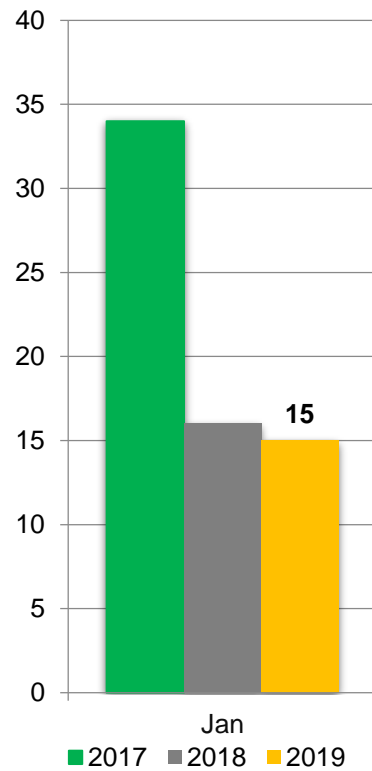
### Inbound calls:

5,276 answered calls  
(4.8% ↑ from 2018)



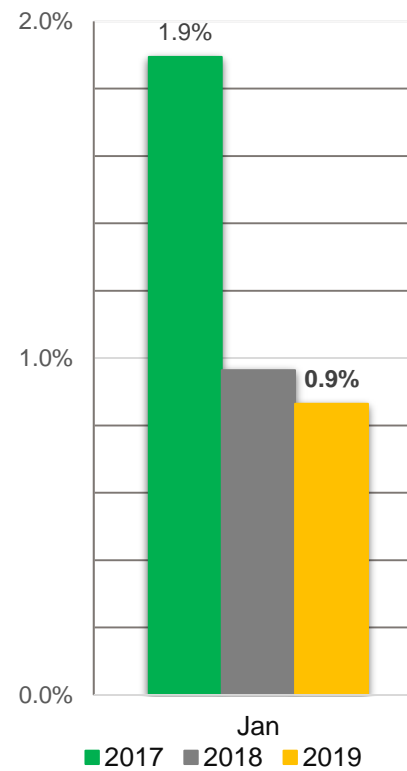
### Speed of answer:

15 seconds  
(6.3% ↓ from 2018)



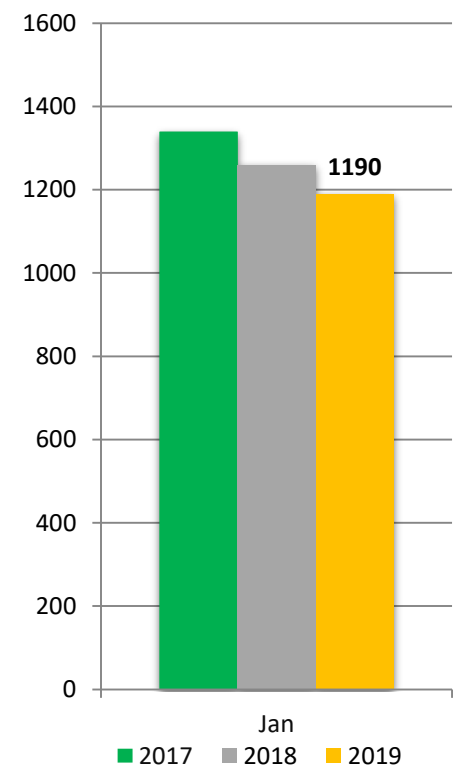
### Abandonment rate:

.09%  
(46 calls)



### In-person assistance:

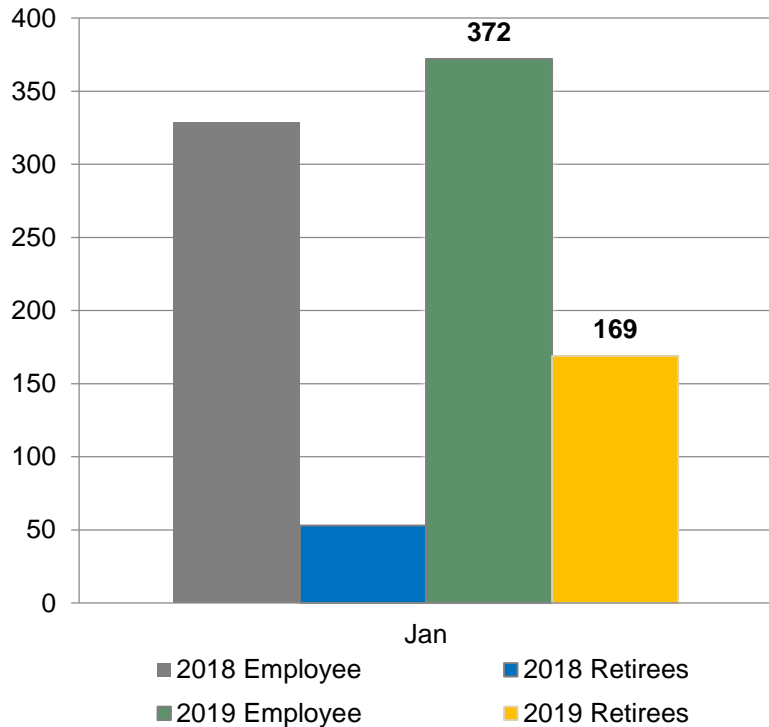
1,190 members  
(5% ↓ from 2018)



## Delinquencies & Terminations: January 2019

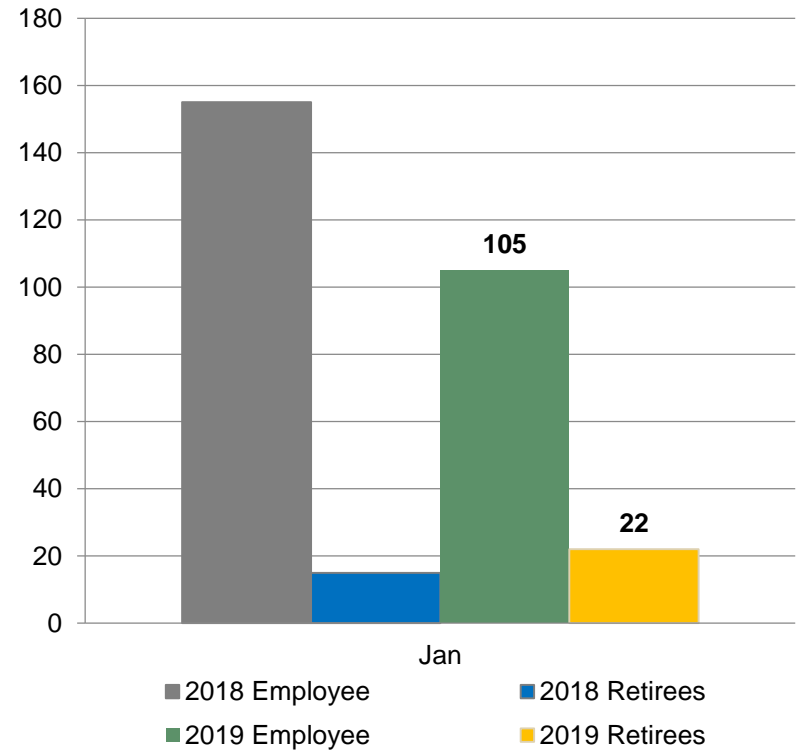
### Delinquency Notices Sent.

- Employees: 372
- Retirees: 169



### Termination Notices Sent.

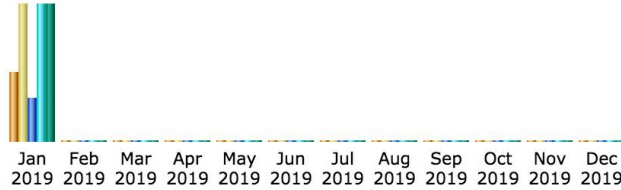
- Employees: 105
- Retirees: 22



## Web Traffic: January 2019







Unique visitors <b>13259</b>	Number of visits <b>26158</b> (1.97 visits/visitor)	Pages <b>158793</b> (6.07 Pages/Visit)	Hits <b>509512</b> (19.47 Hits/Visit)
		<b>117019</b>	<b>142165</b>


### Monthly history





Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2019	13259	26158	158793	509512	129.11 GB
Feb 2019	0	0	0	0	0
Mar 2019	0	0	0	0	0
Apr 2019	0	0	0	0	0
May 2019	0	0	0	0	0
Jun 2019	0	0	0	0	0
Jul 2019	0	0	0	0	0
Aug 2019	0	0	0	0	0
Sep 2019	0	0	0	0	0
Oct 2019	0	0	0	0	0
Nov 2019	0	0	0	0	0
Dec 2019	0	0	0	0	0
<b>Total</b>	<b>13259</b>	<b>26158</b>	<b>158793</b>	<b>509512</b>	<b>129.11 GB</b>

## Key Initiatives: January 2019

Project	Status	Key Accomplishments
Cybersecurity		<ul style="list-style-type: none"> <li>Completed Cybersecurity Maturity Assessment</li> </ul>
eBenefits		<ul style="list-style-type: none"> <li>Procurement in process for modifications to the OE experience and new implementation of the New Hire and Life Events workflows.</li> <li>Project risks due to PeopleSoft Upgrade necessitates work to complete by July 31.</li> </ul>
VOIP telephony upgrade		<ul style="list-style-type: none"> <li>Submitted Bill of Materials</li> <li>Submitted approval for hardware order and call center licenses</li> </ul>
Payment Gateway: Phase 2 recurring payments		<ul style="list-style-type: none"> <li>Drafting development requirements</li> </ul>
Web Site Redesign		<ul style="list-style-type: none"> <li>Completed User Acceptance Testing</li> <li>Go-Live 2/7/19</li> <li>Entering post go-live support / remediation</li> </ul>
Enterprise Content Management System (ECM) Business Insights		<ul style="list-style-type: none"> <li>Preparing development / test environments</li> </ul>

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

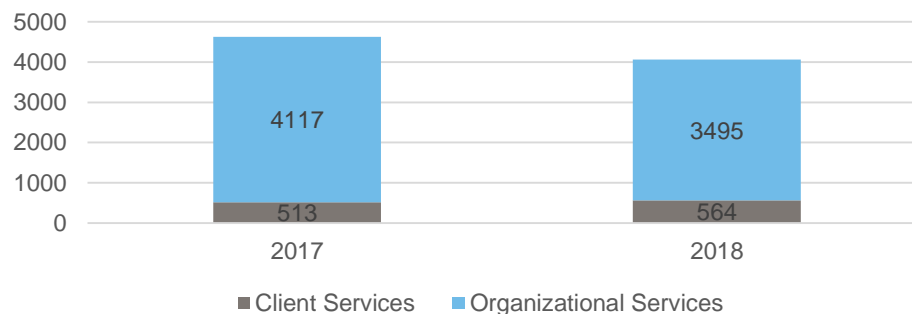
 Potential issues with schedule/budget can be saved with corrective actions

 Serious issues. Project most likely delayed or significant budget overrun

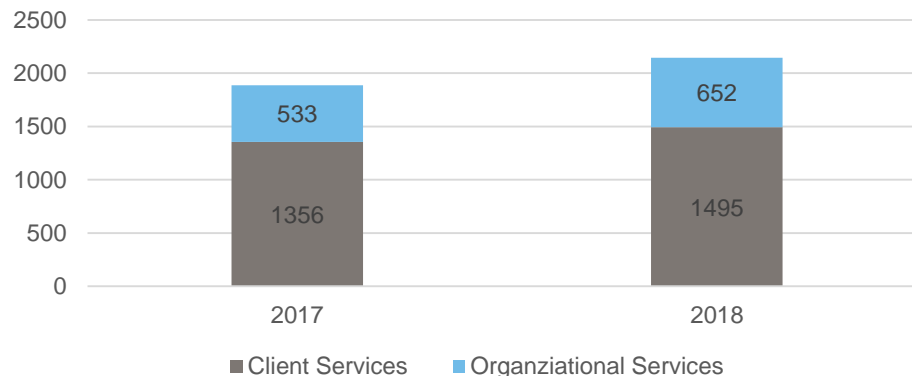
## Employee Assistance Program (EAP)

- 6,077 people served for EAP organizational and client services.
  - ✓ 292 organizational services in 2018.
  - ✓ 19% increase in clients served in 2018.
- 2,147 Client Hours
  - ✓ 14% Increase when compared to 2017.

Total EMPLOYEE CONTACTS by Year and Service Type



Total EAP Service Hours by Year and Service Type



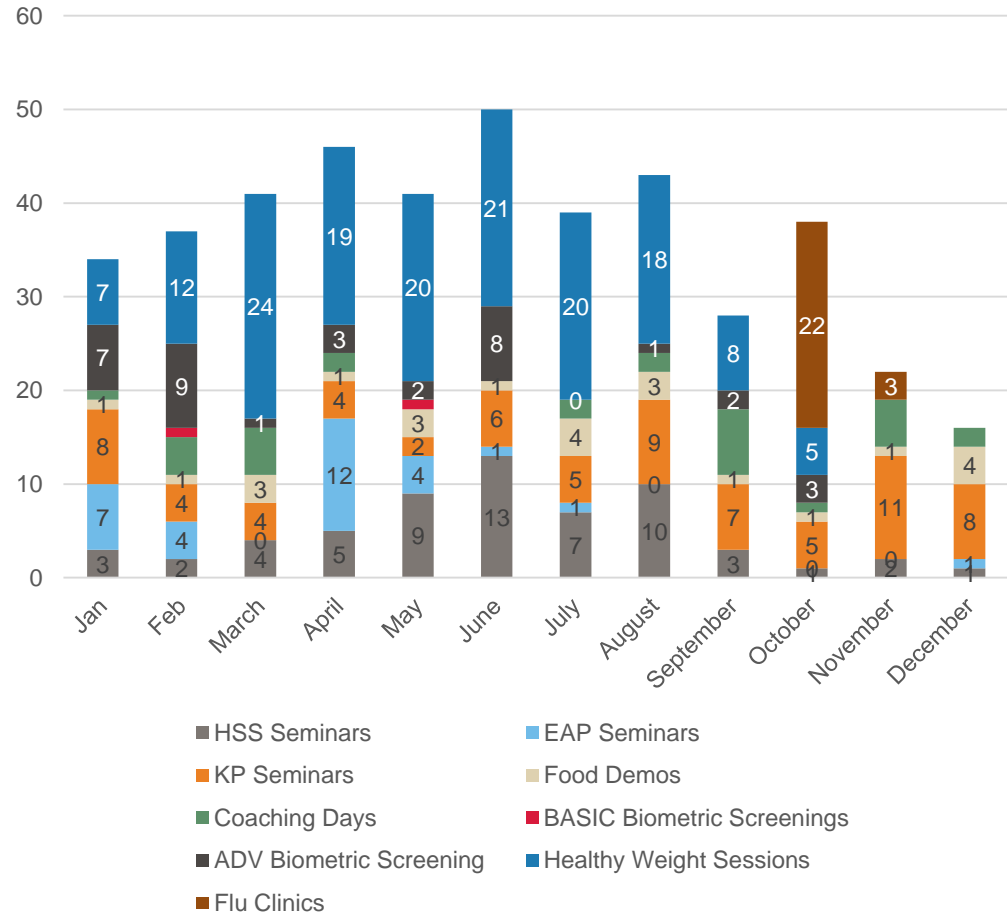
## Well-Being@Work: Onsite Activities – Seminars, Screenings, Coaching

### Number of Services

- 435 onsite activities (YTD)
- 21% of YTD onsite activities were provided by HSS Well-Being staff.

### Participation

- 11,608 members have been served through *WellBeing@Work* onsite activities in 2018.
- Highest participation was seen at flu clinics representing 39%.



## Campaigns and Challenges

A total of 6 campaigns and 4 challenges were provided in 2018:

### Campaigns:

- Live, Feel, Be Better in 2018
- Eat Better, Feel Better
- Play Your Way
- RECHARGE
- Flu
- Maintain, Don't Gain



### Challenges:

- Colorful Choices
- Keep America Active
- Create a RECHARGE Routine
- Maintain, Don't Gain



Total Participation: 7,781

**Maintain.**  
**Don't Gain**

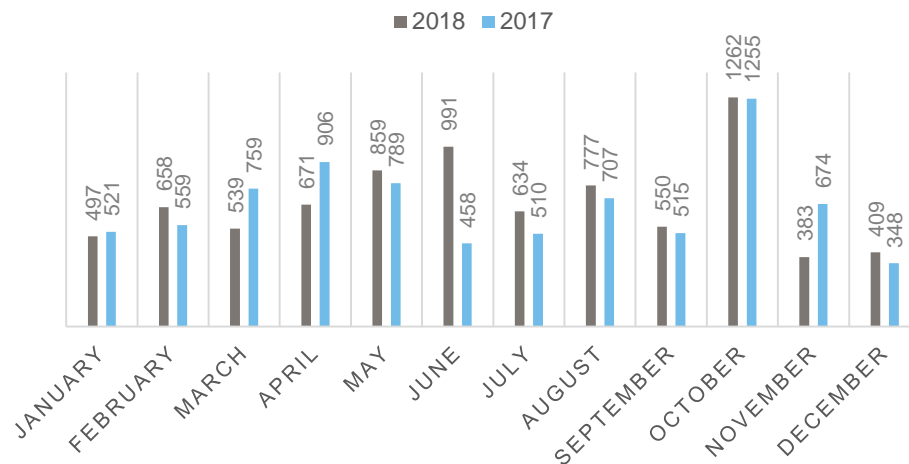


## Catherine Dodd Wellness Center

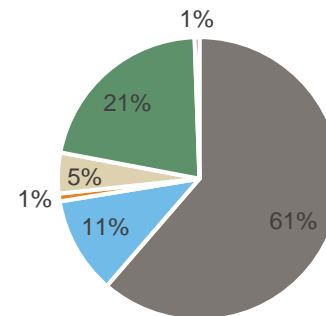
### Participation:

- 8230 total participation (3% increase from 2017).
- Averaged 686 monthly unique visits (3% increase from 2017).
- 1850 total unique visits in 2018.
- 61% of participation comes from group exercise.
- 21% of participation comes from special events.

### TOTAL PARTICIPATION



### % of Total Participation



- Group Exercise
- Open Use/Video
- Tour
- Seminars
- Special Event
- Healthy Weight