

SAN FRANCISCO
HEALTH SERVICE SYSTEM

2022 ANNUAL REPORT

sfhss.org



Mission Statement

The San Francisco Health Service System is dedicated to preserving and improving sustainable, quality health benefits and to enhancing the well-being of employees, retirees, and their families.

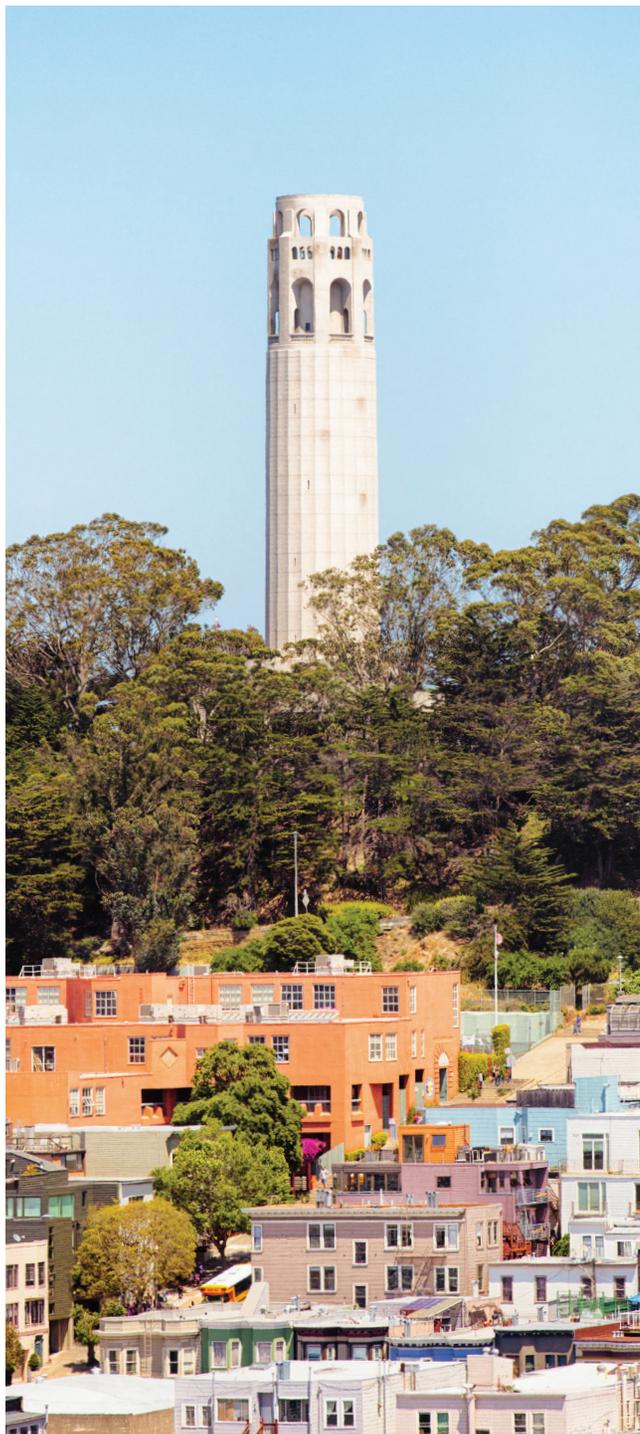


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Introduction

Strategic Plan Framework

To advance our mission, San Francisco Health Service System developed a three-year strategic plan framework and goals for 2020-2022.

Organizational Excellence encompasses the entire framework as a reflection of the internal standards and processes that motivate our staff to deliver the highest standard of member services.



Executive Director's Message



As we officially close out Plan Year 2022 with this annual report, we also have taken stock of our accomplishments through the lens of the 2020-2022 Strategic Plan. When we developed our 2020 to 2022 Strategic Goals, no one could predict a pandemic would change our lives and the health care landscape so drastically. The pandemic, however, did not change the mission of the San Francisco Health

Service System, nor the reason for our existence.

We were able to stay true to our strategic goals by shifting our resources and priorities to allow us to better maintain affordable and sustainable health care, reduce complexity and fragmentation to move towards an integrated delivery system, engage and support our members, provide choice and flexibility in our plans, and foster a culture of whole person health and well-being.

We reduced complexity while maintaining affordability for our split Medicare family plan members. We consolidated our offerings from two carriers to one by offering Exclusive Provider Organization (EPO) plans that closely aligned with the Health Maintenance Organization (HMO) plans available to our active employees.

As our staff moved towards a hybrid work model, so did our member services delivery model. We expanded our virtual consultations and presented live at New Employee Orientations. We produced a series of

on-site health fairs while maintaining a full calendar of webinars for our members. What I'm most proud of is how our Operations team took on the challenge of completing a sample population Dependent Eligibility Verification Audit completely in-house. Their learnings will help us develop a system to audit our population more efficiently.

We also expanded the first responder Employee Assistance Program (EAP) beyond Police to include the Fire and Sheriff's departments, and secured licensed clinicians who specialized in treating first responder needs to be a part of our program. Our tailored solutions are innovative for our industry in that we were able to expand access to care for those who need it the most, while containing cost through thoughtfully negotiated contracts and rates.

As we look ahead to a post-pandemic world, we have a new set of strategic goals for 2023 to 2025 to guide us on our mission. I am grateful to my leadership team and staff for their dedication and adaptability that enabled SFHSS to accomplish so much. We will continue to bring innovative solutions forward to support the health and well-being of our members.

Be well,

Abbie Yant, RN, MA

2020-22 Strategic Plan

Affordable and Sustainable

We aspire to transform health care purchasing and care delivery to provide quality, affordable and sustainable health care for our current and future members through value driven decisions, programs, designs, and services.

Reduce Complexity and Fragmentation

We believe in moving toward an integrated delivery system, focusing on primary care and prevention through targeted personalized care.

Engage and Support

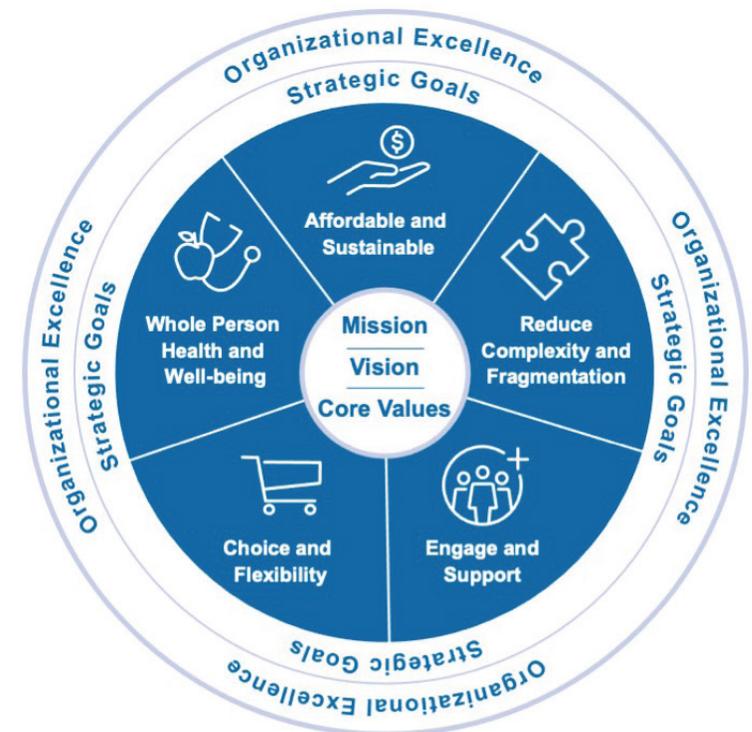
We aim to activate programs, services, and resources that address the entire cycle of health, elevating engagement, and strengthening member knowledge and confidence in accessing and using health and benefit plans.

Choice and Flexibility

We believe in offering a spectrum of designs, costs and services and collaborating with our stakeholder organizations, agencies, and departments to deliver on the whole person perspective.

Whole Person Health and Well-Being

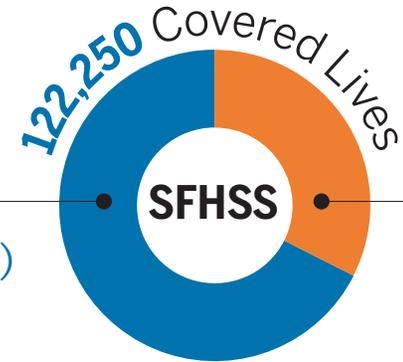
We believe an organization that values and holistically supports members and their families' lives and that fosters an environment and culture of well-being will have a happier, healthier, and more engaged population.



Who We Serve

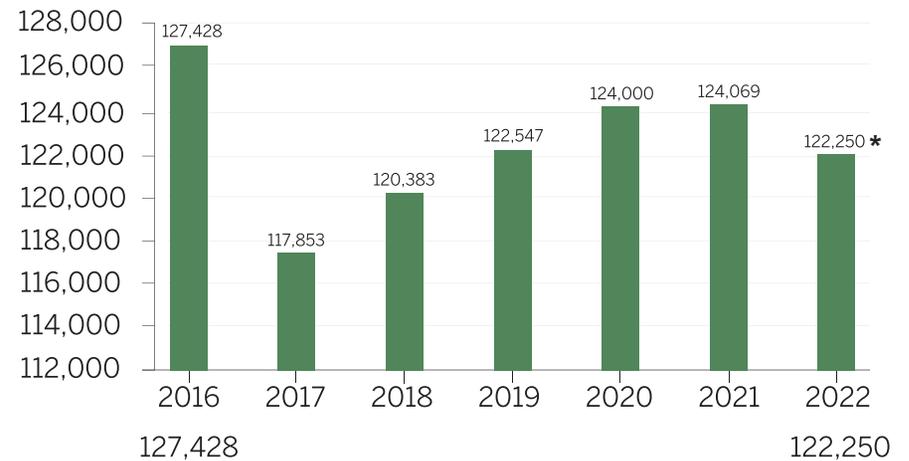


Governed by the Health Service Board, the San Francisco Health Service System designs quality health benefits for employees, retirees, and their families, works to contain premium costs, and encourages employees and retirees to maintain a healthy life.



81,532 (67%)
Active Lives

40,718 (33%)
Retiree Lives



**Drop in membership reflects employees who left City employment.*

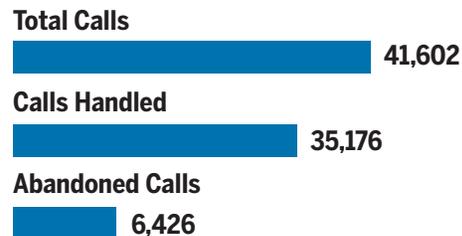
Summary of Accomplishments



2022 was a year of changes for SFHSS. We consolidated our split Medicare family plans under one administrator, UnitedHealthcare. We expanded a dedicated Employee Assistance Program to include Fire and Sheriff's departments in addition to Police. As part of our fiduciary duty to our members, we completed a Dependent Eligibility Verification Audit with a 97% success rate.

Organizational Excellence

Call Center Support in 2022



Abandonment Rate in 2022



13.7%
Abandon Rate

Average Speed of Answer in Seconds*

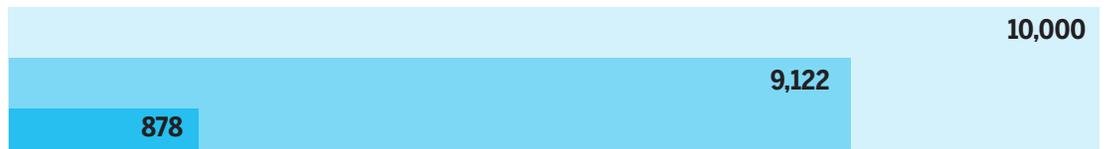


*Staffing levels and a new Webex Contact Center implementation impacted our speed to answer.

First Contact Resolution in 2022



Unique Members Who Called	10,000
6 Calls or Less	9,122
7 Calls or More	878



Presentations in 2022



11
In-Person New Hire Orientations in partnership with Department of Human Resources and Human Services Agency.

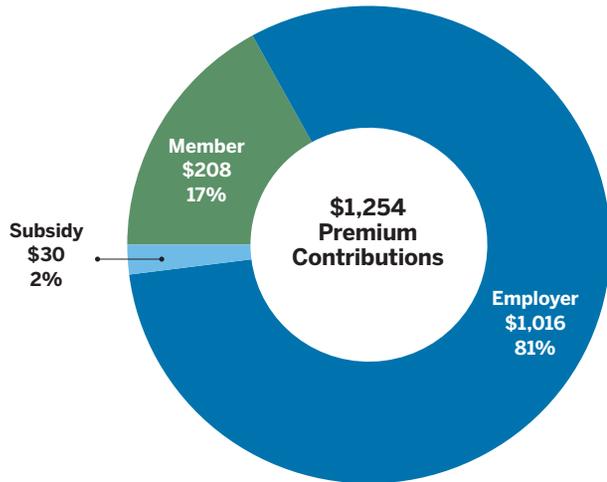


6
Virtual Pre-Retirement Seminars

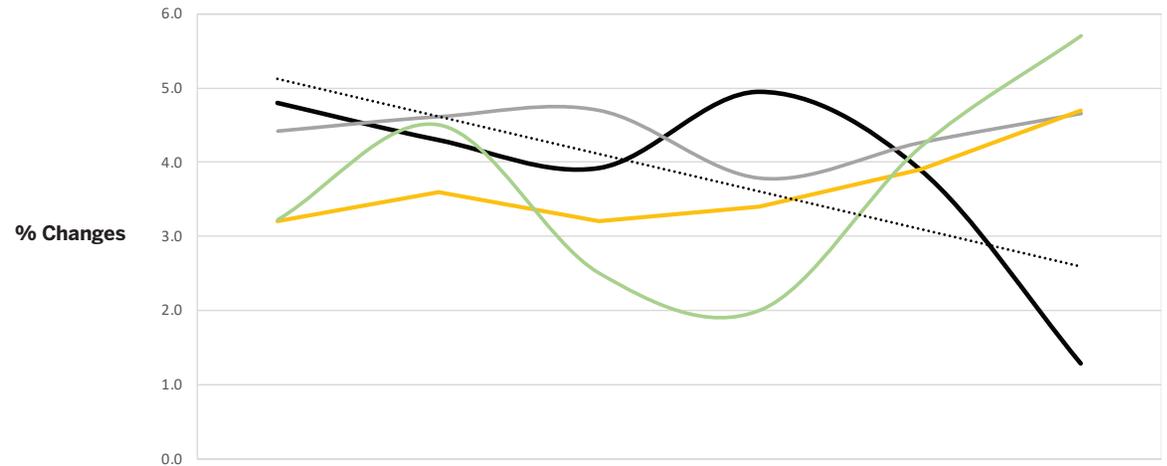
Organizational Excellence

AHEAD OF INDUSTRY BENCHMARKS

Employer and Member Premiums



SFHSS Medical Rates Trend vs Benchmarks, Calendar Year-Over-Year



	2017	2018	2019	2020	2021	2022
■ HSS Health Premium Charges	4.8	4.3	3.9	5.0	3.9	1.3
■ CA 10 County Premium Charges	4.4	4.6	4.7	3.8	4.3	4.7
■ Mercer National	3.2	3.6	3.2	3.4	3.9	4.7
■ CPI - Urban San Francisco Area*	3.2	4.5	2.5	2.0	4.2	5.7

●●● Linear (HSS Health Premium Changes)

Comparison of SFHSS Change in Medical Rates to National Average and CPI. The rising cost of healthcare has outpaced inflation in most years and affects the economy at the local, state, and national level. SFHSS oversight has resulted in lower increases than the national average and inflation for four of the last five years.

*US Bureau of Statistics

COST TRENDS

Combined Contributions (in millions)	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
	\$ 903	\$944	\$986	\$1,023	\$1,037
	+7%	+5%	+4%	+4%	+1%

Data includes total premium costs for Medical, Dental, Vision, Long-Term Disability Insurance, and Voluntary Benefits, as well as Flex Credits and Flexible Spending Accounts (FSAs).

CONTRACTS KPI - Average Number of Days from RFP Issuance



Affordable and Sustainable



The pandemic created almost two years of suppression of health benefits utilization. Our teams focused on process efficiency and providing transparent and accountable reporting, so we can prepare and manage costs in the future.



PROCESS EFFICIENCY

- **250** Operating budget payments processed to vendors totaling \$2.01M in FY 2021-2022.
- **15** days average turnaround time for payments in compliance with the City's prompt payment policy.
- **2,000** payments made from the Health Service System Trust Fund in FY 2021-2022, which included 10 Health Plan vendors, with an average turnaround time of seven days.
- **3,250** premium rate calculations performed for Open Enrollment, encompassing all employees in over 100 bargaining units.
- Implemented City-Wide online invoicing system for technology vendors in compliance with City's prompt payment policy.
- Conducted vendor audits to comply with City's updated vendor compliance requirements.

ACCOUNTABILITY

- Completed fiscal year 2021-2022 with a clean opinion from MGO finding no deficiencies in internal controls during annual external audit.



\$1,054.69M

Benefits premiums paid in 2021-2022.



47

Purchase orders generated.



57

Contracts with 40 vendors administered.



8

Competitive bids (Request for Proposals) completed.

- Delivered audit data for key Governmental Accounting Standards Board audits to all four employers as well as delivered other regulatory reports.

DEPENDENT VERIFICATION AUDIT

634 Total Audited Population:

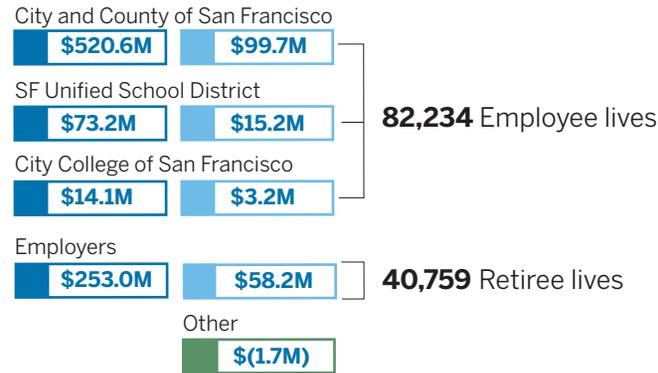
- **97%** Successful audit completion.
- **3%** Ineligible dependents identified and removed from coverage.



Affordable and Sustainable

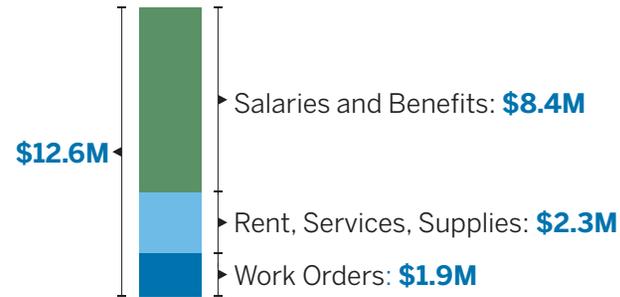
FUNDING AND GOVERNANCE

Trust Fund Contributions FY 21-22



- Employer Contributions
- Employee/Retiree Member Contributions
- Performance Guarantees, Federal Reimbursements, Interest

Administrative Budget FY 21-22



38 Plans from 10 Vendors

Medical: **11** HMO; **7** PPO
 Dental: **3** HMO; **2** PPO
 Vision: **2**
 FSA: **2**
 Group Life Insurance: **5**
 Long-Term Disability Insurance: **5**
 COBRA: **1**

Health Premium Costs by Vendor FY 21-22

Medical Total Spend

Kaiser Permanente HMO: **\$472.9M**
 Blue Shield of CA HMOs: **\$346.2M**
 Blue Shield and UnitedHealthcare PPO: **\$133.9M**
 Health Net CanopyCare HMO: **\$1.0M**

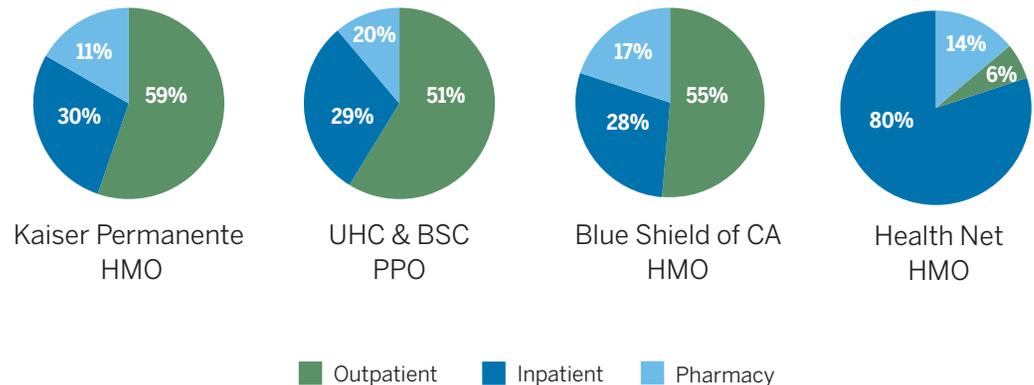
Dental and Vision Total Spend

Delta Dental PPO: **\$61.3M**
 UHC Dental DHMO: **\$4M**
 VSP Vision Service Plans: **\$9.3M**

Other

P&A Group (FSA): **\$15.0M**
 AETNA Long-Term Disability Insurance (LTD): **\$6.5M**
 AETNA Group Life Insurance: **\$1.6M**
 Workterra (Flex Credits): **\$4.0M**

Non-Medicare Spend by Category



Reduce Complexity and Fragmentation



Closing gaps to care, streamlining services and expanding in-network access to care for our membership continues to be a top priority for SFHSS.



STREAMLINE PLAN ADMINISTRATION

- For plan year 2022, SFHSS eliminated the fragmented medical plans for split-Medicare families. Instead of splitting these families between two carriers, they now have all plan options with UnitedHealthCare. This change reduced complexity and assured a consolidated experience for our members.
- Established a consolidated standard measurement set in partnership with active and early retiree medical plans in alignment with SFHSS Strategic Plan mission and goals, and the Professional Business Group on Health (PBGH) and Integrated Healthcare Association (IHA) quality and outcome-based metrics. Incorporated measurement and quality improvement targets into plan year 2024 renewal process and health plan agreement performance guarantees.

EXPANDED ACCESS TO CARE

- Developed and executed benefit exceptions and in-network agreements for mental health and substance use disorder benefit and access to International Association of Firefighters (IAFF) Center of Excellence for first responders enrolled in health plans through SFHSS.
- All health plans now provide data to Delta Dental to regarding who qualifies for the included additional cleanings provided under the SmileWay program. Members who qualify are now automatically enrolled in this benefit.
- Collaborated with health plans to promote digital solutions for mental health, chronic conditions, lifestyle and physical fitness to enable members to care for their health remotely.
- **20.9%** of all provider services were accessed virtually.
- **58.5%** of mental health services were accessed by members virtually.

Engage and Support



SFHSS had a plan to increase self-service options for our members, but the pandemic expedited the need to expand self-service options ahead of schedule.



HELPING MEMBERS

Call Center Metrics



Average Number of Calls Handled Per Staff

	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Total # of Staff	24	23	22	22	22	21	20	19	18	17	13	13
Avg. # of Calls Per Staff Member	197	166	196	182	115	166	154	178	186	491	273	237

Call Drivers

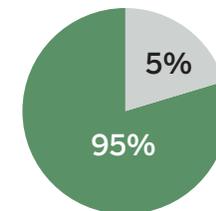
Eligibility or Enrollment	12,268
Retirement or Medicare	8,474
Benefits	5,193
Payments/Refunds/Deduction	4,494
Open Enrollment	4,003
General Information	2,202
Demographic Changes	1,665
DEVA	680

Consultations Conducted

- **259** New Hire
- **333** Qualified Life Event
- **1,485** Retirement
- **129 eBenefits** Enrollment Support (Open Enrollment)

eBenefits Adoption Rate: Open Enrollment Submissions Using eBenefits

Retirement or Medicare	95%
Benefits	5%
Total	100%





BENEFITS EDUCATION

- Mailed **685** postcards and emailed **547** impacted members to educate them on the split Medicare family transition from Blue Shield HMO plans to UnitedHealthcare EPO plans.
- Hosted **17** live vendor-led Open Enrollment webinars in October with Q&A sessions.
- Designed **5** Open Enrollment booklets, **22** customized letters, and targeted inserts for **75,962** mailed member packets.

MEMBER ENGAGEMENT WITH SFHSS

↑ 13.8%

Increase in users on sfhss.org website from 158,442 in 2021 to 180,318 in 2022.

↑ 93%

Increase in enrolled lives for the newer Health Net CanopyCare HMO plan from 387 in 2021 to 747 in 2022.

↑ 21%

Increase in total number of page views (772,236) on sfhss.org from 639,697 pageviews in 2021.

1,117

Members Scheduled to one-on-one consultations with our Health Plans and Voluntary Benefits administrator to learn about benefits.

MEMBER ENGAGEMENT WITH HEALTH PLANS

- **89%** of members used their Medical benefit in 2022.
- **62.7%** of members used the prescription benefit in 2022.





Engage and Support

SELF-SERVICE ADOPTION

eBenefits provides members with online access to their health benefits in a secure, fast, and convenient way. While we have been extremely successful at growing eBenefits adoption, we plan to expand self-service options to address member issues.

- Implemented modifications to **eBenefits** to improve user experience.
- Provided Help Desk support for Retiree password resets and conducted internal trainings on access and use of **eBenefits**.
- Ensured a safe self-service online experience by achieving a High Maturity Rating in City Cybersecurity Maturity Assessment (highest level) indicating information security processes are constantly being improved and monitored to serve SFHSS' cybersecurity needs.

 **11.7%**

Increase in **eBenefits** utilization from 10,539 in 2021 to 11,773 in 2022.

 **35%**

Decrease in paper application enrollments from 1,012 in 2021 to 661 in 2022.

 **22%**

Decrease in calls to Member Services during Open Enrollment from 9,948 in 2021 to 7,381 in 2022.

75,962

Total member population (42,184 Actives and 33,778 Retirees) with access to **eBenefits** during Open Enrollment.

 **95%**

In 2022, SFHSS received 12,434 Open Enrollment submissions, of which 95% were via **eBenefits** (an increase from the previous of 11,551 Open Enrollment submissions, of which 91% were submitted via **eBenefits**).

Choice and Flexibility



We always strive to strike a balance between offering comprehensive options that are also affordable for our members. Our split Medicare family plans had previously required two carriers to administer the benefit. We were able consolidate the options under UnitedHealthcare by adding two new Exclusive Provider Organization (EPO) plans that closely mirror our Health Maintenance Organization (HMO) plan designs.



MEDICAL PLAN ENROLLMENT

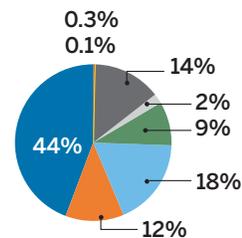
Medical Plans

Employee Lives—Medical	2021	2022	Change
Kaiser Permanente HMO	51,324	49,898	-3%
Blue Shield Access+ HMO	20,527	19,915	-3%
Blue Shield Trio HMO	10,164	9,707	-4%
UHC PPO/BSC PPO-Accolade	1,766	1,696	-4%
Health Net Canopy Care HMO	-	315	New
UHC Medicare Adv. PPO	<26	<26	-
UHC Companion Plan PPO	-	<26	-
Total Employee Lives	83,781	81,531	-3%

Retirees Lives—Medical	2021	2022	Change
UHC Medicare Adv. PPO	17,069	17,432	2%
KP Senior Advantage HMO	14,544	15,452	6%
Kaiser Permanente HMO	3,848	3,812	-1%
Blue Shield Access+ HMO	2,292	2,294	<1%
Blue Shield Trio HMO	1,435	1,366	-5%
Health Net CanopyCare HMO	-	<26	New
UHC PPO/BSC PPO-Accolade	1,077	1,102	2%
UHC Companion Plan PPO	-	105	New
Total Retiree Lives	40,265	41,563	3%
Total Lives	124,069	122,250	-1%

Total Enrolled Lives by Medical Plan

Kaiser Permanente HMO	53,680	44%
KP Sr. Advantage HMO	14,627	12%
Blue Shield Access+ HMO	22,209	18%
UHC Medicare Adv. PPO	17,427	14%
Blue Shield Trio HMO	11,073	9%
UHC PPO (City Plan)	2,798	2%
Health Net CanopyCare HMO	322	0.3%
UHC Companion Plan PPO	114	0.1%
Total	122,250	100%

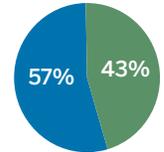


122,250

Member and dependent lives including Actives and Retirees covered on the SFHSS medical plans.

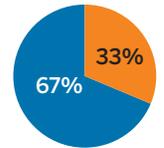
Total Enrolled Lives Member vs. Dependent

Member	70,225	57%
Dependent	52,025	43%
Total	122,250	100%



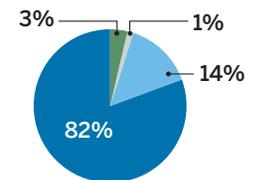
Total Enrolled Lives Active vs. Retiree

Active	81,532	67%
Retiree	40,718	33%
Total	122,250	100%



Total Enrolled Lives by Employer

CCSF	100,101	82%
SFUSD	16,955	14%
CCD	3,815	3%
CRT	1,379	1%
Total	122,250	100%





DENTAL PLAN ENROLLMENT

Dental Plans

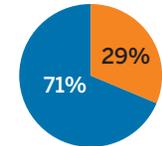
EMPLOYEES			
City and County of SF Employee Lives by Dental Plan	2021	2022	Change
Delta Dental PPO	70,487	69,297	-2%
DeltaCare USA DHMO	1,295	1,267	-2%
UHC Dental DHMO	895	950	6%
Total Lives	72,677	71,514	-2%
Superior Court of SF Employees Lives by Dental Plan			
City and County of SF Employee Lives by Dental Plan	2021	2022	Change
Delta Dental PPO	814	803	-1%
DeltaCare USA DHMO	<26	<26	0
UHC Dental DHMO	<26	<26	0
Total Lives	814	803	-1%
RETIREEES			
Retirees Lives by Dental Plans	2021	2022	Change
Delta Dental PPO	31,175	27,332	-12%
DeltaCare USA DHMO	1,274	1,046	-18%
UHC Dental DHMO	1,099	855	-22%
Total Lives	33,548	29,233	-13%

101,576

Member and dependent lives were covered on SFHSS dental plans in 2022.

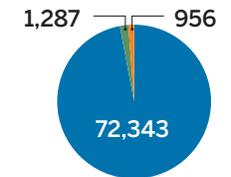
Dental Plans: Total Enrolled Lives Active vs. Retiree

Active	72,343	71%
Retiree	29,233	29%
Total	101,576	100%



Employee Enrolled Lives By Dental Plan

Delta Dental PPO	70,100
DeltaCare USA DHMO	1,287
UHC Dental DHMO	956
Total	72,343



Retirees who do not have employer subsidized dental insurance have been waiving coverage at a rate of 13%.

SFHSS is working with our dental plan partners to understand how to better serve the needs of our members.



VOLUNTARY BENEFITS AND FSA ENROLLMENT

Voluntary Benefits Enrollment

	2022
Manhattan Life Short-Term Disability Insurance	978
The Hartford Supplemental-Term Life Insurance	3,994
LegalShield	1,020
Allstate ID Protection (formally LifeLock)	531
Pets Best Insurance	729
CHUBB LifeTime Term with LTC Rider	54
MetLife Critical Illness Insurance (formerly VOYA)	3,219
Total	10,525

Voluntary benefits offered by SFHSS to City and County of San Francisco and Superior Court of San Francisco employees provide quality coverage at group discounted rates. Premiums for voluntary benefits are 100% paid for by the employee through automatic paycheck deductions.

Not unique enrollment. Members may have enrolled in multiple benefits.

Flexible Spending Account (FSAs) Enrollment

	2021	2022	Change
Healthcare FSA	6,005	6,628	9%
Dependent Care Assistance FSA	893	1,292	45%
Total	6,898	7,920	15%

A Flexible Spending Account (FSA) is a tax-favored benefit that allows City and County of San Francisco employees to pay for certain dependent care assistance and healthcare expenses pre-tax. SFHSS members are required to renew their FSA enrollment elections on an annual basis.

Whole Person Health and Well-Being



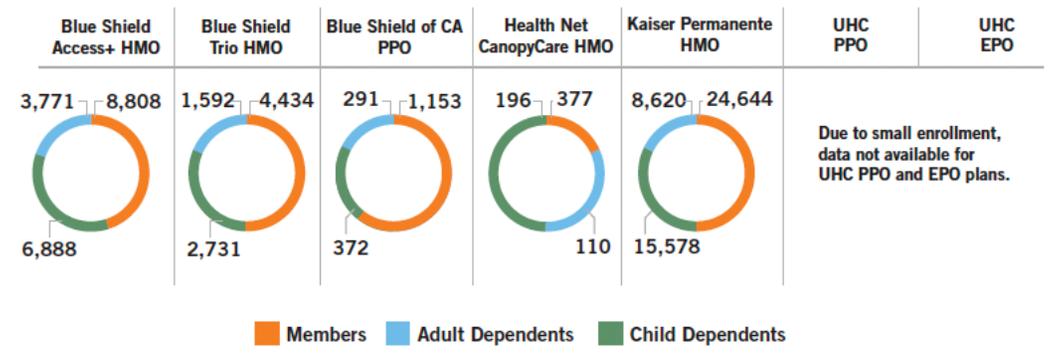
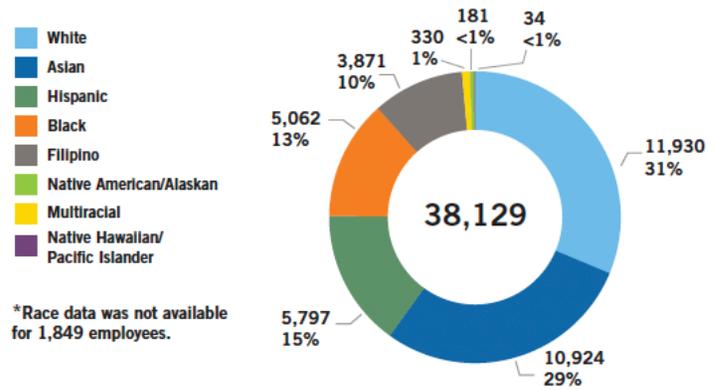
Coming out of the pandemic, SFHSS focused on expanding mental health services for our members and developing dedicated resources for First Responders who have been working on the frontlines ensuring the safety of our community.



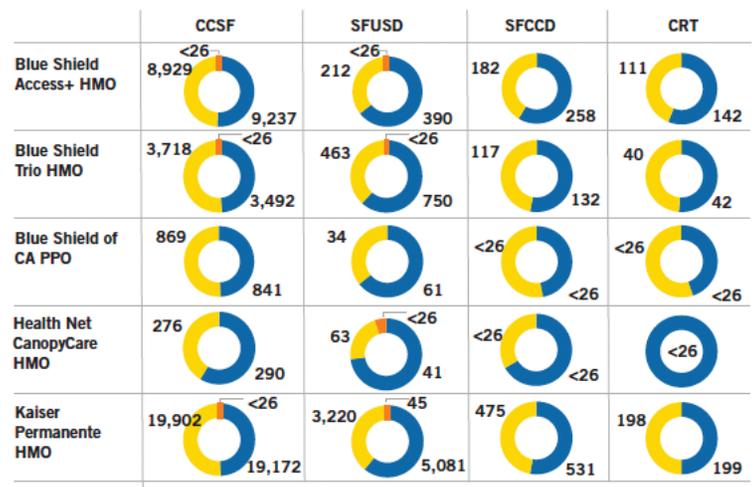
Whole Person Health and Well-Being

Employee Members and Dependents – Dashboard Visual by Race/Ethnicity, Members vs. Dependents, and Average Age

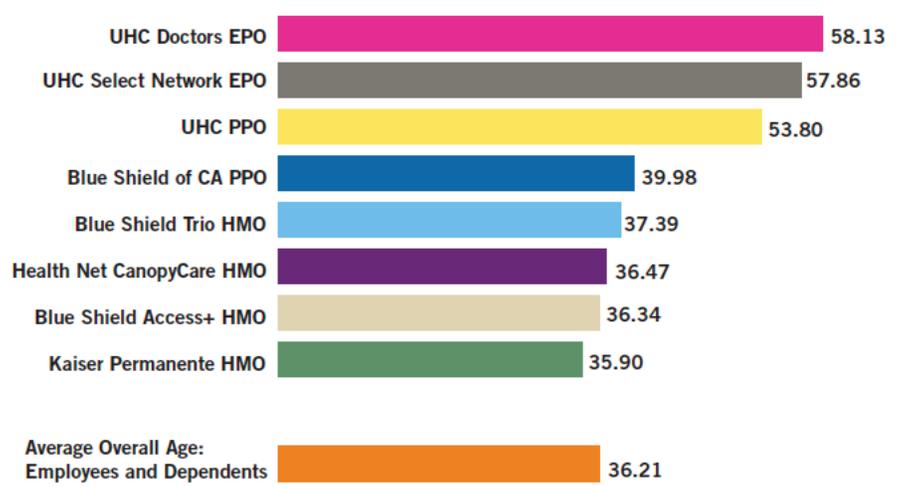
Employees by Race/Ethnicity* Medical Enrollment: Employees vs. Dependents



Medical Enrollment by Gender: Employees and Dependents



Average Age by Medical Plan: Employees and Dependents





WELL-BEING

- **45%** increase in Well-Being activities totaling **313** programs, and events.
- **4** campaigns implemented to support member health and well-being including Live Feel Be Better, Healthy Holidays, Flu Prevention and Suicide Prevention.
- **4** Well-Being Key Player trainings completed including Well-Being@Work Overview, Recognizing Signs of Burnout, Motivating Change in Others, and Health Literacy.
- Executed a Request for Information for a Retiree well-being program.
- Hosted first ever SFHSS Mental Health Forum where we brought together 50 leaders and experts including health plan partners, providers, mental health experts, department representatives and members to identify current mental services available and gaps in services.

FLU PREVENTION

- **26** Flu Clinics with 2 clinics offering the bi-valent Covid booster vaccines, yielding in a 9% increase in vaccination with **2,309** flu vaccines and **52** COVID booster vaccines administered at SFHSS sponsored work site clinics.
- **10** in-person health and benefit fairs to support members during Open Enrollment.

MENTAL HEALTH INTERVENTION

- **4,451** Calls to EAP representing a **26%** increase from prior year.
- **962** Cases resulted out of EAP calls representing a **3%** increase from prior year.
- **653** views for PSA video on Mental Health Awareness Month featuring Mayor London Breed.
- **28** participants on average per session for our sponsored 10-week Working While Black Healing Circle cohorts.

FIRST RESPONDERS SUPPORT

- Supported CCSF First Responders with dedicated EAP and resource web pages for SFFD, SFPD, SFSO, and Wellness Fair for United Fire Services Women's group.
- **4** health screenings supported San Francisco Fire Department cancer screening events.

Financial Statement





STATEMENTS OF NET POSITION AVAILABLE FOR HEALTH BENEFITS

June 30, 2021 and 2022

	2021	2022
Assets:		
Cash and investments held with City and County Treasurer	\$137,038,017	\$119,173,140
Contributions Receivable from:		
Employer	21,657,271	21,379,614
Employees	4,564,445	4,701,877
Interest Receivable	90,312	137,285
Other assets	2,868,884	3,876,427
Total assets	\$166,218,929	\$149,368,353
Liabilities:		
Reserves for Claims – Medical, Prescription Drugs and Dental	28,108,140	32,604,739
Health Maintenance Organization, Dental, and Disability Premiums Payable	9,010,428	6,142,708
Unearned Contributions	3,198,854	3,805,264
Total Liabilities	40,317,422	42,552,711
Net assets available for health benefits	\$125,901,507	\$106,715,642

To see the accompanying notes, which are an integral part of these financial statements, please visit:

<https://sfhss.org/resource/november-10-2022-mgo-audit-report-ccsf-health-service-system-fy-2021-2022>

STATEMENTS OF CHANGES IN NET POSITION AVAILABLE FOR HEALTH BENEFITS

June 30, 2021 and 2022

	2021	2022
Additions:		
Employee and Retiree Contributions	\$169,194,818	\$176,214,171
Employer Contributions for:		
Active Employees	604,229,864	607,990,137
Retired Employees	249,535,071	253,003,608
Total contributions	\$1,022,959,753	\$1,037,207,916
Plan Providers penalties and forfeitures	319,270	1,030,403
Investment earnings:		
Net increase (decrease) in Fair Value of Investments	(891,065)	(3,614,512)
Interest income	1,039,179	877,994
Total investment earnings	\$148,114	(\$2,736,518)
Total additions	\$1,023,427,137	\$1,035,501,801
Deductions:		
City Health Plan Health Benefits	126,475,828	133,857,182
Health Maintenance Organization Health Benefits	788,827,757	822,743,736
Vision Benefits	8,934,779	9,269,705
Dental Benefits	64,728,348	61,708,113
Disability and Flexible Benefits	24,673,175	27,108,930
Total deductions	\$1,013,639,887	\$1,054,687,666
Change in net assets available for health benefits	\$9,787,250	(\$19,185,865)
Net position:		
Beginning of year	116,114,257	125,907,507
End of year	\$125,901,507	\$106,715,642

Health Service Board Message



President's Statement on Behalf of the Health Service System Board

The San Francisco Health Service System Board (Board) is dedicated to making high quality and affordable medical, dental and vision care available to SFHSS Members and administering the Trust in accordance with the City Charter and solely for the benefit of SFHSS Members. The Mission, Vision, and Core Values of the HSS Strategic Plan have framed our efforts for the results and accomplishments defined in this Annual Report. In addition to Department Executive Leadership changes, this year has been particularly challenging to HSS Operations in meeting our high standards of client service. On behalf of the HSS Board, I wish to commend HSS leadership and administrative staff under the outstanding leadership of Executive Director Abbie Yant for their continued commitment and unswerving dedication to providing quality service to HSS members in these extraordinary times. The Board renews its commitment to be active in the implementation, assessment, communication and evaluation of the Health Service System Strategic Plan for the years 2023–2025 and beyond, as we seek to better serve our members through responsible stewardship of the benefit administration process.

Randolph R. Scott, President

Mary Hao, Vice President
Karen Breslin, Elected Commissioner
Chris Canning, Elected Commissioner
Connie Chan, Past Member, Board of Supervisors Appointee
Stephen Follansabee, MD, Mayoral Appointee
Claire Zvanski, Elected Commissioner

Health Service Board Commissioners



Randolph Scott
President
City Controller Appointee
Current Term: May 2020–May 2025

Chief Human Resources Officer
Institute on Aging



Mary Hao
Vice President
Mayoral Appointee
Current Term: May 2019–May 2024

Deputy Chief People Officer, Los Angeles County
Metropolitan Transportation Authority



Karen Breslin
Elected Commissioner
Current Term: May 2019–May 2024

Retired Adult Probation Officer
City and County of San Francisco



Chris Canning
Elected Commissioner
Current Term: May 2019–May 2024

SFPD Captain
San Francisco Police Department



Connie Chan
Past Member
Board of Supervisors Appointee
Term: May 2021–May 2022

District 1 Supervisor
San Francisco Board of Supervisors



Stephen Follansbee, MD
Mayoral Appointee
Current Term: May 2020–May 2025

Retired Physician



Claire Zvanski
Elected Commissioner
Current Term: May 2020–May 2025

Retired
Municipal Transportation Authority
City and County of San Francisco

SFHSS Executive Team



Abbie Yant, RN, MA
Executive Director



Rey Guillen
Chief Operating Officer



Holly Lopez
Health Service Board
Executive Secretary



Iftikhar Hussain
Chief Finance Officer

SAN FRANCISCO
HEALTH SERVICE SYSTEM

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