

**DATE:** April 14, 2022

**TO:** Dr. Stephen Follansbee, President, Members of the Health Service Board

**FROM:** Abbie Yant, RN, MA Executive Director SFHSS

**RE:** SFHSS Divisional Report April

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**SAN FRANCISCO HEALTH SERVICE SYSTEM  
DIVISION REPORTS: April 2022**

**PERSONNEL**

**Welcome:**

- 1824 Principal Administrative Analyst (Contracts): Patrick Chang started on 3/21/22
- 0953 Chief Operations Officer: Rey Guillen starting 4/18/22

**Recruitments:**

- 2595 Senior Employee Assistance Counselor
- 2593 Health Program Coordinator III
- 1404 Clerk
- 1632 Senior Account Clerk
- 1210 Benefit Analyst
- 1209 Benefits Technician

**OPERATIONS**

- We've seen a significant increase in bookings consultations. For March, we had 129 appointments with 5—QLE, 13—NH, 111—Retirement Consultations. This number has almost doubled since last year's monthly counts.
- Member Services in partnership with our Communications and Well-being teams and DHR are participating in the City's New Employee Orientations monthly.
- Member Services in partnership with our Communications team are hosting Pre-Retiree Webinars during retirement season, with the first webinar attendance of 311
- Starting the recruitment process to fill 2-PCS 1210 positions and 4-PCS 1209 positions.
- DEVA process is under development with the Go-Live date slated for 5/10.

**ENTERPRISE SYSTEMS AND ANALYTICS (ESA) (see attached slide)**

- The enhanced Cisco Webex Contact Center Solution goes live on April 27<sup>th</sup>. This upgrade adds more features to the phone system such as improved call routing, call recording, and future state additional channels of communication such as chat
- Key personnel attended a Continuity of Operations desktop exercise on March 28<sup>th</sup>. The scenario utilized involved a cybersecurity incident.
- The team continues to work on a variety of system requirements to support a dependent eligibility verification audit:
  - Salesforce is 80% configured and tested
  - Enterprise Content Management System fully configured and tested in the development environment
  - Development by Intrasee on the eBenefits layer is in flight

## **COMMUNICATIONS**

- Developed and launched New Retiree Benefits Webinar in partnership with Member Services. 311 members participated in our first webinar. Due to high demand, we will continue monthly webinars during the Retiree season and make updates to our presentation to help members prepare for their retirement with health benefits.
- Finalized 2021 Annual Report for SFHSS
- Developed a new process to onboard New Employees to SFHSS benefits. Collaborated with Member Services and Department of Human Resources to participate in all future New Employee Orientations and have Department Personnel Officers (DPOs) distribute our instructional one-page flyer to all new hires.
- Finalized series of letters for the Dependent Eligibility Verification Audit (DEVA).
- Developed webpage to support DEVA
- SFHSS.org received 57,133 pageviews in March.
- Get Ready to Retire with Benefits Webinar email received 1,402 clicks.
- Top stories in March eNews include Reimbursements for At-Home COVID-19 Test kits, 8 Signs It's Time for an Eye Exam, and Executive Director's Message
- Top Stories in Better Every Day newsletter include Relationship Between Diet and Mental Health, Eating Healthier, and Improving Self-Love

## **FINANCE AND BUDGET**

### **Budget**

- Provided additional information for HSS budget requests to the Mayor's office. The requests included enhancements to the EAP services for first responders and funding to move positions from the Trust into the General Fund.

### **Audit**

- Started work on the preliminary phase of the external annual audit.

### **Rates and Benefits**

- Reviewed and discussed claims history and projections with health plans. This information is used for setting rates for the 2023 plan year.
- Started planning process for building system tables to load the 2023 rates into ERM (PeopleSoft) system

## **CONTRACTS**

- Executed 2022-2023 Delta Dental DeltaCare DMO Agreement.
- Executed 2022 Delta Dental PPO Agreement.
- Executed Sixth Amendment to the agreement with IBM for new data feeds.
- Executed 2022 business associate agreement with Total Compensation in collaboration with the Community College District.
- Released the RFP for Health Benefits, Open Enrollment, and Dependent Eligibility Verification Audit Print and Mail Communications.
- Analysis of Blue Shield of California PPO formulary enhancements.
- Filed Class Action Claim for Restasis, on behalf of the SFHSS

## **WELL-BEING (see attached slides)**

- Provided well-being activities for an in-person DPH Retreat for 80 employees that service the Tom Waddell Clinic in the Tenderloin
- 66% increase in call volume to EAP from February to March
- Peaked at the highest number of cases a month based on total calls in February with 45% of all calls becoming a case (2021 monthly average = 28%)

- Launched a First Responder Resource webpage to provide easy access to well-being and mental health services

**Attachments:**

1. ESA Slides
2. Well-Being Slides