

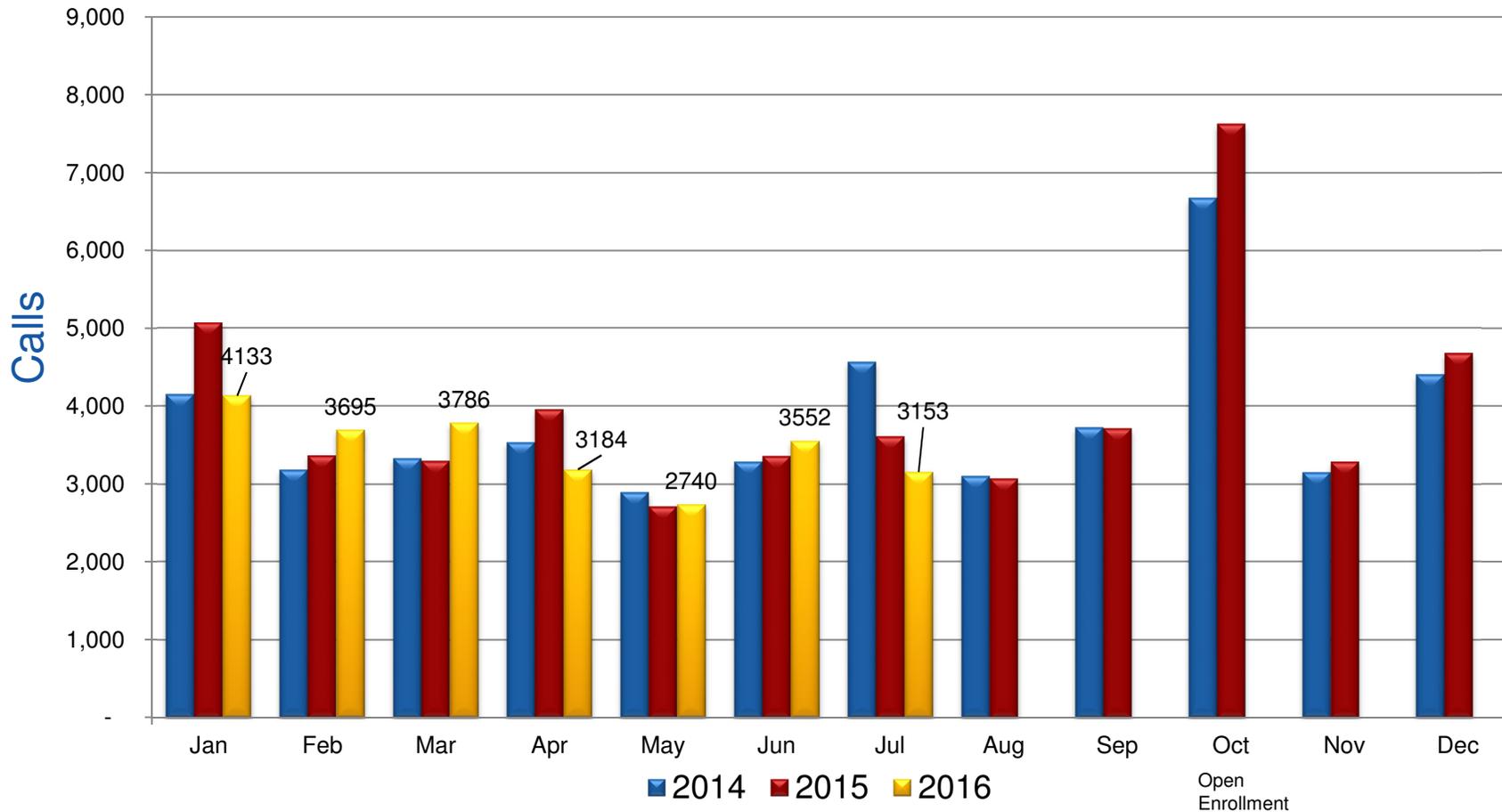
Calls and Office Visits: June 2016

- Calls and In-person Assistance total:
 - Inbound calls: 3,552 answered calls (5.7% ↑ from 2015)
 - Speed of answer: 31 seconds (244.4% ↑ from 2015)
 - Abandonment rate: 2.1% (77 Calls)
 - In-person assistance: 1,303 members (6% ↓ from 2015)

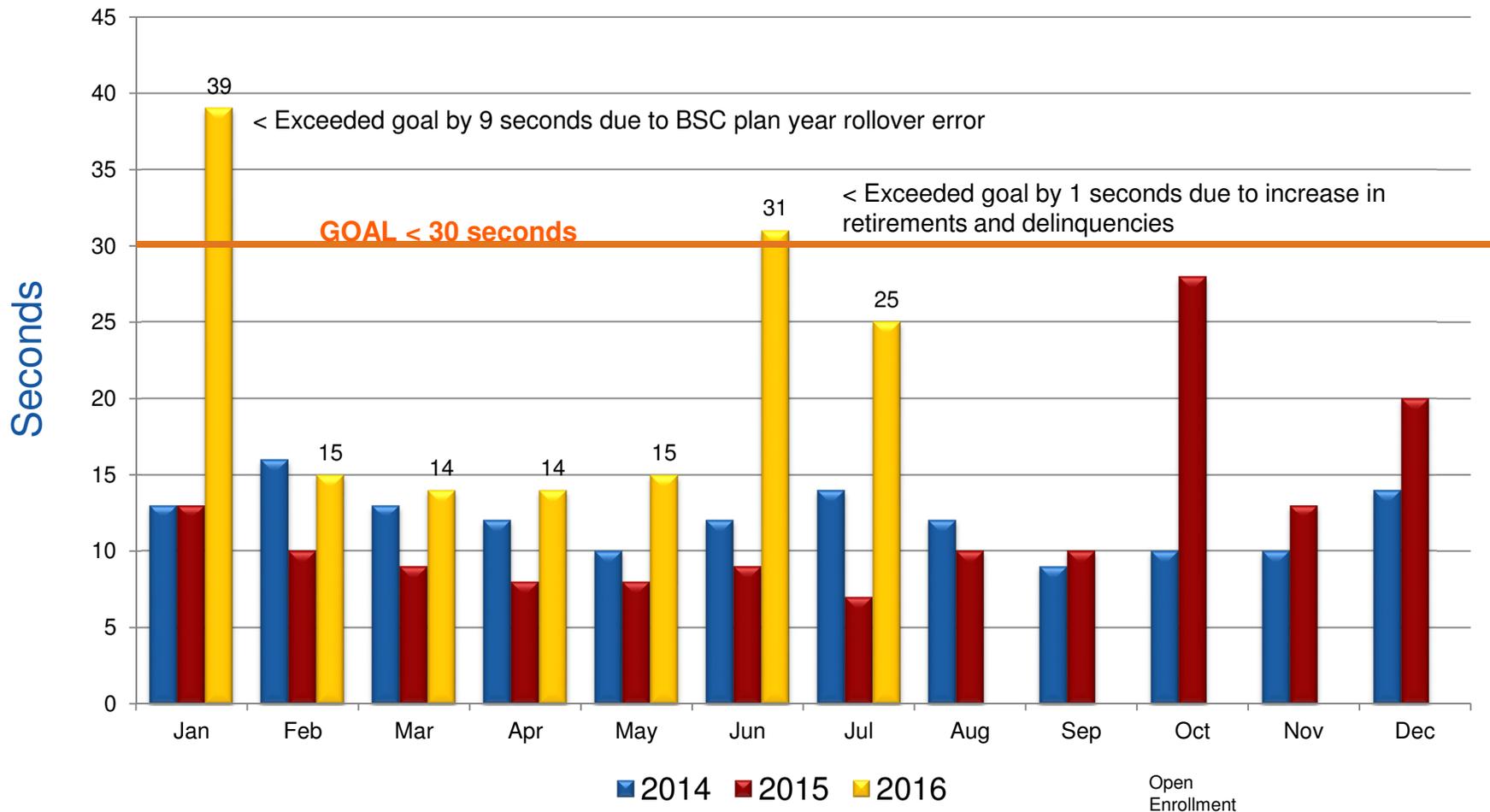
Calls and Office Visits: July 2016

- Calls and In-person Assistance total:
 - Inbound calls: 3,153 answered calls (12.7% ↓ from 2015)
 - Speed of answer: 25 seconds (257.1% ↑ from 2015)
 - Abandonment rate: 1.3% (43 Calls)
 - In-person assistance: 1,028 members (21% ↓ from 2015)

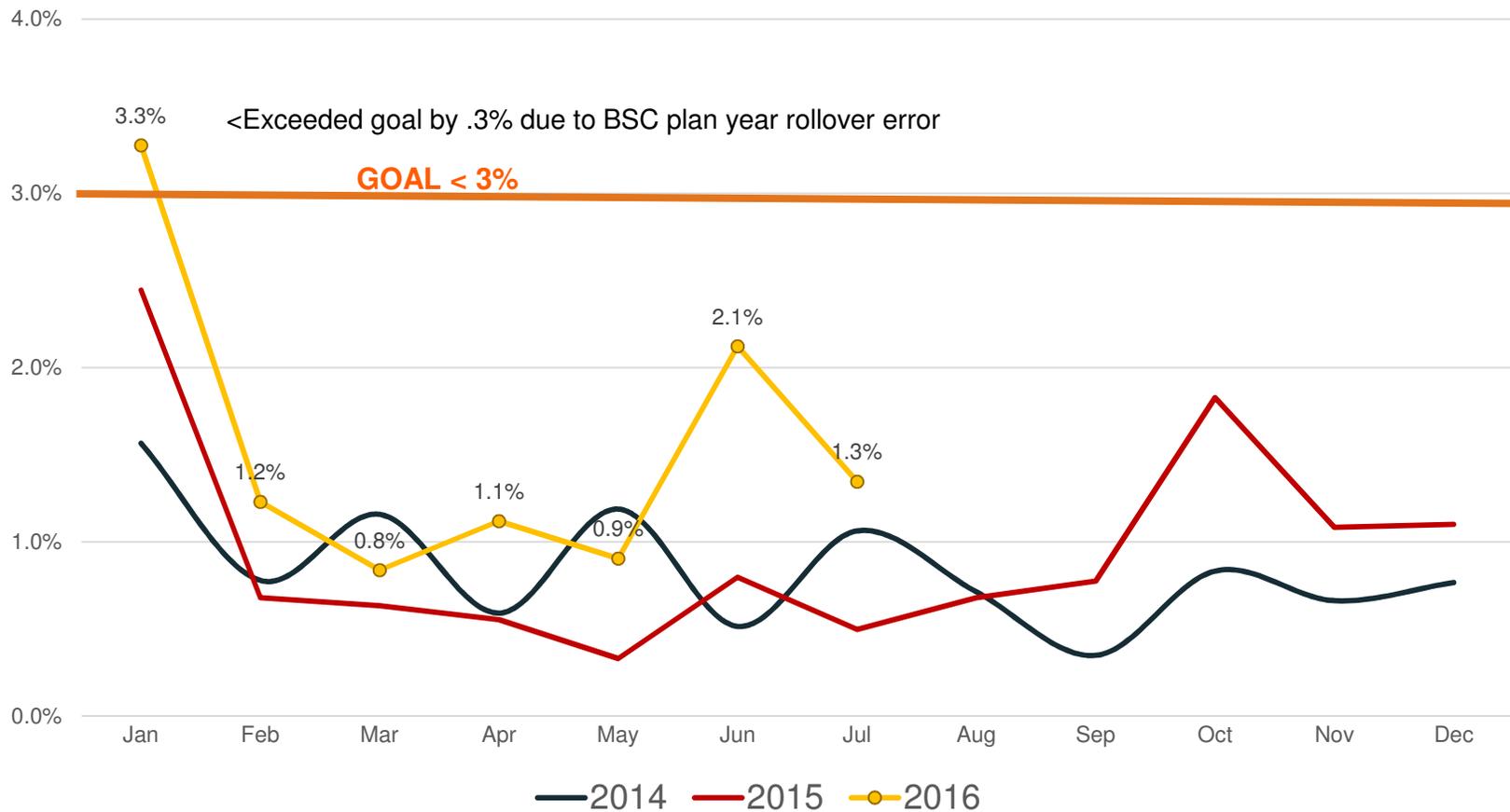
Inbound Calls: July 2016



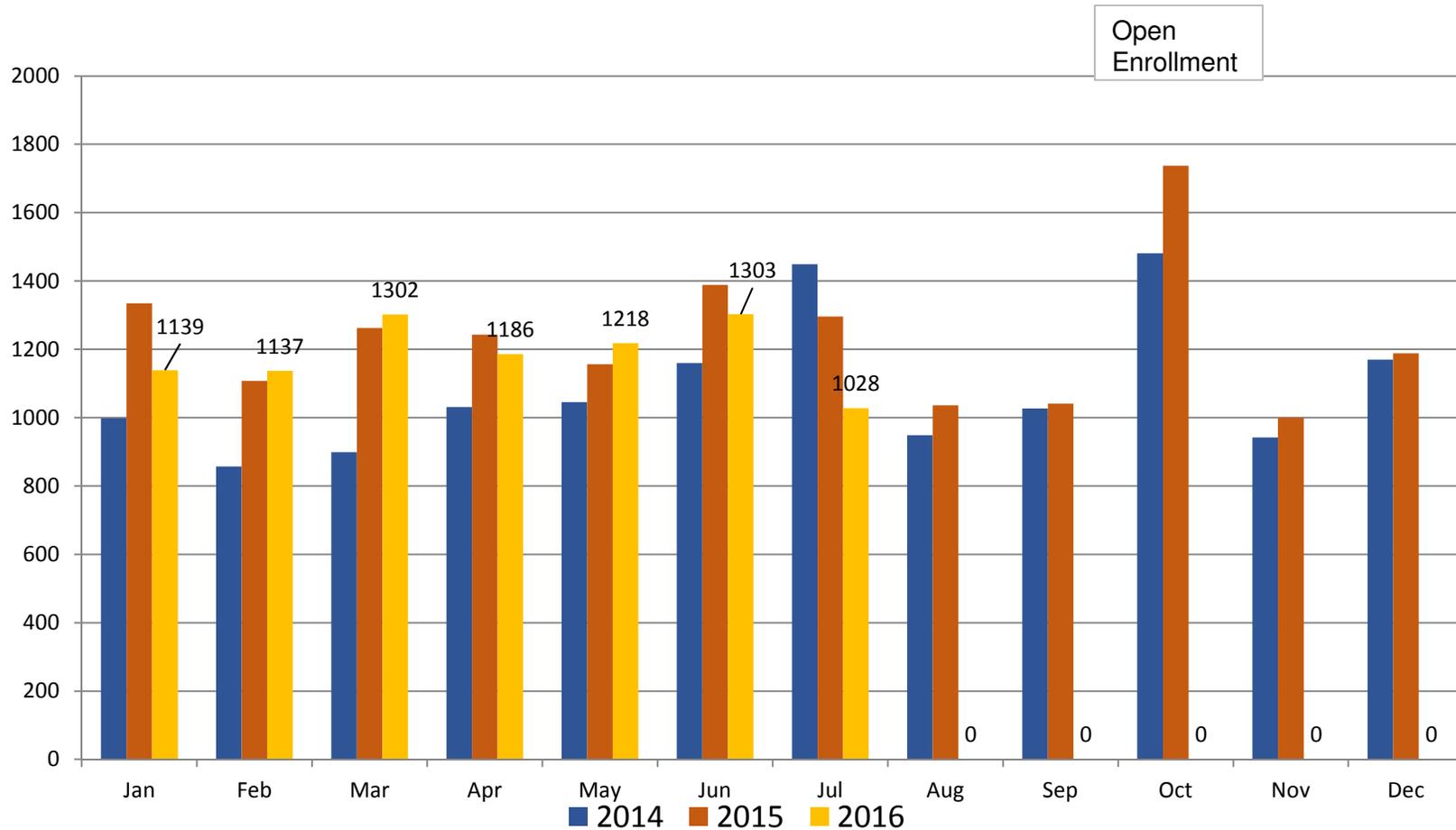
Call Speed of Answer: July 2016



Abandonment Rate: July 2016



In-person Assistance: July 2016



Delinquencies & Terminations:

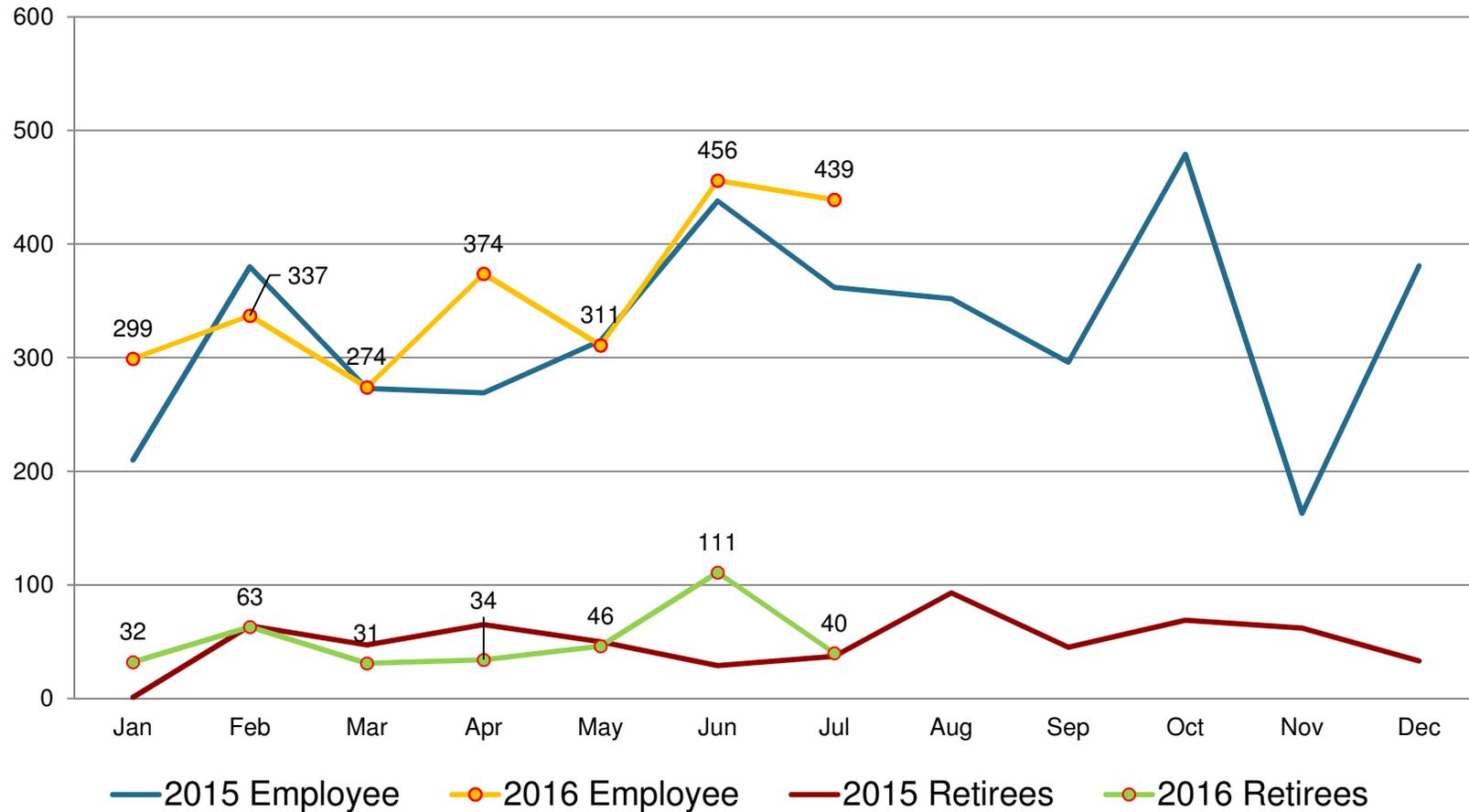
June 2016

- Delinquency Notices Sent
 - Employees: 456
 - Retirees: 111
- Termination Notices Sent
 - Employees: 236
 - Retirees: 35

July 2016

- Delinquency Notices Sent
 - Employees: 439
 - Retirees: 40
- Termination Notices Sent
 - Employees: 142
 - Retirees: 18

Delinquency Notices: July 2016



Termination Notices: July 2016



PEOPLESOFT:

- Submitted electronic filing to IRS of 1094/1095 Forms by deadline.
Currently processing corrections
- Designing system solution to accommodate enrollments split across carriers for retirees
- Programming logic for generating 2017 rates
- Drafted business requirements & technical specification for Best Doctor's eligibility files
- Generated 2017 deduction and coverage calendars for loading into PeopleSoft
- Gathering technical specifications for administration of voluntary benefits
- Submitted split carrier project initiation request including business rationale to secure necessary PeopleSoft development resources
- Completed programming changes of Structured Query Report (SQR) which generates Open Enrollment mailings

IT INITIATIVES:

- Setup completed for Enterprise Content Management (ECM) scanning workstations
- Collaborated with ECM installation consultant to configure workflows, faxing to the ECM and integration with Salesforce. User Acceptance Testing and staff training in progress.
- Completed design and setup of secure printing/scanning/faxing for one of the department copiers
- Submitted to Committee on IT (COIT) current PC inventory and requested allocation for new PCs
- Migrated myhss.org to a new host
- Acquired and configured Secure Socket Layer certificate which allows for a secure connection between our ECM and Salesforce
- Troubleshooting call statistics wallboard which is no longer functioning
- Completed COIT survey related to 5 year Information and Communication Technology (ICT) plan

DATA ANALYTICS:

- Provided enrollment status information to SFUSD for employees benefits eligible under ACA
- Provided enrollment and monthly employer contribution information to SF Superior Court
- Participated in 3 working meetings with Truven consultants designing an express dashboard
- Designed All Payer Claims Database (APCD) ad-hoc reports and analyzed the data for wellbeing presentations

OTHER:

- Attended Tableau Roadshow
- Attended Truven training on quality measures and benchmarks
- Attended IRS 1095 webcast
- Attended Multi-State Information Sharing & Analysis Center (MS-ISAC) cyber threat and prevention monthly meeting

eNews June 2016

Subject Line = HSS eNews: June 2016

| | | |
|------------------------|--------|-----|
| Total Delivered | 19,702 | |
| Opened | 7,298 | 38% |
| Clicked Links | 1,877 | 10% |

Average small to medium size business in health and fitness industry email open rate is 22.5%, with a clickthrough rate of 2.8%.

Average small to medium government agency email open rate is 26%, with a clickthrough rate of 3.6%.

- Data from MailChimp Smart Insights

eNews Clicked Links: June 2016

| | |
|---|-------|
| Health Service Board: 2017 Retiree Rate Negotiations | 1,223 |
| Voluntary Benefits Survey | 258 |
| Wellness Center Calendar | 137 |
| Zika Awareness | 183 |
| Summer Food Safety | 34 |
| National Trails Day | 47 |

Comparatively high click through rate for Health Service Board meeting in June.

eNews July 2016

Subject Line = HSS eNews: July 2016

| | | |
|------------------------|--------|-----|
| Total Delivered | 19,387 | |
| Opened | 7,920 | 41% |
| Clicked Links | 1,529 | 8% |

This email had a delivery rate of 99%. That means we are doing a good job of keeping our list clean by eliminating invalid email addresses.

eNews Clicked Links: July 2016

| | |
|--|-------|
| Choosing Wisely: When to Get Checkups | 1,085 |
| Medical Coverage While Traveling | 104 |
| Wellness Center Calendar | 104 |
| Back Safety | 119 |
| EAP Test Your Knowledge | 62 |
| Fruit and Vegetable Resources | 61 |

Comparatively high click through rate for Choosing Wisely link:
<http://www.choosingwisely.org/patient-resources/health-checkups/>

Communication Highlights

- Open Enrollment production.
- Voluntary benefits survey emailed to all City & County and Superior Court employees; 2896 responses.
- Completed Route 66 Fitness Challenge materials in collaboration with Wellness team and Circlepoint agency.
- Participating in web strategy project with agency Rolling Orange.

Communication Highlights

- Completed design work on fall flu shot events campaign in collaboration with Wellness team.
- Updated EAP promotional materials – brochures and handouts.
- Completed migration of myhss.org to new web hosting company, led by HSS IT. (Google Analytics still to be configured at this new location.)
- Participating in HSS brand style guide project with design agency Barretto Co.

Contracting and Vendor Management

- The following agreements and amendments have been executed:
 - Employee Benefits Specialists (EBS) to provide MEA benefit administration services and Non-MEA Member administration services for voluntary benefits
 - Barretto-Co to provide visual design consulting resulting in an improved brand style guide for the HSS website and collateral materials
- Confirming accuracy of open enrollment materials

Finance and Accounting

- Continued FY 2015-2016 Year-end activities
- Calculating 2017 Medical and Dental rates
- Submitted 2015 Patient Centered Outcomes Research Institute (PCORI) payment of \$18,390.75 for 2015

Employee Well-being Program Update

Move More, Feel Better Campaign

- Goal: Move More, Feel Better: Promote the benefits of moving more (especially to mental well-being) and facilitate 30 minutes of physical activity on 5 or more days per week. Key Messages include:
 - Live each day the healthy way
 - Get the most out of the day – walk-bike or play!
 - A little movement each day keeps the stress away



Employee Well-being Program Update

Move More, Feel Better Campaign

- 95 Champions attended 11 trainings to learn activities to support the Move More, Feel Better campaign.
 - 4 trainings were offered onsite at Champion locations
 - 5 trainings were offered at the Wellness Center
 - 2 make-up trainings were offered at the Wellness Center
 - All training materials can be found at www.myhss.org/champion

Employee Well-being Program Update

Move More, Feel Better Campaign

- Examples of training activities included:
 - Instructions and resources to promote Get Fit on Route 66, a 6-week walking challenge
 - Ideas to raise awareness: Inspirational quotes, physical activity charades, videos
 - Signs to encourage movement at work, starting walking groups
 - Activities to encourage employees to share how they are active

Get Fit on Route 66

Register today!

Program starts 8/15

myhss.org/well-being



The six-week Get Fit on Route 66 physical activity challenge starts on August 15 and runs through September 25. Participate as an individual or on a team. This program is free for employees, retirees, and their families. Instructions can be found here.

Register today!

**EMPLOYEES
& THEIR FAMILIES**

**RETIREES
& THEIR FAMILIES**

Get Fit on Route 66

- 6 weeks: August 15-September 25
- How far can you travel on Route 66 in 6 weeks?
 - Route 66 is 2448 miles
 - Earn 3 miles for every minute of physical activity
 - 30 minutes 5 days for 6 weeks = 2448 miles
- Participate as a team or individual
- For employees, retirees, and family members
- Prizes will be randomly awarded for those who record their activity, complete 30 minutes of activity 3+ days/week, and more!



Employee Well-being Program Update

Wellness Events

June = 12 events

- The Wellness division coordinated 8 programs at departments (5 coaching, 3 seminars)
- HSS staff attended 2 of these coordinated events
- HSS staff coordinated and provided 4 presentations (2 EAP, 2 Wellness)

July = 8 events

- The Wellness division coordinated 8 programs (2 coaching, 6 seminars)
- HSS staff attended 2 of these coordinated events

Employee Well-being Program Update

Champion Support

June

- Attended and supported wellness meetings at the following departments: Controller, Port, Library, and Laguna Honda Hospital
- Supported the 1650/60/80 Mission Street Champion Community in planning a health screening and a flu shot clinic serving employees along the Mission street corridor.

Employee Well-being Program Update

Champion Support

July

- Attended and supported wellness meetings at the following departments: Controller, Port, Library, DPH-Central Administration and Laguna Honda Hospital
- Attended PRT engineering staff meeting to promote Move More, Feel Better and Get Fit on Route 66 online challenge

Employee Well-being Program Update

Diabetes Prevention Program Recruitment

June

- Laguna Honda Hospital site was established – 16 enrolled and randomized.
- Promotional efforts at the Laguna Honda site included HSS staff presenting at the Laguna Honda Hospital Managers' meeting as well as a meeting with Juvenile Probation Department Wellness Champions
- The Port decided to pursue the Healthy Weight Series pilot given the size of the staff at that location and DPP recruitment requirements

Employee Well-being Program Update

Diabetes Prevention Program Recruitment

July

- **DPP recruitment is complete: 156 employees have enrolled**
- 34 participants enrolled at 1650/1660 Mission St.
- PUC Waste Water recruitment was below the minimum required for randomization , so the eligible employees will be able to participate, but will not be included in the study

EAP Organizational Well-being Activities

June = 105 employees served

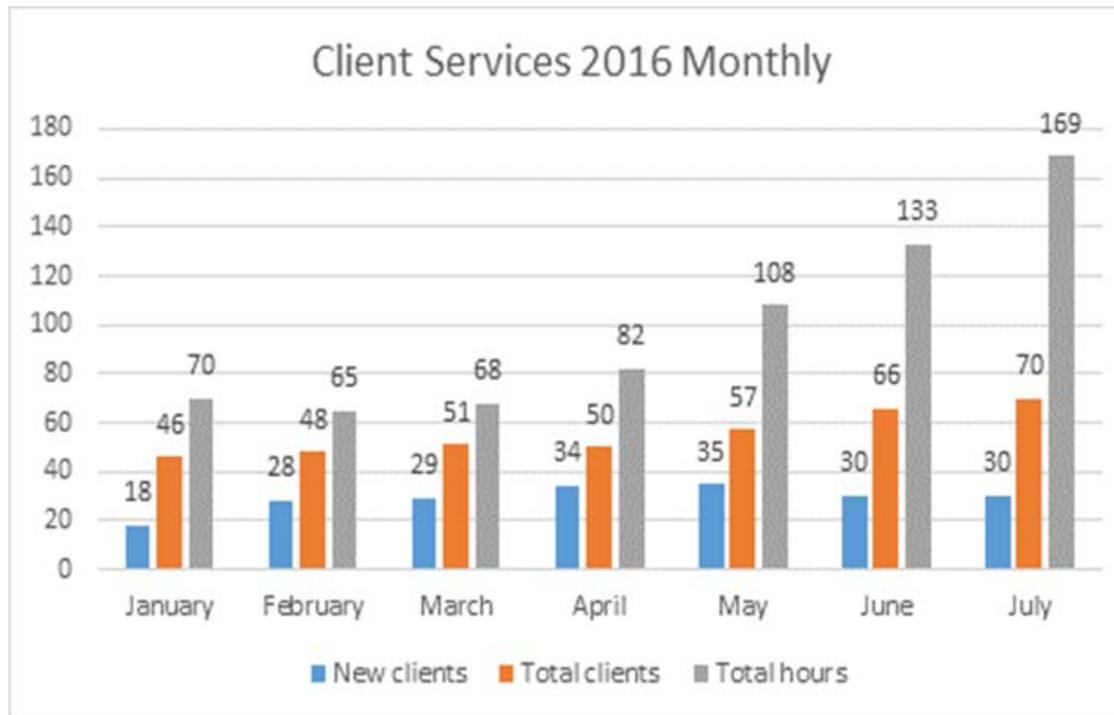
- 2 orientations for 40 employees total
- 14 organizational consultations for 26 employees
- 4 mediations for 4 sets of employees
- Nonviolent Crisis Intervention training for 16 employees
- Provide Grief Loss Support for 1 department

July = 179 employees served

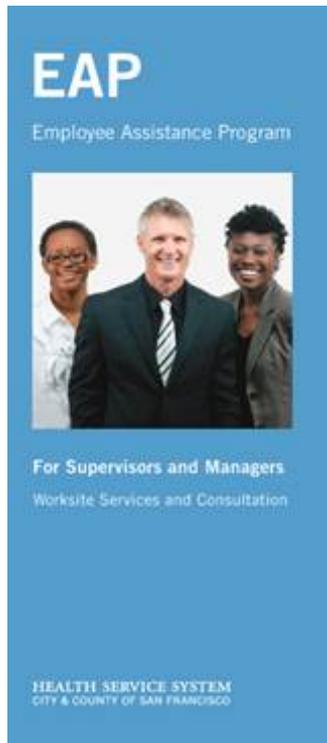
- 3 orientations for 131 employees total (includes the HR professionals meeting for 80)
- 9 organizational consultations for 32 employees
- 2 mediations for 2 sets of employees
- Attended Financial Well-being and Mental Health Summit

EAP Counseling Update

- Averaged 55 clients in the first 7 months of 2016
- Continued clients and counseling hours continue to grow, likely due to more sessions per client



EAP Brochures



Supervisors/Managers

- Consultation
- Critical Incident Response
- Crisis Response Package
- Grief Support
- EAP Orientations
- Seminars and workshops



Employees

- Counseling
- Mediation
- Trauma Response
- Violence Prevention Training
- Seminars and workshops
- Referrals

Wellness Center

June

- Group Exercise
 - Weekly Walk moved to 12:10
 - Yoga was added to Wednesdays at 1:10
 - 5:15 Total Body Conditioning was canceled in the evening due to lack of instructor availability. Open Use was substituted, but there was no interest.

Wellness Center

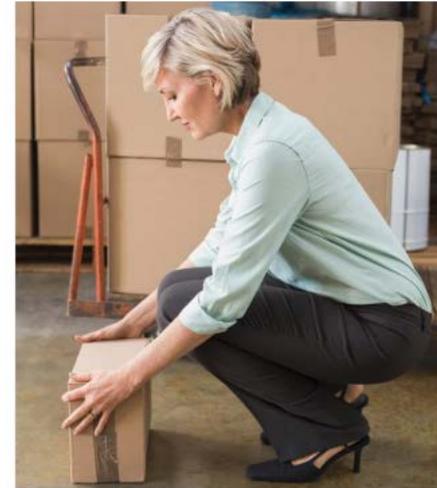
June

- Seminars:
 - Healthy Food on a Budget
 - Meal Planning
 - Food Demonstration: 5 Ingredients or Less
 - Introduction to Plant Based Eating
 - Stress Management
 - What to Do When I Retire
 - Managing Emotions
- New Program: Small Group Coaching – Be Healthy, Live Healthy

Wellness Center

July

- Group Exercise
 - No changes
- Seminars:
 - Mindfulness for Stress Reduction
 - Back Safety
 - Kitchen Medicine
- Mindfulness for Stress Reduction was offered through the American Heart Association
- Back Safety was sponsored by DHR and provided by DPH



BACK INJURY PREVENTION THURSDAY, JULY 7

This 45-minute training will teach you to recognize injury risk factors, how to protect your upper extremities and safe lifting techniques.

Course content is appropriate for workers interested in learning general body mechanics to help approach the physical demands of their job duties safely. The course does not address patient lifting techniques.

HEALTH SERVICE SYSTEM
CITY & COUNTY OF SAN FRANCISCO

DPH BACK INJURY PREVENTION TRAINING CLASS

THURSDAY

JULY 7, 2016

12:10 – 12:55 PM

NO RSVP REQUIRED

(WITH SUPERVISOR APPROVAL, EMPLOYEES CAN USE WORK TIME TO ATTEND THIS TRAINING)

PRESENTER

NANCY TERRANOVA

(415)-554-2651

LOCATION

HSS Wellness Center
1145 Market Street 1st Floor
San Francisco, CA 94103

415-554-0643

myhss.org

Wellness Center

- Be Healthy, Live Healthy was a pilot program for small group wellness coaching
- Small group coaching consisted of 3 sessions over a 6-week period with 1 additional make-up session
- 8 groups were offered: 4 at lunch (12:10pm and 1:10pm) and 4 after work (4:30pm and 5:15pm)
- 4 of the groups had participants: 2 at 12:10pm, 1 at 1:10pm, and 1 at 5:15pm
- 16 participants enrolled in the program from 12 departments for an average of 4 participants/group
- Average attendance was 2 participants/group



BE HEALTHY, LIVE HEALTHY

JUNE-JULY 2016

Small Group Wellness Coaching

Sign up today to join a group that will keep you motivated, feel supported, and help you to succeed in reaching your goals of being a healthier version of you!

Your small group will include a Wellness Coach who will help you tackle issues in your day-to-day life related to nutrition, weight, stress, sleep and exercise.

HEALTH SERVICE SYSTEM
CITY & COUNTY OF SAN FRANCISCO

GROUPS WILL MEET
EVERY OTHER
WEDNESDAY IN JUNE
AND JULY

CHOOSE THE TIME THAT
WORKS BEST FOR YOU:

12:10-12:55PM
1:10-1:55PM
4:30-5:15PM
5:15-6:00PM

ABOUT THE PROGRAM:

- GROUPS OF 2-8
- THREE, 45-MINUTE SESSIONS
- FREE TO EMPLOYEES AND RETIREES
- COME AT LUNCH OR AFTER WORK

REGISTRATION IS
REQUIRED.
EMAIL wellness@sf.gov
OR CALL 415-554-0643

LOCATION

HSS Wellness Center
1145 Market Street 1st Floor
San Francisco, CA 94103

415-554-0643

myhss.org

Retiree Well-being Update

June

- Attended the RECCSF Annual Installation of Officers meeting and provided promotional materials focusing on the:
 - Wellness Center services and classes
 - Small Group Coaching pilot
 - Seminars at the Wellness Center: Meal Planning, Plant Based Eating and 5 Ingredients or Less

Retiree Well-being Update

July

- Attended the RECCSF monthly meeting (83 retirees attended) and provided promotional materials on Wellness Center services and classes, including Encore Older Adult Summer Program.
- At the meeting, presented and promoted **Get Fit on Route 66**, a 6-week online movement challenge starting August 15th through September 25th.