



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

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Executive Director  
Health Service System

**Holly Lopez**  
Executive Secretary

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### HEALTH SERVICE BOARD

### GOVERNANCE COMMITTEE MEETING MINUTES **DRAFT**

Tuesday, December 12, 2023, 11:00 a.m.  
SFHSS Office  
1145 Market Street, Well-Being Conference Room, 1<sup>st</sup> floor  
San Francisco, CA 94103

and

VIRTUAL PRESENTATION on WebEx

## Remote Meeting Access

The Health Service Board welcomes public participation during public comment periods. There will be an opportunity for general public comment at the beginning of the meeting and an opportunity to comment on each discussion or action item on the agenda. Each comment is limited to 3 minutes. For those attending remotely, the Commission will hear up to 30 minutes of remote public comment total for each agenda item. Remote public comment from people who have received an accommodation due to disability will not count toward the 30-minute limit.

**Watch** at 1:00 p.m. on December 12, 2023 (via [SFGovTV schedule](#))

**Click the link to join the meeting** – [December 12, 2023 HSB Governance Committee Meeting WebEx link](#)

**Public Comment Call-In: 415-655-0001 / Access Code: 2661 120 4060 Webinar Password: 1145**

### Listening to the meeting via phone

1. Dial into **415-655-0001** and then enter **access code** 2661 120 4060, then #
2. Enter Webinar Password: 1145 then press #
3. Press \*3 to enter the Public Comment queue, and you will hear the prompt, “You have raised your hand to ask a question; please wait to speak until the host calls on you.” When the system message says, “Your line has been unmuted.” - **THIS IS YOUR TIME TO SPEAK.**
4. When your time has expired, the line will be muted.

### Watching the meeting on WebEx

1. Join via hyperlink [December 12, 2023 HSB Governance Committee Meeting WebEx Link](#)
2. **Click on the Raise Hand Icon** to be placed in the queue to speak. A raised hand will appear next to your name. When you are unmuted in the system, a request to unmute will appear on your screen, please select unmute to speak.
3. When you are unmuted in the system, a request to unmute will appear on your screen, please select unmute to speak. Once you hear me say “Welcome Caller,” you can begin speaking.
4. When your time has expired, you will be muted. Please click on the Raise Hand Icon to lower your hand.

Members of the public are encouraged to state their name clearly, although you may remain anonymous. You will hear an audible warning when you have 30 seconds remaining. When your 3 minutes have ended, you will be placed back on mute.

### Best Practices when Calling in for Public Comment:

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole; do not address individual Commissioners

## Written Public Comment

Persons unable to attend the meeting may submit written public comments regarding an agenda item. Written comments will be part of the official public record and given to the attention of the Health Service Board. Written public comments expected to be part of the official record should be submitted to the Board email, [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org), and **received by 5 p.m. on Monday, December 11, 2023** before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be forwarded to Board members, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the body of your email, indicate the meeting date and the particular agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

The Health Service Board meeting recording is available on the [December 12, 2023, HSB Meeting webpage](#). Regular Board meeting recording archives are available on the [SFGovTV Health Service Board meeting webpage](#).

1. **CALL TO ORDER:** 11:10 p.m.

2. **ROLL CALL:**

Commissioner Mary Hao, Committee Chair-Present  
Commissioner Randy Scott-Excused  
Commissioner Claire Zvanski- Present

3. **GENERAL PUBLIC COMMENT – An opportunity for members of the public to comment on any matter within the Board’s jurisdiction that is not on the agenda, including requesting that the Board place a matter on a future agenda.**

PUBLIC COMMENT:

Diane Schaumleffel, Retiree: Expressed concern about whether United Healthcare Advantage plan members can seek care at UCSF for the plan year starting January 2024. She requested the Board work with United Healthcare Advantages to ensure coverage and notify members in writing to explain the situation and how to continue care with UCSF. She recommended pursuing a new medical plan if the Board cannot ensure the members' access to UCSF.

4. **INITIATE PUBLIC EMPLOYEE EVALUATION OF EXECUTIVE DIRECTOR 2023: (Action)**

[See pdf of Performance Evaluation of SFHSS Executive Director 2023 Timeline](#)

[See pdf of Performance Evaluation of SFHSS Executive Director 2023](#)

- Name of Employee and Position: Abbie Yant, SFHSS Executive Director

Committee members did not make any changes to the evaluation questions or timeline. Commissioner Zvanski moved to approve the 2023 Performance Evaluation and Timeline for the SFHSS Executive Director. Chair Hao seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Hao, Zvanski

Noes: None

**ACTION: The Governance Committee unanimously approved the 2023 Performance Evaluation and Timeline for the SFHSS Executive Director.**

5. **INITIATE ANNUAL HEALTH SERVICE BOARD SELF-EVALUATION: (Action)**

[See pdf of HSB Self-Evaluation for Plan Year 2023 Timeline](#)

[See pdf of HSB Self-Evaluation for Plan Year 2023](#)

Committee Chair Hao recalled last year that the Committee removed the word “routinely” from question 16: The Board routinely adheres to its own policies.” The question suggests that the Board sometimes chooses not to adhere to its policies. Committee Chair Hao requested the language be updated. Commissioner Zvanski agreed to edit question 16.

Committee Chair Hao reviewed the Evaluation report notes from last year, and the Board wanted to review the following questions on the self-evaluation:

- #24 The Board communicates effectively to Plan Members.
- #27 The Board communicates effectively to the City.
- #34 The Board ensures management has the necessary financial and human resources to achieve the organization's goal.
- #38 Where feasible, the Board engages in effective management succession planning.

Commissioner Zvanski said questions 24 and 27 must be edited because the Health Service System communicates with plan members or the City, not the Health Service Board. Committee Chair Hao agreed and suggested both questions be removed. Commissioner Zvanski agreed.

Committee Chair Hao said question 34 must also be edited because the San Francisco Board of Supervisors approves budgets, not the Health Service Board. The Health Service System brings the proposed budget to the Finance and Budget Committee and the Full Health Service Board, but the Board does not have the authority to lobby or change the budget. Commissioner Zvanski added that the Health Service Board can not ensure management has the necessary financial resources because the City has a process to approve department budgets. Committee Chair Hao suggested question 34 be removed.

Commissioner Zvanski said question 38 also needs to be edited because the Board does not engage in effective management succession planning because there is a City Civil Service process for hiring the Executive Director. Committee Chair Hao assumed the executive positions are at will, with minimum qualifications that Human Resources uses for hiring those positions. Committee Chair Hao suggested the question be reworded to "Where feasible, the Board may make recommendations regarding management succession planning."

Committee Chair Hao also recalled that the Board recommended adding two sections to the self-evaluation: 1. Board Education section for commissioners to suggest education topics for 2024 and 2. The self-study Hours section is for commissioners to report all self-study hours completed in 2023.

Commissioner Zvanski asked if question 3, "The Board Orientation program met your expectations," must also be edited. Board Secretary Lopez said last year the Committee recognized that Commissioners only complete orientation once, so there is no need to answer the question each year. The Committee decided to modify the question so Board members could select "not applicable" as a response if they did not complete orientation that year. Committee Executive Director Yant pointed out that the Board offers orientation once during onboarding, which is not an annual process. Executive Director Yant suggested rewording the question to say, "The Board ensures an orientation for all members." Secretary Lopez said orientation requirements are listed in the Board Policies and Terms of Reference, and the Board follows the policy. Secretary Lopez suggested removing question 3 and then creating a separate orientation evaluation to gather evaluation data specifically from those new members who completed the orientation. Executive Director Yant suggested that orientation completions be shared in the monthly Director's Report so the Board knows the orientation evaluation and completion process.

Commissioner Zvanski moved to approve the Health Service Board Self-Evaluation timeline as presented, approve the addition of two sections, "Board Education" and Self-Study Hours," to the evaluation, and approve the following changes to the following evaluation questions.

- #3 The Board orientation program met your expectations. REMOVED

- #16- The Board routinely adheres to it's own policies. REMOVED the word "routinely."
- #24 The Board communicates effectively to Plan Members. REMOVED
- #27 The Board communicates effectively to the City. REMOVED
- #34 The Board ensures management has the necessary financial and human resources to achieve the organization's goal. REMOVED
- #38 Where feasible, the Board engages in effective management succession planning. EDIT- Where feasible, the Board may make recommendations regarding management succession planning.

Committee Chair Hao seconded the motion.

PUBLIC COMMENT: None.

VOTE:

Ayes: Hao, Zvanski

Noes: None

**ACTION:** The Health Service Board Governance Committee unanimously approved the following actions for the Annual Health Service Board Self-evaluation and Timeline.

- Timeline approved as presented
- Add two sections, "Board Education" and "Self-Study Hours"
- #3 - The Board orientation program met your expectations. REMOVED
- #16 - The Board routinely adheres to it's own policies. REMOVED the word "routinely."
- #24 - The Board communicates effectively to Plan Members. REMOVED
- #27 - The Board communicates effectively to the City. REMOVED
- #34 - The Board ensures management has the necessary financial and human resources to achieve the organization's goal. REMOVED
- #38 Where feasible, the Board engages in effective management succession planning. EDIT- Where feasible, the Board may make recommendations regarding management succession planning.

6. ADJOURNMENT: 11:42 am

## **Summary of Health Service Board Rules Regarding Public Comment**

1. There will be an opportunity for general public comment at the beginning of the meeting and an opportunity to comment on each discussion or action item on the agenda. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
2. A member of the public has up to three (3) minutes to make pertinent public comments.
3. Public Comment is available in-person, remotely, or written.
4. Members may submit their comments by email to [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org) by 5 p.m. the day before the meeting start time. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. All comments received by the deadline will be forwarded to Board members, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the subject line of your email, indicate the meeting date and the particular agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.
5. For those attending remotely, the Commission will hear up to 30 minutes of remote public comment total for each agenda item. Remote public comment from people who have received an accommodation due to disability will not count toward the 30-minute limit.

## **Knowing Your Rights Under the Sunshine Ordinance**

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils, and other City and County of San Francisco agencies exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

## **Summary of Health Service Board Rules Regarding Cell Phones and Pagers**

The ringing and use of cell phones, pagers, and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings. The Chair of the meeting may order the removal of any person(s) violating this rule from the meeting room. The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule. The complete rules are outlined in Chapter 67A of the San Francisco Administrative Code.

## **Disability Access and Accommodation**

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 p.m. on the second Thursday of each month. The closest accessible BART station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are #42 Downtown Loop, the #71 Haight/Noriega, the F Line to Market and Van Ness, and the Metro stations at Van Ness and Market and Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex. Accessible seating for persons with disabilities (including those using wheelchairs) will be available. To obtain a disability-related modification or accommodation, including auxiliary aids or services, to participate in the meeting, please contact Holly Lopez at 628-652-4646 at least 48 hours before the meeting, except for Monday meetings, for which the deadline is 4:00 p.m. the previous Friday.

City Hall Room 416 is wheelchair accessible. This meeting will be broadcast and captioned on SFGovTV. Remote public participation is available upon request for individuals who cannot attend in person due to disability. Making a request to participate remotely no later than one (1) hour prior to the start of the meeting helps ensure the availability of the meeting link. Sign Language Interpretation is also available upon request. If requesting remote Sign Language Interpretation, please submit an accommodation request a minimum of 4 business hours prior to the start of the meeting. Allowing a minimum of 48 business hours for all other accommodation requests (for example, for other auxiliary aids and services) helps ensure availability. To request an accommodation, please contact Holly Lopez, [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org), 628-652-4646.

To access the meeting remotely as an accommodation, please use the [December 12, 2023 HSB Governance Meeting WebEx link](#) or call 415-655-0001. Please find instructions at the beginning of this agenda for how to use WebEx for the purposes of remote public comment.

## **Sensitivity to Chemical-based Products**

To assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity, or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

## **Location of Materials**

If any materials related to an item on this agenda have been distributed to the Health Service Board after the distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Holly Lopez at 628-652-4646 or email [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org). The following email has been established to contact all members of the Health Service Board: [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org). Health Service Board telephone number: 628-652-4646

## **Lobbyist Registration and Reporting Requirements**

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site [www.sfgov.org/ethics](http://www.sfgov.org/ethics).