

**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

**MEMORANDUM**

**DATE:** December 1, 2016  
**TO:** Randy Scott, President, and Members of the Health Service Board  
**FROM:** Catherine Dodd, PhD, RN  
Director HSS  
**RE:** Board Report: September 2, 2016 to December 2, 2016

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**HSS Personnel**

- 0923 the Communications Manager position-based test was developed and administered. Eighteen (18) candidates passed and interviews of the top 6 candidates will begin on December 6<sup>th</sup>. Dana Liu, our new graphic artist, has done a great job managing Open Enrollment letters on her own. Thank you Dana.
- 0931 Operations Manager was filled by Siobahn O'Connor, who brings extensive operations management experience with her prior employer, Kaiser Permanente.
- Two 1209 Benefits Technician positions were filled as temporary employees until an eligibility list can be created.
- Two former 1210s: Mona Daly and Yoly Guriba joined us as Prop F's to assist with Open Enrollment and we are grateful for their assistance.
- Two positions remain vacant per last year's budget for "attrition savings."
- Employee engagement survey completed and shared overview with staff. Executive staff will begin work with ITS to develop an action plan.

**Operations**

- HSS, UHC and Kaiser met weekly and continue to meet to plan the transition from Blue Shield and the self-funded City Plan for Medicare Retirees.
- Twenty (20) educational sessions were held throughout the Bay Area and attended by a total of 2608 participants (see attachment for breakout of numbers). HSS staff attended each event to answer questions.
- **Total # of calls and % of increase from last year:**
  - September: 3,715 calls in 2015 vs **5,012 in 2016, an increase of 34.9%**
  - October: 7,625 calls in 2015 vs **9,943 in 2016, an increase of 30.4%**
  - November: 3,288 calls in 2015 vs **4,052 in 2016, an increase of 23.2%**

# SAN FRANCISCO HEALTH SERVICE SYSTEM

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- All customer service levels were met each month with the exception of October immediately after the first robo call.
- 9,107 applications received in 2015 vs **10,644 applications received in 2016**, an increase of 1,537 applications or **16.8%**.
- **Very large open enrollment and service levels were maintained.**
- **Voluntary benefits were successful with 4568 enrollments.**
- 9,107 applications received in 2015 vs **10,644 applications received in 2016**, an increase of 1,537 applications or **16.8%**.

## Data Analytics:

- Completed complex system configuration for OE including adding the ability to administer split carrier enrollments. This included 39 new coverage codes and a new plan type.
- Still working to complete all the required programming changes resulting from split carrier. Forty (40) programs were effected from enrollments to payments, deductions and reports. Thus far have expended over 2000 work hours on configuration, programming, testing.
- Generated 73,011 OE letters and 73,767 Confirmation letters.

## Finance

### Finance and Accounting

- Following an independent financial audit for FY 2015-16, HSS received an unqualified opinion from KPMG finding no deficiencies in internal controls and no instances of noncompliance.
- HSS finance developed the comprehensive invoicing structure necessary to support the new self-funded City Plan.
- Paid \$729,128 to Blue Shield for the Dignity/UCSF/Hill Physicians ACO Collaboration for meeting the 2015 cost targets.
- Paid \$18,391 for the Patient-Centered Outcomes Research Institute fee for 2015 Plan Year.
- Paid \$16,172 for the Transitional Reinsurance Fee second installment for the 2015 Plan Year.
- Calculated that the 2016 Plan Year Transitional Reinsurance Fee will total \$50,173, which will be paid in 2017.
- Continued to prepare HSS for implementation of the new PeopleSoft Financial System which will go live on July 1, 2017.

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- Worked closely with Meketa Investment Group to prepare an Investment Policy Statement for the Health Service System Trust Fund to be presented to the Health Service Board in January 2017.

## Contracting and Vendor Management

- HSS executed a service agreement with Best Doctors to provide all members with several specialized medical information and second opinion service options in 2017. HSS negotiated key performance guarantees for member satisfaction, health care cost savings and a minimum 10% ROI.
- HSS issued an RFP, selected a vendor for offsite scanning, digitization and conversion of all hardcopy member records to be completed prior to the close of the FY 2016-2017.
- HSS contracted with Meketa Investment Group in September 2016 to prepare an Investment Policy Statement (IPS) for the Health Service System Trust Fund and present it to the Health Service Board in January 2017.
- In October and November, Meketa conducted interviews with HSS, the Controller, the Treasurer Tax Collector, and Aon Hewitt, and analyzed financial statements, manuals, mission statements, existing fiscal policies and presentations from both HSS and the Treasurer & Tax Collector, as well as relevant government codes, statutes and the City.
- Meketa's IPS will seek to align investment objectives laid out in government codes, statutes and the SF Charter with current HSS and Treasure & Tax Collector policies, so as to determine whether the HSS Trust Fund should remain invested in the Treasurer's investment portfolio, or whether the Trust Fund may be invested outside the current portfolio, by weighing risk, potential increase in yield, cost of investment, liquidity needs, and the need to maintain safeguards on principal funds.

## **Communications**

- Completed Rolling Orange (web design) and Brand Guidelines (Baretto).
- RFP is out for actual web site development.
- Held kick off meeting to develop Wellness Brand Identity.
- Formatted confirmation letters.
- Developed cover for Strategic Plan.

## **Wellness**

- Get Fit on Route 66 was an online 6-week physical activity challenge for all HSS members: 2365 members participated. 821 logged their physical activity 3 times per week for all 6 weeks. 743 logged at least 30 minutes of activity 3 times per week for all 6 weeks.

# SAN FRANCISCO HEALTH SERVICE SYSTEM

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- At the 26 flu clinics, over 4100 shots were administered. Although the number of clinics didn't increase in 2016, the number of shots increased over 10%.
- Over 30% of flu shot attendees also visited with Member Services staff at the same event.
- Two benefits fairs were added this year. HSS, along with the Mayor's Office and the City Administrator, hosted a fair with flu shots at City Hall for over 500 people. HSS, along with MTA, hosted a fair with flu shots at One South Van Ness for over 600 people.
- Ninety-three (93) Champions attended training in September to learn to promote flu shots and the Healthy & Happy Holidays campaign.
- Onsite events at the departments increased in October and November largely due to the Healthy Weight Series Pilot at SFO and PRT (in partnership with KP) and the launching of the EAP stress management series, Making Work Work.
- EAP promoted its services at over a dozen flu and Open Enrollment related event in October.
- A special Life Care Planning presentation and individual consultation was offered at the Wellness Center in September and again in November.

## **Director: Meetings/Legislation/Presentations/Misc.**

- Worked with City Attorney on Actuarial letter for Sutter Development Agreement
- Worked with Blue Shield to finalize Advanced Care Planning brochure mailed in November to all BS members (this project began in March)
- Met with Paul Markovich, President and CEO of BSCA
- Met with BSCA Executive Leadership
- Attended weekly Open Enrollment meetings
- Completed slides for UHC Retiree educational seminars
- Attended five UHC Retiree educational seminars
- Met with Kaiser Permanente to review 2<sup>nd</sup> quarter utilization
- Participated in weekly Open Enrollment meetings
- Participated in City Wide Department Head Strategic Planning meeting
- Attended California Quality Collaborative quarterly meeting
- Met with vendors re: infertility benefits
- Attended 10<sup>th</sup> anniversary of Shape Up San Francisco
- Presented at IDEO "Imagine a Better End of Life"
- Attended PBGH sponsored Oncology pathways webinar

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- Attended three post-election webinars
- Participated in Wellness Sponsors' meeting
- Reworked triannual strategic plan

## Calls and Office Visits: September 2016

- Calls and In-person Assistance total:
  - Inbound calls: 5,012 answered calls (34.9% ↑ from 2015)
  - Speed of answer: 27 seconds (170% ↑ from 2015)
  - Abandonment rate: 1.8% (91 Calls)
  - In-person assistance: 1,162 members (12% ↑ from 2015)

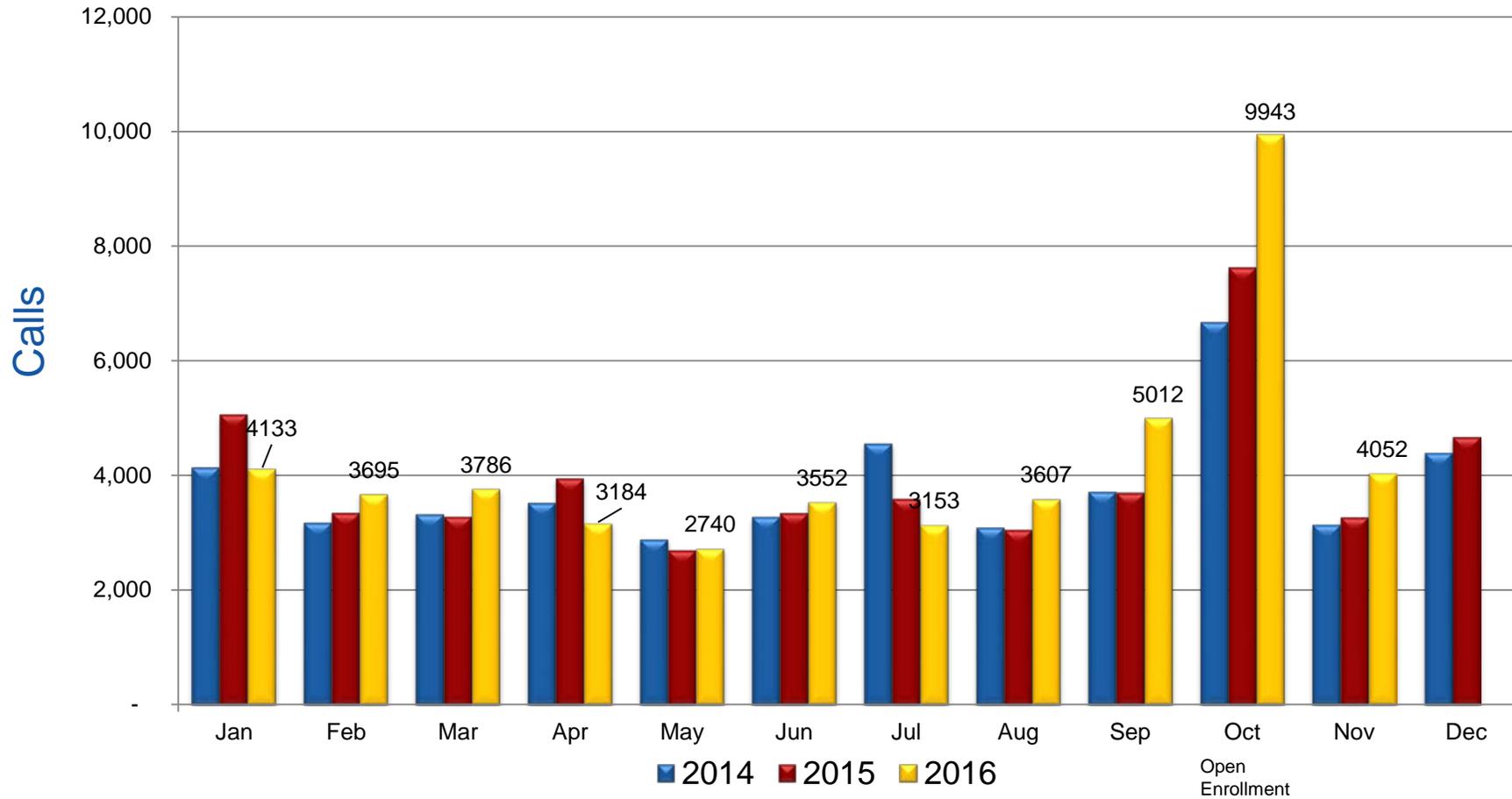
## Calls and Office Visits: October 2016

- Calls and In-person Assistance total:
  - Inbound calls: 9,943 answered calls (30.4% ↑ from 2015)
  - Speed of answer: 31 seconds (10.7% ↑ from 2015)
  - Abandonment rate: 2.2% (225 Calls)
  - In-person assistance: 1,560 members (10% ↓ from 2015)
    - Total In-person assistance, including Open Enrollment:  
5,252 members (25.9% ↑ from 2015)

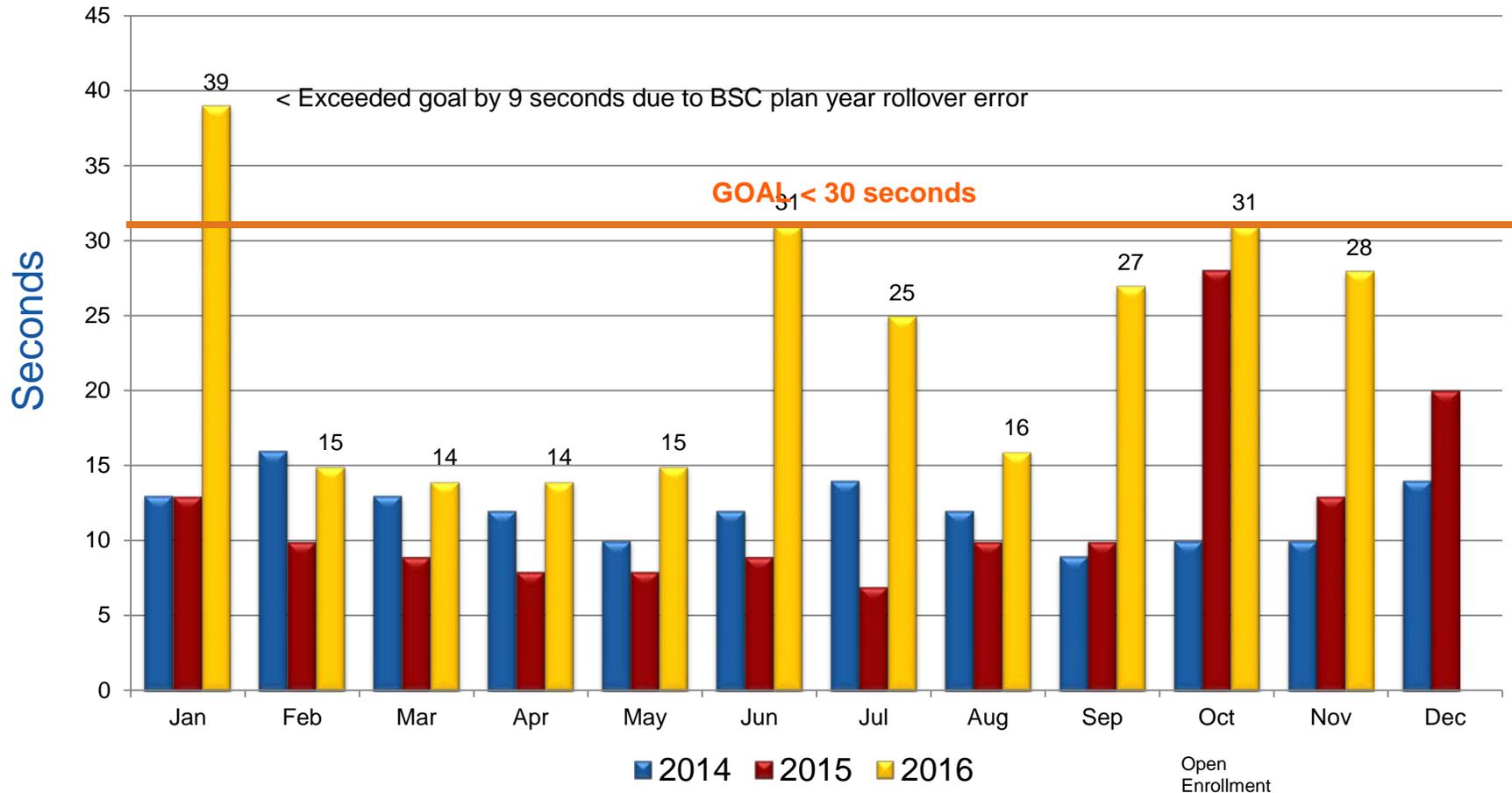
## Calls and Office Visits: November 2016

- Calls and In-person Assistance total:
  - Inbound calls: 4,052 answered calls (23% ↑ from 2015)
  - Speed of answer: 28 seconds (115% ↑ from 2015)
  - Abandonment rate: 1.4% (58 Calls)
  - In-person assistance: 1,212 members (21% ↑ from 2015)

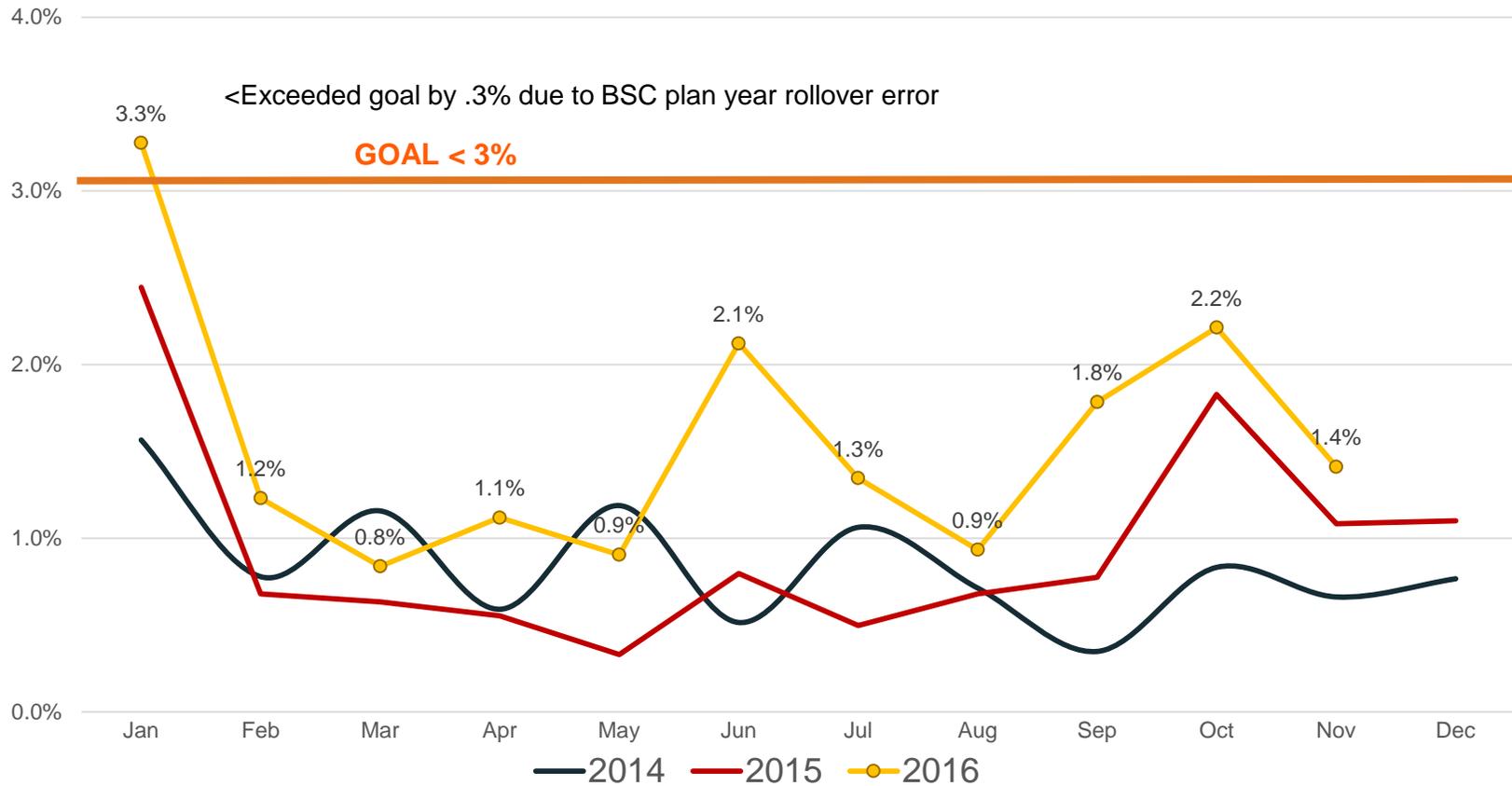
# Inbound Calls: Sept. – Nov. 2016



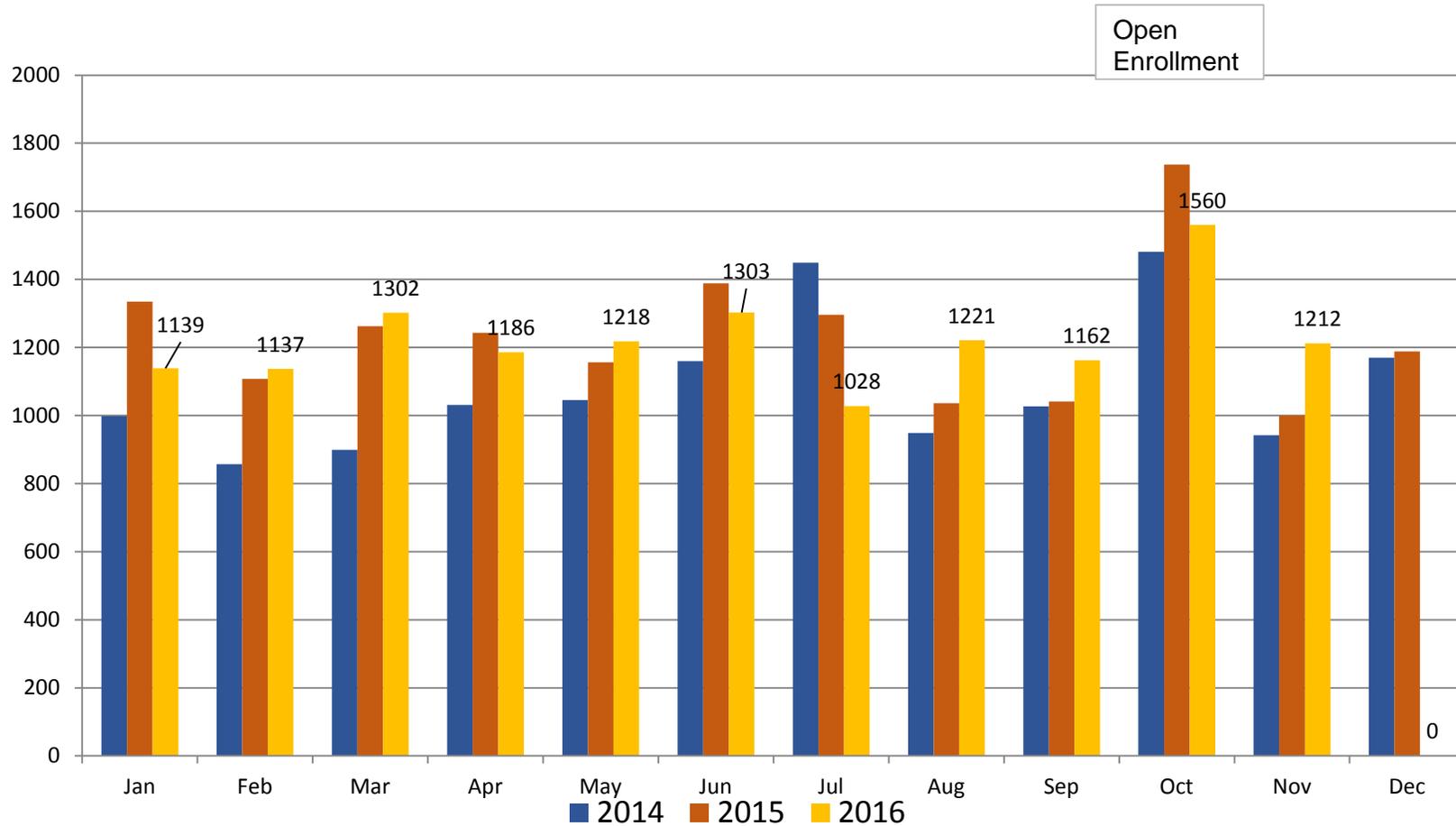
# Call Speed of Answer: Sept. – Nov. 2016



# Abandonment Rate: Sept. – Nov. 2016

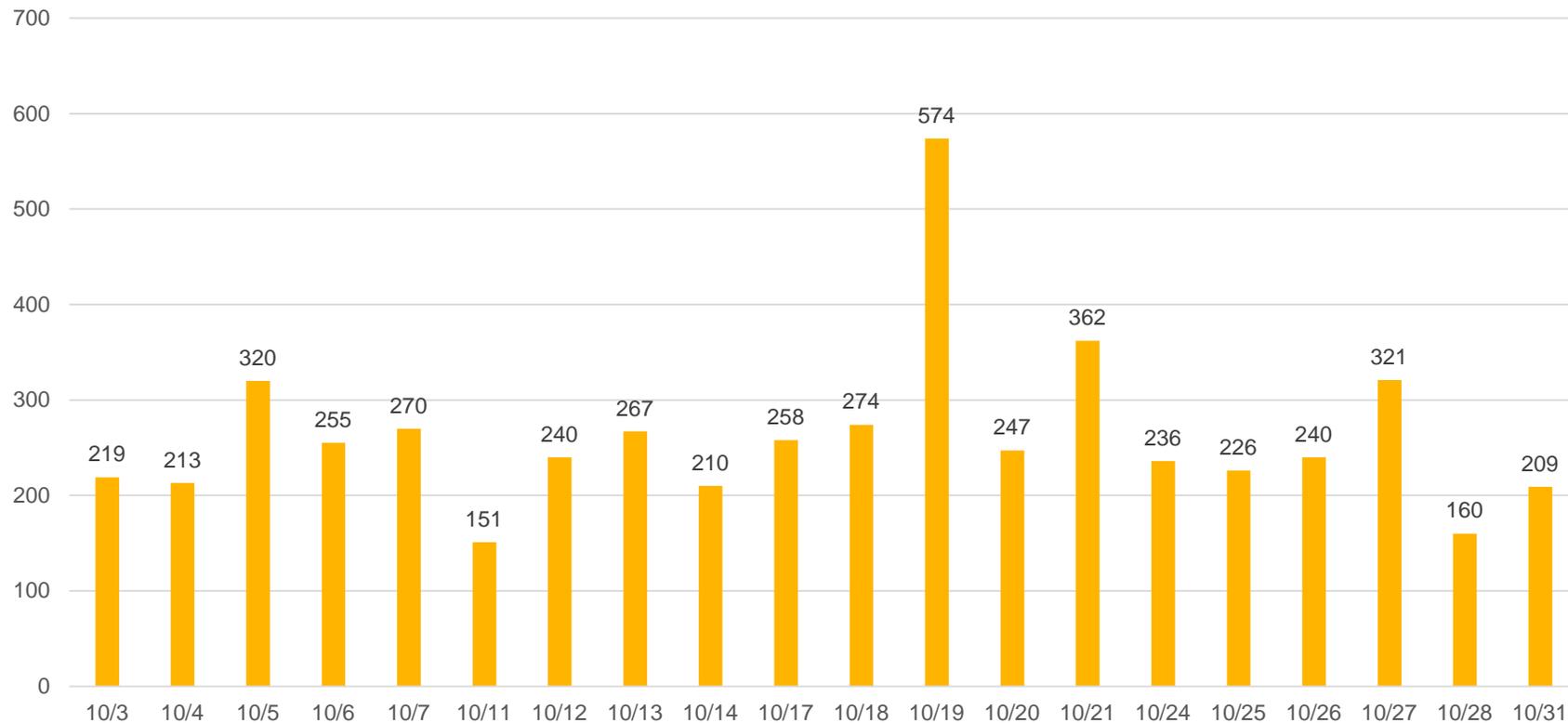


# In-person Assistance: Sept. – Nov. 2016



# Total In-Person Assistance October 2016

5,252 Members (Off Site events, HSS OE 1<sup>st</sup> FL & 3<sup>rd</sup> FL Member Offices)



# Delinquencies & Terminations: September 2016

- Delinquency Notices Sent
  - Employees: 311
  - Retirees: 58
- Termination Notices Sent
  - Employees: 72
  - Retirees: 21

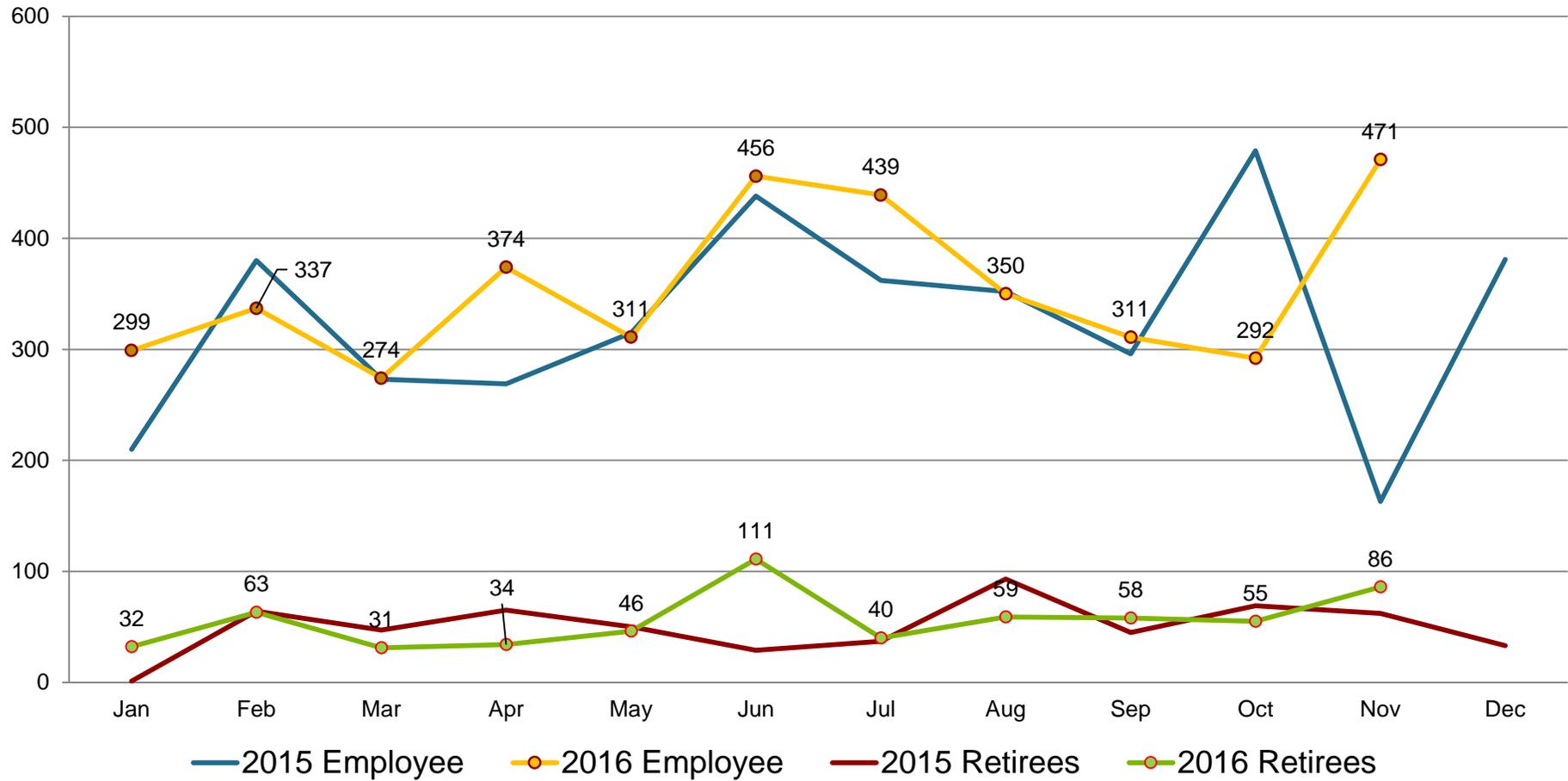
# Delinquencies & Terminations: October 2016

- Delinquency Notices Sent
  - Employees: 292
  - Retirees: 55
- Termination Notices Sent
  - Employees: 101
  - Retirees: 21

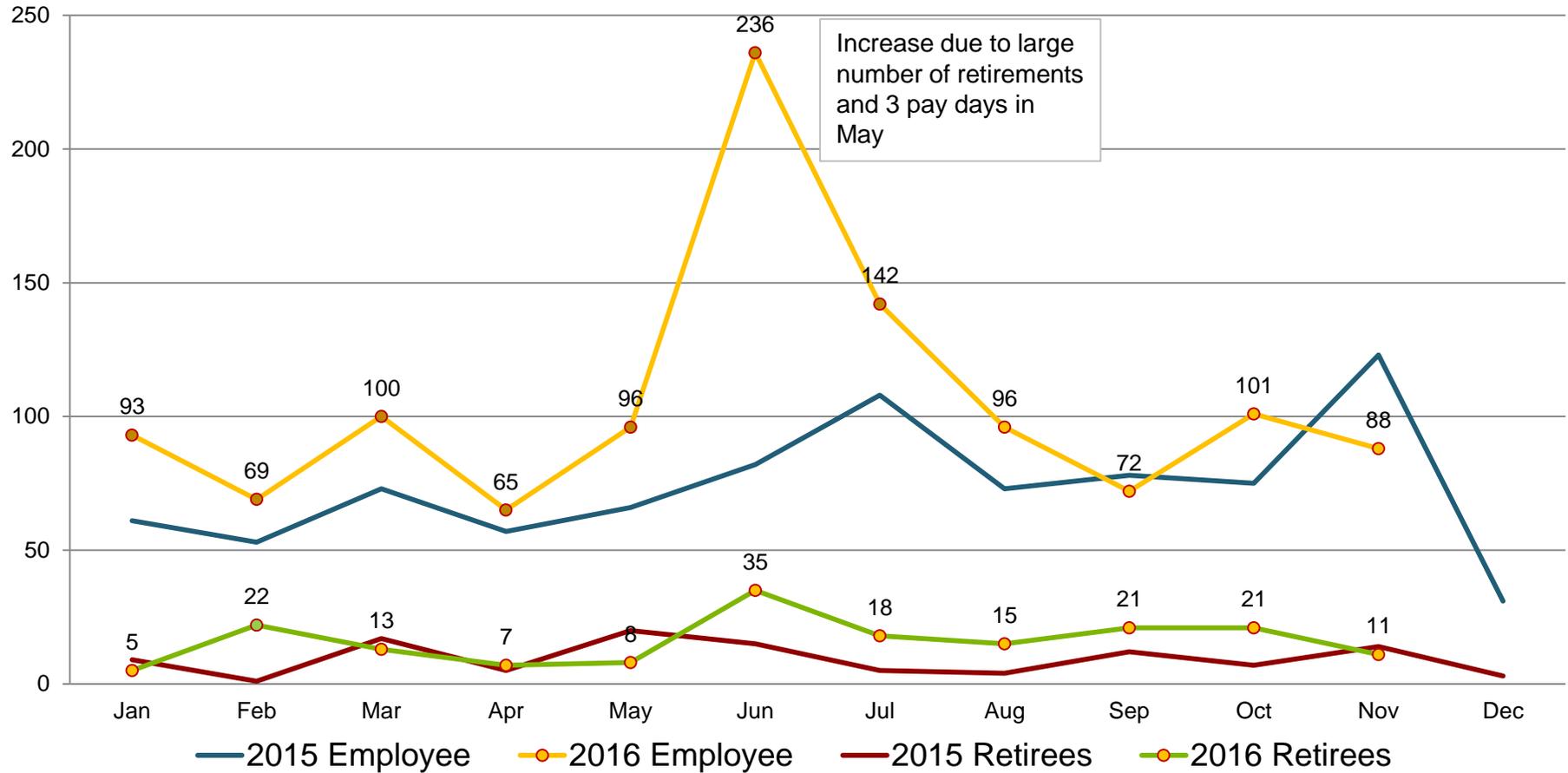
# Delinquencies & Terminations: November 2016

- Delinquency Notices Sent
  - Employees: 471
  - Retirees: 86
- Termination Notices Sent
  - Employees: 88
  - Retirees: 11

# Delinquency Notices: Sept. – Nov. 2016

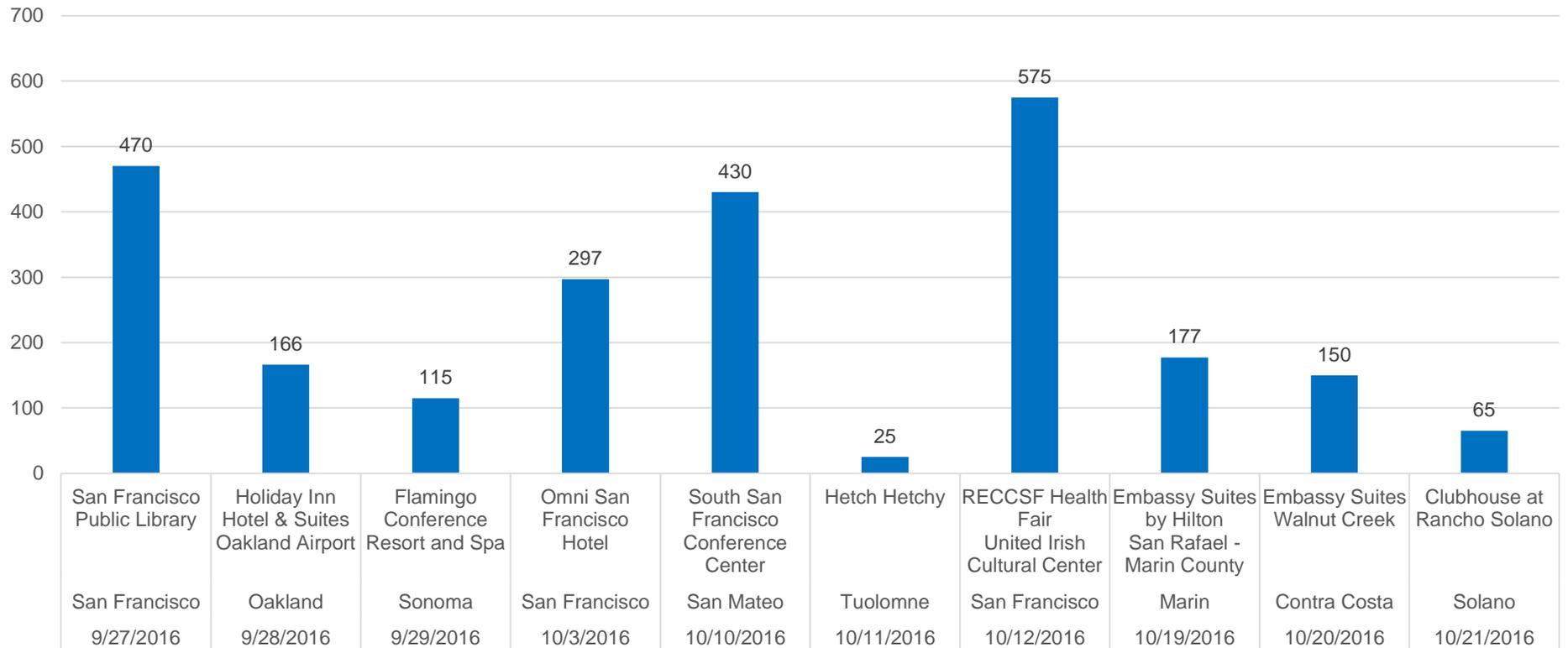


# Termination Notices: Sept. – Nov. 2016



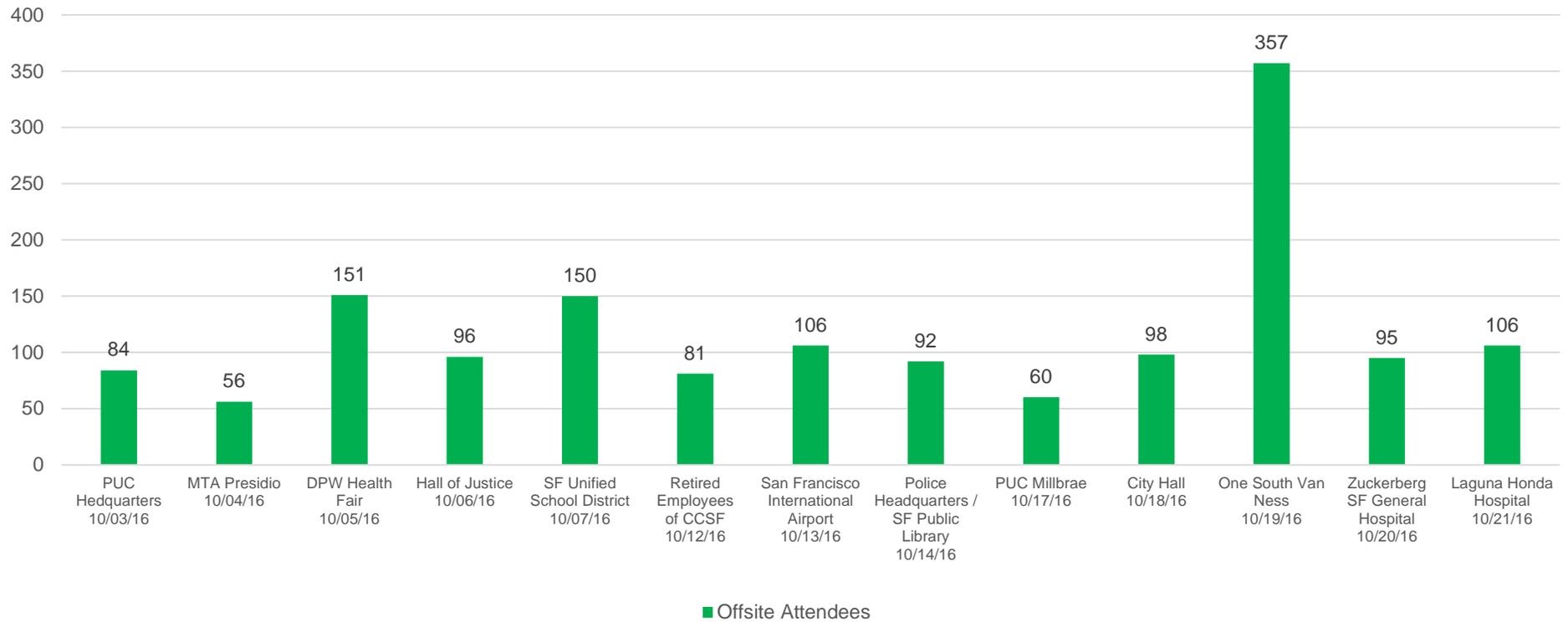
# Retiree Educational Session Participation

## 2,608 Members



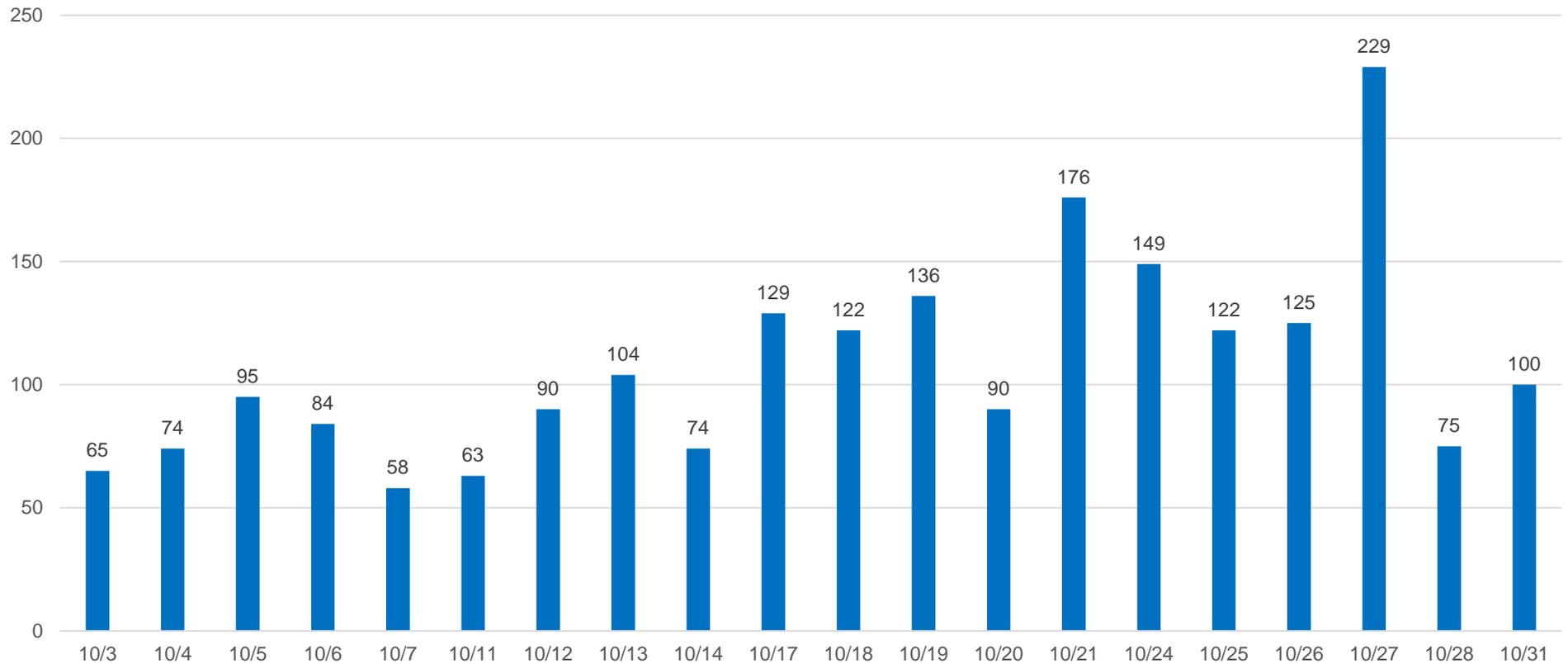
# Open Enrollment Offsite Event Participation

## 1,532 Members



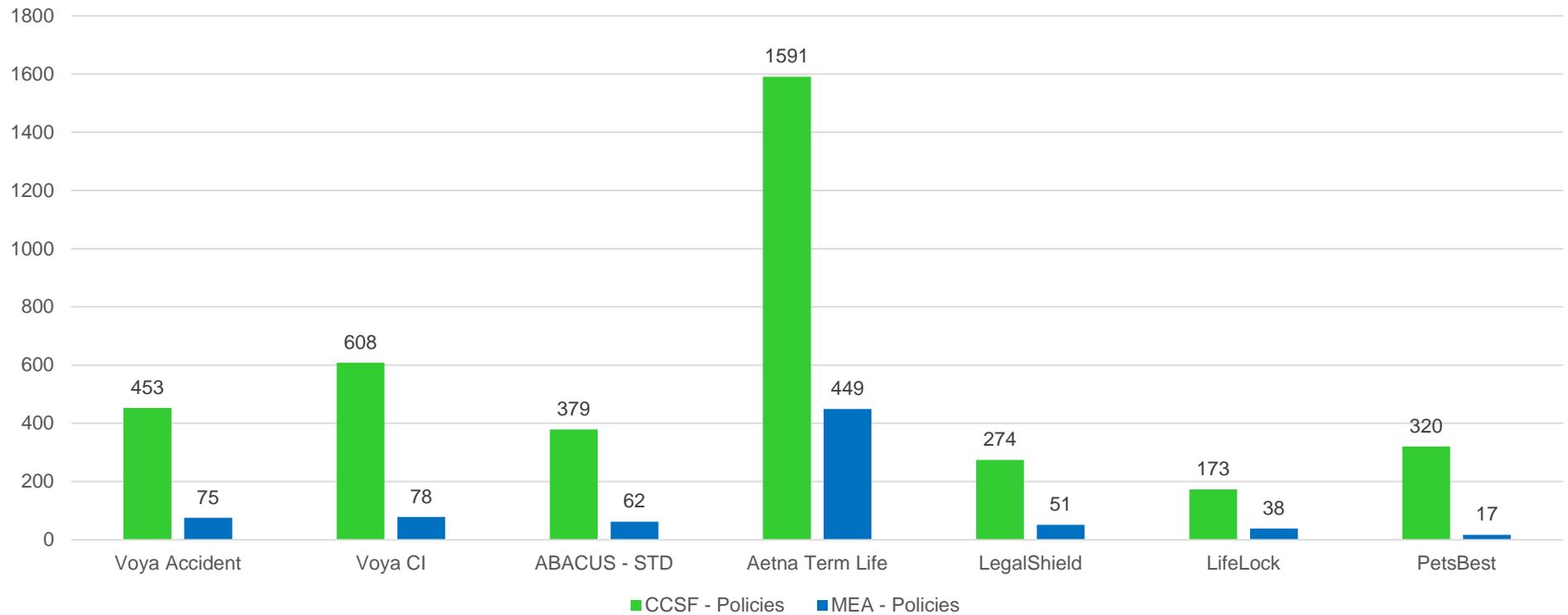
# Open Enrollment In-Person Assistance

## 2,160 Members



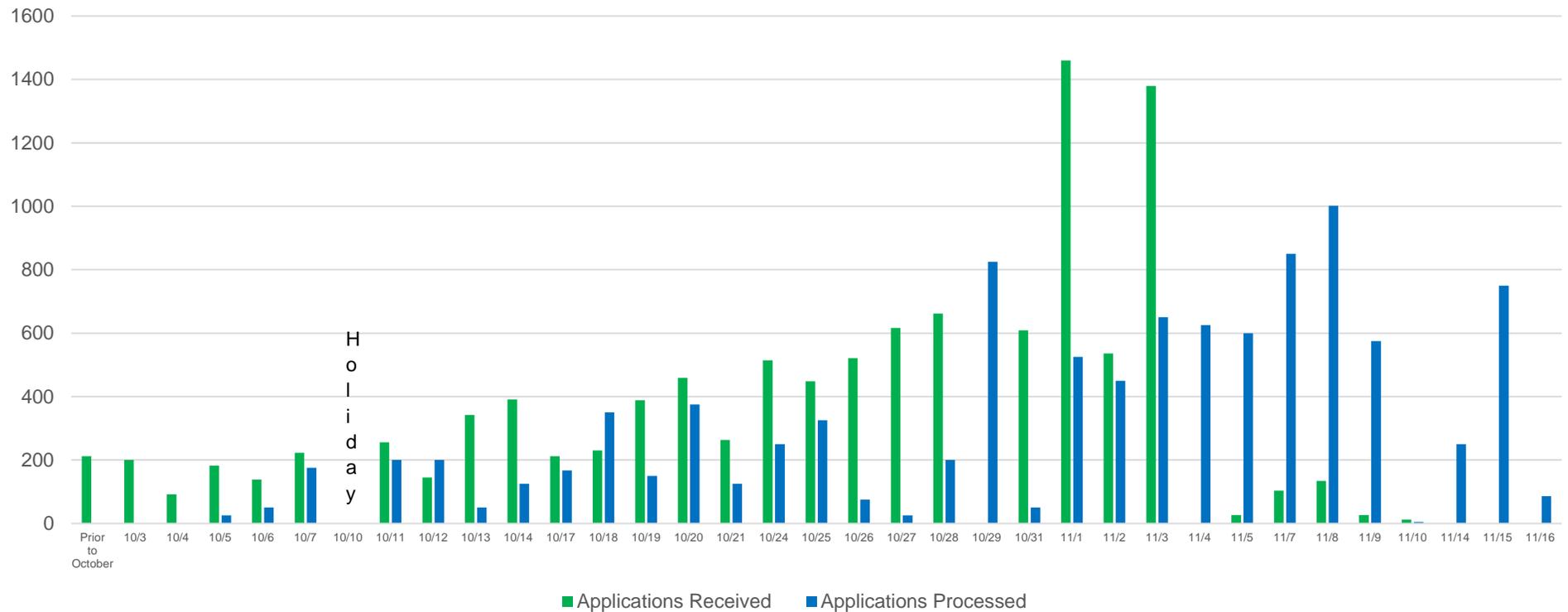
# Open Enrollment Voluntary Benefits Enrollment

## 4,568 Enrollments



# Open Enrollment Applications Processing

10,644 applications received & processed



# Data Analytics Management Report

December 8, 2016

## 2016 to 2017 PLAN YEAR ENROLLMENT:

ENR JAN 1, 2016		CCD/USD	CSF/CRT	EARLY RET	RETIREE	TOT RET	Grand Total	ENR JAN 1, 2017		CCD/USD	CSF/CRT	EARLY RET	RETIREE	TOT RET	Grand Total
Blue Shield	EE ONLY	1559	5479	1470	3681	5151	12189	Blue Shield	EE ONLY	1459	5389	1363		1363	8211
	EE+1	540	3830	708	1665	2373	6743		EE+1	486	3825	640		640	4951
	EE+2	381	3997	259	99	358	4736		EE+2	343	4024	233		233	4600
<b>Blue Shield Total</b>		<b>2480</b>	<b>13306</b>	<b>2437</b>	<b>5445</b>	<b>7882</b>	<b>23668</b>	<b>Blue Shield Total</b>		<b>2288</b>	<b>13238</b>	<b>2236</b>			<b>17762</b>
City Plan	EE ONLY	32	507	441	3917	4358	4897	City Plan	EE ONLY	74	585	540		540	1199
	EE+1	9	90	131	1232	1363	1462		EE+1	12	167	157		157	336
	EE+2	2	67	11	17	28	97		EE+2	10	130	23		23	163
<b>City Plan Total</b>		<b>43</b>	<b>664</b>	<b>583</b>	<b>5166</b>	<b>5749</b>	<b>6456</b>	<b>City Plan Total</b>		<b>96</b>	<b>882</b>	<b>720</b>			<b>1698</b>
Kaiser	EE ONLY	3992	6470	1779	6868	8647	19109	Kaiser	EE ONLY	4291	7067	1804	7155	8959	20317
	EE+1	1134	4561	732	2747	3479	9174		EE+1	1145	4701	736	2864	3600	9446
	EE+2	721	5264	158	106	264	6249		EE+2	756	5510	156	115	271	6537
<b>Kaiser Total</b>		<b>5847</b>	<b>16295</b>	<b>2669</b>	<b>9721</b>	<b>12390</b>	<b>34532</b>	<b>Kaiser Total</b>		<b>6192</b>	<b>17278</b>	<b>2696</b>	<b>10134</b>		<b>36300</b>
UHC MAPD	EE ONLY				639	639	639	New City Plan	EE ONLY				8398	8398	8398
	EE+1				314	314	314		EE+1				3310	3310	3310
	EE+2				4	4	4		EE+2				104	104	104
<b>New City Plan Total</b>		<b>0</b>	<b>0</b>		<b>957</b>	<b>957</b>	<b>957</b>	<b>New City Plan Total</b>		<b>0</b>	<b>0</b>		<b>11812</b>	<b>11812</b>	<b>11812</b>
<b>Waived Total</b>		<b>1033</b>	<b>2311</b>	<b>1804</b>	<b>784</b>	<b>2588</b>	<b>5932</b>	<b>Waived Total</b>		<b>1070</b>	<b>2354</b>	<b>1961</b>	<b>804</b>	<b>2765</b>	<b>6189</b>
<b>Delinquent Total</b>		<b>27</b>	<b>120</b>	<b>9</b>	<b>1</b>	<b>10</b>	<b>157</b>	<b>Delinquent Total</b>		<b>23</b>	<b>130</b>	<b>12</b>	<b>1</b>	<b>13</b>	<b>166</b>
<b>Grand Total</b>		<b>9430</b>	<b>32696</b>	<b>7502</b>	<b>22074</b>	<b>29576</b>	<b>71702</b>	<b>Grand Total</b>		<b>9669</b>	<b>33882</b>	<b>7625</b>	<b>22751</b>	<b>14590</b>	<b>73927</b>

- Active enrollment in City Plan increased by 271 subscribers
- New City Plan growth attributed to migration from Blue Shield Medicare plan and City Plan Medicare COB
- Overall enrollment in Kaiser Permanente increased by 1,768 subscribers

# PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

## Open Enrollment:

- 40 programs required modification due to split carrier enrollment
  - 16 completed
  - 9 in testing
  - 7 in development
  - 2 specifications have been submitted
  - 6 not yet started
- System Configuration required for split carrier enrollment
  - 39 coverage codes added to system
  - 1 plan type added to system
- Migrated ~12,000 retirees into New City Plan

## PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

2000 work hours have been expended in system modifications due to plan year changes (including split carrier) since September 1:

- HSS Data Analytics Staff:
  - 4 staff members have worked 1330 regular hours, 170 overtime hours
    - Documenting specifications
    - Reviewing functional and technical requirements
    - Conducting user acceptance testing
    - Configuring system options
    - Programming system modifications
    - Writing ad-hoc queries to inform various phases of rollout
    - Attending project meetings
    - Auditing data entry for errors
    - Validating plan configuration
    - Generating various required data files

# PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

Breakdown of work hours continued:

- eMerge Staff:
  - 7 staff members have worked approximately 480 regular hours, 20 hours overtime
    - Designing functional requirements
    - Conducting end-to-end system testing
    - Programming system modifications
    - Configuring interfaces
    - Transmitting test files to vendors
    - Executing scripts to migrate members
    - Attending project meetings

## PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

### Open Enrollment:

- Generated 73,011 OE letters
- Generated 73,767 confirmation letters
- Completed development for new enrollment file for Best Doctors
- Completed requirements and currently conducting testing for voluntary benefits inbound payroll deduction file
- Completed specifications for outbound voluntary benefits enrollment file
- Prepared Cobra and FSA files for distribution to P&A vendor

### Other:

- Completed Tax Year 2015 IRS Form 1095 electronic filing
- Documented specifications for tax year 2016 IRS Form 1095 filing
- Conducted HIPAA training for new hires
- Attended webinars on ACA 2016 requirements

# IT INITIATIVES

Successfully project managed annual Open Enrollment

Functioned as Subject Matter Expert for file room digitization RFP

Consulted with EAP on compliant telemedicine

Assumed interim myhss.org responsibility

- Posted all OE materials / revised web pages as required
- Posted all HSB materials / revised web pages as required
- Created web pages for Healthy Happy Holidays campaign

Assumed interim communications distribution responsibility

- Generated all City-wide OE emails
- Generated all eNews emails
- Generated all Robocalls

Initiated rollout of 20 new PCs as part of PC refresh cycle

Completed and submitted FY2018-22 Information and Communication Technology (ICT) plan

## DATA ANALYTICS

- Prepared demographic data for posting to SF Open Data Portal
- Prepared submission for Data Innovation Awards
- Designing tracking database for Wellness Division reporting on program utilization
- Provided data for General Accounting Standards Board (GASB) Other Post Employment Benefits (OPEB) valuation for CSF
- Provided data for audits of GASB OPEB valuation for both CSF and SFUSD
- Provided data for annual Countywide Cost Allocation Plan (COWCAP) prepared by Controller's office
- Fulfilled numerous ad-hoc data requests in support of Medicare plan changes
- Facilitated Dec 1<sup>st</sup> Truven Public Employer Forum on opioid epidemic

# Finance and Contracting Activities Update

## Finance and Accounting

- Received unqualified opinion from KPMG following independent financial audit for FY 2015-16 finding no deficiencies in internal controls and no instances of noncompliance.
- Improved invoicing structure for the self-funded “City Plan”.
- Remitted final Transitional Reinsurance Fee installment of \$16,172 for the 2015 Plan Year.
- Calculated Transitional Reinsurance Fee for the 2016 Plan Year at \$50,173.

## Finance and Contracting Activities Update (continued)

### Contracting and Vendor Management

- Executed a service agreement with Best Doctors to provide all members with specialized medical information and second opinion services. Negotiated for key member satisfaction and cost-savings performance guarantees.
- Issued an RFP and selected approved City vendor Fidelity National Technology Imaging for offsite scanning and digitization of all hardcopy member records prior to the close of the FY 2016-2017.
- Executed a service agreement with Barretto-Co to provide a web-based multimedia wellness campaign.
- Executed amendments to service agreements with CirclePoint (2) for 2016 Open Enrollment materials and web development.

# Well-Being Monthly Report

MONTHLY REPORT | September-November 2016

## Employee Well-Being Update: Get Fit on Route 66 (August-September)

Get Fit on Route 66 was a 6-week physical activity challenge open to all HSS members that ended 9/25/2016

- 2365 employees and family members registered
  - 821 people logged physical activity at least 3 days per week
  - 743 people logged at least 30 minutes, 3 days per week
- 691 completed the pre- and post survey
  - 83% reported that they were exercising for at least 30 minutes: 18% increase
  - 65% reported that the work environment supported physical activity: 15% increase

## Employee Well-Being Update: Get Fit on Route 66 (August-September)

- *“Wanting to contribute to my team made me more consistent about walking to and from work, and using my lunch hour to try to get in some serious walking as well. **One thing I noticed was what a difference my long, fast-paced lunch walks made to my afternoons. I found I was more relaxed and more comfortable and more alert. So I definitely plan to continue with that as a regular part of my routine.**”*
- We would like to thank our health plan partners for their prize contributions. Well-Being themed prizes were awarded to randomly selected participants who reached the goals of the program.

# Employee Well-Being Update: Flu and Open Enrollment Events (October-November)

## Early data show

- Over 4100 shots
- 83% CCSF employees
- 7% retirees
- 40% KP members
- 53% BSC
- 4% UHC
- 59% received a flu shot in their building, 37% came from somewhere else

## Partnership with Member Services

- Over 30% of flu shot attendees visited with Member Services staff
- Member Services staff attended 13 flu shot clinics, where they consulted with over 1400 members

# Employee Well-Being Update: Flu and Open Enrollment Events (October-November)

## Communications

- Launched the first-ever flu event website and online calendar
- Included all OE offsite events and health fairs in addition to flu clinics

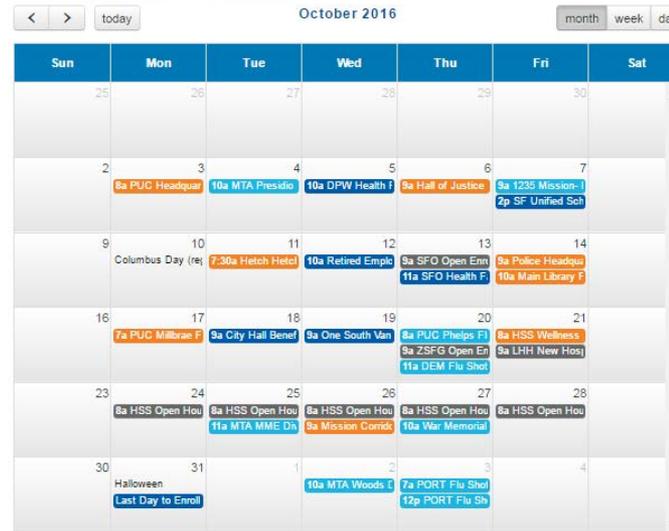


### Events: Flu Shots, Open Enrollment, and Health Fairs

HSS is coming to worksites across the City this October and November. Get your flu shot, ask questions about Open Enrollment, drop off your enrollment forms, speak to your health plan vendors, and learn about the new voluntary benefits (such as, pet insurance and short-term disability insurance) for CCSF employees. Opportunities differ by location, so check the calendar.

Flu Shot Questions? Call 415-554-0643.

Open Enrollment Questions? Call 415-554-1750.



- PRINTABLE CALENDAR
- OPEN ENROLLMENT
- FLU FAQS
- CDC FLU INFO



Get Vaccinated!



Wash Up!



Sleeves Not Hands!

## Employee Well-Being Update: Health Fairs (October)

### HSS attended 6 health fairs

- 2 new events included Benefits Fairs & Flu Shot Clinics at City Hall and One South Van Ness which resulted in ~1200 flu shots and over 500 OE visits
- Attended 4 annual events: DPW, SFO, RECCSF and USD health fairs
- HSS coordinated health plan attendance at all of these events

### HSS Open House: Vendor Week

- Over 400 individuals visited the health fair and 700 visited Member Services on the first floor during this week
- *We would like to thank all of our vendor partners for their participation in these events and their contributions to the raffle*

# Employee Well-Being Update: Champion Training (September-December)

In September, 93 Champions were trained on the following three topics:

- Flu Shots
  - Encourage and facilitate flu vaccinations for HSS members through education, onsite clinics (26), and providing information about how to access flu shots through the health plans
- Healthy Holidays: Maintain, Don't Gain
  - Prevent holiday weight gain.
- Happy Holidays: 12 Days of Relaxation
  - Promote mental well-being and stress management

All training materials are available at [myhss.org/champion](http://myhss.org/champion)



**NOVEMBER 2016**

Fitspiration quote here, invite a friend to start a healthy and happy holiday goal with you!

CHOOSE TO:		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<input type="checkbox"/> Healthy Holidays	<input type="checkbox"/> Happy Holidays			1	2	3	4	5
<b>WEEK #1</b>								
Eat more greens.	Enjoy a nice stroll.			☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺
<b>WEEK #2</b>		6	7	8	9	10	11	12
Get in a nice stretch.	Take a yoga class.	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺
<b>WEEK #3</b>		13	14	15	16	17	18	19
Eat a healthy breakfast in the morning.	Join a seminar at the Wellness Center.	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺
<b>WEEK #4</b>		20	21	22	23	24	25	26
Take up a new class at the Wellness Center.	Enjoy your day with friends and/or family.	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺	☺ ☺
<b>WEEK #5</b>		27	28	29	30			
Drink more water.	Meditate before going to bed.	☺ ☺	☺ ☺	☺ ☺	☺ ☺			

SAN FRANCISCO HEALTH SERVICE SYSTEM

## Employee Well-Being Update: Healthy and Happy Holidays

In addition to the variety of Champion-led activities and on-site events, HSS is providing two email-based awareness campaigns

- Maintain, Don't Gain (1 email/week for 8 weeks)
  - 535 registered participants
- 12 Days of Relaxation (1 email/day for 12 business days)
  - 651 registered participants



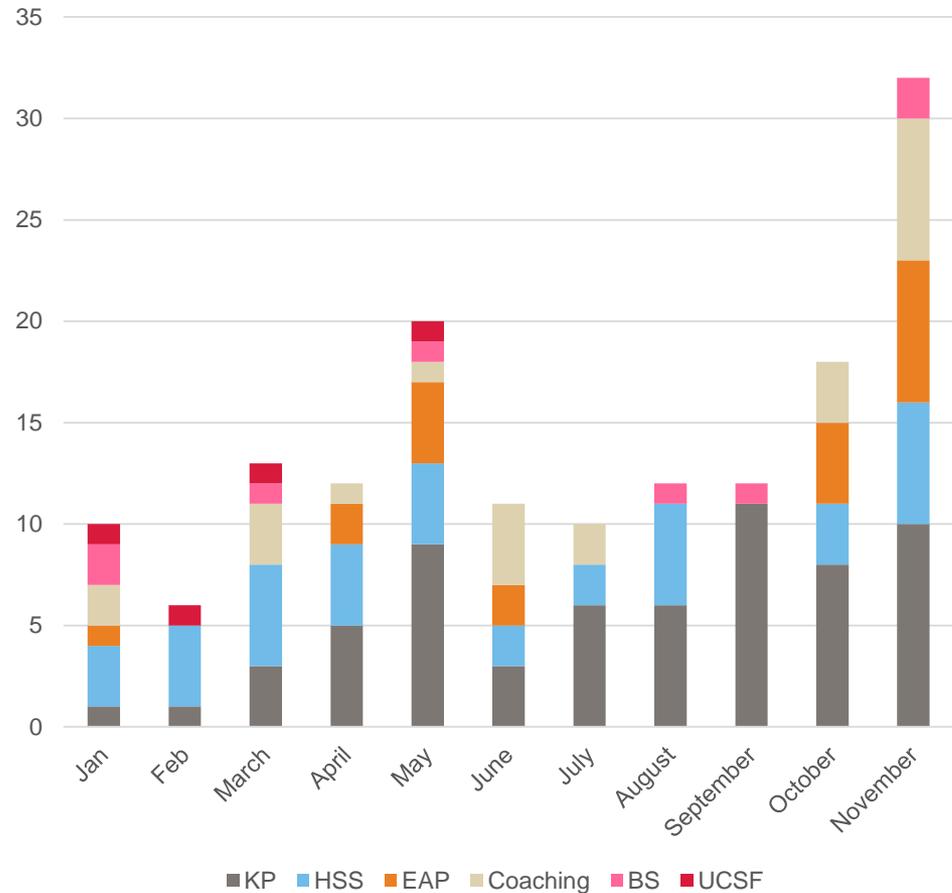
*The artwork for these campaigns was created by in-house HSS graphic artist, Dana Lui*

# Employee Well-Being Update: Worksite Events at Departments

## New Programs Launched at Departments

- Healthy Weight Series increased seminars and coaching in Oct and Nov
- EAP Making Work Work series launched increasing EAP onsite events
- Healthy and Happy Holidays campaign resulted in requests for screenings, coaching, and seminar days

Well-Being @ Work Events YTD



# Employee Assistance Program: Organizational Well-Being Update (September-November)

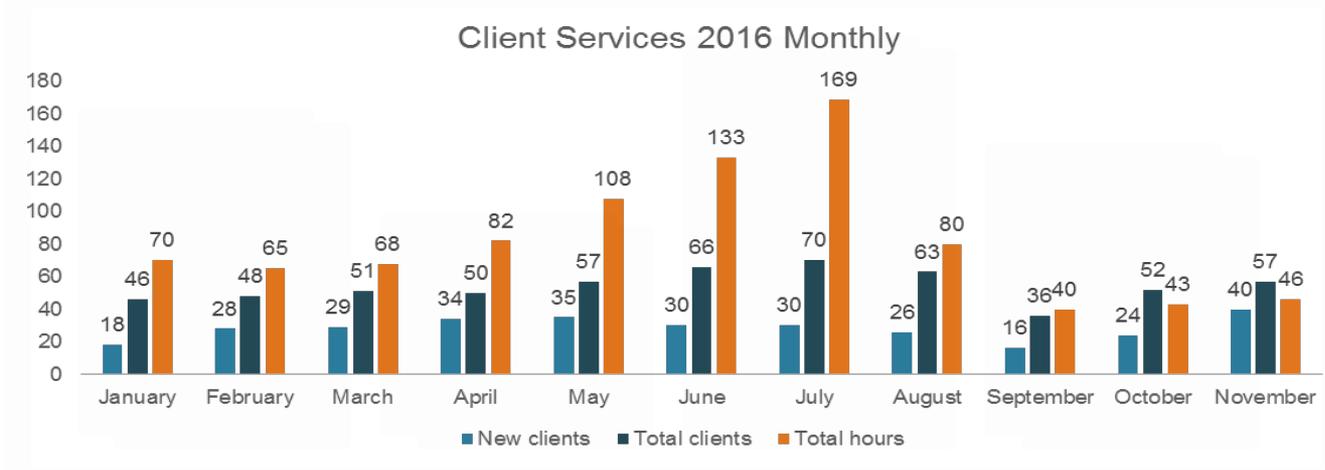
1967 employees served (9/1/16-11/23/16)

- 29 orientations for 1820 employees, which included attendance at over 10 flu shot clinics
- 19 organizational consultations for 25 employees
- Launched Making Work Work seminar series (Stress Management, Dealing with Difficult People, Communication, Managing Emotions)
  - Offered the series 5 times with an average of 17 employees/seminar.

# Employee Assistance Program: Counseling Update (September-November)

145 clients (9/1/16-11/23/16)

- Averaged 53 clients in the first 11 months of 2016
- Drops in clients in September may be attributable to fewer available appointments because of counselor vacation
- Drops in clients in October may be attributable to EAP presence at offsite flu/OE events
- Increase in new clients in November may be attributable to fewer available appointments in Sept/Oct or a result of increase promotion in previous months



# Wellness Center Update (September)

September

- Group Exercise:
  - Strength Training Workouts of the Month added
  - New Sign-up Process for Tuesday Total Body Conditioning Class
  - Total Body Toning was added Mondays at 1:10PM
  - Interval Training was added Wednesdays at 5:15PM
  - Open Use Times (M-F 11:00-12:00 & 1:00-2:00)
  
- Seminars:
  - Getting Healthy Sleep
  - Making Work Work – 4-part series
  - Life Care Planning – 2-part series

# Wellness Center Update (October-November)

## October

- Group Exercise
  - Classes canceled during Vendor Week (10/24-10/28)
- Seminars:
  - Chair Yoga
- Special Events:
  - Flu Shot
  - Open Enrollment
  - Vendor Week

## November

- Seminars
  - Holiday Stress
  - Back Injury Prevention
  - Food Demo: Healthy Holiday Substitutes
  - Kitchen Medicine: Healthy Fall & Winter Foods
  - Life Care Planning – 2-part series
- Special Events:
  - Flu Shot Clinic
  - Maintain, Don't Gain

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

## MEMORANDUM

DATE: November 22, 2016  
TO: Catherine Dodd, Director, San Francisco Health Service System  
CC: Health Service Board  
FROM: Lee Hagy, Research Assistant  
RE: History of San Francisco Charter Section A8.421 – Adoption of Plans for Residents

### **OVERVIEW**

At the November 10, 2016 Special Meeting of the Health Service Board, during the Education Forum *Discussion Review of the San Francisco Health Service System (“SFHSS”) Charter and Administrative Code Sections* presented by Deputy City Attorney Erik Rapoport (Item 11102016-02 of the Agenda), Commissioner Karen Breslin inquired about Section A8.421 of the Charter of the City and County of San Francisco (“Charter Section A8.421”), which is copied below:

**CHARTER SECTION A8.421 – ADOPTION OF PLANS FOR RESIDENTS** Subject to the requirements of state law and the budgetary and fiscal provisions of the Charter, the Health Service Board is authorized by a two-thirds vote of the entire membership of the Health Service Board to adopt a plan or plans or make other provision for health or dental benefits for residents of the City and County of San Francisco. Such plan or plans shall not become effective until approved by an ordinance of the Board of Supervisors adopted by three-fourths of its members. Residents shall not by virtue of enrolling in such plan or plans become members of the Health Service System. The Health Service System Fund shall not be used to provide any benefits under this section. The Health Service Board shall adopt rules and regulations to administer this section.

The determinations made under this section, including but not limited to whether to adopt a plan or plans, what benefits to offer, determination of eligibility, and the fixing and allocation of the cost of any plan or plans, are within the sole discretion of the City and County and its officials. (Amended November 2004)

This Memorandum provides a historical context of Charter Section A8.421, as requested by Health Service Board Chairman Randy Scott at the November 10, 2016 Board Forum.

### **DISTINCTION FROM CHARTER SECTION A8.422 – ADOPTION OF PLANS FOR MEMBERS**

Charter Section A8.421 is distinguishable from the subsequent Charter Section, A8.422 – Adoption of Plans for Members, in three key manners:

1. Charter Section A8.421 is a **not** a mandatory duty for the Health Service Board to perform
2. Charter Section A8.421 applies to **all residents** of the City and County of San Francisco
3. Charter Section A8.421 requires any plan adoption proposal for residents to be approved by two-thirds of the entire membership of the Health Service Board, rather than its majority

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Charter Section A8.422, which applies to the adoption of plans *for members*, includes the language, “it shall be its duty...”, thereby legally mandating the Board to carry forth this responsibility. By contrast, Charter Section A8.421, which applies to the adoption of plans *for residents* of the City and County, merely gives the Board *the authority* to adopt plans for health and dental benefits by a two-thirds majority vote of its entire membership, which would then be subject to approval by three-fourths of the Board of Supervisors adopting the approved plans. Nothing in Charter Section A8.421 mandates Board action; however, Charter Section A8.421 does prohibit Health Service Trust Fund monies from being used to cover residents.

## **HISTORY OF CHARTER SECTION A8.421 – ADOPTION OF PLANS FOR RESIDENTS**

On July 20, 2004, the Board of Supervisors voted on a Charter Amendment sponsored by Supervisors Chris Daly and Tom Ammiano to amend Section 12.200 and Section A8.421 of the Charter, to authorize the Health Service Board to offer health plans to City residents. The Amendment passed by a vote of 10-1 (Supervisor Tony Hall cast the opposition vote). Pursuant to California Elections Code Section 9255, it was submitted to voters as Proposition G on the November 2, 2004 Election ballot. A copy of the Voter Information Pamphlet language on Proposition G is attached.<sup>1</sup>

The Peace and Freedom party in 2004, recommending that voters approve Proposition G, stated: “Approval of this measure, is a good gesture; we suspect it will end up being largely symbolic; but it puts the City on record for universal health care.”<sup>2</sup> The San Francisco Republican Party submitted a paid Voter Information Pamphlet argument against Proposition G, stating, “It does not describe who is eligible, how this service would be paid for, and how coverage decisions would be paid. Taxpayers should not be forced into a plan that does not have a ‘plan.’”

On November 2, 2004, the City voters approved Proposition G by a 66.81 percent Yes vote, with 201,674 voters in favor of it (vs. 33.19 percent of voters or 100,206 who opposed it).

## **SAN FRANCISCO HEALTH SECURITY ORDINANCE**

On August 7, 2006, then-Mayor Gavin Newsom signed the San Francisco Health Security Ordinance into law, which was unanimously approved by the Board of Supervisors, thereby creating the Healthy San Francisco Health Access Program.<sup>3</sup> Mayor Newsom stated, “San Francisco is the first city in the nation to provide universal healthcare access to the uninsured.”<sup>4</sup> Since 2010, the expansion of Medi-Cal eligibility for residents through the Patient Protection and Affordable Care Act has resulted in Healthy San Francisco covering city residents lacking health insurance by providing care for immigrants and those who earn too much for Medi-Cal but make too little to afford insurance.<sup>5</sup> These actions have largely obviated the need to adopt City health care plans under Charter Section A8.421.

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<sup>1</sup> San Francisco Public Library. Voter Pamphlets. [http://sfpl4.sfpl.org/pdf/main/gic/elections/November2\\_2004.pdf](http://sfpl4.sfpl.org/pdf/main/gic/elections/November2_2004.pdf)

<sup>2</sup> Peace and Freedom Party of California. [http://www.peaceandfreedom2004.org/counties/san\\_francisco.html/](http://www.peaceandfreedom2004.org/counties/san_francisco.html/)

<sup>3</sup> Office of Labor Standards Enforcement. Jan 6, 2016. HCSO Administrative Guidance. <http://sfgov.org/olse/overview>

<sup>4</sup> The Bay Area Reporter. August 10, 2006. <http://www.ebar.com/news/article.php?sec=news&article=1073>

<sup>5</sup> SF Chronicle. Oct. 26, 2013 <http://www.sfgate.com/bayarea/article/Healthy-S-F-might-sicken-Tea-Partiers-4929116.php>