

DATE: December 9, 2021

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

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: SFHSS Divisional Report December

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: December 2021

PERSONNEL

Recruitments:

- 1824 Principal Administrative Analyst (Contracts): Recruitment in process.
- 2595 Senior Employee Assistance Counselor: Position requested and is pending with MBO.
- 2593 Health Program Coordinator III: Requesting approval to fill positions.
- 1404 Clerk: Position approved. Recruitment in process.
- 1209 Benefits Technician: Pending announcement.

Employees' Working Status:

- HSS staff have returned to the office full-time effective 12/1/2021

OPERATIONS

- Member Services took 4111 calls in November: a decrease of 500 calls from last year. All customer service metrics were met.
- The top three call reasons were eligibility, retiree information, and open enrollment.
- Virtual Consultations continued, with 67 total consultations in November, with 47 consultations being held with retirees.

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

- Cisco WebEx Contact Center solution is getting closer to implementation
 - Upgrade from Finesse to provide additional features such as chat, call recording, integration with Salesforce, improved reporting and call-routing and other potential features such as email and call back queuing.
 - Currently the call flow map is being tested and programming of the user interface is in process.
- Dependent Eligibility Verification Audit (DEVA) is moved into the next phase.
 - RFP for professional services for Salesforce developers is wrapping up.
 - Ideally vendor begin first week of January. From a systems perspective ready to go in April.
 - Meetings with key partners to ensure all facets of the audit are addressed
- Open Enrollment next phase:
 - Testing of the changes to the VSP eligibility file are in flight.

- OE files transmit to the vendors next week. Data files for the confirmation letters passed to the print vendor.
- BSC PPO payment file ready to go and the Health Net CanopyCare payment file is in development.

COMMUNICATIONS

- Finalized Open Enrollment Confirmation Letters
- Drafted 2022 Communications plan
- Defined communications requirements for DEVA audit
- Defined scope for new web development work
- SFHSS.org received 54,275 page views
- Homepage received the most interest with almost 16% of clicks
 - Of note, COVID-19 Relief for Dependent Care FSA and Domestic Partner Health Coverage both made the top 10 list for pages visited
 - For November 2021 eNews, the Director's message received the most interest with 150 clicks following by Kaiser Senior Advantage Transportation Benefits and Self-Care and Gratitude Tips

FINANCE AND BUDGET

- Completed additional rate calculations to support new SFUSD eligibility class needed to configure in their upgraded HR system.

Revised and develop policies and procedures:

- Finalized the SFHSS Electronic Invoice and Payment Approval Policy

Made improvements to financial planning and reporting process:

- Improved board report format
 - Health Sustainability Fund – better designation of costs according to supported activities
 - Trust reports revised to prepare for the switch over and implementation of new health plan options in 2022
- Prepare for FY2022-23 and FY2023-24 budget process

CONTRACTS

- Executed First Amendment to the Medicare Advantage (MAPD) Agreement with UnitedHealthcare.
- Executed Agreement with Hartford for Life and LTD.
- Executed Second Amendment with YMCA of San Francisco for Diabetes Prevention Program (DPP) services.
- Executed Agreement with EK Ergonomics.
- Executed Third Amendment with WORKTERRA for the administration of voluntary benefits.
- Issued and completed Request for Proposal (RFP) for American Sign Language (ASL) interpreter services and selected Partners in Communication (PiC).

- Issued RFP for Salesforce development of ongoing internal dependent eligibility verification audit solution.
- Finalized First Amendment to Controller's Office Agreement with Cheiron and Business Associates Agreement (BAA) for the annual audit process.
- Finalized Third Amendment to Controller's Office Agreement with KPMG and BAA for the annual audit process.
- Finalized Second Amendment to Controller's Office Agreement with Macias Gini & O'Connell LLP and BAA for the annual audit process.
- Drafted a Memorandum of Understanding for open enrollment screenings for uniformed members of the San Francisco Fire Department.
- Administration of City Contractor Vaccination Policy and COVID-19 attestations with onsite vendor partners and service providers.
- Completion and delivery of quarterly Kaiser account management performance assessment.
- Letter of Instruction executed with UnitedHealthcare for the active PPO plan transition to Blue Shield.

WELL-BEING (see attached slides)

- Implemented the first virtual Well-Being@Work Award Celebration with over 115 attendees
- Executed 23 flu shot clinics providing 2,123 flu vaccines of which 57 of those were high dose

Attachments:

1. COVID-19 Updates
2. COVID-19 Resolution Update
3. ESA Slides
4. Well-Being Slides

Enterprise Systems and Analytics Monthly Report

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Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> Final push underway to complete all cyber related training by year's end
VOIP telephony upgrade		<ul style="list-style-type: none"> Licensing for Cisco Webex Contact Center procured 11/15 meeting with DT to gather information / identify next steps Testing call flow map Programming of user interface in process
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> Completed review of responses Questions submitted to respondents
Benefits Administration		<ul style="list-style-type: none"> Drafting development requirements for MHN eligibility file Evaluating modifications on LTD eligibility files to support vendor requirements for hours worked Completed testing of changes to Workterra eligibility file. Deploying 12/16 Configuring new benefit program for SFUSD SAP conversion
Social Determinants of Health (SDoH) / Data Measurement Plan		<ul style="list-style-type: none"> Developing concepts regarding how SDoH / Population Health would fit into next SFHSS Strategic Plan
Open Enrollment		<ul style="list-style-type: none"> BSC PPO payment file completed. Healthnet payment file in development Testing underway for VSP vision file OE confirmation letter data provided to print vendor Enrollment Statistics report in development
Year-End Processing		<ul style="list-style-type: none"> Met with Payroll Division on 11/30 to review due dates Tax favored status mailing file provided to Communications 1095-C Transmitter Code application completed



On Schedule, Adequate Resources, Within Budget, Risks in Control



Potential issues with schedule /budget can be saved with corrective actions



Serious issues. Project most likely delayed or significant budget overrun

Well-Being Monthly Report

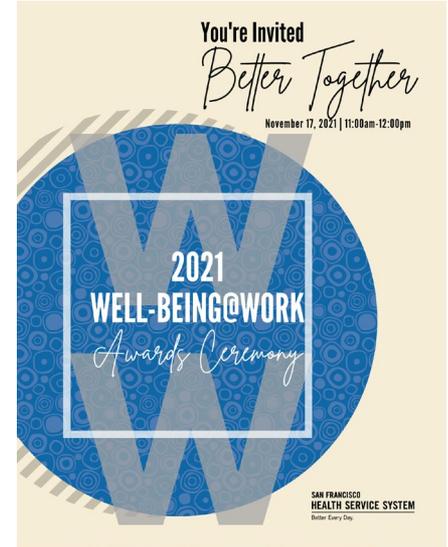
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Well-Being@Work Updates

Well-Being@Work Award Ceremony Highlights:

- Virtual ceremony hosted live on November 17th, from 11am-12pm
- Keynote speakers attended live:
 - ✓ Mayor London Breed
 - ✓ San Francisco Health Service System Director Abbie Yant
 - ✓ Planning Department Director Rich Hillis
- ✓ Video message submitted by:
 - ✓ City Administrator Carmen Chu
 - ✓ Director and Chief Resilience Officer Brian Strong
 - ✓ Assessor-Recorder Joaquin Torres
 - ✓ SFPDPH Population Health Division Interim Director Dr. Susan Philip
- Four department Spotlights in each award level category:
 - ✓ Bronze – Office of Resilience and Capital Planning
 - ✓ Silver – Assessor and Recorder’s Office
 - ✓ Gold – SFPDPH-Population Health Division
 - ✓ Platinum – City Planning Department
- Approximately 119 viewers logged in to watch ceremony*
- View award ceremony recorded event: <https://youtu.be/wmZ8hdvk83A>

* Not a true representation of final count of attendees as a few departments hosted watch parties and viewed the ceremony as a group.



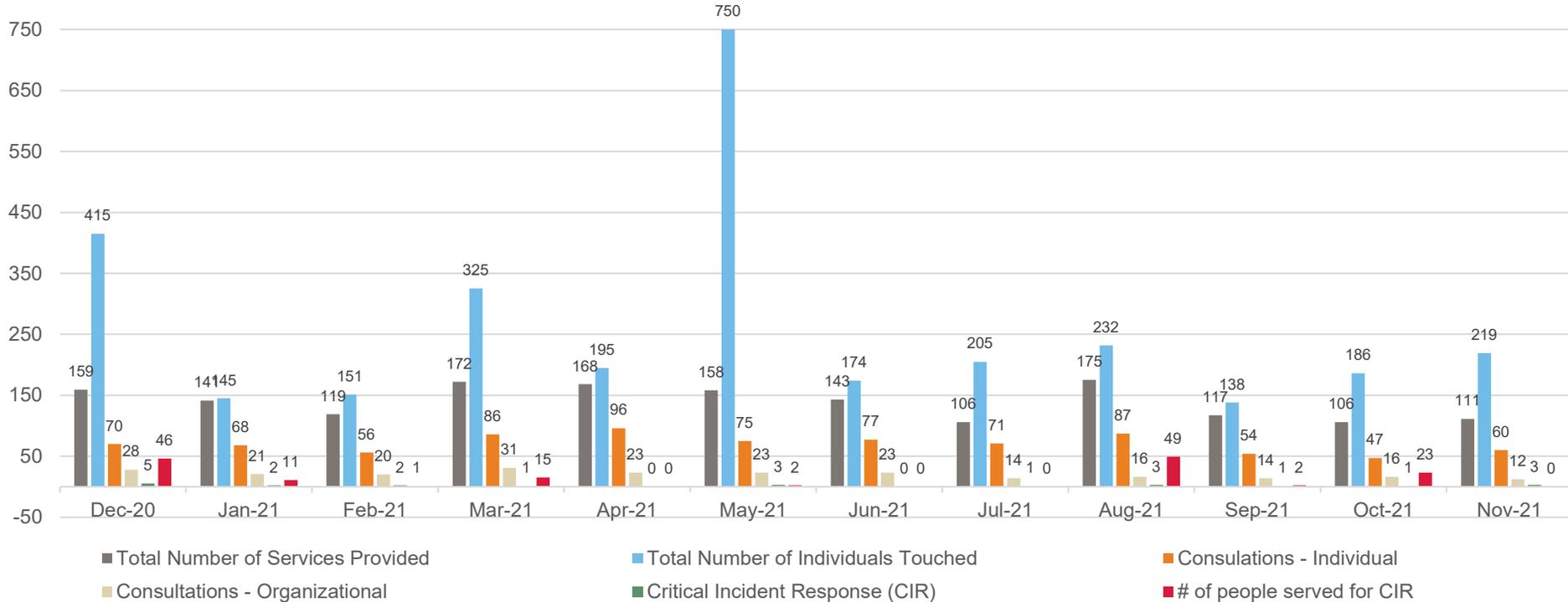
SFHSS Internal EAP

Services

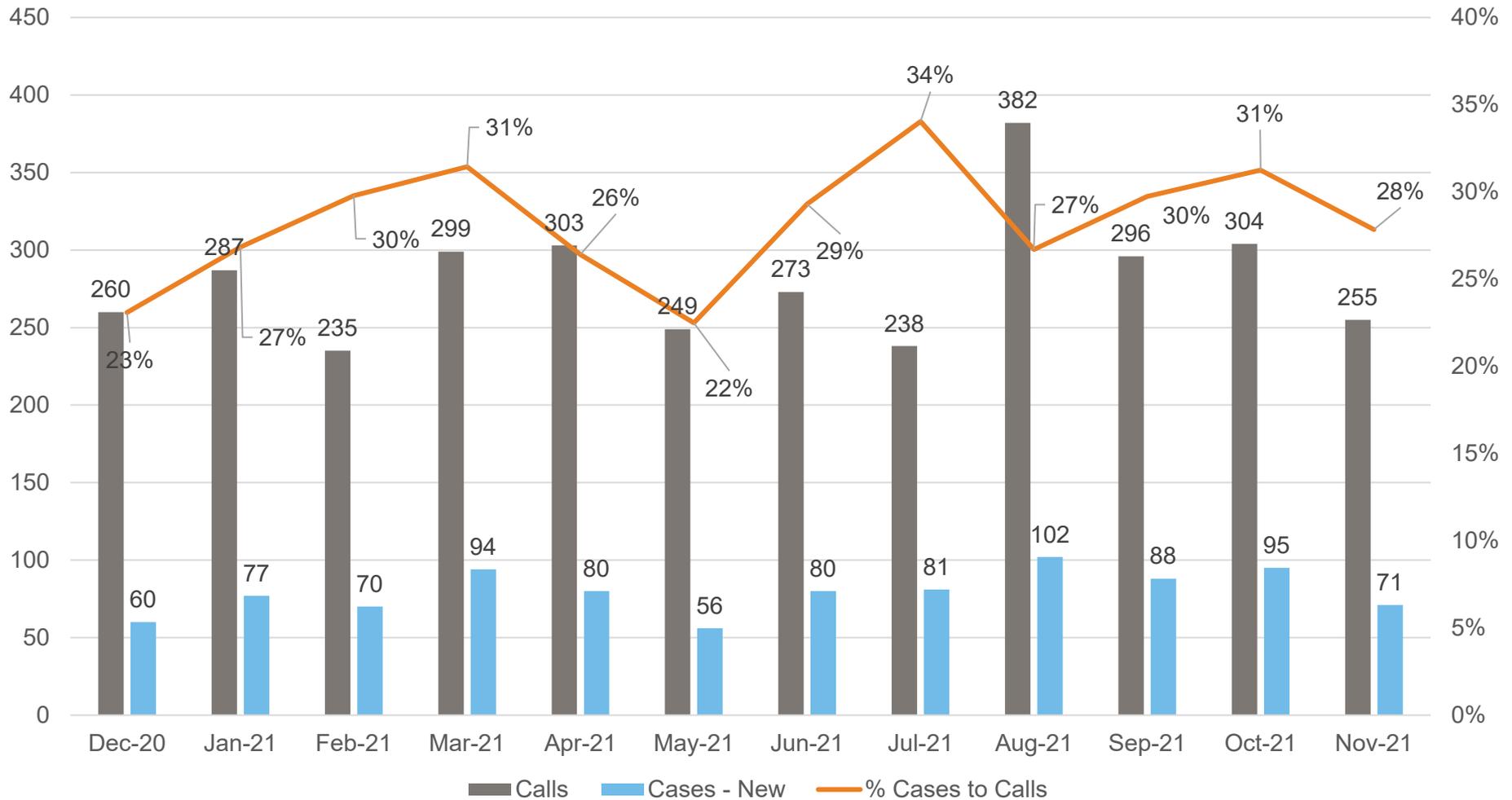
(Data represents 12/1/2020 through 11/30/2021)

- 3,176 individuals served
- 1,712 services provided
- 241 leadership consultations
- 847 individual consultations
- Responded to 22 critical incidents serving 149 individuals

Total Number of Services Provides and Individuals Served in a 12 month period

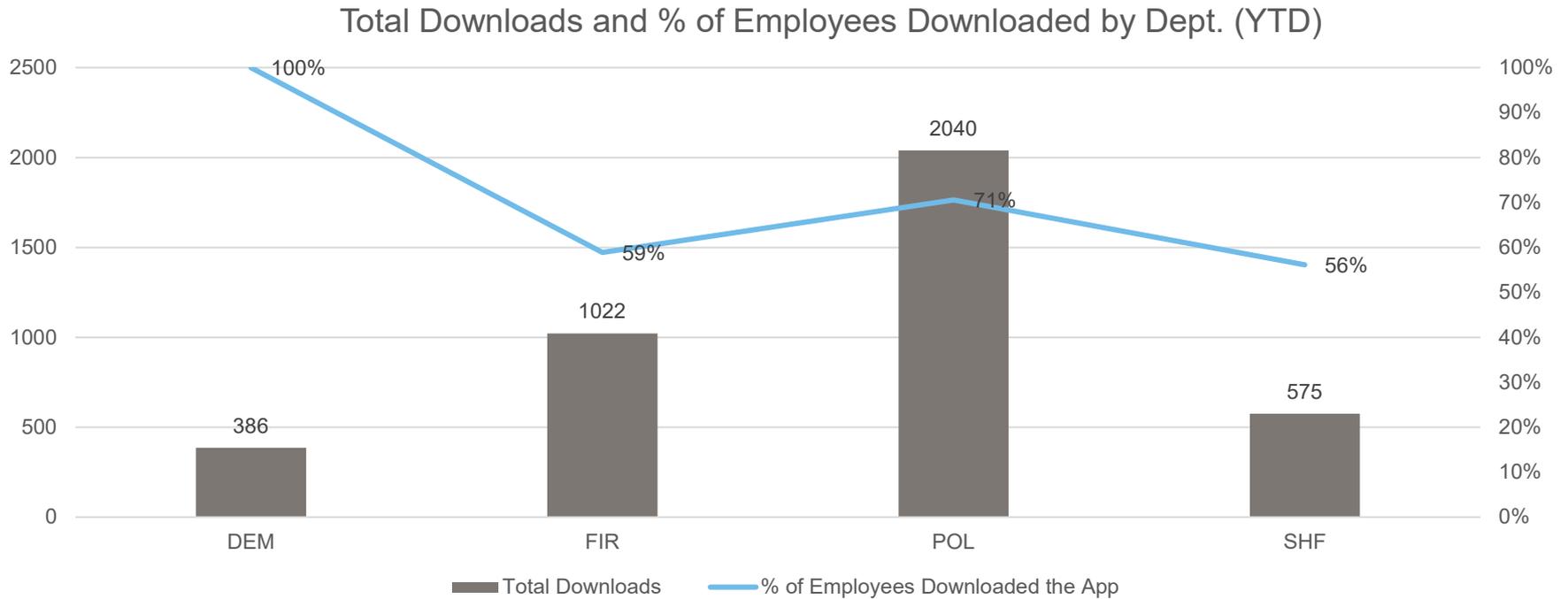


External 24/7 EAP + SFHSS Internal EAP: Total Number of Calls, Cases and % Cases Over a 12 Month Period



Behavioral Health: Cordico Wellness App

- Total downloads:
 - 4,023
 - 121 new downloads in October



Data represented 5/25/2020 through 10/31/2021