

**DATE:** December 9, 2021

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

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

**RE:** December 2021 Director's Report

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**SFHSS Resumed In-Person Working Environment and  
Remains Closed to the Public**

The Health Service Board will continue to hold remote meetings and this practice will be reconsidered every 30 days.

**COVID-19 Update (see attached slides)**

SFHSS urges all eligible members to get their vaccine, 1<sup>st</sup>, 2<sup>nd</sup>, and booster doses. This now includes 5 to 11-year-old children, many of whom are now receiving their 2<sup>nd</sup> dose. Our workforce has returned to the office environment. We continue to monitor public health guidance given the recent finding of the Omicron variant COVID-19 virus. Our Health Plans and providers continue to monitor COVID-19 cases, testing, and vaccination.

**Dependent Eligibility Verification Audit (DEVA)**

SFHSS is developing an in-house system for routinely conducting DEVA audits. We are aiming for implementation in April 2022 and will confirm dates as we get closer. Resources and vendors to support this process are in the contract selection process. Internal discovery meetings are currently taking place to determine audit mailing tracking, reports, and project manager selection.

**Black-Out Period Notice - Reminder**

The HSB discussed the Black-Out Period notice at the November 18, 2021 meeting informing the HSB that beginning on September 9, 2021, through June 23, 2022, HSB members are prohibited from unauthorized communications and other prohibited activities in connection with the San Francisco Health Service System ("SFHSS") formal request for information ("RFI") from prospective vendors prior to a possible competitive bid process for the Medicare Advantage ("MA") plans. The Black Out period subsequently continues throughout the entire Annual Rates and Benefits process for the 2023 plan year. Black-Out Period notices are available on our Board Policies and Reference Documents [webpage](#).

### **Racial Equity Action Planning**

In acknowledgment and celebration of November's Transgender Awareness Month in San Francisco, the SF Department of Human Resources launched a new online training module titled "Transgender 101: Strengthen Your Commitment to Inclusion," which is now available to all City and County employees<sup>1</sup>. The Department of Human Resources' Workforce Development Team and the Office of Transgender Initiatives<sup>2</sup> joined forces to develop this important training in response to the increased demand for education on this topic in recent years. This new module offers an introduction to transgender and non-binary identities, a critical analysis of the gender binary, best practices around gender pronouns, and an overview of the Department of Human Resources Gender Inclusion Policy and Tools<sup>3</sup>. The Office of the Mayor is encouraging CCSF employees to take this new online module to learn concepts and skills necessary to make our City services and workplaces affirming of trans and non-binary residents and colleagues.

Pau Crego, Deputy Director & Director of Policy and Programs at the Office of Transgender Initiatives (OTI) visited SFHSS in July 2019 to present a live Transgender 101 Training. SFHSS partnered with OTI to incorporate language and pronoun considerations into the department signature template to strengthen our commitment to inclusion. SFHSS staff will participate in this new 2021 online training module to refresh our learnings around these diversity, equity, and inclusion principles and invite Commissioners to participate as a self-study Board education activity.

Reference: 1 - [How to Access the 'Transgender 101' Training in SF Online Learning](#)

Reference: 2 - [Office of Transgender Initiatives Website](#)

Reference: 3 - [DHR's Gender Inclusion Policy and Tools](#)

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**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

# San Francisco Health Service System Health Service Board

## COVID-19 Update

December 09, 2021

Prepared by:  
Health Solutions



# SFHSS Specific Data—Testing

	Blue Shield of California (BSC) as of 12/02	Kaiser <sup>[1]</sup>		UnitedHealthcare (UHC)	
		Non-Medicare as of 11/30	Medicare as of 11/30	Non-Medicare as of 11/30	Medicare as of 11/29
Confirmed	1,272	NR	NR	201	912
Probable	NR	NR	NR	2	10
Possible	NR	NR	NR	34	29
<b>Total</b>	<b>1,272</b>	<b>NR</b>	<b>NR</b>	<b>237</b>	<b>951</b>
<b>Test Results:</b>					
Positive	1,272	3,660	630	38	101
Negative	26,846	158, 657	21,263	512	1,879
Inconclusive / Unknown	NR	NR	NR	1,120	5,816
<b>Total</b>	<b>28,118 <sup>[2]</sup></b>	<b>162,317</b>	<b>21,893</b>	<b>1,670</b>	<b>7,796</b>

NR Not Reported

[1] Does not represent unique members

[2] May be underreported due to claim submission lag

# SFHSS Specific Data—Vaccine

	Blue Shield of California (BSC) as of 11/30	Kaiser		UnitedHealthcare (UHC)	
		Non-Medicare as of 11/30	Medicare as of 11/30	Non-Medicare as of 11/1	Medicare as of 11/29
Vendor:	Dose	Individuals		Individuals	
Moderna	Fully: 24,626 Partial: 835	Fully: 42,823 Partial: 860	Fully: 12,862 Partial: 113	Fully: 1,008 Partial: 470	Fully: 8,903 Partial: 3,182
Pfizer					
J&J (Single)					
<b>Total</b>	<b>25,461</b>	<b>43,683</b>	<b>12,975</b>	<b>1,478</b>	<b>12,085</b>
<b>Total Members</b>	34,418*	48,507	13,786	3,223	17,045

\* Total member count from November 2021 Demographics report.

**Vaccines are provided to all at no cost to members.**

## SFHSS Specific Data—Hospitalizations

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Each carrier reports inpatient hospitalization data differently:

- **Blue Shield of California:** 82 cases for the time period of 8/1/2020 – 10/31/2021
- **Kaiser Permanente of California:** 31 cases (of which 4 were in ICU) recorded in the month of October 2021
- **UHC Non-Medicare:** 201 cases (of which 8 were/are in ICU and 4 with a ventilator) since inception of pandemic
- **UHC Medicare:** 272 cases (of which 57 were/are ICU and 24 with a ventilator) since inception of pandemic

# COVID Booster—Process and Communications

BSC	Kaiser	UHC Non-Medicare	UHC Medicare
<p>Members who are fully vaccinated that have provided an email address and are registered with an online account will be sent an email when eligible for an additional dose of the vaccine.</p>	<p>Kaiser will continually update <a href="http://kp.org/covidvaccine">kp.org/covidvaccine</a> with information about vaccination eligibility, vaccine availability, scheduling options (including online), and locations where walk-in service is available.</p> <p>Members can also get the booster at no cost from any facility or large-scale vaccination site that has been approved as a COVID-19 vaccine provider by the state department of health.</p> <p>KP encourages members to get the COVID-19 booster wherever there is availability — even outside of Kaiser Permanente.</p>	<p>Providers will determine if eligible and members can utilize the COVID vaccination resources on <a href="http://myuhc.com">myuhc.com</a> for vaccine locator and should review CA specific eligibility on boosters.</p>	<p>Continued promotion online, through standard communications such as eNews and health planner, training of advocates to answer questions and check booster eligibility, an email series in Oct/Nov to encourage vaccine adoption (targeting unsure/unknown members), via multi-channel Flu Vaccination campaign, via continuous monitoring of member needs and CDC recommendations.</p>

# COVID Booster—Data

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- Booster data from Kaiser, BSC, and UHC Non-Medicare plans is not available at this time but is expected for future meetings
- Kaiser will not be differentiating between booster or third vaccine, their plan is to count as “3<sup>rd</sup> vaccine” for any after the second vaccine
- UHC Medicare has reported 3,111 members have received a third shot (counting shots that are 180+ days after member being fully vaccinated). They are counting the 2<sup>nd</sup> shot as a booster if the member received the J&J vaccine initially.

# COVID Health Plan Benefit Info

	BSC as of 11/30/2021	Kaiser Non-Medicare as of 12/02/2021	Kaiser Medicare as of 12/02/2021	UHC Non-Medicare as of 11/29/2021	UHC Medicare as of 11/29/2021
<b>Early Rx Refills Available?</b>	Yes	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	Yes, through 1/20/2021	Yes, through 8/31/2020
<b>Tele-Medicine</b>	Via PCP: Copays waived  Via Teladoc: No copay	No copay (no end date on this)	No copay (no end date on this)	COVID related copays waived through 10/17/2021 Non-COVID related copays waived through 9/30/2020	COVID treatment related copays waived through 3/31/2021 COVID testing related copays waived through the national public emergency
<b>Tele-Behavioral Health</b>	No copay	No copay (no end date on this)	No copay (no end date on this)	COVID related copays waived through 1/20/2021 Non-COVID related copays waived through 9/30/2020	COVID related copays waived through 3/31/2021
<b>Testing / Diagnostics</b>	Copays waived	Copays waived through the last day of the month following the end of the national public health emergency	Copays waived through last day of the month following the end of the national public health emergency.	Copays waived through 10/17/2021	Copays waived through the national public emergency

# COVID Health Plan Benefit Info (cont.)

	BSC as of 11/30/2021	Kaiser Non-Medicare as of 12/02/2021	Kaiser Medicare as of 12/02/2021	UHC Non-Medicare as of 11/29/2021	UHC Medicare as of 11/29/2021
<b>Treatment</b>	Copays waived for treatment between 3/31/2020 – 2/28/2021	Copays waived through 7/31/21	Copays waived through 12/31/21	Copays waived through 4/29/2021 Out-of-Network waived through 10/22/2020	Copays waived through 3/31/2021
<b>Specialist and Primary Care</b>	If a member presents at a specialist office and receives testing or treatment with a COVID-19 diagnosis, there would be no member cost share for services	Copays waived through 7/31/21	Copays waived through 12/31/21	Pan deductible and coinsurance applies	Copays waived through 9/30/2020 for specialist; through 12/31/2020 for Primary Care
<b>Other</b>	<a href="https://www.blueshieldca.com/coronavirus/your-coverage">https://www.blueshieldca.com/coronavirus/your-coverage</a>	<a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a>	<a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a>	Emotional support line available: 1-866-342-6892 Sanvello: On-demand emotional support mobile app, free to members <a href="https://www.uhc.com/health-and-wellness/health-topics/covid-19">https://www.uhc.com/health-and-wellness/health-topics/covid-19</a>	

# San Francisco Health Service System Health Service Board

## COVID-19 Resolution—Carrier Updates

December 9, 2021

Prepared by:  
Health Solutions



# Introduction

- At the August 12, 2021 Health Service Board meeting the board voted in favor of the following resolution: “COVID-19 VACCINE RESOLUTION URGING ELIGIBLE SAN FRANCISCO HEALTH SERVICE SYSTEM MEMBERS TO RECEIVE OR COMPLETE COVID VACCINE”
- Key points included:
  - The HSB urges ALL ELIGIBLE SFHSS MEMBERS – those employed by the City, San Francisco Unified School District, San Francisco Superior Court, and the City College of San Francisco, and their eligible retirees and their dependents, to receive or complete the vaccine
  - The HSB urges the SFHSS health plans, in alignment with their providers, to conduct direct outreach, proactive and ongoing messaging to ALL ELIGIBLE SFHSS MEMBERS, and their designated dependents, urging them to receive or complete the vaccine
  - The SFHSS Health Plans, in alignment with their providers provide to SFHSS ongoing reporting regarding SFHSS member vaccination rates, COVID-19 hospitalizations, and deaths.
- The following slides outline the efforts made by the health plan partners in supporting the resolution

# Summary of Resolution Activities—Kaiser

- Kaiser has focused its communication efforts on community and member outreach.
- Member outreach: Engaging unvaccinated individuals, increasing confidence in the safety and effectiveness of the vaccine, and making it easy to get
  - Weekly COVID-19 member emails with latest information on vaccines and boosters
  - Personalized physician outreach to unvaccinated members via email, text, direct mail and IVR
  - In facility promotion of vaccination clinics (walk-in and by appointment)
  - Clinician prompts to help identify unvaccinated patients so conversations can take place during appointments
  - Robust content on kp.org, My Doctor Online and apps including latest updates, appointment links, Q&A, safety and effectiveness, equity and accessibility and member stories
  - COVID -19 Hotline with latest updates
  - Conducted the ImmUNITY Sweepstakes to encourage vaccination while also supporting a full and healthy return to life's activities

# Summary of Resolution Activities—Kaiser

- Community outreach:
  - Influencer and social media campaign: Reaching an online audience of African American 18- to 30-year-olds, this campaign will deliver relevant messaging from trusted voices and social influencers. Activities will include social engagement programs.
  - Member and community education: Continued outreach to Kaiser Permanente members and broader communities delivering trusted messenger campaigns on COVID-19 vaccination and safety that expand the organization's ongoing work to prioritize outreach to Black, Latinx, Asian, Pacific Islander, and other disproportionately impacted communities.
  - Publication of a vaccine confidence digital toolkit: Focuses on improving vaccine access and equity and highlights proven Kaiser Permanente approaches including use of trusted messengers, and population health strategies to encourage vaccination. The toolkit is intended to share best practices to help other health systems and vaccine providers accelerate vaccination rates.

## Summary of Resolution Activities—Kaiser

- Federal health agencies have approved and recommended an additional COVID-19 vaccine dose for certain fully vaccinated immunocompromised individuals and other identified categories.
- Kaiser Permanente has begun administering boosters. Members can get more information via [kp.org/covidvaccine](https://kp.org/covidvaccine)

# Summary of Resolution Activities—UHC

- UHC has focused its communication efforts on member, provider and SFHSS outreach.
- Member outreach:
  - Complete personalized vaccine educational series (UHC MA Plan), 10 campaigns (email, mail and call) from Q2-Q4 2021
  - Promote online resources, COVID-19 Vaccine information and Member Vaccine record – [www.whyuhc.com/sfhss](http://www.whyuhc.com/sfhss)
  - Feature COVID-19 vaccine as key health topic incorporate into ongoing campaigns (UHC MA Plan) – eNews, Health Planner, Flu Vaccine
  - Provide COVID-19 vaccine referrals to members if care gap identified, based on calls into Advocate4Me Contact Center
  - Educate members on vaccine importance during Case Management and HouseCalls (UHC MA Plan), clinicians identify and remove barriers – offer vaccine scheduling, transportation

# Summary of Resolution Activities—UHC

- Provider outreach:
  - Engage provider network through operational meetings, info expos, town halls, and virtual continuing education opportunities
  - COVID-19 Provider resources: [www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html](http://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html)
- Direct to SFHSS
  - Publish COVID-19 Newsletters/Updates
  - Held COVID-19 Plan Sponsor sessions
  - Provide member educational materials

# Summary of Resolution Activities—UHC

- Lessons learned include:
  - Messaging continues to evolve—from vaccine access to vaccine education
  - Personalized outreach is more effective and dependent upon access to member level vaccination data (UHC MA Plan). Inaccurate data may cause member abrasion and members opting out of communications
  - National member level vaccination data is not yet available from a single source. CDC indicates higher vaccination rates than the health plans
  - Timing and messaging of member outreach needs to be aligned with “final” vaccine guidance (UHC MA Plan)

## Summary of Resolution Activities—BSC

- Created a list of unvaccinated members from Blue Shield claims information and the California State Registry (CAIR2)
- Shared the list with Brown & Toland and Hill Physicians/UCSF
- Data integrity issues discovered where the medical groups showed proof of vaccination for many of the members BSC had on the list as unvaccinated
- Set up calls with Brown & Toland and Hill Physicians/UCSF in September to discuss options and understand their efforts to date. Continued calls into October
- Brown & Toland is working on a letter to be sent to their members and will work with the SFHSS team directly to approve the letter and get that out to the members
- In discussions with all the other medical groups, they are making similar efforts to outreach to their members as described in the next slide for Hill Physicians. Blue Shield can also send out letters to members for the SFHSS members specifically

## Summary of Resolution Activities—BSC

- UCSF and Hill Physicians have already been advancing efforts for their unvaccinated members:
  - Outreach to underserved patient populations (certain minority populations as well as those less likely to have access to transportation)
  - Outreach to unvaccinated members via MyHillChart (MHC) patient portal messages
  - Provided resources to MDs to help them address COVID-19 vaccine hesitancy with their patients
  - Provided PCPs instructions on how to obtain list of patients in HillMetrics assigned to them that have not received the COVID-19 vaccine
  - Added blurb on COVID-19 vaccine importance to quality gaps in care outreaches
  - Members of their virtual care team speak with patients regarding the COVID-19 vaccine (e.g. Virtual pharmacist, Case manager, Health Educator) during their outreaches to patients

## Summary of Resolution Activities—BSC

- UCSF and Hill Physicians have already been advancing efforts for their unvaccinated members (continued):
  - Blurb on COVID-19 vaccine importance within flu vaccine outreach campaign material
  - Frequent updates to Hillphysicians.com website and the MD digest on COVID-19 vaccine importance, who qualifies, dispelling myths, and where members can get theirs
  - Message on boosters and 3rd dose and who qualifies to members within MHC patient portal (future outreach)
  - Exploring Cipher IVR options for future outreach
  - Blue Shield funding efforts to reach specific SFHSS members who have not had outreach to date for future outreach – letter campaign or call campaign

# Enterprise Systems and Analytics Monthly Report

Health Service Board Meeting | December 9, 2021

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



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

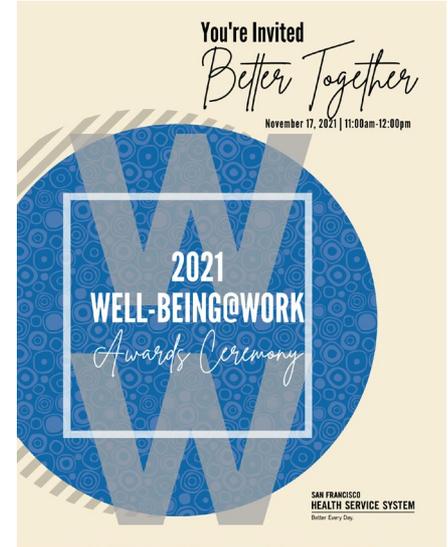
Health Service Board Meeting | December 9, 2021

## 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.



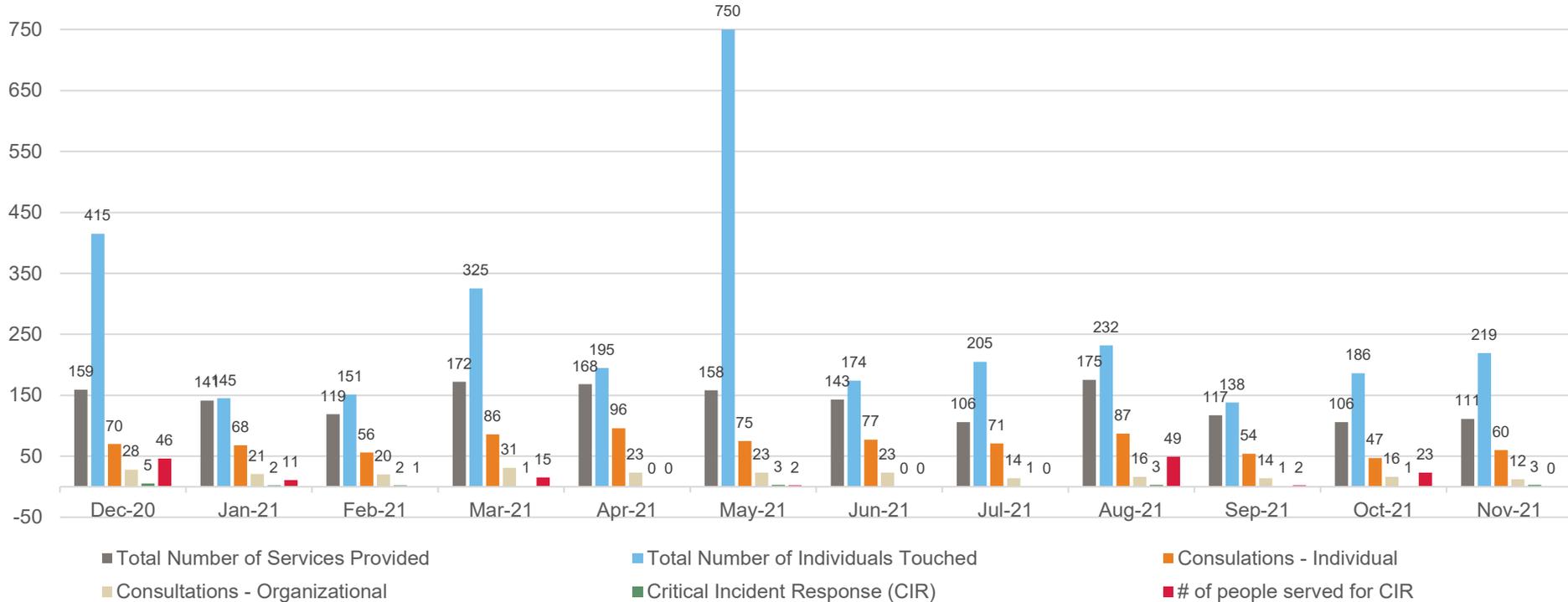
## SFHSS Internal EAP

### Services

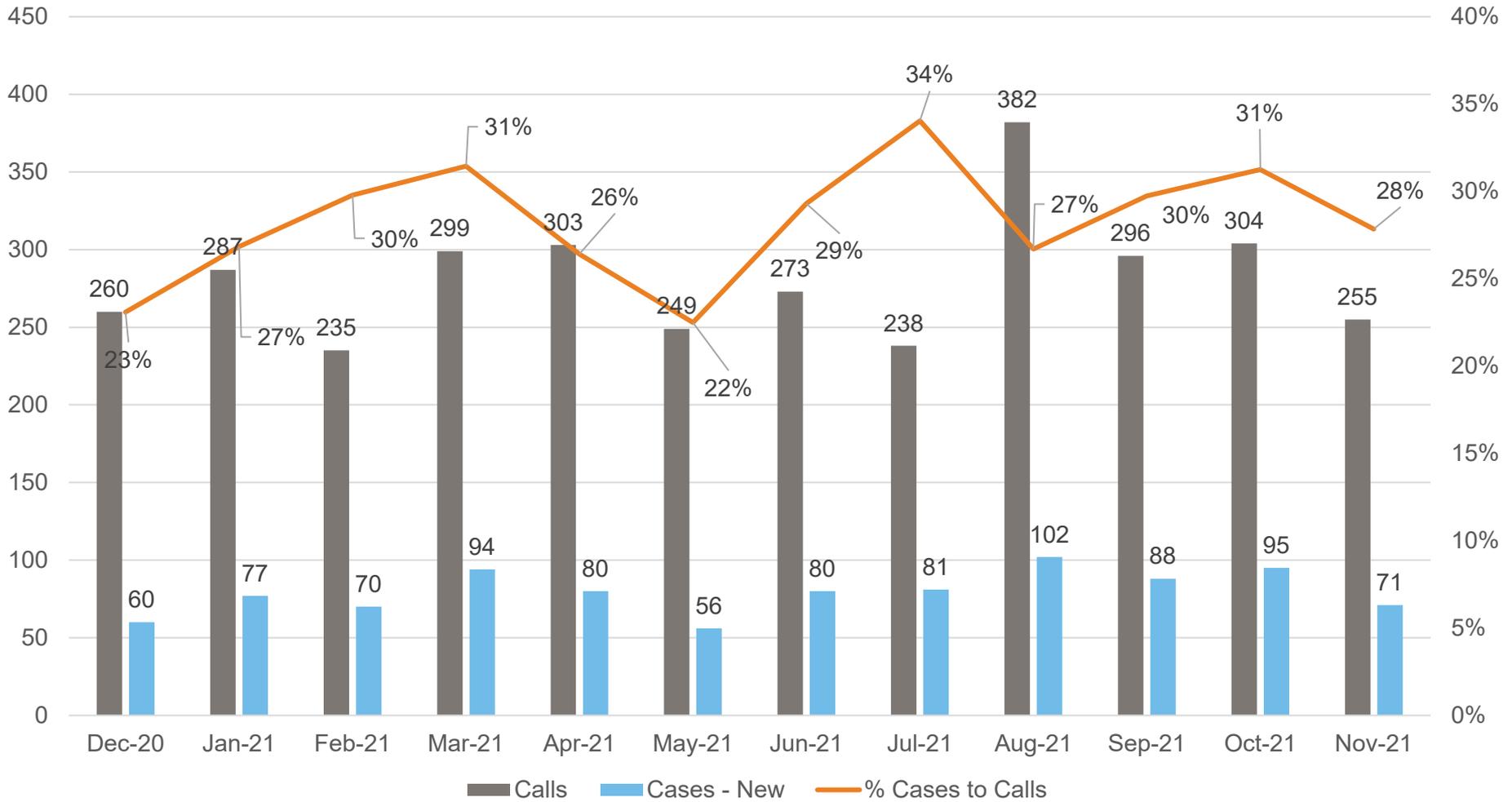
(Data represents 12/1/2020 through 11/30/2021)

- 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

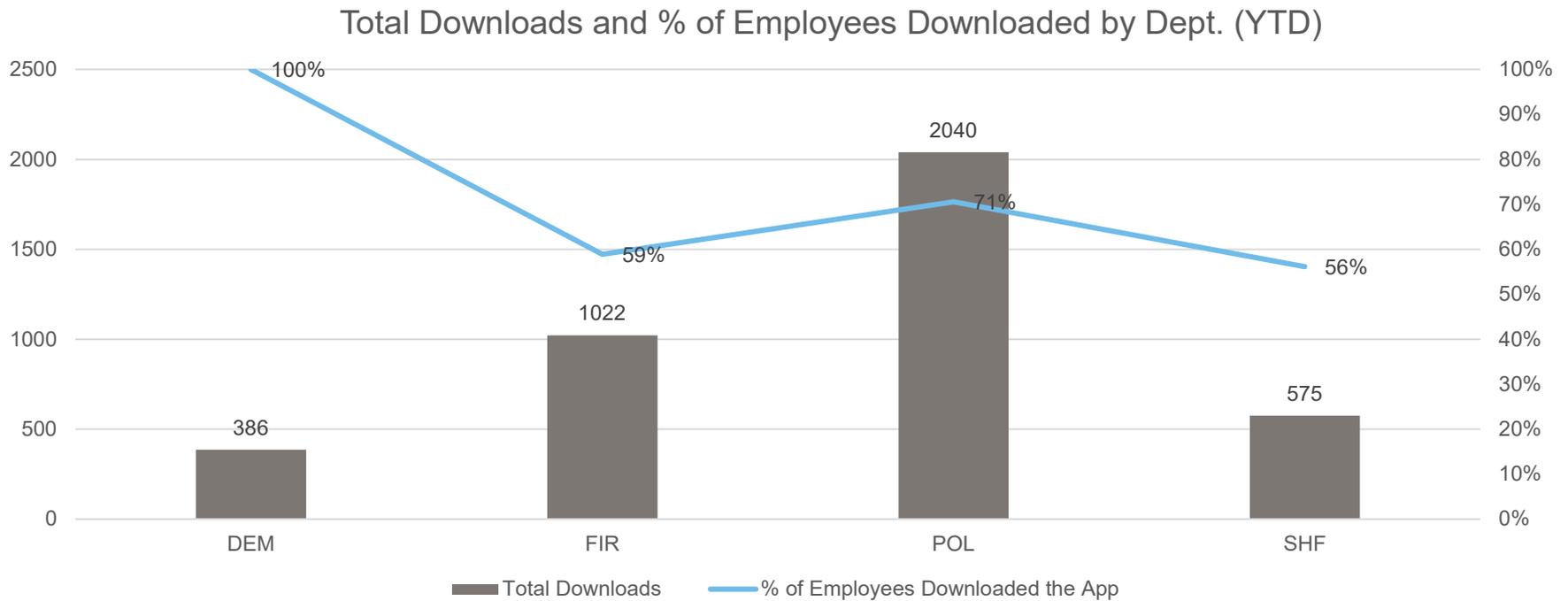


**External 24/7 EAP + SFHSS Internal EAP:  
Total Number of Calls, Cases and % Cases Over a 12 Month Period**



## Behavioral Health: Cordico Wellness App

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



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