

DATE: February 10, 2022

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

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: SFHSS Divisional Report February

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: February 2022

PERSONNEL

Recruitments:

- 1824 Principal Administrative Analyst (Contracts): Hiring process is near complete.
- 2595 Senior Employee Assistance Counselor: Recruitment Underway
- 2593 Health Program Coordinator III
- 1404 Clerk:
- 1209 Benefits Technician
- 0953 Chief Operating Officer; Recruitment underway.

Employees' Working Status:

- HSS employees have been performing a mix of duties in a variety of locations, including but not limited to essential HSS work both in the office and remotely. HSS staff returned to the office full-time effective 12/1/21, has been mostly working remotely due to DHR recommendation. The current expected return to office date is 2/14/2022.

OPERATIONS

- Member Services took 4726 calls in January, and 5725 calls in December.
- Virtual consultations through Bookings are continuing. In the last 30-days, consultations have increased to about 90 consults for retirees, new hires, and members with changes in family circumstances.
- DEVA project planning is on the way, identifying and developing the operational design of the audit, and coordinating with Communications and ESA Teams, on the way that the DEVA populations will be identified, contacted, and what systems will be available for the 2022 audit.

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

- Cisco Webex Contact Center solution is being implemented. A test site and accounts have been created. Call routing is being tested by MBS, ESA, and Well-Being. As these groups can provide their feedback/signoff we move closer to go-live.
- IRS 1095-C Forms were mailed to all employees and some retirees – well ahead of schedule. Electronic filing with the IRS will be completed in March
- ESA continues the system work resulting from the plan year changes. The Health Net CanopyCare payment file was just completed.
- The annual demographic file is currently being produced for presentation to the HSB in February

- There was a critical cybersecurity vulnerability identified globally and ESA spent several weeks remediating all our servers and systems to be protected

COMMUNICATIONS

- Developed 2022 Communications Plan
- Sent Confirmation Letters to all members and corrections to impacted members
- Researched vendor support for Dependent Eligibility Verification Audit
- Researched how to comply with COIT's new Digital Accessibility mandate
- Updated COVID Vaccine resource page with booster dose information
- PREVIEW: Updated COVID Testing page to include health insurance reimbursement for at-home COVID test kits
- SFHSS.org has 17,256 users and top-visited pages include City & County benefits, Contact Us, Kaiser HMO, and IRS COVID Relief for Dependent Care FSA

FINANCE AND BUDGET

Policies & Procedures, Process Improvement

- Received approval from Controller's Office for new SFHSS Electronic Invoice and Payment Approval Policy – improves the efficiency of receiving invoices and processing approvals for shorter turnaround times
- Completed 6-Month Projection Report for the Controller's Office
- Completed input for the 2021 Annual Report

Calendar Year 2021 to 2022

- Transition plan year-end transaction processing and tracking to the new calendar year start of new rates and plan options

Budgeting Process for FY22-23 & FY23-24:

- Received Mayor's CFO Budget Instructions Presentation and have staff trained and set up on the new City-wide budget system
- Revised internal budget planning spreadsheets
- Initiated internally budget reviews and budget development with all HSS managers
- Developing General Fund and Health Sustainability budget proposals for Health Service Board and Budget and Finance Committee meetings in February

CONTRACTS

- Executed agreement with VSP for vision benefits.
- Executed first amendment to Medicare agreement with UnitedHealthcare.
- Executed first amendment to agreement with Hartford for Life and LTD.
- Executed second amendment to agreement with ComPsych for ongoing EAP counseling support.
- Executed third amendment to agreement with CredibleMind for mental health and well-being resources.
- Completed and executed master application for Kaiser Washington.
- Received Approval from the Civil Service Commission for PSC 46208 - 21/22, for Salesforce software development and the Dependent Eligibility Verification Audit (DEVA).

WELL-BEING (see attached slides)

- Launched the Live, Feel, Be Better in 2022 Campaign
- Provided a quarterly Key Player training with 89 participants in attendance

- There have been a total of 4,288 downloads of the Cordico App among all first responder departments
- There have been a total of 28,123 modules clicks within the Cordico App in 2021

Attachments:

1. Black History Month & Lunar New Year
2. COVID-19 Updates
3. ESA Slides
4. Well-Being Slides

Enterprise Systems & Analytics Report

February 10, 2022

Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> HSS responded to the Apache Log4J vulnerability identified in December.
VOIP telephony upgrade		<ul style="list-style-type: none"> Test accounts created Member Services and Well-Being divisions testing their call routing
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> Generated frequency distributions identify population for the audit Audit will occur in 2022 but not with full end state automation Identifying and testing interim approaches to reduce manual effort and re-work
Reporting / Auditing		<ul style="list-style-type: none"> Created 2022 SFHSS Demographic report Provided enrollment information to Superior Court for budgeting Completed SB90 Program 197 data request Provided data for SFHSS annual report
Social Determinants of Health (SDoH) / Data Measurement Plan		<ul style="list-style-type: none"> Initiative pending alignment with strategic plan.
Benefits Administration Systems		<ul style="list-style-type: none"> Addressing issue with UHC Medical enrollment file Addressing issue with VSP enrollment file Met with SFUSD to assist in resolving issues with their SAP go-live Assisting Workterra to ensure correct termination of voluntary benefit deductions
Year-End Processing		<ul style="list-style-type: none"> 1095C electronic filing with IRS underway



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 | February 10, 2022

Live, Feel, Be Better Campaign

Live, Feel, Be, Better (LFBB) helps support members overall wellbeing, through developing healthier habits in physical, social and mental wellness in ways that are meaningful to you.

3 Steps to Healthy Habits:

- **Get Started:** Take an assessment through your health provider or meet with your physician to get your annual physical exam
- **Set a Goal:** Get a healthy start to your year by creating a SMART goal for 2022
- **Get Support:** Access support through your SFHSS benefits

Objective:

1. Provide a campaign that focuses is on whole person well-being – including Mental Health.
2. Encourage members to engage in each step to healthy habits
3. Increase member awareness of their well-being benefits available through their health provider and SFHSS.

Target Audience: All members

Campaign Website: <https://sfhss.org/lfbb2022>



Live, Feel, Be Better Campaign Program Support

Healthy Habits Program

- Maintaining healthy habits means making small changes that add up to big success

Diabetes Prevention Program

- The program can help you make lifestyle changes to lose weight, improve health, and reduce your risk for type-2 diabetes

Lifestyle Coaching Sessions

- Set a goal with a coach, discuss progress and challenges, and get help with motivation.

Mental Health and Emotional Well-Being Resources

- [Employee Assistance Program](#) – Can help members face life's challenges at work and at home.
- [CredibleMind](#) – A self-help navigation platform to help support your mental, emotional and spiritual well-being

Health Plan Benefits

- Access resources and programs that can help members with healthy living, mental health and emotional well-being.



W@W Key-Player Virtual Training

Health Literacy Overview and Well-Benefits - January 27th

Topics Covered:

- ✓ Health literacy and well-being
- ✓ Live, Feel, Be Better Campaign
- ✓ Health plan presentations on well-being benefits. *A special thank you to our health plan representatives from Blue Shield of CA HMO & PPO Accolade, Health Net CanopyCare, and Kaiser Permanente for participating.*

Attendees: 89 Champions and Department Leads for Well-Being

Training Goals:

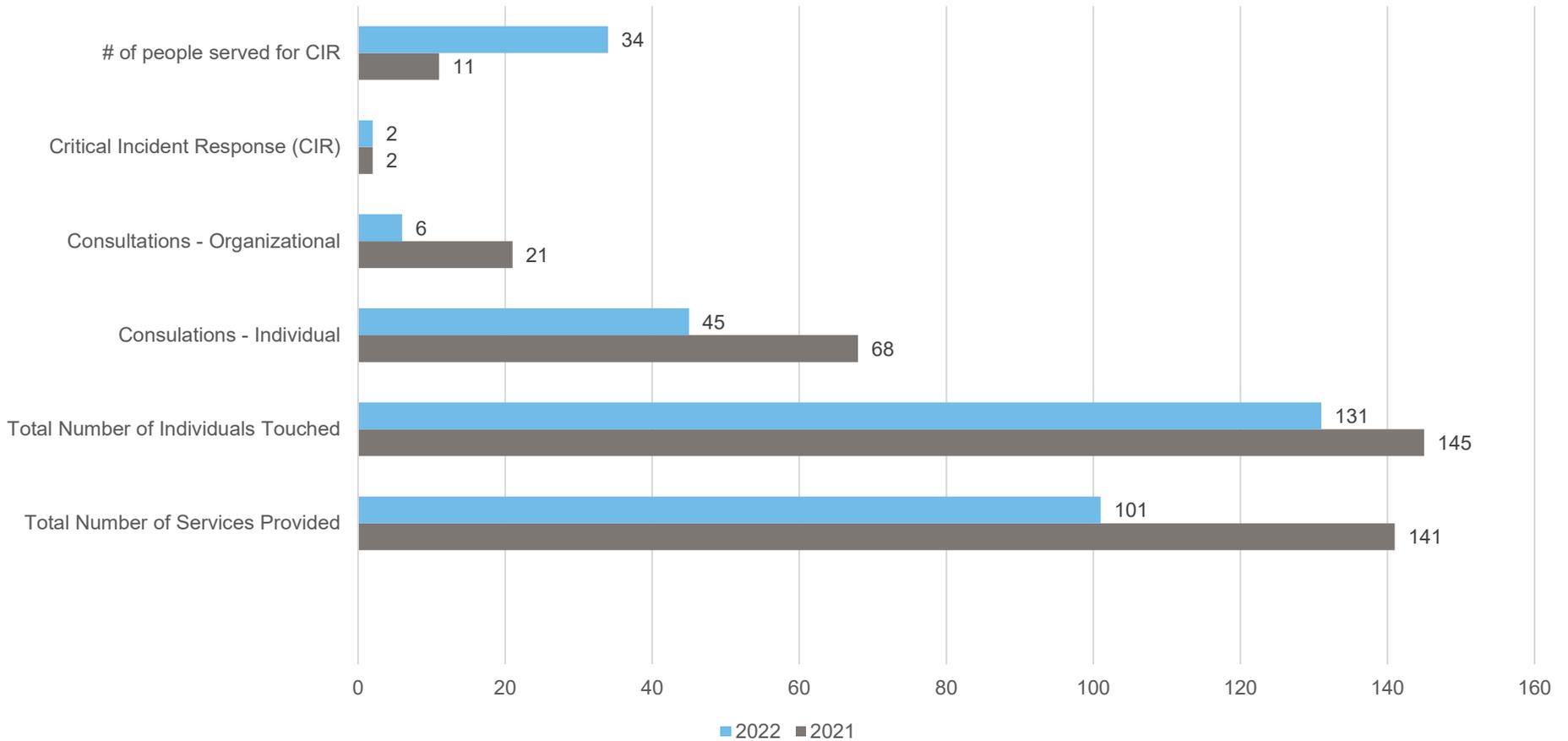
1. To provide an overview of health literacy and how to apply when communicating about health and well-being resources.
2. To promote the Live, Feel, Be Better campaign and supporting programs, such as Diabetes Prevention Program and Healthy Habits Program.
3. To raise awareness and increase knowledge of employee well-being benefits available from Blue Shield of CA HMO & PPO Accolade, Health Net CanopyCare, and Kaiser Permanente.



**WELL-BEING
@WORK**

SFHSS Internal EAP

Internal EAP: # of Services and # of People Served - January Compared Year over Year

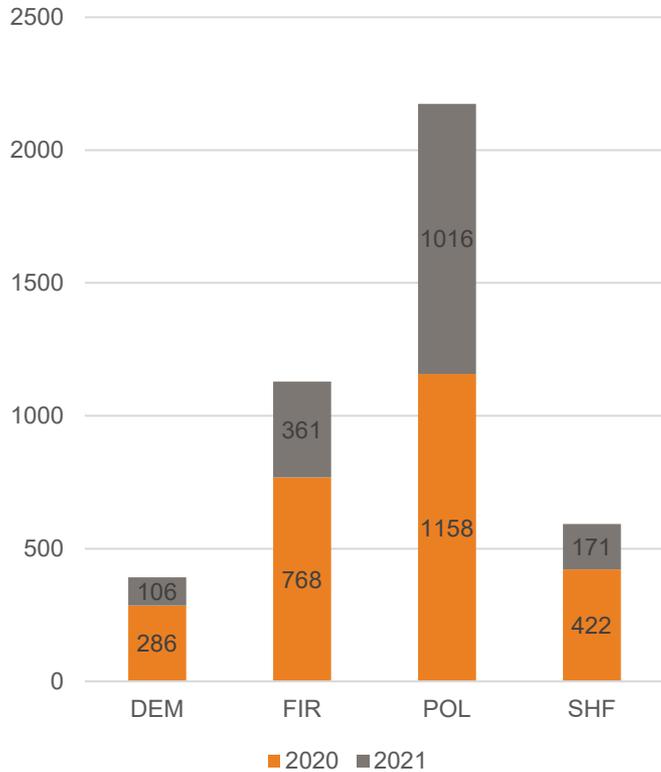


Behavioral Health: Cordico Wellness App

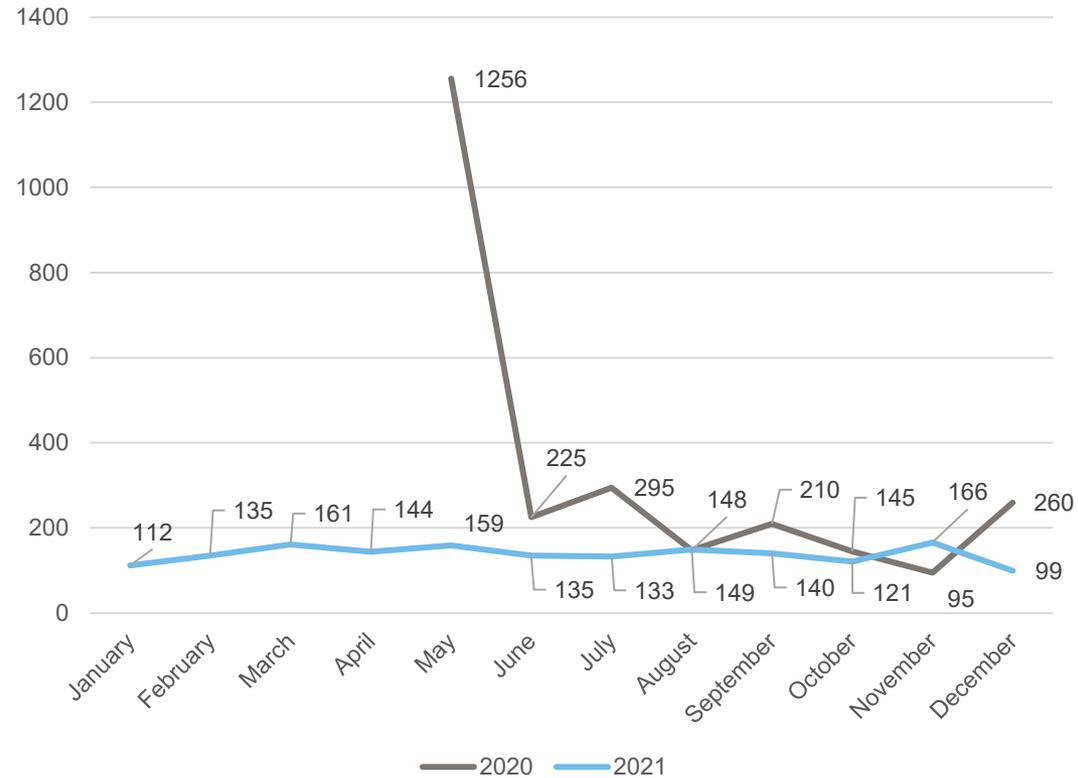
Downloads

- Total since inception: 4,288

Downloads by Dept. by Year



Total Monthly Downloads by Year

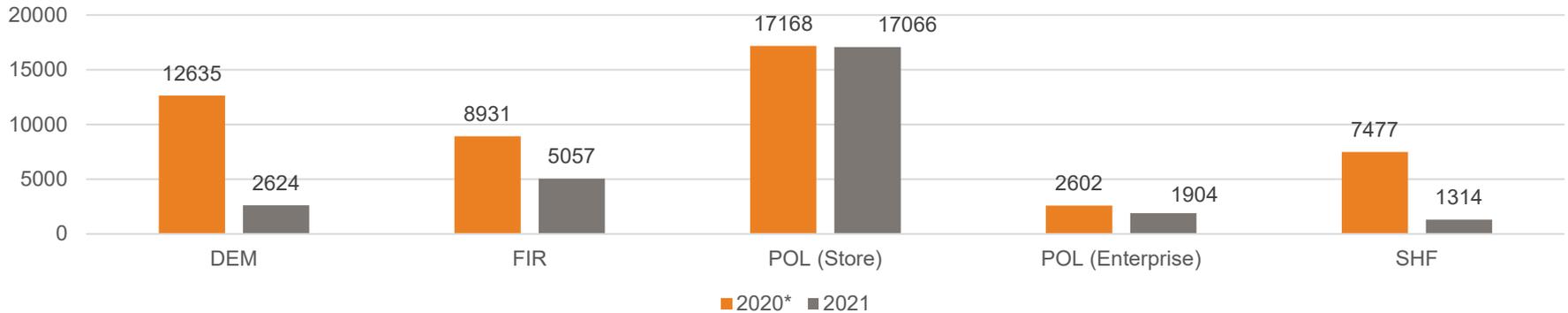


Behavioral Health: Cordico Wellness App

2021 Top 5 Modules Clicks by Department

DEM	FIR	POL (Store)	POL (Enterprise)	SHF
<ul style="list-style-type: none"> Wellness Toolkit – 830 COVID-19 Resources – 405 Self-Assessments – 171 Fitness Benefits - 167 	<ul style="list-style-type: none"> Behavioral Health Unit – 780 Station Finder – 643 SFFD Electronic cookbook – 594 Notifications – 505 Wellness Toolkit - 502 	<ul style="list-style-type: none"> Behavioral Science unit (BSU) – 7096 Psychological Clinician Finder – 2402 Notifications – 2049 COVID-19 Resources – 1426 Your Employee Benefits - 1310 	<ul style="list-style-type: none"> Behavioral Science unit (BSU) – 403 Psychological Clinician Finder – 341 SFPD Wellness Team – 190 Sleep Sounds – 174 Mental Health Benefits - 150 	<ul style="list-style-type: none"> Peer Support – 261 Find a Therapist – 146 Messages – 142 FRSN Therapist – 82 Fitness Benefits - 73

Total Module Clicks by Year



*2020 Data represents 8 out of the 12 months due to implementation of the App starting in May of 2020