

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Memorandum

DATE: February 14, 2019

TO: Karen Breslin, President and Members of the Health Service Board

FROM: Pamela Levin, Chief Financial Officer

RE: San Francisco Health Service System FY 2019-20 and FY 2020-21 Proposed Healthcare Sustainability Fund Budget

The FY 2019-20 and FY 2020-21 Healthcare Sustainability Fund Budget is presented to the Health Service Board (Board) for approval. The Budget is funded through a \$3.00 per-member-per-month charge incorporated into the medical premiums paid by all the San Francisco Health Service System members, e.g., active and retired employees of the City and County of San Francisco, San Francisco Superior Court, San Francisco City College and the San Francisco Unified School District. The following memorandum outlines the budget and discusses the major changes. A detailed list of expenditures for each fiscal year is found at the end of this memo.

Revenues and Expenditures

Since FY 2012-13, SFHSS has been building up a fund balance that is used to fund large one-time projects. These include Strategic Plan projects such as the Communications Plan, telephony replacement and eBenefits implementation. The FY 2019-20 and FY 2020-21 Proposed Budgets will significantly draw down the fund balance.

TABLE ONE - SUMMARY					
	FY 2012-13 ACTUALS	FY 2013-14 ACTUALS	FY 2014-15 ACTUALS	FY 2015-16 ACTUALS	FY 2016-17 ACTUALS
ANNUAL REVENUES	\$ 1,129,641	\$ 1,522,908	\$ 1,563,884	\$ 1,616,238	\$ 2,042,678
ANNUAL AND ONE-TIME EXPENDITURES	784,186	789,234	1,171,704	1,371,915	1,251,328
REVENUES LESS EXPENDITURES	\$ 345,455	\$ 733,674	\$ 392,180	\$ 244,323	\$ 791,350
CUMMULATIVE FUND BALANCE	\$ 345,455	\$ 1,079,129	\$ 1,471,309	\$ 1,715,632	\$ 2,506,982

	FY 2017-18 ACTUALS	FY 2018-19 PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
ANNUAL REVENUES	\$ 2,533,833	\$ 2,461,274	\$ 2,602,555	\$ 2,682,514
ANNUAL AND ONE-TIME EXPENDITURES	1,640,997	3,179,621	4,596,883	3,037,158
REVENUES LESS EXPENDITURES	\$ 892,835	\$ (718,347)	\$ (1,994,328)	\$ (354,644)
CUMMULATIVE FUND BALANCE	\$ 3,399,817	\$ 2,681,470	\$ 687,142	\$ 332,498

FY 2018-19 Projection, FY 2019-20 and FY 2020-21 Proposed Budget

Tables Two and Three outline the projected revenues and expenditures for FY 2018-19 and the proposed budget for FY 2019-20 and FY 2020-21. A high-level summary of the major changes will follow.

TABLE TWO - REVENUES AND EXPENDITURES				
	FY 2018-19 REVISED BUDGET	FY 2018-19 BUDGET PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
REVENUES/PREMIUMS				
ANNUAL REVENUES	2,441,171	2,461,274	2,602,555	2,682,514
CARRYFORWARD FROM FUND BALANCE	3,399,817	3,399,817	2,681,470	687,142
TOTAL	\$ 5,840,988	\$ 5,861,091	\$ 5,284,025	\$ 3,369,656
EXPENDITURES				
ANNUAL EXPENDITURES	2,184,012	1,967,725	2,591,748	2,682,408
ONE-TIME EXPENDITURES	2,352,808	1,211,896	2,005,135	354,750
TOTAL	\$ 4,536,820	\$ 3,179,621	\$ 4,596,883	\$ 3,037,158
BALANCE	\$ 1,304,169	\$ 2,681,470	\$ 687,142	\$ 332,498
TABLE THREE - DETAILS BY EXPENDITURE CATEGORY				
	FY 2018-19 REVISED BUDGET	FY 2018-19 BUDGET PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
ANNUAL				
PERSONNEL	\$ 895,588	\$ 736,015	\$ 1,326,255	\$ 1,396,062
COMMUNICATIONS				
OPEN ENROLLMENT COMMUNICATIONS	289,779	314,540	315,000	315,000
OPERATIONS COMMUNICATIONS	123,615	128,566	115,827	125,079
WELL-BEING COMMUNICATIONS	197,500	162,875	160,000	160,000
OTHER COMMUNICATIONS	133,197	132,592	142,667	142,267
TOTAL COMMUNICATIONS	\$ 744,091	\$ 738,573	\$ 733,494	\$ 742,346
WELL-BEING	197,500	122,500	232,500	232,500
INITIATIVES TO REDUCE HEALTH CARE COSTS	346,833	348,833	282,500	294,500
SFGOVTV	-	21,804	17,000	17,000
CONTINGENCY FOR UNFORESEEN ISSUES	-	-	-	-
GRAND TOTAL ANNUAL	\$ 2,184,012	\$ 1,967,725	\$ 2,591,748	\$ 2,682,408
ONE-TIME				
COMMUNICATIONS				
OPEN ENROLLMENT COMMUNICATIONS	275,000	115,000	235,000	50,000
OPERATIONS COMMUNICATIONS	1,303,625	427,620	1,345,475	118,750
WELL-BEING COMMUNICATIONS	60,000	46,650	-	-
OTHER COMMUNICATIONS	513,973	407,973	261,660	23,000
TOTAL COMMUNICATIONS	\$ 2,152,598	\$ 997,243	\$ 1,842,135	\$ 191,750
WELL-BEING	85,210	76,900	108,000	108,000
INITIATIVES TO REDUCE HEALTH CARE COSTS	115,000	137,753	55,000	55,000
GRAND TOTAL ONE-TIME EXPENDITURES	\$ 2,352,808	\$ 1,211,896	\$ 2,005,135	\$ 354,750
GRAND TOTAL EXPENDITURES	\$ 4,536,820	\$ 3,179,621	\$ 4,596,883	\$ 3,037,158

The major changes in the proposed budgets are highlighted below. The detailed budget for FY 2019-20 and FY 2020-21 is found beginning on page 6.

Revenues

- Annual revenues are expected to increase 1.5 percent between the FY 2018-19 projection and the FY 2018-20 Proposed Budget.
- Annual revenues are expected to increase another 1.5 percent between FY 2019-20 and FY 2020-21.
- The increase in the cumulative fund balance is the result of underspending in prior years for large projects such as replacement of the telephony system and eBenefits for member who are new hires and members with qualifying events.

Annual Expenditures

Personnel

The FY 2019-20 budget consists of 8.35 FTEs: Communications Director, Communications Manager, Graphic Artist, Contracts Analyst, Senior Benefits Analyst, Senior Health Program Planner, Well-Being Manager, Well-Being Intern and a portion of FTE's working on contracts and project management associated with projects. There are no changes in the number of FTEs between FY 2019-20 and FY 2020-21.

Communications

Open Enrollment

The budget for Open Enrollment Communications for both FY 2019-20 and FY 2020-21 reflects the actual expenditures in FY 2018-19. There are multi-year agreements for printing and mailing which comprise approximately 87% of the expenditures.

Operations Communications

This category of expenditures includes audits, routine compliance mailings, the platform for the Customer Relationship Management, and Customer Service Network Promoter Score aggregator service. In FY 2018-19, the project to determine requirements for electronic communications with SFHSS members will be completed as a part of the Communications Plan with minimal cost impacts. As part of the Strategic Plan, SFHSS will gauge member satisfaction using a Customer Service Network Promoter Score Benchmarking tool to evaluate and improve direct member communications. The budget is essentially flat between the fiscal's years.

Well-Being Communications

The Well-Being Communications budget funds quarterly Well-Being campaigns and promotions. To remain within annual revenues, the budget between fiscal years is flat.

Other Communications

This category includes software licenses required to maintain the Customer Relationship Management System (CRM), a critical component for Member Services and Operations day-to-day activities. In FY

2019-20, the reporting tool associated with the Electronic Content Management (ECM) system will be purchased using one-time funding and the additional licenses, hardware, and software support is budgeted as an annual expenditure. The reporting tools will allow SFHSS to better track Member Service's workflows to identify opportunities for process improvements. In addition, SFHSS has purchased a license for the Cascade project management platform to coordinate multiple interrelated projects and processes to achieve Strategic Plan goals. The change between years is less than 8% between the fiscal year.

Well-Being

SFHSS is expanding Well-Being into Financial Well-Being due to its significant impact on physical and emotional well-being. SFHSS will partner with the Treasurer Tax Collector to provide Smart Money Coaching, including one-on-one financial advice, to SFHSS members. This is a critical extension to Well-Being which traditionally targets physical fitness, ergonomics, environmental risk factors and condition based dietary best practices.

Initiatives to Reduce Health Care Costs

Pursuant to the Strategic Plan for plan years 2020-2022, the budget reflects a continued focus on analytics capabilities using the All Payer Claims Database. The system is used to inform decisions on plan design and well-being programs, monitor cost and utilization trends, perform adhoc analysis and generate risk scores.

One-time Expenditures

Open Enrollment Communications

Work on the Communications Plan, budgeted in FY 2018-19, will not begin until Q4 of FY 2018-19. Most of the plan expenditures will occur in FY 2019-20. Additional support by a benefits consultant for Open Enrollment continues to be budgeted in FY 2019-20. The budget for this support decreases in FY 2020-21.

Operations Communications

The replacement of the telephony system is coordinated by the Department of Technology. SFHSS has moved up in the queue and the project is expected to be deployed at the end of FY 2018-19. The expenditures for the project will continue though FY 2019-20. Additional funding is budgeted for the server hardware software required to support the telephony system and connection of the telephony system to the existing CRM.

In FY 2018-19, the reconfiguration of the 3rd floor member area was completed and eBenefits was launched for Open Enrollment to over 13,000 active and retired SFHSS members. The next step is implementation of the new hire and qualifying event system capabilities in eBenefits. SFHSS is actively working with the Controller's Office to complete the project this fiscal year, however the expenditures will lag into FY 2019-20.

Other one-time projects include the On-line Premium Payments project which is expected to be completed in FY 2019-20. This project will allow SFHSS members, including retirees without enough pension payments to allow for premium deductions and members on leave of absence, to pay for their premiums themselves through an on-line portal. Projects to integrate the Customer Relationship Management System and the Electronic Content Management System with PeopleSoft are also

budgeted in FY 2019-20.

Other Communications

The new SFHSS website was launched the week of February 4, 2019. Additional website consulting technical support for security is budgeted in FY 2019-20. The one-time expenditures for the CRM reporting tool are budgeted as one-time expenditures in FY 2019-20. The ECM will be upgraded in FY 2019-20 to allow for improved workflow. Additional consulting resources for new plan designs are budgeted in both fiscal years.

Well-Being

The Diabetes Prevention Program is budgeted in both fiscal years as part of Targeted Health Interventions. An RFP will be issued in FY 2019-20 with the goal of reducing program costs, increasing access to data to inform Well-Being programmatic decisions.

Funding is provided in both fiscal years for development of new Well-Being Campaigns by outside consultants. This will augment the existing quarterly campaigns for physical activity, better eating and ergonomics.

Initiatives to Reduce Health Care Costs

Advancing SFHSS analytic capabilities of the All Payer Claims Database (APCD), the budget includes funding for additional data, creation of custom Northern California benchmarks and the addition of National Committee for Quality Assurance (NCQA) measures.

Summary

In the aggregate, over the two fiscal years, the annual revenues are sufficient to cover the annual expenditures. The cumulative fund balance is projected to be \$687,142 at the end of FY 2019-20 and \$332,498 at the end of FY 2020-21.

HEALTHCARE SUSTAINABILITY FUND FY 2019-20 and FY 2020-21				
DESCRIPTION	FY 2018-19 REVISED BUDGET	FY 2018-19 PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
REVENUES/PREMIUMS				
ANNUAL REVENUES				
CITY AND COUNTY OF SAN FRANCISCO (CCSF)	\$ 1,988,709	\$ 1,988,709	\$ 2,018,539	\$ 2,086,817
TRANSFER TO GENERAL FUND FOR WELL-BEING	(100,000)	(100,000)		
SUBTOTAL CCSF ANNUAL REVENUES	\$ 1,888,709	\$ 1,888,709	\$ 2,018,539	\$ 2,086,817
SAN FRANCISCO COMMUNITY COLLEGE DISTRICT (CCD)	102,546	106,277	108,403	110,571
SAN FRANCISCO UNIFIED SCHOOL DISTRICT (USD)	449,916	466,288	475,613	485,126
SUBTOTAL CCD AND USD ANNUAL REVENUES	\$ 552,462	\$ 572,565	\$ 584,016	\$ 595,697
TOTAL ANNUAL REVENUES	\$ 2,441,171	\$ 2,461,274	\$ 2,602,555	\$ 2,682,514
CARRYFORWARD				
CARRY FORWARD FROM FUND BALANCE	3,399,817	3,399,817	2,681,470	687,142
GRANDTOTAL ANNUAL REVENUE AND CARRYFORWARD	\$ 5,840,988	\$ 5,861,091	\$ 5,284,025	\$ 3,369,656
EXPENDITURES				
ANNUAL EXPENDITURES				
PERSONNEL SERVICES AND MANDATORY FRINGES	\$ 895,588	\$ 736,015	\$ 1,326,255	\$ 1,396,062
OPEN ENROLLMENT				
OPEN ENROLLMENT	\$ 284,779	\$ 309,540	\$ 310,000	\$ 310,000
OPEN ENROLLMENT READINESS BENCHMARK	5,000	5,000	5,000	5,000
SUBTOTAL OPEN ENROLLMENT	\$ 289,779	\$ 314,540	\$ 315,000	\$ 315,000
OPERATIONS COMMUNICATIONS				
ANNUAL SOCIAL SECURITY NUMBER AUDIT	\$ 100	\$ 100	\$ 100	\$ 100
ANNUAL SOCIAL SECURITY NUMBER AUDIT SECOND FOLLOW-UP	50	50	50	50
ANNUAL DOMESTIC PARTNER IMPUTED INCOME CERTIFICATION	500	500	500	500
NEW HIRE MAILING	1,128	1,128	1,128	1,128
ENVELOPES	3,008	8,000	6,000	6,000
POSTAGE FOR ROUTINE OPERATIONS MAILINGS	11,000	11,000	11,000	11,000
MAILING ADDRESS VALIDATION AUDIT	6,000		-	-
E-COMMUNICATION REQUIREMENTS	10,000	10,000		
LIVE WEBINAR RECORDINGS	5,000	5,000		5,000
MINIMAL ESSENTIAL COVERAGE-ENVELOPE AND INSERT PRINTING	1,638	1,637	1,848	1,848
MINIMAL ESSENTIAL COVERAGE 1095-C PRINTING AND MAIL SERVICES	3,330	3,300	3,300	3,300
MINIMAL ESSENTIAL COVERAGE - POSTAGE	610	610	610	610
CALPERS DEDUCTION FEE RETIREMENT	250	250	250	250
SALESFORCE - CUSTOMER RELATIONSHIP MANAGEMENT	75,000	80,991	85,041	89,293
CUSTOMER SERVICE NETWORK PROMOTER SCORE BENCHMARK	5,000	5,000	5,000	5,000
PROFESSIONAL MEMBERSHIPS	1,000	1,000	1,000	1,000
SUBTOTAL OPERATIONS COMMUNICATIONS	\$ 123,615	\$ 128,566	\$ 115,827	\$ 125,079
WELL-BEING COMMUNICATIONS				
RETIREE PRINTING AND MAILING			\$ 10,000	\$ 10,000
WELL-BEING CAMPAIGN PRINTING	25,000	37,875	25,000	25,000
QUARTERLY WELL-BEING CAMPAIGNS (NUTRITION, FLU, PHYSICAL ACTIVITY, EMOTIONAL WELL-BEING)	97,500	75,000	75,000	75,000
ANNUAL WELL-BEING BENEFITS PROMOTION (HEALTH PLAN RESOURCES, AFFORDABLE QUALITY CARE RESOURCES)	75,000	50,000	50,000	50,000
SUBTOTAL WELL-BEING COMMUNICATIONS	\$ 197,500	\$ 162,875	\$ 160,000	\$ 160,000
OTHER COMMUNICATIONS				
ONLINE SURVEY TOOL (SURVEY MONKEY)	\$ 288	\$ 288	\$ 288	\$ 288

HEALTHCARE SUSTAINABILITY FUND FY 2019-20 and FY 2020-21				
DESCRIPTION	FY 2018-19 REVISED BUDGET	FY 2018-19 PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
WEB HOSTING SERVICE AND SUPPORT	44,535	44,535	44,535	44,535
DRUPAL SUPPORT SERVICES	12,150	12,150	12,150	12,150
DOMAIN REGISTRATION/WEBSITE NAME	177	177	225	225
ELECTRONIC CONTENT MANAGEMENT BUSINESS INSIGHT	3,000	3,000	3,000	3,000
ELECTRONIC CONTENT MANAGEMENT 5 SCANNER			1,232	1,232
CLIENT RELATIONSHIP MANAGEMENT (CRM) LICENSES	5,356	5,356	5,356	5,356
BACKUP EXEC SERVER MAINTENANCE	400	400	400	
SALESFORCE CONNECTOR			2,678	2,678
ELECTRONIC CONTENT MANAGEMENT BUSINESS INSIGHT SOFTWARE SUPPORT			3,000	3,000
ELECTRONIC CONTENT MANAGEMENT FAX SERVER SOFTWARE MAINTENANCE	3,000	3,000	3,000	3,000
ELECTRONIC CONTENT MANAGEMENT WEB CERTIFICATES			200	200
ELECTRONIC CONTENT MANAGEMENT SERVER MAINTENANCE	20,290	20,290	20,290	20,290
ELECTRONIC CONTENT MANAGEMENT FAX SERVER HARDWARE MAINTENANCE	2,100	2,100	2,100	2,100
ELECTRONIC CONTENT MANAGEMENT LICENSES	2,313	2,313	2,313	2,313
ELECTRONIC CONTENT MANAGEMENT EXPERIENCE SOFTWARE SUPPORT			3,000	3,000
EMMA EMAIL MARKETING SOFTWARE	6,520			
CISCO PHONE SUPPORT AND LICENSING	23,400	21,115	23,400	23,400
I-STOCK SIGNATURE SUBSCRIPTION	3,000	3,000	3,000	3,000
TABLEAU LICENSE	2,400	2,400	2,400	2,400
DREAMWEAVER	168	168	-	
DROPBOX	100	100	100	100
DIGITAL SIGNAGE SOFTWARE	4,000	4,000	1,500	1,500
CASCADE ENTERPRISE LICENSES		8,200	8,500	8,500
SUBTOTAL OTHER COMMUNICATIONS EXPENDITURES	\$ 133,197	\$ 132,592	\$ 142,667	\$ 142,267
TOTAL COMMUNICATIONS	\$ 744,091	\$ 738,573	\$ 733,494	\$ 742,346
WELL-BEING				
WELL-BEING BRAND LAUNCH MATERIALS	\$ 60,000	\$ 60,000	\$ 50,000	\$ 50,000
MENTAL HEALTH TRAINING	25,000			
HEALTH COACHING	25,000			
FINANCIAL WELL-BEING	25,000		130,000	130,000
FIELD EXPENSES	500	500	500	500
WELL-BEING CHALLENGE PLATFORM	60,000	60,000	50,000	50,000
WELLNESS CENTER EQUIPMENT	2,000	2,000	2,000	2,000
TOTAL WELL-BEING	\$ 197,500	\$ 122,500	\$ 232,500	\$ 232,500
INITIATIVES TO REDUCE HEALTH CARE COSTS				
PACIFIC BUSINESS GROUP ON HEALTH (PBGH)	\$ 45,000	\$ 45,000	\$ 45,000	\$ 45,000
ALL PAYERS CLAIMS DATABASE-MAINTENANCE	186,833	186,833	187,500	187,500
ALL PAYERS CLAIMS DATABASE-ANALYTICAL CONSULTING	75,000	75,000	35,000	35,000
PROCESSING OF ADDITIONAL ALL PAYERS CLAIMS DATABASE HEALTH PLAN DATA FEEDS	30,000	30,000	10,000	10,000
ALL PAYERS CLAIMS DATABASE TRAINING/CONFERENCE	5,000	7,000		7,000
ALL PAYERS CLAIMS DATABASE USER LICENSES	5,000	5,000		5,000
MEMBERSHIP FOR CATALYST FOR PAYMENT REFORM			5,000	5,000
SUBTOTAL INITIATIVES TO REDUCE HEALTH CARE COSTS	\$ 346,833	\$ 348,833	\$ 282,500	\$ 294,500
SFGOVTV	\$ -	\$ 21,804	\$ 17,000	\$ 17,000
GRAND TOTAL ANNUAL	\$ 2,184,012	\$ 1,967,725	\$ 2,591,748	\$ 2,682,408

HEALTHCARE SUSTAINABILITY FUND FY 2019-20 and FY 2020-21				
DESCRIPTION	FY 2018-19 REVISED BUDGET	FY 2018-19 PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
ONE-TIME EXPENDITURES				
ONE-TIME COMMUNICATIONS				
ONE-TIME OPEN ENROLLMENT COMMUNICATIONS				
COMMUNICATION PLAN TO DEVELOP AND IMPLEMENT CLIENT RELATIONSHIP MANAGEMENT KNOWLEDGEBASE	\$ 100,000	\$ 20,000	\$ 80,000	
COMPLIANCE REVIEW OF INTERNAL BENEFIT MATERIALS AND MODIFICATIONS	100,000	20,000	80,000	
OPEN ENROLLMENT VENDOR SUPPORT	75,000	75,000	75,000	50,000
SUBTOTAL ONE-TIME OPEN ENROLLMENT COMMUNICATIONS	\$ 275,000	\$ 115,000	\$ 235,000	\$ 50,000
ONE-TIME OPERATIONS COMMUNICATIONS				
SAN FRANCISCO HEALTH SERVICE BOARD ELECTION	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000
HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT AUDIT	20,000	20,000		
PHOTOGRAPHY	10,000	10,000	10,000	10,000
CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM INTEGRATION WITH PEOPLESOF			50,000	
REFRESH BENEFIT BROCHURES	10,000	10,000	7,500	7,500
CISCO VOICE OVER INTERNET PROTOCOL UPGRADE	250,000	106,503	250,000	
CISCO SALESFORCE CONNECTOR- CONNECTION OF NEW PHONE SYSTEM TO THE CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM	100,000		100,000	
CISCO TELECOM EQUIPMENT	23,400	32,616	34,000	14,000
CISCO HARDWARE AND SERVER			50,000	
BENEFITS USABILITY (SKIN) PHASE 1	191,725	50,000	141,725	
BENEFITS USABILITY (SKIN) PHASE 2	100,000		100,000	
PEOPLESOF BENEFITS PROGRAMMING FOR ELECTRONIC CONTENT MANAGEMENT SYSTEM	200,000		150,000	
BENEFITS ADMINISTRATION PROGRAMMING			165,000	
3RD FLOOR SFHSS LOBBY AND MEMBER AREA CONFIGURATION	100,000	100,000	11,000	11,000
EBENEFITS KIOSK AND SOFTWARE	20,000	20,000		
ON-LINE PREMIUM PAYMENT FOR MEMBERS	200,000		200,000	
EBENEFITS SIGNAGE	3,500	3,500		
TRAINING FOR COMMUNICATIONS			1,250	1,250
SUBTOTAL ONE-TIME COMMUNICATIONS	\$ 1,303,625	\$ 427,620	\$ 1,345,475	\$ 118,750
ONE-TIME WELL-BEING COMMUNICATIONS				
ANNUAL WELLNESS NEW YEAR MAILING	\$ 60,000	\$ 46,650		
ONE-TIME OTHER COMMUNICATIONS				
WEBSITE REDESIGN 3.0	\$ 364,905	\$ 364,905		
WEBSITE CONSULTING	100,000		100,000	
ELECTRONIC CONTENT MANAGEMENT SCANNER LICENSES			6,160	
ISCRIP TRAINING			1,500	3,000
ELECTRONIC CONTENT MANAGEMENT BUSINESS INSIGHT SOFTWARE SQL SERVER	16,068	16,068		
SQL SERVER LICENSE FOR EXPERIENCE			61,000	
ELECTRONIC CONTENT MANAGEMENT PERCEPTIVE CONTENT UPGRADE - EXPERIENCE SEARCH			8,000	
ELECTRONIC CONTENT MANAGEMENT PERCEPTIVE CONTENT UPGRADE PROF SVCS			65,000	
ELECTRONIC CONTENT MANAGEMENT BUSINESS INSIGHT INSTALL PROFESSIONAL SERVICES	10,000	4,000		
ELECTRONIC CONTENT MANAGEMENT BUSINESS INSIGHT SOFTWARE	23,000	23,000		
CONSULTING ON NEW PLAN DESIGN			20,000	20,000
SUBTOTAL ONE-TIME OTHER COMMUNICATIONS	\$ 513,973	\$ 407,973	\$ 261,660	\$ 23,000
TOTAL ONE-TIME COMMUNICATIONS EXPENDITURES	\$ 2,152,598	\$ 997,243	\$ 1,842,135	\$ 191,750
ONE-TIME WELL-BEING				

HEALTHCARE SUSTAINABILITY FUND FY 2019-20 and FY 2020-21				
DESCRIPTION	FY 2018-19 REVISED BUDGET	FY 2018-19 PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
WELL-BEING WORKSHOP PROJECT/REVIEW OF WELL-BEING COMMUNICATIONS, PRACTICES AND STRATEGIES	\$ 43,410	\$ 53,900		
HEALTH AND WELL-BEING, ERGONOMIC AND EMPLOYEE ASSISTANCE WEBPAGE	38,800	20,000		
OUTSIDE CONSULTANT FOR CAMPAIGNS			30,000	30,000
PROFESSIONAL WELL-BEING COMMUNITY PARTICIPATION	3,000	3,000	3,000	3,000
TARGETED HEALTH INTERVENTIONS			75,000	75,000
SUBTOTAL ONE-TIME WELL-BEING	\$ 85,210	\$ 76,900	\$ 108,000	\$ 108,000
ONE-TIME INITIATIVES TO REDUCE HEALTH CARE COSTS				
ALL PAYER CLAIMS DATABASE DATA FEEDS	\$ 75,000	\$ 75,000	\$ 30,000	\$ 30,000
BENCHMARKING	15,000	15,000		
NATIONAL COMMITTEE FOR QUALITY ASSURANCE (NCQA) QUALITY MEASURES	25,000	25,000	25,000	25,000
STRATEGIC PLAN		22,753		
SUBTOTAL ONE-TIME INITIATIVES TO REDUCE HEALTH CARE COSTS	\$ 115,000	\$ 137,753	\$ 55,000	\$ 55,000
GRAND TOTAL ONE-TIME	\$ 2,352,808	\$ 1,211,896	\$ 2,005,135	\$ 354,750
GRAND TOTAL	\$ 4,536,820	\$ 3,179,621	\$ 4,596,883	\$ 3,037,158
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San Francisco Health Service System Proposed FY 2019-20 and FY 2020-21 Health Care Sustainability Budget

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Historical Summary

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TOTAL	\$ 5,840,988	\$ 5,861,091	\$ 5,284,025	\$ 3,369,656
EXPENDITURES				
ANNUAL EXPENDITURES	2,184,012	1,967,725	2,591,748	2,682,408
ONE-TIME EXPENDITURES	2,352,808	1,211,896	2,005,135	354,750
TOTAL	\$ 4,536,820	\$ 3,179,621	\$ 4,596,883	\$ 3,037,158
BALANCE	\$ 1,304,169	\$ 2,681,470	\$ 687,142	\$ 332,498

Annual Expenditures

DETAILS BY EXPENDITURE CATEGORY				
	FY 2018-19 REVISED BUDGET	FY 2018-19 BUDGET PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
ANNUAL				
PERSONNEL	\$ 895,588	\$ 736,015	\$ 1,326,255	\$ 1,396,062
COMMUNICATIONS				
OPEN ENROLLMENT COMMUNICATIONS	289,779	314,540	315,000	315,000
OPERATIONS COMMUNICATIONS	123,615	128,566	115,827	125,079
WELL-BEING COMMUNICATIONS	197,500	162,875	160,000	160,000
OTHER COMMUNICATIONS	133,197	132,592	142,667	142,267
TOTAL COMMUNICATIONS	\$ 744,091	\$ 738,573	\$ 733,494	\$ 742,346
WELL-BEING	197,500	122,500	232,500	232,500
INITIATIVES TO REDUCE HEALTH CARE COSTS	346,833	348,833	282,500	294,500
SFGOVTV	-	21,804	17,000	17,000
CONTINGENCY FOR UNFORESEEN ISSUES	-	-	-	-
GRAND TOTAL ANNUAL	\$ 2,184,012	\$ 1,967,725	\$ 2,591,748	\$ 2,682,408

One-Time Expenditures

DETAILS BY EXPENDITURE CATEGORY				
	FY 2018-19 REVISED BUDGET	FY 2018-19 BUDGET PROJECTION	FY 2019-20 PROPOSED BUDGET	FY 2020-21 PROPOSED BUDGET
ONE-TIME				
COMMUNICATIONS				
OPEN ENROLLMENT COMMUNICATIONS	275,000	115,000	235,000	50,000
OPERATIONS COMMUNICATIONS	1,303,625	427,620	1,345,475	118,750
WELL-BEING COMMUNICATIONS	60,000	46,650	-	-
OTHER COMMUNICATIONS	513,973	407,973	261,660	23,000
TOTAL COMMUNICATIONS	\$ 2,152,598	\$ 997,243	\$ 1,842,135	\$ 191,750
WELL-BEING	85,210	76,900	108,000	108,000
INITIATIVES TO REDUCE HEALTH CARE COSTS	115,000	137,753	55,000	55,000
GRAND TOTAL ONE-TIME EXPENDITURES	\$ 2,352,808	\$ 1,211,896	\$ 2,005,135	\$ 354,750

Budget Highlights

Annual Expenditures

- Strategic Planning positions added in FY 2018-19
- Electronic Content Management System (ECM) Reporting Tool
- Cascade project management for Strategic Plan
- All Payer Claims Database (APCD)
- Partnership with Treasurer Tax Collector on Smart Money Coaching

One-time Expenditures

- Communications Plan
- Replacement of telephony system
- Expanding eBenefits to new hires and qualifying events
- On-line Premium Payment Processing
- New website
- New Well-Being Campaigns