

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

MEMORANDUM

DATE: February 08, 2018
TO: Randy Scott, President, and Members of the Health Service Board
FROM: Mitchell Griggs, Acting Executive Director SFHSS
RE: January 2018 Board Report

SFHSS Personnel

- 1209 – Benefits Technician position; creating new list
- 1210 – Benefits Analyst position (3); reviewing current list, interviews begin in February
- 5320 – Illustrator and Art Designer; Ryan Clouse started January 16, 2018
- 1802 – Research Assistant; job description is being rewritten
- 1823 – Senior Administrative Analyst vacant; Position has closed with 67 applicants being reviewed for minimum qualifications
- 2819 – Assistant Health Educator (TEX) filled by Amanda Renteria

Operations

- Member Services metrics for January indicate a high level of application processing accuracy for Open Enrollment 2018, with lower call volume and office visits than Plan Year 2017, despite increased OE volume.
- Received high number of Blue Shield Trio appeals, but SFHSS is researching each appeal with Blue Shield to find the best plan for the member.
- Construction expanding Member Lobby to begin mid-March. Member counseling will be held in the Wellness Center conference room during the 6-8-week construction time frame.

Enterprise Systems & Analytics

- Produced the annual demographic report which requires several weeks to produce:
 - Generate 26 separate raw data files.
 - Import data into database and execute 90 queries to process the raw data.
 - Export file to tableau and build 31 visualizations.
 - Update 31 Excel tables with year over year data.
 - Validate all data points.

- Write the narrative for the report.
- Continue system modifications to support the 2018 plan year, primarily the implementation of Vision Premier which impacted 46 programs.
- Generated 48,914 1095-C individual files for distribution. Mailed copies to employees from SFUSD, City College, Superior Court of San Francisco and applicable retirees. The SFHSS admin team distributed 36,888 forms for City & County employees.

Finance and Accounting

- Finalized FY 2018-19 and FY 2019-20 budgets and preparing submission for the Mayor's and Controller's Office on February 21, 2018.
- Continuing F\$P conversion data cleanup project and pending posting of beginning cash balance by the City.

Contracting and Vendor Management

- Fully executed amendment to agreement with Truven Health for member analytics and reporting.
- Issued Request for Proposals for American Sign Language Interpretation Services.

Communications

- Completed 2017 Annual Report with Director and Management team.
- Completed 2018 Demographics Report with Enterprise Systems & Analytics team.
- New Graphic Designer hired and boarded.
- Creative briefs for new hire and pre-retirement videos prepared for scripting.
- Beginning revision of in-house brochures and materials for membership.
- Prepare for Open Enrollment 2018 schedule and new OE campaign.
- Working with benefit vendors on micro websites for SFHSS membership to use to learn about benefits and services.

Well-being

- Live, Feel, and Be Better in 2018 Campaign launched on January 18.
 - 23 screenings planned to support members setting goals based on their cardiovascular risk factors – 7 completed with 485 participants.
 - Registration to take the Live, Feel, and Be Better in 2018 Pledge ends February 13. Registered participants will receive tailored information about resources available through SFHSS and their health plans as it relates to Healthy Weight, Healthy Blood Pressure, and Healthy Habits.

- Well-Being Landing and Events webpages were updated. Four new webpages were added: Live, Feel, and Be Better Campaign page, Healthy Weight, Healthy Blood Pressure, and Healthy Habits.
- Maintain, Don't Gain and RECHARGE campaigns completed. Among post-survey respondents:
 - 86% maintained or lost weight during Maintain, Don't Gain.
 - 66% reported improved ability to manage stress during RECHARGE
- 2017 Well-Being@Work Awards are being distributed on February 7. 19 departments earned Awards and 35 departments earned Spotlights.
- Training for 2018 Well-Being@Work for Champions and Department Leads for Well-Being is beginning and will continue into February.
- MyBrainSolutions pilot focused on stress management and resiliency training via an online tool was launched to all 4 pilot groups. This six-month pilot will end in June.
- The first Ergonomics Training was offered at the Wellness Center. This class will be offered monthly through June 2018.
- In addition to the monthly report, Well-Being/EAP has submitted the 2017 Well-Being Report summarizing all programs offered in 2017.

Directors Meetings/Presentations/Misc.

- Met with Aon Hewitt
- Controller's People & Pay division (eMerge) Executive Steering Committee
- Attended Mayor's monthly Department Head meetings
- Participated in weekly calls with Blue Shield regarding Trio HMO implementation and communication strategy
- Met weekly with SFHSS staff for Self Service Benefits implementation
- DTIS Citywide VoIP Program status meeting
- PBGH/SVEF Oncology Symposium
- Met with CCSF Payroll Director for yearend workflow procedures
- Met with DHR, Employee Relations Director
- Mayor's Health Policy Advisor

Dependent Eligibility Verification Audit – update on timeline of audit

- 4/02/2018 - Alert Notice: Send to subscribers with unverified dependent(s) on the plan. Introduces the upcoming verification project and SFHSS relationship with the Dependent Verification Center.
- 4/16/2018 - Verification Request Notice: Send to subscribers with unverified dependent(s) on the plan.
- 4/30/2018 & 5/15/2018 - Reminder notices.
- 6/01/2018 - Final reminder notice.
- 6/16/2018 - End of audit notice – Send to subscribers who have not responded to verification. Will summarize the possible ramifications for dependents not verified within the next 30-day grace period.
- 7/15/2018 - Grace Period end date/final audit close.
- 7/24/2018 - Final Results Notice – Send to subscribers with unverified dependents remaining on the plan.

Applicable Member Rules state in part;

B. ELIGIBLE DEPENDENTS OF HEALTH SERVICE SYSTEM MEMBERS

1. A Member's Legal Spouse

b. When a member is granted a final dissolution of marriage or is legally separated, the member's former spouse shall not be eligible as a dependent as of the last day of the coverage period in which the legal separation, divorce or final dissolution has been granted. A member must immediately notify the Health Service System in writing and provide documentation when the legal separation, divorce or final dissolution of marriage has been granted.

2. A Member's Legal Domestic Partner

b. (4) The member and his or her legal domestic partner must certify to the Health Service System that they are economically responsible to each other for the common necessities of life, defined as food, shelter and medical care, and that this shall remain the case for expenses incurred during the period the member's domestic partner is covered by the Health Service System.

c. When the member is granted dissolution of domestic partnership, is legally separated, or there is any change of circumstances as attested to in a Declaration of Domestic Partnership, the member's partner is no longer eligible as a dependent. A member must immediately notify the Health Service System in writing when the member's partner is not eligible. Failure to do so can result in termination of coverage and financial penalties. (See Section E.) Once a member's partner is no longer eligible, any children of the former partner are also no longer eligible.

C. ELIGIBILITY DOCUMENTATION REQUIRED

2. Dependents, Including Eligible Spouses, Domestic Partners, Children and Surviving Dependents.

The Health Service System may require proof of dependent eligibility at any time. Failure to furnish such proof within thirty (30) days after a request by the Health Service System shall result in termination of coverage. Re-enrollment may occur during annual open enrollment, with coverage effective the first day of the following plan year, upon submission to the Health Service System of a completed enrollment application and required eligibility documentation.

E. MEMBER RESPONSIBILITY TO NOTIFY HEALTH SERVICE SYSTEM WHEN A DEPENDENT BECOMES INELIGIBLE

It is the responsibility of the member to provide immediate written notification to the Health Service System when canceling coverage for any dependent who no longer meets the conditions for eligibility. There shall be no obligation on the part of the Health Service System to provide health coverage to, or refund contributions made on account of, an ineligible dependent. If a member fails to notify the Health Service System when an enrolled dependent becomes ineligible the member may be held responsible for payment of all health premium costs, including but not limited to any employer premium costs and costs for medical services provided, dating back to the date of the dependent's ineligibility. Dependent eligibility may be audited by HSS at any time. Enrollment of a dependent who does not meet the plan's eligibility requirements as stated in Health Service System Rules and enrollment materials, or failure to disenroll when a dependent becomes ineligible, will be treated as an intentional misrepresentation of a material fact, or fraud.

Other updates:

Blue Shield clarification from January HSB meeting on page 5 of the "Trio Implementation & Provider Partners Update"

In response to the Board's request to explain why dependents are included in calculating average age for a population named Early Retirees:

"It is industry standard to incorporate ages of all members in a given insured population in determining risk.

For example, dependents are included in calculating the average age of Actives. This includes newborns, and young children, even though it's known newborns are not an "Active" or actively at work. The same applies to the population titled Early Retirees."

- For clarification, the SFHSS average age for Actives is 48 and the average age for Early Retirees is 60.

Management Report

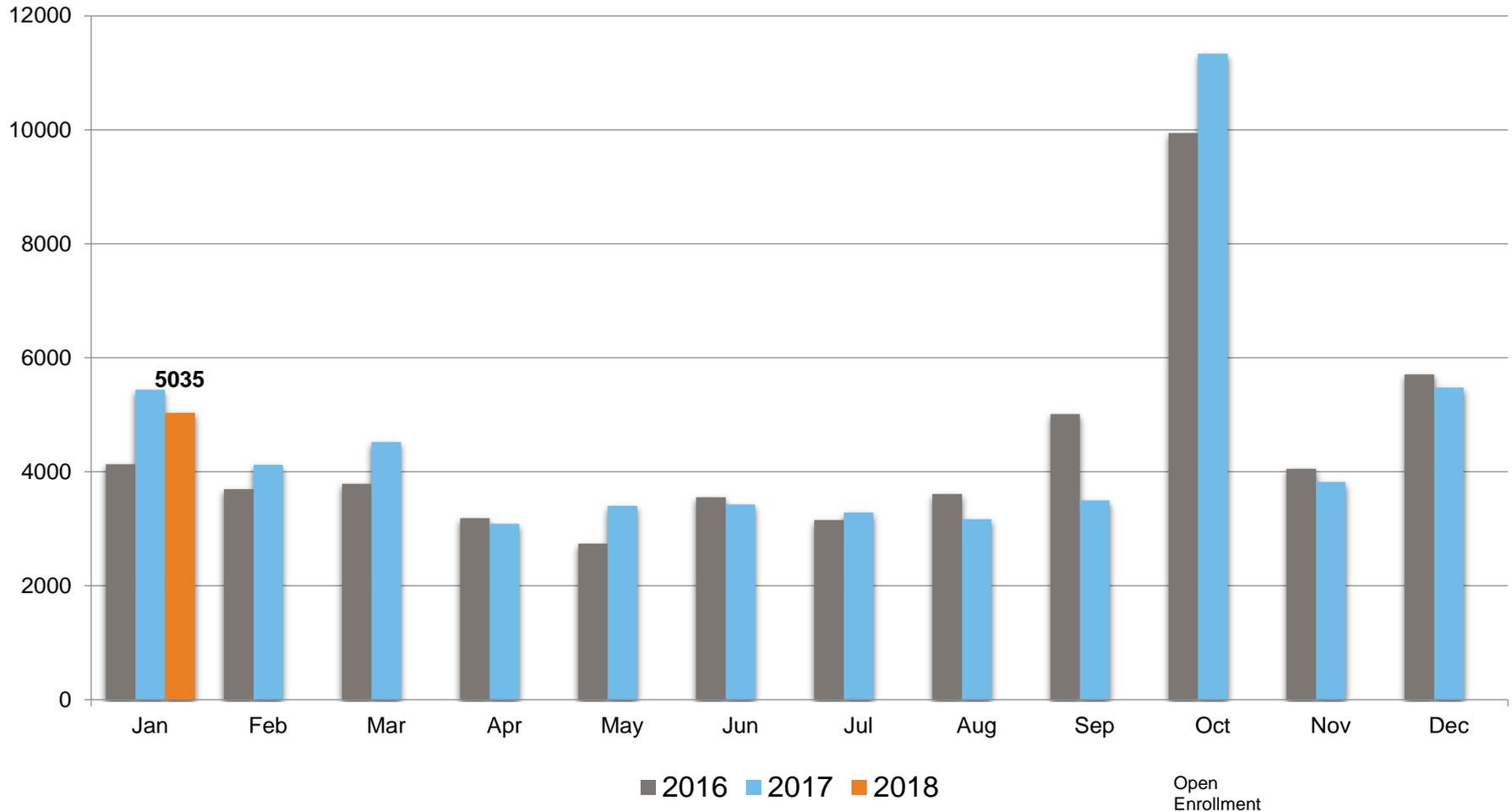
OPERATIONS UPDATE | February 2018

Calls and Office Visits: January 2018

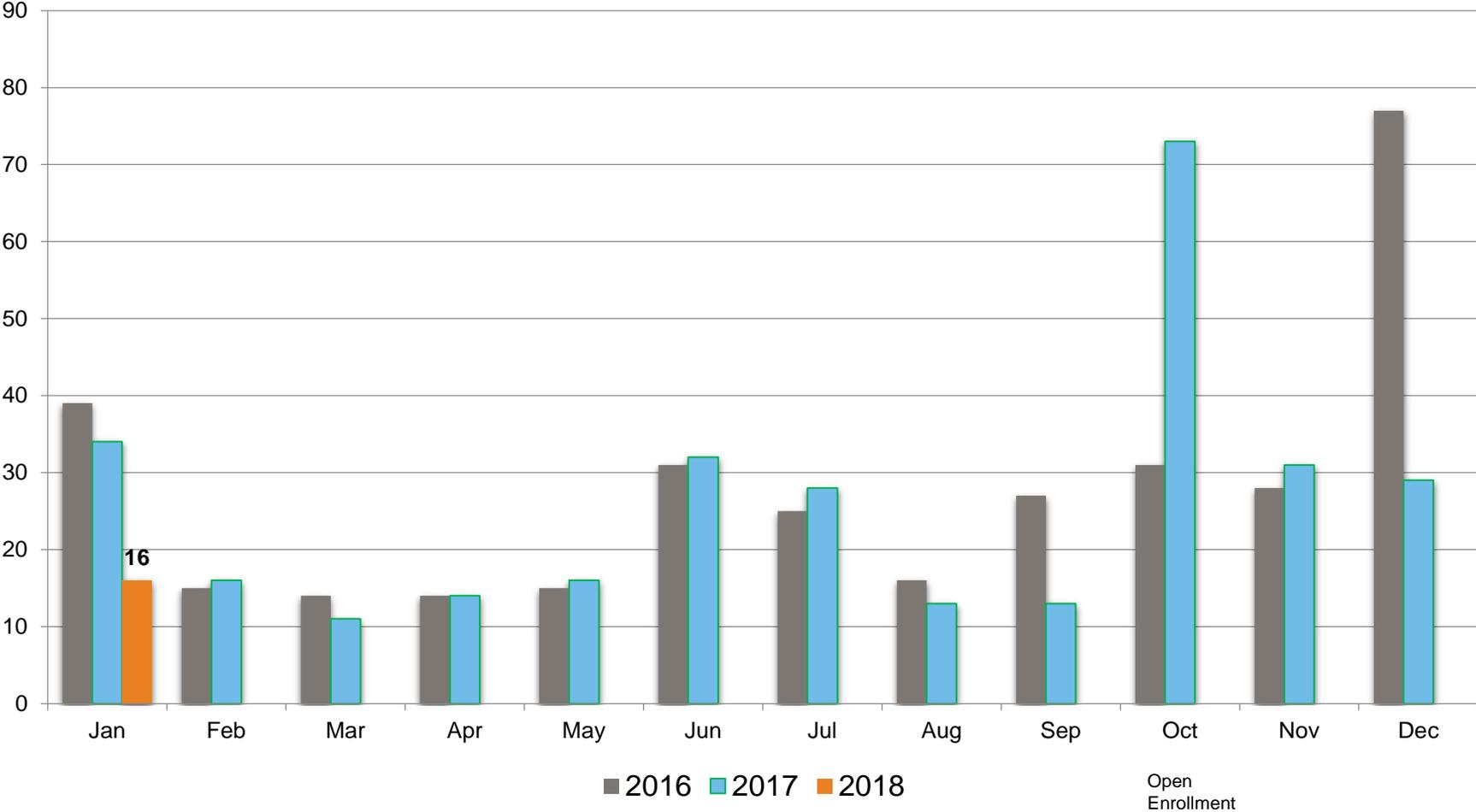
Calls and In-person Assistance total:

- Inbound calls: 5,035 answered calls (7.4% ↓ from 2017)
- Speed of answer: 16 seconds (52.9% ↓ from 2017)
- Abandonment rate: 1.0% (49 calls)
- In-person assistance: 1,259 members (6% ↓ from 2017)

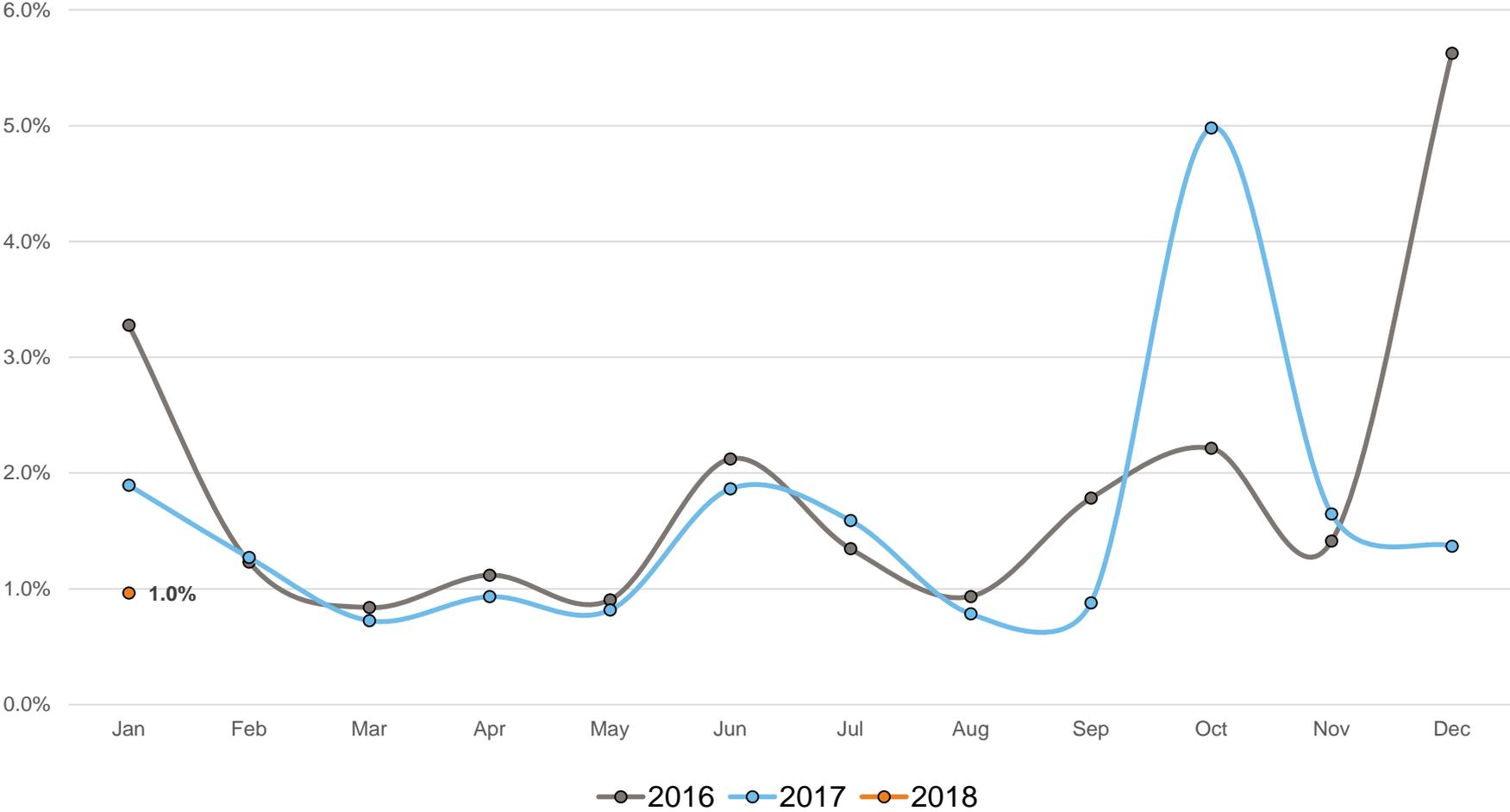
Inbound Calls: January 2018



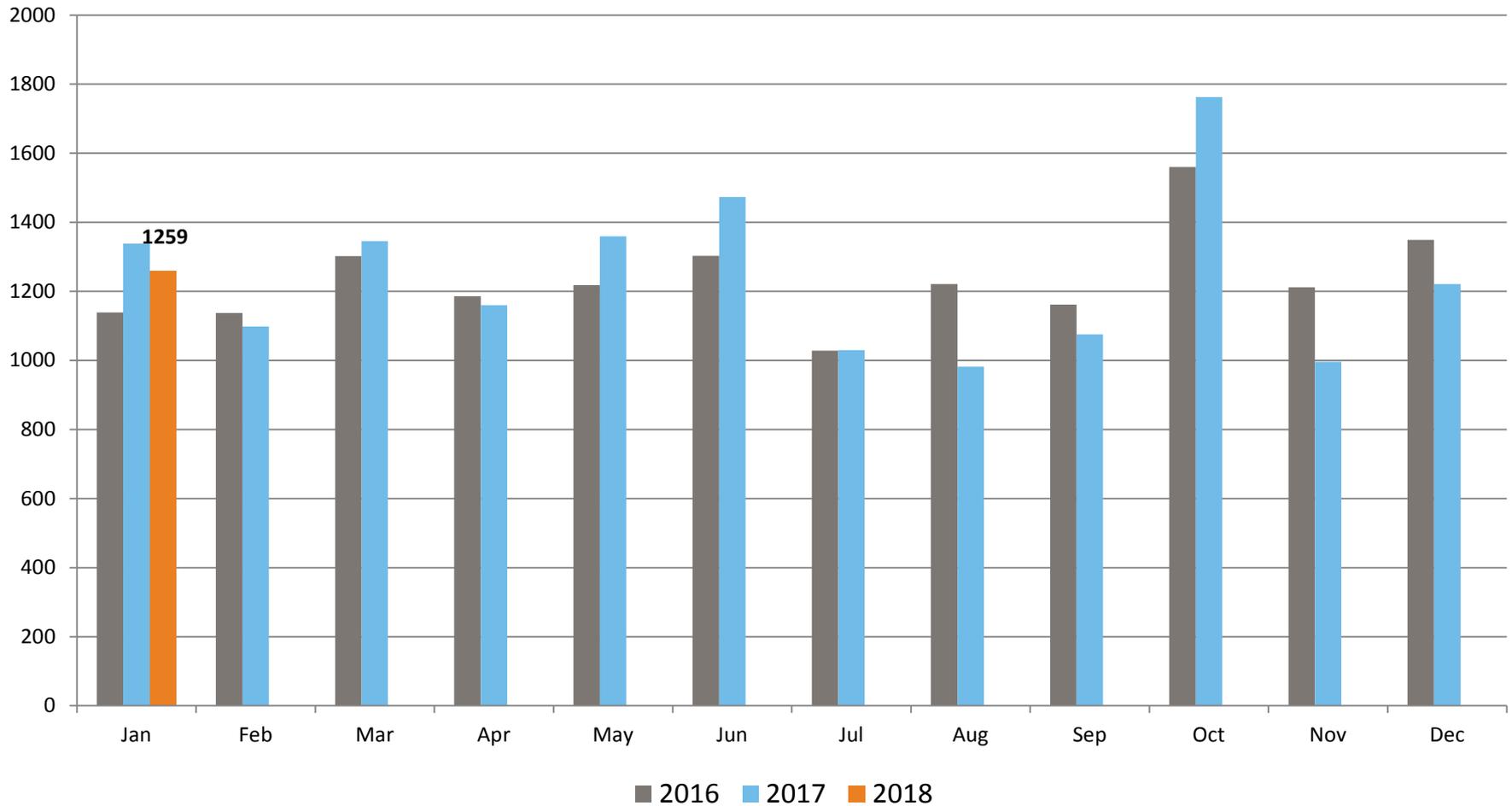
Average Speed of Answer: January 2018



Abandonment Rate: January 2018



In-person Assistance: January 2018



Delinquencies & Terminations: January 2018

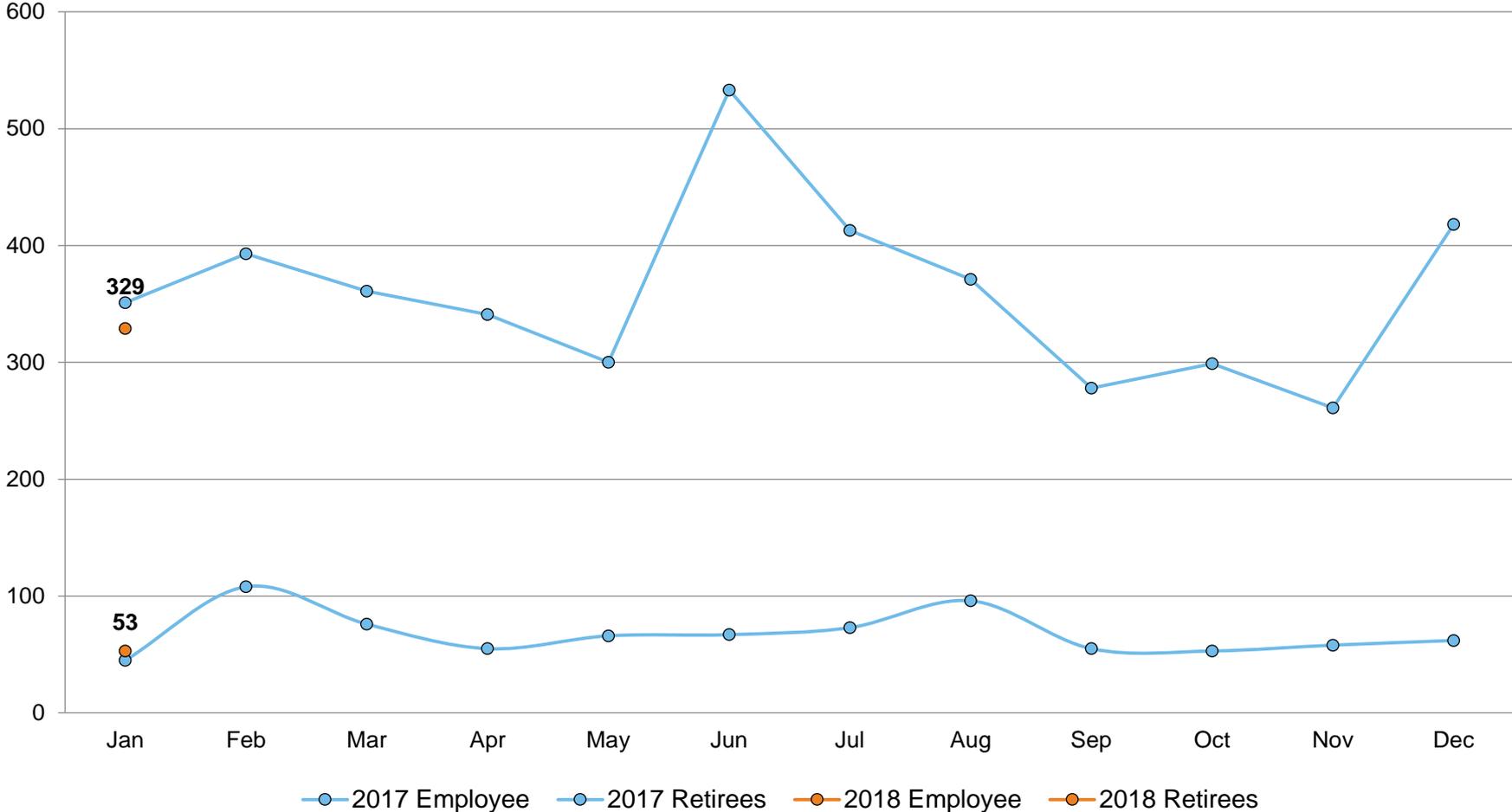
Delinquency Notices Sent.

- Employees: 329
- Retirees: 53

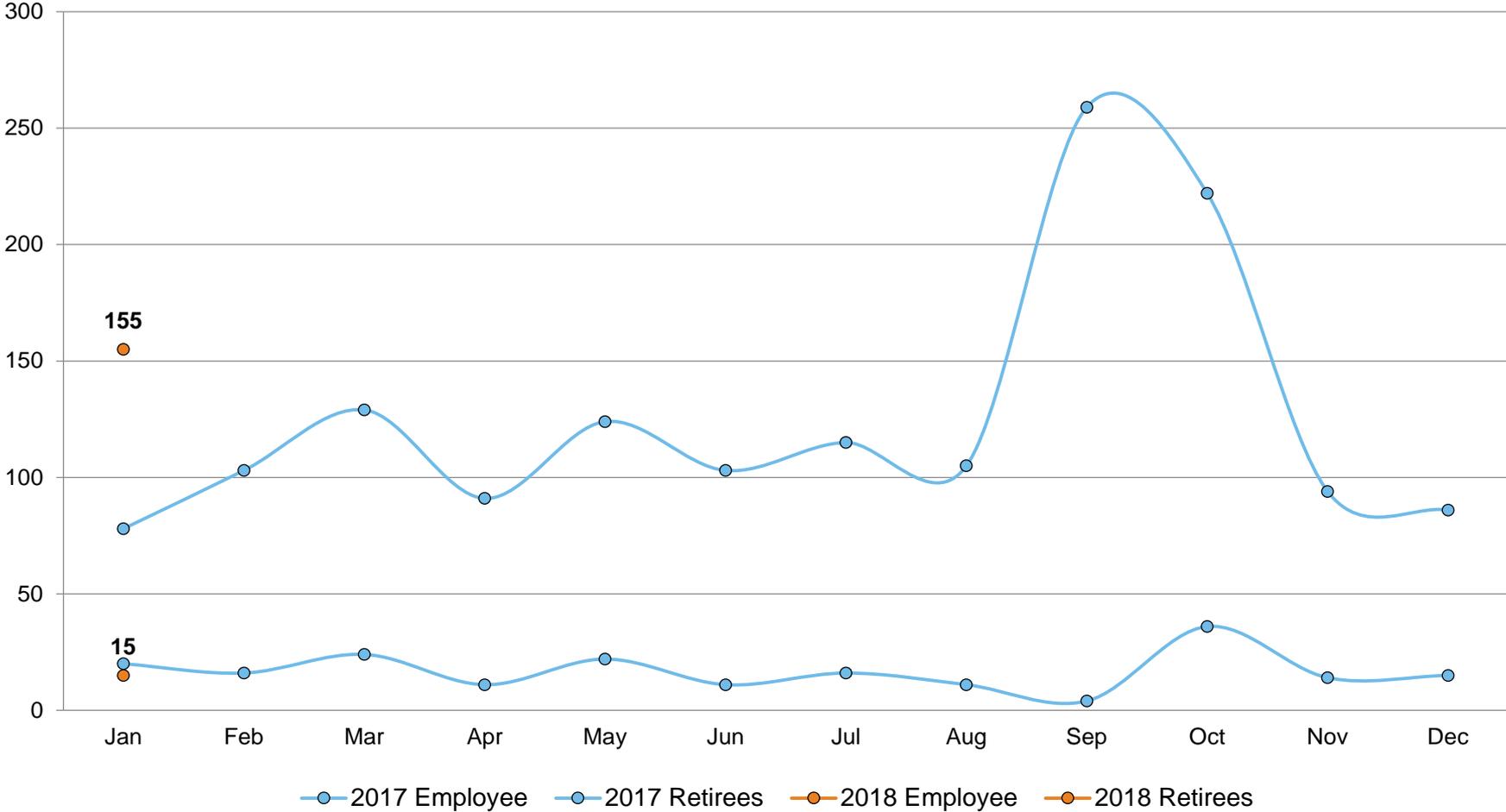
Termination Notices Sent.

- Employees: 155
- Retirees: 15

Delinquency Notices: January 2018



Termination Notices: January 2018



Enterprise Systems & Analytics Report

February 08, 2018

PeopleSoft / Benefits Administration

- Generated 48,914 1095-C individual files for distribution
- Completed development and testing of plan year required changes additional programs migrated to production but additional issues will need to be resolved at a later date:
 - CCSF Load SFRS payroll actuals
 - CCSF Load STRS payroll actuals
- Specifications written for modifications with VSP payment file

Data Analytics

- Completed annual data submission for SFUSD GASB 75 Audit
- Produced all data, graphics and copy for annual demographic report
 - Generate 26 separate raw data files
 - Import to database and execute 90 queries to process the raw data
 - Export file to tableau and build 31 visualizations
 - Update 31 Excel tables with year over year data
 - Validate all data points
- Provided statistics for Annual Report

IT Initiatives

- Migrated new well-being web site to sfhss.org
- Participated in walkthrough with potential contractor for lobby redesign
- Received 8 new systems through PC refresh program

Meetings attended by staff

Miscellaneous:

- Attended High Value Health Care Collaborative meeting 12/18
- Attended Citywide VOIP telecommunications meeting 1/12
- Attended Continuity of Operations (COOP) Planning meeting 1/17
- Attended Multi-State Information Sharing & Analysis Center monthly meeting 1/30
- Attended Truven (IBM Watson) public sector group training on 1/31
- Attended weekly eBenefits project meetings

Management Report

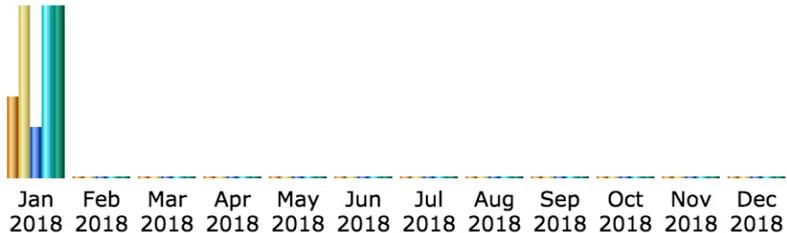
COMMUNICATIONS | February 8, 2018

Communications Overview for January 2018

- ✓ 2017 Annual Report.
- ✓ 2018 Demographics Report.
- ✓ New Graphic Designer hired.
- ✓ Creative briefs for new hire and pre-retirement videos prepared.
- ✓ Begin revision of in-house brochures and materials for membership.
- ✓ Prepare for Open Enrollment 2018 schedule and new OE campaign.
- ✓ Work with benefit vendors on micro websites for SFHSS membership to use to learn about benefits and services.

January 2018 Website Traffic

Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2018	17545	36976	111391	384230	26.86 GB
Feb 2018	0	0	0	0	0
Mar 2018	0	0	0	0	0
Apr 2018	0	0	0	0	0
May 2018	0	0	0	0	0
Jun 2018	0	0	0	0	0
Jul 2018	0	0	0	0	0
Aug 2018	0	0	0	0	0
Sep 2018	0	0	0	0	0
Oct 2018	0	0	0	0	0
Nov 2018	0	0	0	0	0
Dec 2018	0	0	0	0	0
Total	17545	36976	111391	384230	26.86 GB

eNews for January 2018

January 2018 eNews

Response as of Jan 31, 2018 12:52 pm

Compare mailings Export responses Save as PDF

- Your response
- Overview
- Opens
- Clicks
- Shares
- New sign-ups
- Opt-outs

January 2018 eNews

San Francisco Health Service System (SFHSS) <service@myhss.org> to eNews (15,615 contacts)

Sent to 15,640 recipients on Jan 4, 2018 9:30 am

Open webview in a new window



— this mailing
— community avg

Opens **45%**
7,089 opens

Clicks **4%**
288 unique clicks

Delivery **100%**
15,585 delivered
61 bounced

Opt-outs **17**
0% of recipients

Shares **1**

eNewsletter January 2018

Total Delivered	15,585	100%
Opened	7,089	45%
Clicked Links	288	4%

Management Report

FINANCE and CONTRACTING | February 8, 2018

Finance and Contracting Activities Update

Finance and Accounting

- Finalized FY 2018-19 and FY 2019-20 Budgets for Health Service Board
- Preparing February 21, 2018 Submission to Mayor's and Controller's Office
- Finalized 2017 plan experience for City Plan (Actives and Early Retirees)

Financial System Project

- Continue F\$P Conversion Data Cleanup Project - Completed first round of cleanup after the completion of the purchase order roll forward; Next Scheduled Controller's Clean Up Kickoff for 2/8/18
- Pending posting of beginning cash balance by the City

Finance and Contracting Activities Update

Contracting and Vendor Management

- Fully executed amendment to agreement with Truven Health for member analytics and reporting
- Issued Request for Proposals for American Sign Language Interpretation Services
- Job application for 1823 Senior Administrative Analyst with specialty in contracting closed mid-January

Management Reports

WELL-BEING/EAP | February 8, 2018

Campaign and Challenges: Live, Feel, and Be Better in 2018

**LIVE
FEEL
BETTER
2018**



Discover what it means to Live, Feel, and Be Better in 2018!
Follow these 3 steps to success and be motivated all year long.

**STEP 1
KNOW YOUR
NUMBERS**

-  Get Preventive Care
-  Attend A Worksite Screening
-  Measure Your Weight & Blood Pressure

**STEP 2
TAKE THE PLEDGE**

-  Healthy Weight
-  Healthy Blood Pressure
-  Healthy Habits

**STEP 3
CHOOSE YOUR
PROGRAM**

-  Online
-  In-Person
-  Over-The-Phone

Register by February 13 at sfhss.org/well-being

Better Every Day. SAN FRANCISCO
HEALTH SERVICE SYSTEM

Campaign and Challenges: Live, Feel, and Be Better in 2018

January

- 2 City-wide emails were sent to promote the campaign
- 7 screenings were offered at City worksites
- Almost 500 individuals screened
- 170 pledge registrants

February

- 16 more screenings are scheduled at City worksites
- 1 more City-wide email will be sent
- Pledge deadline is 2/13

Campaign and Challenges: Maintain, Don't Gain & RECHARGE

Maintain, Don't Gain and RECHARGE finished in early January with the post-survey and wrap up event.

Maintain, Don't Gain

- an email-based campaign to support those interested in maintaining their weight during the holidays.

RECHARGE

- a collection of resources to promote emotional well-being and stress management through relaxation techniques and include breathing and/or stretching.

Champions were encouraged to offer one of these two programs in November and December.

Campaign and Challenges: Maintain, Don't Gain Results

MAINTAIN, DON'T GAIN PARTICIPATION	2016	2017
Registered Participants	629	363
Post-Survey Completions	100 (16% completion rate)	95 (29% completion rate)
% Post-Survey Participants who maintained or lost weight	68%	86%

- Average weight loss for all those who tracked was -1.125 pounds.
- 71% agreed or strongly agreed that “This challenge improved my ability to maintain my weight during the holidays”

Campaign and Challenges: RECHARGE Results

RECHARGE PARTICIPATION	2016 (12 Days of Relaxation)	2017 (RECHARGE)
Registered Participants	824	307
Post-Survey Completions	124 (15% completion rate)	67 (22% completion rate)

Of the 67 post-survey respondents:

- 79% will continue to use the skills learned.
- 66% reported that the RECHARGE program helped to manage stress.
- High levels of stress (8-10/10) were 13% lower than registered participants.
- High (8-10/10) ability to manage stress was 23% higher than registered participants.

Campaign and Challenges: Maintain, Don't Gain & RECHARGE

Maintain, Don't Gain was offered simultaneously along with RECHARGE in 2017. Participation for both of these campaigns is low compared to participation from other campaigns, even when combined.

Factors that may have affected participation include:

- Departments were encouraged to select one program or the other, not both
- Lack of City-wide communications
- The time of year

Recommendations for 2018 implementation:

- Maintain, Don't Gain and RECHARGE will be offered at separate times of year
- City-wide communications will be used
- Create printed promotional materials for these campaigns

Member Communications

New Webpages

- Live, Feel, and Be Better in 2018 Campaign page
- Healthy Weight resource page
- Healthy Blood Pressure resource page
- Healthy Habits resource page



DISCOVER WHAT IT MEANS TO LIVE, FEEL, AND BE BETTER IN 2018. FOLLOW THESE 3 STEPS TO SUCCESS AND BE MOTIVATED ALL YEAR LONG.

Step 1
KNOW YOUR NUMBERS

Knowing your numbers will help you know where you are and what areas you may want to focus on.

- GET YOUR PREVENTIVE CARE
- ATTEND A WORKSITE SCREENING
- MEASURE YOUR WEIGHT AND BLOOD PRESSURE

[FIND AN EVENT](#) [FIND A BIOPRO MACHING](#)

COMMIT TO ONE GOAL IN 2018:

[REGISTER TODAY](#)
Price Information and Details

- HEALTHY WEIGHT [LEARN MORE](#)
- HEALTHY BLOOD PRESSURE [LEARN MORE](#)
- HEALTHY HABITS [LEARN MORE](#)

Step 2
TAKE THE PLEDGE

Step 3
CHOOSE YOUR PROGRAM

For each goal, you will find the resources to help you succeed. Decide if in-person, online, or over-the-phone works best for you.

- ONLINE
- IN-PERSON
- OVER-THE-PHONE

HEALTHY WEIGHT
BLOOD PRESSURE
HEALTHY HABITS

HEALTHY WEIGHT

"I LOST 23 POUNDS MYSELF THAT I'M MORE LIGHTER. I CAN DO MORE ACTIVITIES. I DEAL WITH BACK PAIN, TOO."
—EVA ATIUERA

"I HAVE A VERY HEALTHY HEART FROM TAKING CARE OF MYSELF."
—MICHAEL PALMER

34% OF CITY EMPLOYEES REPORT THEY ARE OVERWEIGHT

22% OF CITY EMPLOYEES REPORT THEY ARE OBESSE

WHY IT'S IMPORTANT

Being overweight increases your risk of heart disease, stroke, and type 2 diabetes. Losing weight (Body Mass Index) if you are overweight not only reduces your risk of these conditions, but also helps you feel better and more energized every day. Take the Live, Feel, and Be Better pledge and focus on a healthy weight.

HEALTHY BLOOD PRESSURE

50% OF PEOPLE WITH HYPERTENSION HAVE IT UNDER CONTROL.

1 IN 3 ADULTS HAVE HIGH BLOOD PRESSURE

1 IN 4 AMERICANS ARE OVERWEIGHT. THEY HAVE HIGH BLOOD PRESSURE

HEALTHY HABITS

HEALTHY HABITS CONSISTENTLY AND DIFFERENCE INSTANTLY.

REVERT CERTAIN HEALTH CONDITIONS, BUT BOOST YOUR ENERGY AND IMPROVE YOUR HEART IN 2018 - PLAY, EAT BETTER, AND RECHARGE.

HEALTHY HABITS

HIKING IN THE SIERRAS KEEP DOING THAT.

1 IN 2 CITY EMPLOYEES DO NOT CONSUME THE RECOMMENDED 5 OR MORE SERVINGS OF FRUITS OR VEGETABLES EACH WEEK.

1 IN 2 LOYCEES DO NOT WALK 30 MINUTES OR MORE EACH WEEK.

IF YOU SAY THEY NEED IT THEIR STRESS

Member Communicati

Website Updates

- Sfhss.org/well-being was updated in mid January. The new layout was designed for the following reasons:
 - Elevate the various well-being programs
 - Increase visibility of EAP services
 - Create a space for retiree-specific content
 - Make events easier to find
- Sfhss.org/well-being/events was updated to provide an online calendar of all well-being events around the City. Additionally, it includes a map of all BMI and BP machines at City worksites.

The screenshot displays the Sfhss.org website interface. At the top, there is a navigation bar with links for Member Services, Benefits, Events, Well-Being, Board, Finance, and a search bar. Below the navigation, a large banner features the 'LIVE FEEL BETTER 2018' campaign with a woman's image and a 'pledge now' button. A secondary banner asks 'How can we support your well-being today?' and displays an 'Avg. Employee Well-Being Score: 74/100 (+48 compared to CA)'. Below this are three main categories: 'LIVE HEALTHY' (with sub-links for 'IMPROVE WELL-BEING', 'HEALTHY HABITS', 'EAT BETTER, FEEL BETTER', and 'PLAY YOUR WAY'), 'FEEL GOOD' (with sub-links for 'EMOTIONAL HERE FOR YOU', 'RECHARGE', and 'MENTAL HEALTH BENEFITS'), and 'GET CARE' (with sub-links for 'PREVENTIVE CARE AND CONDITION', 'HEALTHY BLOOD PRESSURE', and 'FLU SHOT INFORMATION').

Further down, there is an 'EVENTS & ACTIVITIES' section with three icons: 'EVENT & ACTIVITY CALENDAR', 'GROUP EXERCISE SCHEDULE', and 'CALIBRINE GOOD WELLNESS CENTER'. Below this are two sections: 'JUST FOR RETIREES' featuring a photo of a woman and text about special fitness memberships, and 'EMPLOYEE ASSISTANCE PROGRAM' with the slogan 'WE'RE HERE For You' and text about the EAP's mission to provide confidential counseling and education services.

At the bottom of each of these two sections, there is a 'LEARN MORE' button.

Well-Being@Work: Champions & Department Leads

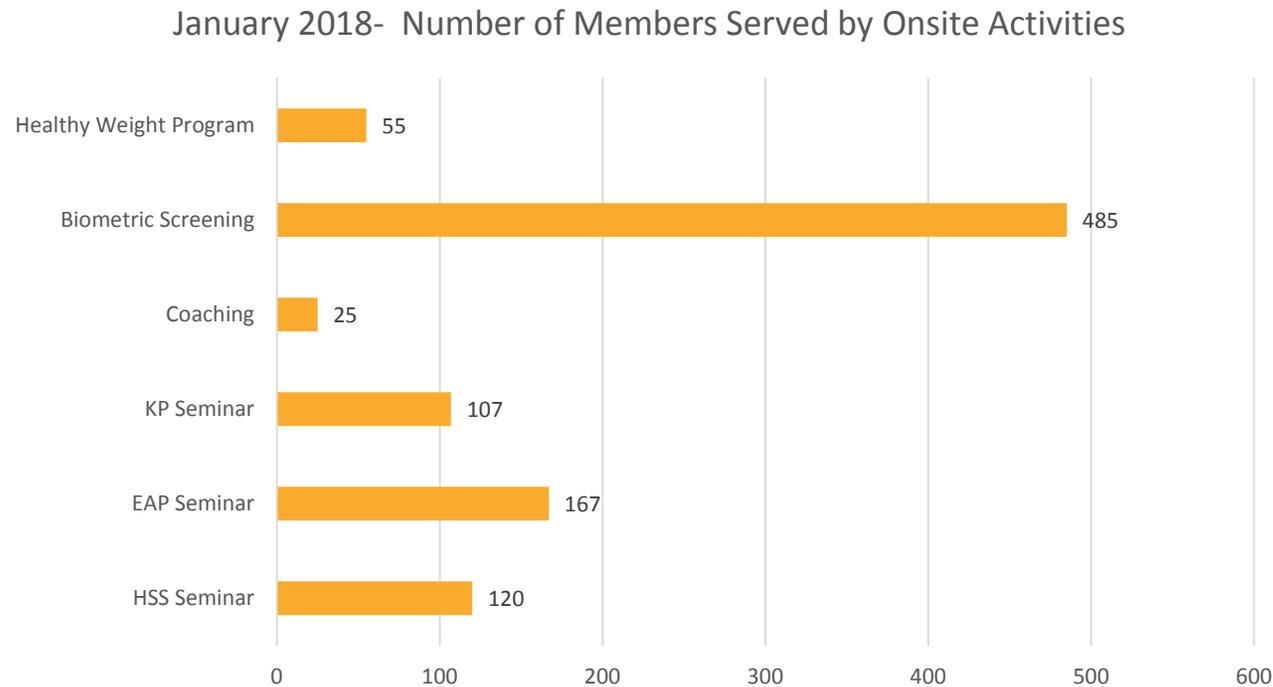
- Recruitment
 - 189 Champions
 - 23 Department Leads
- Training
 - 2018 Well-Being@Work Orientations for Champions and Department Leads for Well-Being start at the end of February and continue into February
- Other Support
 - 2018 Plan meetings will begin in February following the Orientation

Well-Being@Work: Activities

- 27 onsite activities in 2018 in January
 - 2 Healthy Weight Programs
 - 7 Biometric Screenings
 - 1 Coaching Day
 - 7 Seminars by Kaiser Permanente (KP)
 - 7 EAP Seminars
 - 3 Well-Being Team Presentations

Well-Being@Work: Activities

- In January 2018, 959 members were served through onsite activities
- 7 Biometric Screenings accounted for 51% of members served by onsite activities



Well-Being@Work: 2017 Awards & Spotlights

2017 Well-Being@Work Award Ceremony

- Departments will be recognized for the well-being programs on February 7 at the first annual Well-Being@Work Award Ceremony

Awards celebrate and recognize departments' taking steps to improve well-being at their workplaces. There are three Awards: Soaring, Flying, and Taking Off.

- 5 departments earned Flying Awards in 2017
- 14 departments earned Soaring Awards in 2017

Well-Being@Work: 2017 Awards & Spotlights

Spotlights highlight individuals, groups, and programs that support well-being in the workplace. These help us share effective and creative execution of well-being in the workplace with other departments and Champions.

- 35 departments are being spotlighted for a well-being program that they offered at the worksite
- There are a total of 75 Program Spotlights from 2017
- There are 11 Individual Spotlight recipients

Retiree Services

- Meeting with the Teachers Retirement group on 1/25
 - HSS provided an overview of the well-being services available to retirees and the new Live, Feel and Be Better in 2018 campaign.
 - An exercise activity was provided, teaching participants how to use an exercise band. A handout and stretches were also provided

Pilot Programs: MyBrainSolutions

MyBrainSolutions (MBS) is an online tool that focuses on improving brain health in the areas of thinking, feeling, emotion and self-regulation. The program helps to increase resilience, reduce stress, increase positivity, achieve focus and boost memory.

- Pilot timeline: Six months
- Pilot launch dates:
 - ✓ Group 1 - October 2017 – March 2018
 - Call Centers (Department of Emergency Management and SFHSS)
 - Retirees
 - ✓ Group 2 - December 2017 – June 2018
 - Safety (Police and Sheriff)
 - Health Service Agency (HSA)

Catherine Dodd Wellness Center: One Warm Coat Donations

Purpose:

To give back to the community and to increase employee engagement during the holidays.

- A total of 62 coats were collected from 12/4/17 – 1/5/18. We surpass our goal of 50 coats.
- 9 different departments, (ADM, BOS, CON, DPH, DPW, HSS, MTA, RET, TTX) including retirees, participated in the coat drive.
- All coats collected were donated to St. Anthony Foundation in San Francisco.



Catherine Dodd Wellness Center: February Special Events

- 2/2 – Know Your Numbers Event
- 2/20 – Nonviolent Crisis Prevention Training
- 2/22 – EAP 101
- 2/23 – Healthy Eating at Work
- 2/27 – Office Ergonomics Training

FREE Health Screening
KNOW YOUR NUMBERS
February 2, 2018 | 9:00am - 4:00pm



Kick off the year by attending the Know Your Numbers event to help you understand your risk factors. Participate in interactive games and learn more about the Live, Feel, and Be Better in 2018 campaign!

Take time to learn your numbers by attending the free 20-minute health screening. A clinician will measure your glucose, blood pressure, body mass index and body fat percentage. Fasting is not necessary. Registration is required with limited appointments available.

WEAR RED to this event to raise awareness about heart health and be entered in a raffle to win a Fitbit!

LOCATION:
Catherine Dodd Wellness Center
1145 Market St, Suite 100
San Francisco, CA 94103

QUESTIONS? CONTACT:
wellness@sfghs.org
(415) 554-0643

REGISTER FOR A SCREENING:
<https://1145marketsths.sfncceds.com/na/event/2186.com>

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM
myhss.org/well-being

NONVIOLENT CRISIS INTERVENTION
February 20, 2018 | 8:00am – 5:00pm



LOCATION:
Catherine Dodd Wellness Center
1145 Market Street, Suite 100
San Francisco, CA 94103

PRESENTED BY: Jeff Lintner, Sr. EAP Counselor, LMFT, CEAP
Use proven techniques for the prevention and safe management of disruptive or assaultive behavior.

- When prevention, de-escalation and intervention are necessary
- When employees deal with potentially dangerous clients
- When personal safety is threatened

Free training for any employee who may come into contact with a disruptive or potentially violent member of the public.

With supervisor approval employees can use work time to attend this training.

QUESTIONS? CONTACT EAP:
(800) 795-2351 Toll Free
(415) 554-0610 Office

SPACE IS LIMITED. RSVP REQUIRED. REGISTER AT:
<https://na.eapcentraltraining.eventbrite.com>

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM
EMPLOYEE ASSISTANCE PROGRAM

EAP 101
For Supervisors, Managers, Directors & HR Professionals
February 22, 2018 | 10:00am – 11:00am



PRESENTED BY: Jeannette Longtin, EAP Counselor

- Come learn about what EAP has to offer you
- Learn about handling critical incidents/disruptive events and psychological first aid
- Get your EAP 101 Reference Guide to help you make referrals to EAP and know how and when to use the suite of services offered

With supervisor approval employees can use work time to attend this training.

LOCATION:
Catherine Dodd Wellness Center
1145 Market Street, Suite 100
San Francisco, CA 94103

RSVP REQUIRED. SPACE IS LIMITED.
https://2018_02_eap101.eventbrite.com

QUESTIONS? CONTACT EAP:
(800) 795-2351 TOLL FREE
(415) 554-0610 OFFICE

WE'RE HERE For You

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM
EMPLOYEE ASSISTANCE PROGRAM

Healthy Eating at Work
February 23, 2018
12:10 – 12:55pm



LOCATION:
Catherine Dodd Wellness Center
1145 Market Street, Suite 100
San Francisco, CA 94103
(415) 554-0643
wellness@sfghs.org

Learn what healthy eating at work looks like and how you can do it too! In this seminar we'll discuss tips, tricks, ideas and strategies about how eat healthy at work. Topics covered include everyday eating, healthy socials and creating a healthier workplace.

NO RSVP REQUIRED.

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM
myhss.org/well-being



Better Every Day.

2017 Well-Being Report

February 8, 2018

Stephanie Fisher, Well-Being Manager

Our Team

8 Full-time Employees

- 0931 Well-Being Manager
- 0923 Health Promotion and Well-Being Coordinator
- Two 2593 Well-Being Program Coordinators
- 2595 Senior Employee Assistance Program (EAP) Counselor
- Two 2594 EAP Counselors
- 1842 Well-Being Management Assistant

3 Part-time Employees

- Three 9910 Well-Being Interns



Our Services

1. Well-Being@Work
2. Member Communications
3. Campaigns & Challenges
4. Employee Assistance Program (EAP)
5. Pilot & Targeted Programs
6. Catherine Dodd Wellness Center

Well-Being@Work

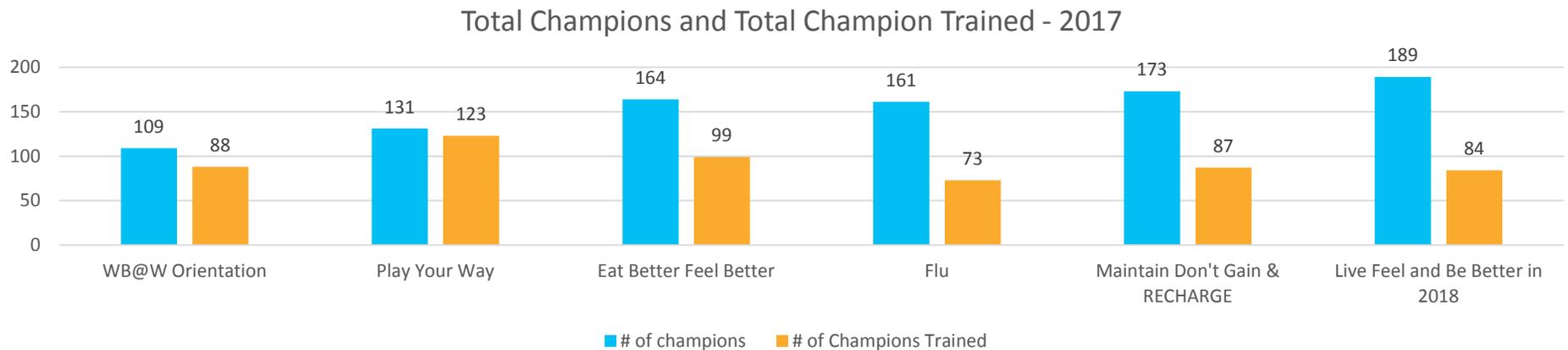
Well-Being@Work provides leaders and Champions with the resources and recognition they need to create and support a culture of well-being for all employees. Departments are encouraged to address healthy behaviors and emotional well-being in the workplace as well as demonstrate their organization's commitment to employee well-being.

The Well-Being@Work framework expanded the existing worksite well-being services which consists of a Champion network, campaigns/challenges, and onsite activities to also include the following new components:

- Department Leads for Well-Being
- Awards
- Spotlights
- Grants

Well-Being@Work: Champion Engagement

- 189 Champions
- 45 departments have Champion(s)
- 51% of departments have a 1:100 Champion:employee ratio or less
- 59% of Champions attend training regularly
 - There were 7 training topics in 2017 (See below)
 - 6-12 trainings were offered for each topic both at HSS and onsite at various departments



Well-Being@Work: Leadership Engagement

In 2017, a new role, Department Lead for Well-Being was introduced as part of the Well-Being@Work framework in response to an expressed need for more leadership involvement. This role is in addition to the Champion role.

The Department Lead for Well-Being is a person with access to leadership and executives in the department. Responsibilities include:

- Meet with HSS Well-Being Team and Champion(s) to develop the department's plan for well-being
- Serve as the point of contact for Champions who need leadership support, including support with Grants
- Help implement the department's plan for well-being
- Coordinate periodic department well-being communications

There were 23 Department Leads for Well-Being representing 20 departments in 2017.

Well-Being@Work: Awards & Spotlights

In 2017, departments were offered two ways to be recognized for their efforts related to employee well-being: Well-Being@Work Awards and Spotlights.

- Awards are provided to departments who develop and execute on a plan to address organizational commitment, healthy behaviors, and emotional well-being.
- Spotlights highlight individuals, groups, and programs that support well-being in the workplace. These allow sharing of effective and creative execution of well-being in the workplace with other departments and Champions.

2017 Well-Being@Work Award Ceremony

- Departments will be recognized on February 7 at the first annual Well-Being@Work Award Ceremony

Well-Being@Work: Awards & Spotlights

Awards

- There are three Award levels: Taking Off, Flying, and Soaring
- 5 departments earned Flying Awards in 2017
- 14 departments earned Soaring Awards in 2017

Spotlights

- 35 departments are being spotlighted for a well-being program that they offered at the worksite
 - There are a total of 75 Program Spotlights from 2017
- 11 individuals received a Spotlight

Well-Being@Work: Grants

Description

In 2017, a new funding opportunity known as Well-Being@Work Grants was provided to departments to support employee well-being. Grants provide a funding source for materials that make the environment more supportive of well-being. Grants are approved based on

1. Potential impact to employee well-being
2. Availability of funds
3. Department need

49 Grants were awarded to 16 departments

Over \$210,000 of funding awarded

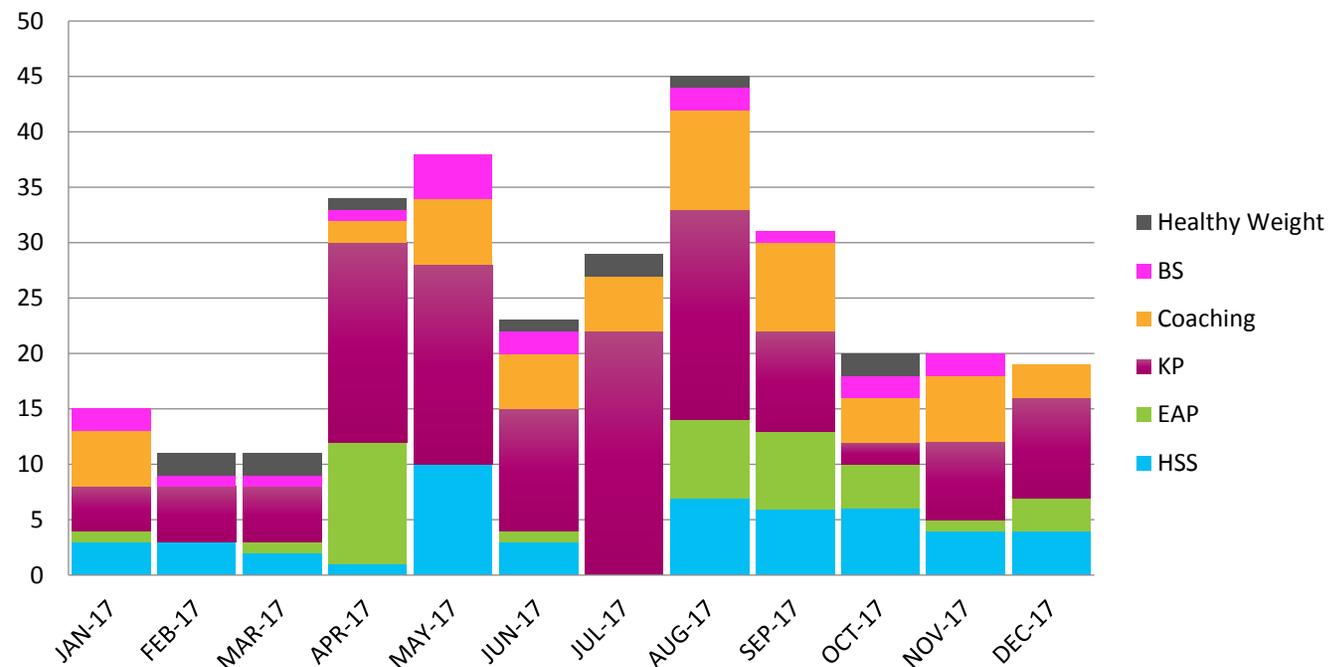
Examples of the types include:

- Exercise equipment
- Ergonomic equipment
- Water units
- Fruit delivery
- Blood pressure machines

Well-Being@Work: Activities: Seminars, Screenings, Coaching

- 285 onsite activities* and 10 Healthy Weight Program cohorts were offered in 2017
- 15% increase in activities offered compared to 2016
- 50% increase in EAP seminars
- 20% increase in Well-Being Team presentations

Number of Onsite Activities by Type and Month, 2017



*This does not include the 26 flu shot clinics

Well-Being@Work: Activities: Onsite Group Exercise

In 2017, SFHSS partnered with REC to expand group exercise classes offered at departments

- 1155 classes were taught by REC at City departments in 2017*
 - 986 classes (85%) were funded by SFHSS
- 12,048 visits to classes
 - 11,325 visits (94%) to classes funded by SFHSS
- 10 people on average in a class

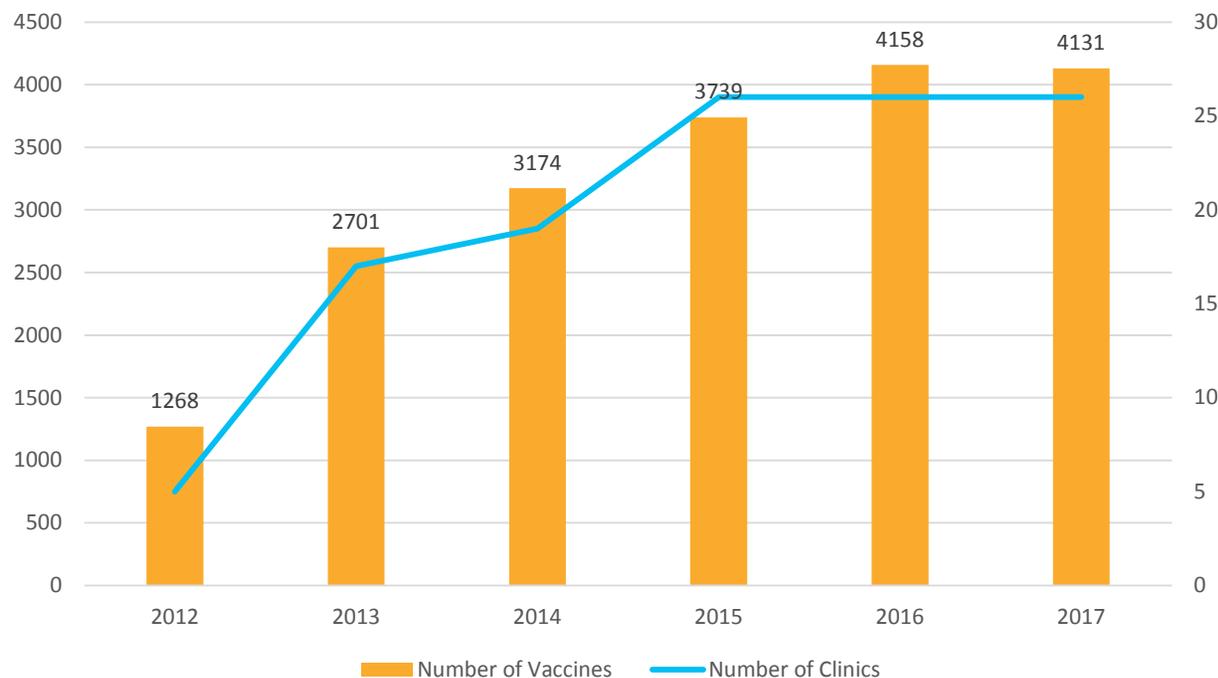
*This does not include classes at the Catherine Dodd Wellness Center

	Total Classes	Total Participants	Average Participants
POL Homeland Security	6	14	2
PUC Hetch Hetchy*	17	64	4
CPC 1650	28	128	5
HSA 1650	38	240	6
WAR	40	173	4
HSA 3120	43	269	6
PRT 40*	49	128	3
JUV	51	402	8
SFPW Cesar Chavez	95	449	5
PUC 750 Phelps*	97	512	5
DBI	128	1013	8
PRT 1*	151	1223	8
DEM	202	747	4
City Hall	210	6686	32

Well-Being@Work Activities: Flu Shot Clinics

- 26 clinics
 - 13 events combined with Open Enrollment
- 4131 vaccinations
 - 5% Retirees
 - 88% CCSF employees
 - 49% BSC members
 - 42% KP members
 - 6% UHC members
- 159 average people/clinic
- In addition to the clinics, educational materials were distributed at worksites, to retirees via mail, and via City-wide email and the enews

Flu Shot Clinic Total Vaccines and Number of Clinics 2012-2017



Member Communications: Better Every Day

Better Every Day is the SFHSS Well-Being tagline. It was developed to unite all well-being communications under one umbrella.

It was introduced throughout 2017 in the following ways:

- City-wide email and enews article included the compilation video
- Updated well-being landing page, a mission page, and a videos page
- Poster campaign
- Better Every Day booklets
- Giveaway items, staff t-shirts, and tablecloths

The campaign features 5 CCSF employees and 1 retiree



Member Communications: Materials

Electronic Communications

New Videos

- 7 Better Every Day videos
- Breathing video
- Stretching video

New Webpages

- Better Every Day
- Healthy Start
- Play Your Way
- Eat Better, Feel Better
- RECHARGE

Enews

Print Communications

New Print Materials

- Better Every Day Booklet
- EAP 101 Booklet

New Templates (PPT, handouts, flyers, letterhead, email header/foots) for

- Better Every Day tagline
- EAP
- Catherine Dodd Wellness Center

Member Communications: 2017 Campaigns

Each campaign has its own unique resources that generally fall into the following areas:

Electronic

- Enews articles
- Promotional emails
- Educational emails
- Webpages

Print

- Promotional Materials
 - Posters, desk drops
- Educational Materials
 - Pocket guides, cards, handouts

2017 Campaigns

New

- Healthy Start
- Better Every Day
- Play Your Way
- RECHARGE
- We're Here for You

Updated

- Eat Better, Feel Better
- Don't Let the Flu Get You Down
- Maintain, Don't Gain

Campaigns and Challenges

- 5 healthy behavior campaigns
- 4904 registrants

3 department-led campaigns

- Healthy Start
- Maintain, Don't Gain
- RECHARGE

2 City-wide campaigns

- Play Your Way
- Eat Better, Feel Better



Campaigns and Challenges



Description

The New Year, often times can lead to unrealistic goals and expectations for change. This can lead to feelings of failure after only one month.

This year— members were encouraged to skip the lofty goals. Instead, HSS Well-Being provided tools to jumpstart the New Year with Healthy Start resources. These resources promoted goal setting for healthy habits that members could then practice all year long. Through February and March members were asked to ***initiate, motivate,*** and ***maintain*** a routine of healthy choices.

Participation

- 209 members participated

Results from Post-Survey Respondents

- On average, participants tried 5 tips (out of 12), found 5 tips helpful, and would use 4 tips again.
- 82% of respondents said they would 'Yes, absolutely' participate again

Campaigns and Challenges



Description

Play Your Way Campaign encouraged and inspired more physical activity. Components of this included: onsite activities at the departments, resources on sfhss.org, education sent in the HSS enews and City-wide emails.

Play Your Way 30-Day Challenge was a 6-week challenge created to help encourage participants to incorporate physical activity into their day by committing to one of two goals: increase physical activity or meet the physical activity recommendations (30 minutes or 7,500 steps on 5 or more days each week for 30 days). Participants could choose to measure physical activity in minutes or steps. Participants were encouraged to choose activities that were most meaningful to them with a strong emphasis on “doing it your way”.

30-Day Challenge Participation

- 2,208 members participated
- 1,069 participants (48%) completed the post-survey

Results from Post-Survey Participants

- 62% said it helped create a consistent habit of moving more
- 40% reported more energy
- 27% said it helped with weight management

Campaigns and Challenges



**BOOST YOUR ENERGY,
VITALITY, AND JOY.**

Description

Eat Better, Feel Better Campaign

encouraged and inspired consumption of at least 5 servings of produce daily. Components of this included: onsite activities at the departments, resources on sfhss.org, education sent in the HSS enews and City-wide emails.

Colorful Choices Challenge was a 6-week challenge created to help participants increase their produce consumption. Participants could track online or from their phones.

Colorful Choices Challenge Participation

- 1817 participants
- 159 teams

Results from Post-Survey Participants

- 72% increase in participants who ate at least 3 servings of vegetables a day
- 69% increase in participants who ate at least 2 servings of fruit a day
- 13% increase in energy
- 9% increase in workplace support
- 10% increase in quality of life

Campaigns and Challenges

TAKE A MINUTE TO

 RECHARGE

Description

RECHARGE a collection of resources to promote emotional well-being and stress management through relaxation techniques and include breathing and/or stretching. It included an 8-week email campaign.

Participation

- 307 participants
- 67 post-survey respondents

Results from Post-Survey Participants

- 79% will continue to use the skills learned
- 66% reported that the RECHARGE program helped to manage stress
- High levels of stress were 13% lower than registered participants
- High ability to manage stress was 23% higher than registered participants

Campaigns and Challenges:



Description

Maintain, Don't Gain is an email-based campaign to support those interested in maintaining their weight during the holidays. Champions were also encouraged to host onsite events. A website with educational content was also available.

Participation

- 363 registered participants
- 95 post-survey respondents (29%)

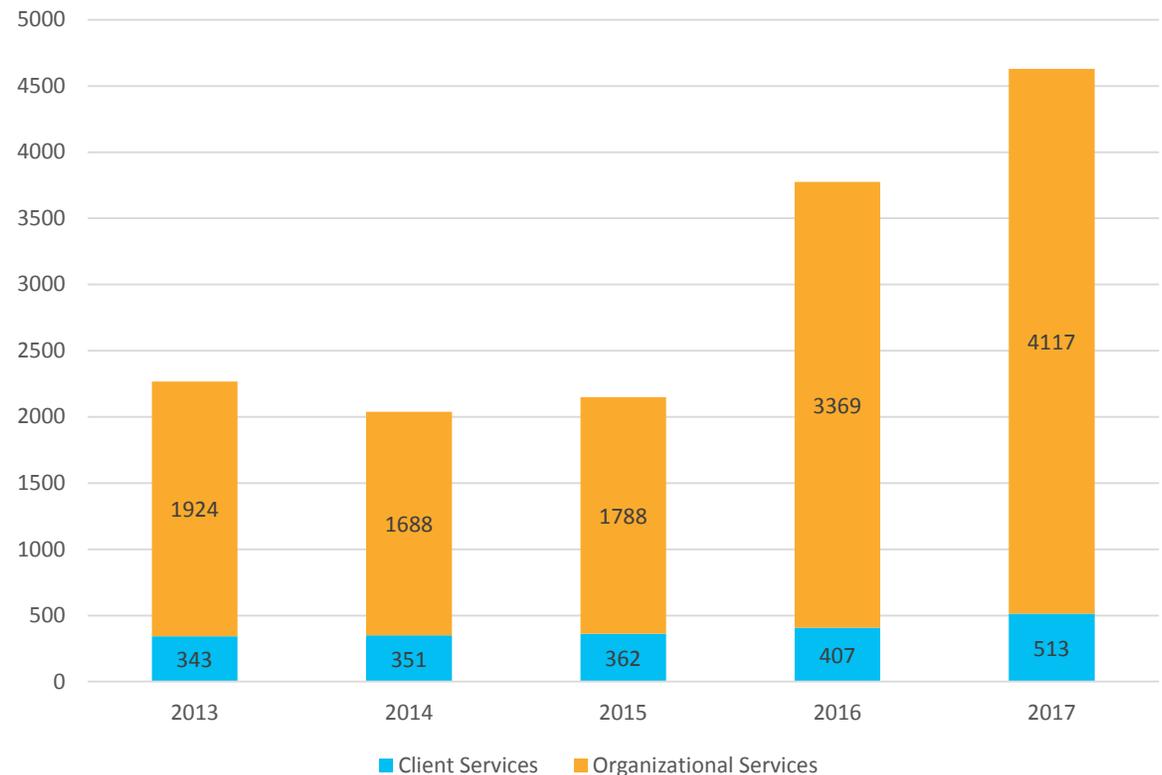
Results from Post-Survey Participants

- 86% maintained or lost weight
- Average weight loss for all those who tracked was -1.125 pounds.
- 71% agreed or strongly agreed that “This challenge improved my ability to maintain my weight during the holidays”

Employee Assistance Program (EAP)

- 4630 employees were served by EAP in 2017. This is a 23% increase from 2016, and a 47% increase compared to 2013-2015).
- 513 employees accessed client services while the additional 4117 participated in organizational well-being services.
- This is 1543 employee contacts/counselor.

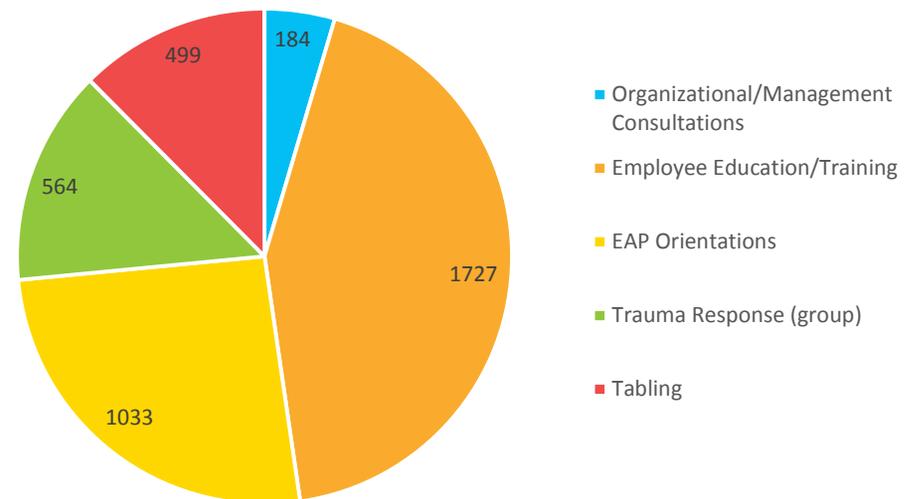
Total EMPLOYEE CONTACTS by Year and Service Type



Employee Assistance Program (EAP): Organizational Well-Being Services

- 353 organizational services provided, 6% increase from 2016
- 4117 people served by organizational services, 22% increase from 2016
- 103 employee education/trainings served 1727 people
- 30 trauma responses served 564 people, this is four times the number of responses in 2016 and nine times the number of people served

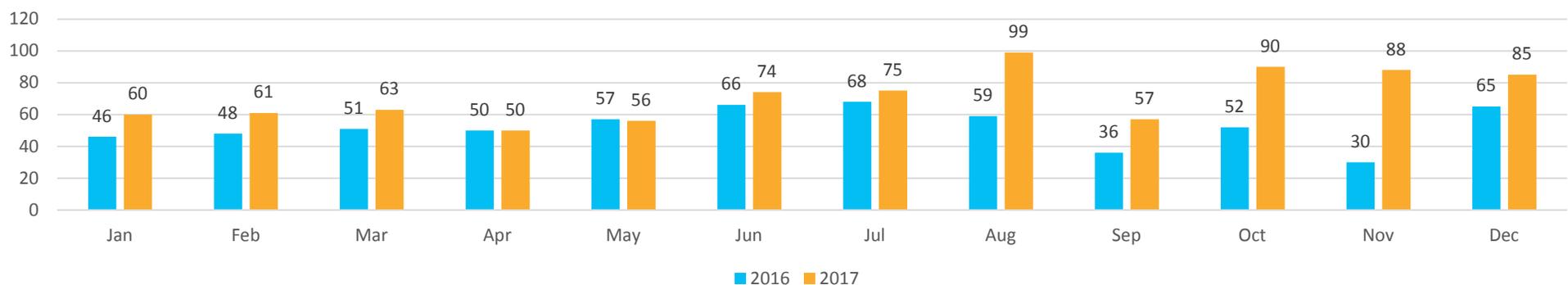
Percentage of People Served by EAP by Type of Service, 2017



Employee Assistance Program (EAP): Counseling Services

- Work-related problems are the most common reason for visiting the EAP (35% of visits, a 6% decrease from 2016).
- Monthly participation in counseling was higher in 11 out of 12 months, however trends from January-July were similar in both years.
- The major difference appeared from August to December where almost 2x as many clients were seen. During this timeframe, there were many national tragedies. Additionally, EAP sent three City-wide emails to remind members of its services especially in light of the various tragedies.

Number of Clients by Month 2016 vs. 2017



Employee Assistance Program (EAP):



Description

The We're here For You campaign was a new promotional campaign developed to inform both employees and managers/supervisors about the variety of services available through the Employee Assistance Program.

Materials include:

- Emails
- Posters directed at employees
- Handout directed at managers

Implementation

1. Champions and Department Leads were provided the materials in the June training
 - 19 departments promoted the We're Here For You Campaign to employees by sending out emails throughout their department locations and posting the posters
 - 19 departments promoted the We're Here For You Campaign to managers by distributing the Manager's Handout
2. EAP sent three City-wide emails
3. Materials were shared with HR professionals at the monthly meeting

Pilot Programs: Diabetes Prevention Program Research Study

158 study participants recruited and randomized into two arms:

Online DPP – 80

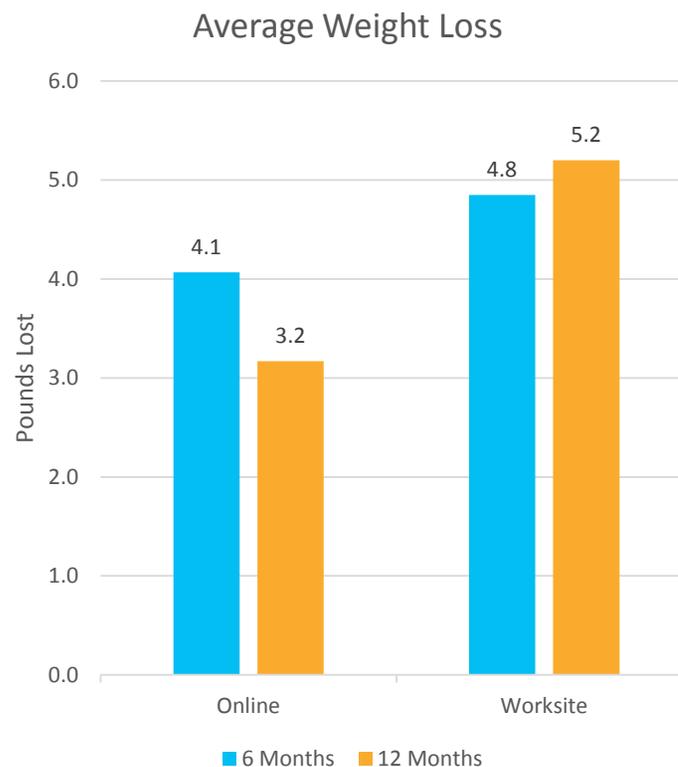
Worksite DPP – 78

Percentage of those who lost weight

- Online DPP – 63%
- Worksite DPP – 66%

Weight loss at 6 and 12 months

- At 6 months
 - Online DPP – 4.1 lb. loss
 - Worksite DPP – 4.8 lb. loss
- At 12 months
 - Online DPP – 3.2 lb. loss (+0.9 lbs)
 - Worksite DPP – 5.2 lb. loss (-0.4 lbs)



Pilot Programs: MyBrainSolutions

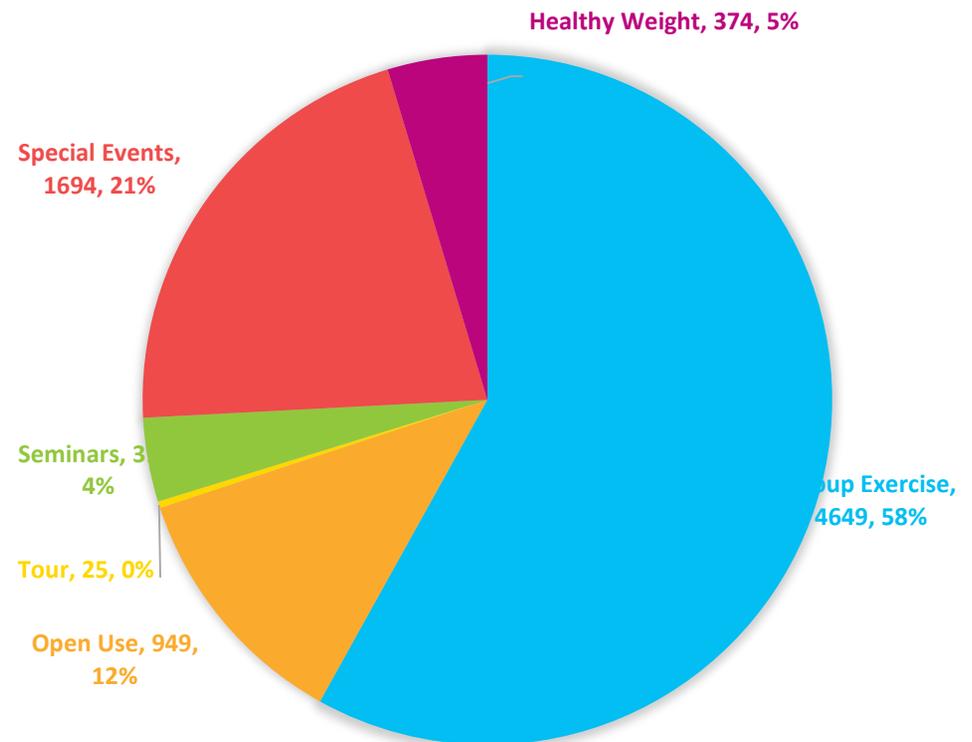
MyBrainSolutions (MBS) is an online tool that focuses on improving brain health in the areas of thinking, feeling, emotion and self-regulation. The program helps to increase resilience, reduce stress, increase positivity, achieve focus and boost memory.

- Pilot timeline: Six months
- Pilot launch dates:
 - Group 1 - October 2017 – March 2018
 - Call Centers (Department of Emergency Management and SFHSS)
 - Retirees
 - Group 2 - December 2017 – June 2018
 - Safety (Police and Sheriff)
 - Health Service Agency (HSA)

Catherine Dodd Wellness Center

- 8001 visits
- 667 average visits/month
- 274 unique visitors/month
- 58% of visits for group exercise
- 21% of visits for Special Events
- 12% of visits for Open Use
- 5% of visits were for the 2 Healthy Weight Programs

PERCENTAGE OF VISITS BY TYPE, 2017



Catherine Dodd Wellness Center

- 16 special events – 1689 visits
 - 3rd Anniversary and Naming Celebration
 - Play Your Way Week
 - Salsa Thursday
 - Health Screenings
 - Wear Red Day
- 2 donation events
 - 187 pairs of shoes collected
 - 62 coats were collected



Detailed Reports

2017 Well-Being@Work Report

- <http://sfhss.org/well-being/downloads/2017well-beingatworkreport.pdf>

2017 Campaign and Challenge Reports

- <http://sfhss.org/well-being/downloads/2017campaignreport.pdf>

2017 Catherine Dodd Wellness Center Report

- <http://sfhss.org/well-being/downloads/2017wellnesscenterreport.pdf>

2017 Employee Assistance Program Report

- <http://sfhss.org/well-being/downloads/2017EAPreport.pdf>