

**MEMORANDUM**

**DATE:** February 9, 2023  
**TO:** Randy Scott, HSB President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** February 9, 2023, Director's Report

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**HSB Public Meetings Resume In-person**

For close to three years, special rules necessitated by the COVID-19 public health emergency have governed the meetings of City Policy bodies. The Governor has announced that the statewide emergency he declared on March 4, 2020, will end on February 28, 2023. The Mayor's orders regarding the conduct of meetings of policy bodies, issued under the mayoral declaration of emergency of February 25, 2020, will also end on that date. In-person physical presence will be required of members to attend meetings. For more details please refer to the City Attorney's memo regarding [Legal Rules Governing Remote Participation by Members of Policy Bodies in Meetings Beginning March 1, 2023](#), posted on the City Attorney's website.

**SAN FRANCISCO COVID-19**

Get vaccinated and get your booster. Protect yourself and those around you from new variants. Vaccines are open to everyone 6 months and older. Bivalent (two-strain) booster vaccines are available now for ages 6 months and older. <https://sf.gov/get-vaccinated-against-covid-19>

**Stat: FDA Proposes Annual Covid Shot Matched To Current Strains**

Scientists at the Food and Drug Administration propose making Covid vaccination a regular, once-a-year shot that is updated to match current strains of the SARS-CoV-2 virus, according to documents posted by the FDA on Monday. For people who are older or immunocompromised, the FDA would recommend two annual doses of the revised shot.

**Black Out Notice Reminder (see attached slides)**

**Blackout Period Timeframe**

- The Blackout Period Competitive bid process for actuarial services and associated health benefit consulting services will commence on December 8, 2022, and conclude after the Health Service Board's final approval of the contract award in June 2023.
- The Blackout Period Annual Rates and Benefits for the 2024 plan year will commence on December 8, 2022, and will conclude after the Board of Supervisors' final approval of the health plan rates and benefits in July 2023.

**SFUSD- Emergency Status**

The San Francisco Unified School District is experiencing payroll system problems which cause some District SFHSS Members to appear ineligible for health benefits. On November 7, 2022, the District declared a Payroll State of Emergency over EMPowerSF, its payroll system. On December 5, the SFUSD Superintendent reached out to SFHSS to convey this sense of urgency and to elicit attention to resolving the health plan enrollment problems that are occurring. SFHSS member Services, Finance, Enterprise Systems and Analysts, and Communication staff are working with the District to identify individual problems and bring them to rapid resolution.

### **Strategic Planning Update**

At the November 10th, 2022 meeting, the Health Service Board unanimously approved the development and design of Strategic Plan 2023-2025. As we advance this Strategic Plan, SFHSS is aligning with leading health authorities to ensure that equity is engrained within the fabric of our mission, vision, values, and strategic goals. The Communications division supported efforts to make this plan accessible to our membership, members of the public, and key stakeholders through publication on the [SFHSS website](#) and [eNewsletter](#).

The Board will be active and diligent in the implementation, assessment, and evaluation of results of the Health Service System Strategic Plan for the years 2023-2025, with each Commissioner receiving an official bound copy. This Plan as a whole will serve as a policy reference, planning guide, and communication tool, as this Board interacts with all constituencies, including but not limited to, SFHSS leadership and administrative staff, and the Offices of City Government.

This Strategic Plan will guide SFHSS' activities from its adoption through December 2025. The Leadership Team will actively monitor progress toward the stated goals through the development of an annual implementation plan based on the foundational Objectives and Key Results. Executive Leadership will review this implementation plan quarterly with an annual presentation to the Health Service Board. Adjustments will be made to critical elements of each Strategic Goal area as appropriate to changes in the benefits environment in which SFHSS serves. The annual implementation report will include measurable targets for each of the Strategic Goals expressed in the form of Objectives and Key Results.

### **Racial Equity, Diversity & Cultural Heritage Celebrations**

SFHSS is uplifting cultural heritage through a suite of Black History Month resources linked to health, well-being, and resiliency. Our goal is to make this information accessible so that we better understand the relationship between the health equity of our membership and the work that we do every day. We are encouraging the sharing of resources that help us learn and grow in our respect and inclusivity for one another.

In partnership with the Department of Public Health, SFHSS is now sponsoring a [Working While Black Healing Circle](#). This resource is a safe space where employees that identify as Black, African, and African American can get support from people who share a similar cultural background to build belonging that enhances their health and well-being. This Healing Circle is a private and non-judgmental place for employees to share chronic and acute experiences of racial trauma. Mindfulness techniques are practiced alongside provided resources. The Healing Circle is inclusive of the diversity of Black, African, and African American staff of all genders, sexual orientations, religions, and nationalities including those that are presenting and non-presenting.

At the citywide level, the [San Francisco Public Library](#) is uplifting the notion that Black history, culture, and heritage are to be celebrated for more than a month as a reflection of these resilient legacies. Their lunchtime [Meditation Workshop](#) provides an opportunity to take a break and build a practice of wakefulness and tranquility with leadership from the African American Center Librarian. Although the meditation is rooted in ancient African traditions, it is being advertised as appropriate and welcoming for people of all faiths including atheists.

As we reflect on the origins of Black History Month we recognize the [Association for the Study of African American Life and History](#) (ASALH) that selected the national 2023 theme: *Black Resistance*. This theme acknowledges that black resistance strategies have served as a model for every other social movement in the country, thus, the legacy and importance of these actions cannot be

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

understated. ASALH put together a [Black History Month Souvenir Journal](#) in honor of heroic leaders that prioritize the well-being of their communities through education and community outreach. This journal spotlights panelists, discussions, author book talks, and workshops taking place throughout February.

## ADMINISTRATION UPDATES:

Health Service Board Email Outcome Report for November-December 2022 (**See attached slides**)

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## SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: February 2023

### PERSONNEL

#### Position Control:

# of active employees	43
# of vacancies	25
• # of departures	0
• # of active recruitment	*7
• # of pre-recruitment analysis	18

(\*Sync ups with approved vacancy report)

#### Welcome:

- 0931 Communication Director: Jessica Shih 1/16/2023

#### Recruitments:

- 1210 Benefit Analyst: (4) Selection process underway
- 1209 Benefits Technician: (ACE Program) 2 candidates in vetting process. *Target start date mid-February.*
- 1209 Benefits Technician: (Regular Recruitment) Interview in progress. *Target start date mid-March.*
- 1632 Sr. Accountant: (TEX CAT17) Final candidate did not accept the offer. Next candidate in the pre-employment vetting process.
- 2822 Health Educator: Job Announcement posted.
- 1241 HR Analyst (DHR work order): Job Announcement posted.

#### OPERATIONS:

- Member Services staff handled 3,215 calls in January 2023, a 10% decrease from December 2022. The phone system was configured to transfer calls to voicemail after 10 minutes if a Benefits Analyst did not become available. During January 2023, 1,726 voicemails were received.
- 230 virtual member consultations were conducted in January 2023, a 1.31% increase from December 2022 (141 for Retirees, 24 for New Hires, and 65 for Family Status Changes).
- During January 2023, the number of New Hire and Family Change consultation appointments that were made available to members was reduced so that staff could be shifted to answer incoming member calls. Self-service instructions for these events were enhanced and posted more predominantly on the SFHSS.org website.
- SFHSS Management is exploring additional avenues to support our members should additional hiring take longer than expected, including issuing Request for Proposals (RFPs) for on-demand

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Call Center Support and Temporary Agency staffing. These actions have been submitted to the Civil Service Commission for approval and to SEIU in compliance with the applicable MOU provisions.

- Member Services staff worked a combined 50 hours of overtime to reduce the delay in processing member transactions during this time of reduced staffing.
- Planned system updates for the 2023 Plan Year have been completed, including the modification of the COBRA interface file which was the last update remaining for the implementation of the Medicare Split Family transition.
- SFHSS also completed its compliance with new federal regulations which require submission of certain healthcare spending and prescription drug utilization for its self-insured plans to the Center for Medicare and Medicaid Services (CMS). This initial filing was for 2020 and 2021 reference years. Going forward, each reference year will be due June 1 of the following calendar year.
- SFHSS will be completing the annual mailing of 1095-C forms to members the first week of February 2023, ahead of the new permanent annual deadline of March 2<sup>nd</sup> issued by the IRS.
- Onboarded a new IT consultant to assist SHFSS staff with auditing and updating its website, SFHSS.org, to meet the City's new Digital Accessibility and Inclusion Standard.
- Updated SFHSS.org with information for 2023 Plan Year as it became available.
- Developed communication materials to introduce the availability of the IAFF Center of Excellence for Behavioral Health Treatment and Recovery for the City's professional fire service staff.

## FINANCE AND BUDGET

- Budget
  - Completed proposed General Fund and Health Sustainability budget.
  - Prepared FYE 2023 HSS 6-month forecast for the mayor's budget.
- Interviewed and selected backfill for 1632 Senior Accounting Clerk position.

## CONTRACTS

- Executed second amendment to the 2021 Dental Providers of California agreement (UHC Dental)
- Executed first amendment to the 2022 Delta Dental agreement (PPO)
- Reviewed, updated and accepted plan materials for SmileWay updates and completed data sharing agreement and implementation of Kaiser/Delta Dental SmileWay collaboration
- Executed 2023 Master Application for Kaiser Permanente Washington (Early Retiree HMO)
- Released request for proposal (RFP) for Employee Assistance Program (EAP) case management program
- Released request for proposal (RFP) for Actuarial and Health Benefit Consulting Services

## WELL-BEING (see attached slides)

- Launched the annual Live Feel, Be Better in 2023 campaign
- For 2022, there was a 26% increase in EAP call volume and a 3% increase in new EAP cases compared to 2021

## Attachments:

- Black Out Notice
- Well-Being Slides
- Health Service Board Email Outcome Report for November-December 2022

## MEMORANDUM

**DATE:** December 8, 2022  
**TO:** Randy Scott, President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** Notice of the Black-Out Periods

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Pursuant to the Board's Policies, the Board must be notified of Blackout Periods. This memorandum shall notify the Health Service Board ("Board") of the San Francisco Health Service System ("SFHSS") Blackout Period in connection with:

1. The competitive bid process for actuarial services and associated health benefit consulting services and the
2. The Annual Rates and Benefits for the 2024 plan year

### Prohibited Communications

During these concurrent Blackout Periods, the Board is prohibited from any communications with potential SFHSS service providers on matters relating to SFHSS contracting for actuarial services or health plan benefits and administration, except communications on SFHSS matters during public meets of the Board or Board Committee Meetings.

Communications include face-to-face conversations, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications. Any communications with service providers for reasons unrelated to SFHSS during the Blackout Period must be immediately disclosed in writing to the Executive Director and the Board.

### Blackout Period Timeframe

The two blackout periods will overlap.

1. The Blackout Period **Competitive bid process for actuarial services** and associated health benefit consulting services will commence on December 8, 2022, and conclude after the Health Service Board's final approval in June 2023.
2. The Blackout Period **Annual Rates and Benefits** for the 2024 plan year will commence on December 8, 2022, and conclude after the Board of Supervisors' final approval of the health plan rates and benefits in July 2023.

# Well-Being Monthly Report

Health Service Board Meeting February 9, 2023

## Live, Feel, Be Better Campaign

Live, Feel, Be, Better (LFBB) helps support members overall well-being, through developing healthier habits in physical, social and mental well-being in ways that are meaningful to them.

### 3 Steps to Healthy Habits:

- **Get Started:** Take an assessment through your health provider or meet with your physician to get your wellness check-up
- **Set a Goal:** Get a healthy start to your year by creating a SMART goal for 2023
- **Get Support:** Join a program or 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.

**Campaign Website:** <https://sfhss.org/lfb2023>



## Live, Feel, Be Better Campaign Program Support

### Healthy Habits Program

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

### 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
- [Seminars/Workshops](#) – Tools for members to learn new skills, add new activities or expand their goals

### Health Plan Benefits

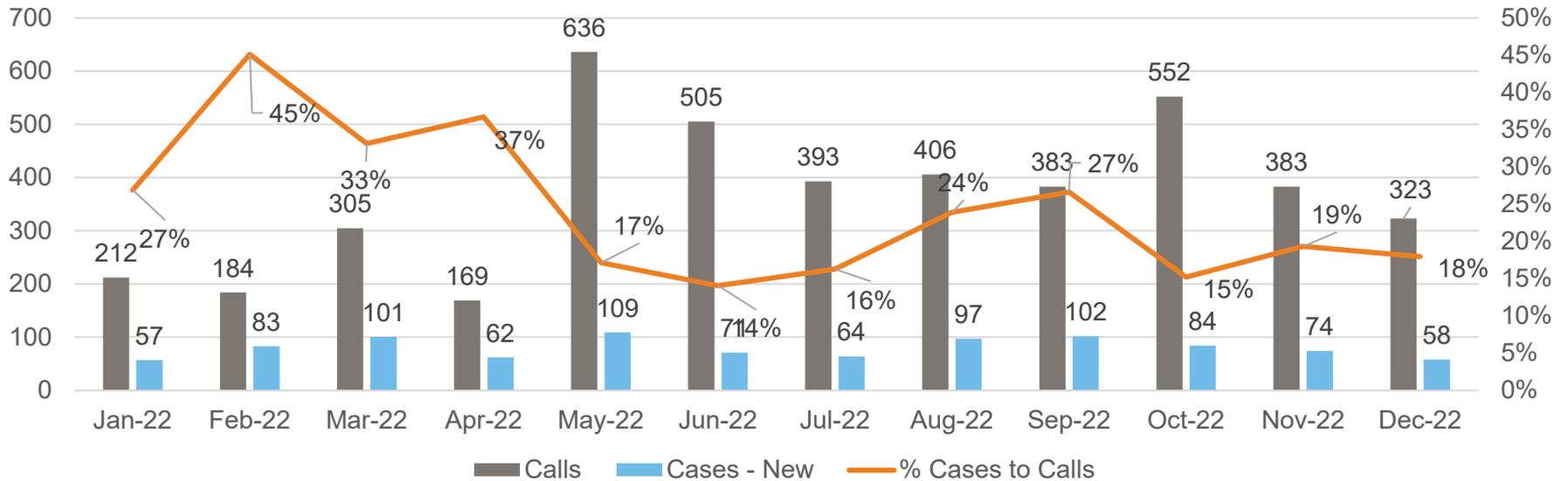
- Access resources and programs that can help members with healthy living, mental health and emotional well-being.

## Calls/Cases: Internal & External EAP

### December Highlights:

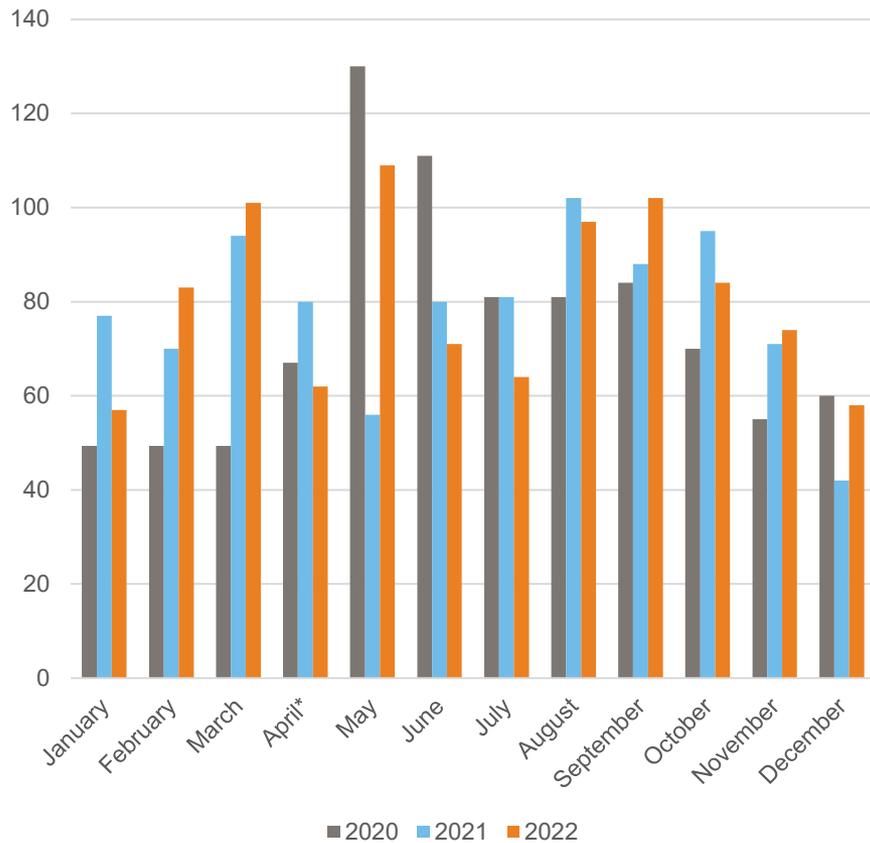
- **Calls**
  - Compared to December 2021: 52% increase in calls
  - Down: -19% compared to November 2022
- **Cases**
  - Compared to December 2021: 28% increase in cases
  - Down: -28% compared to November 2022

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

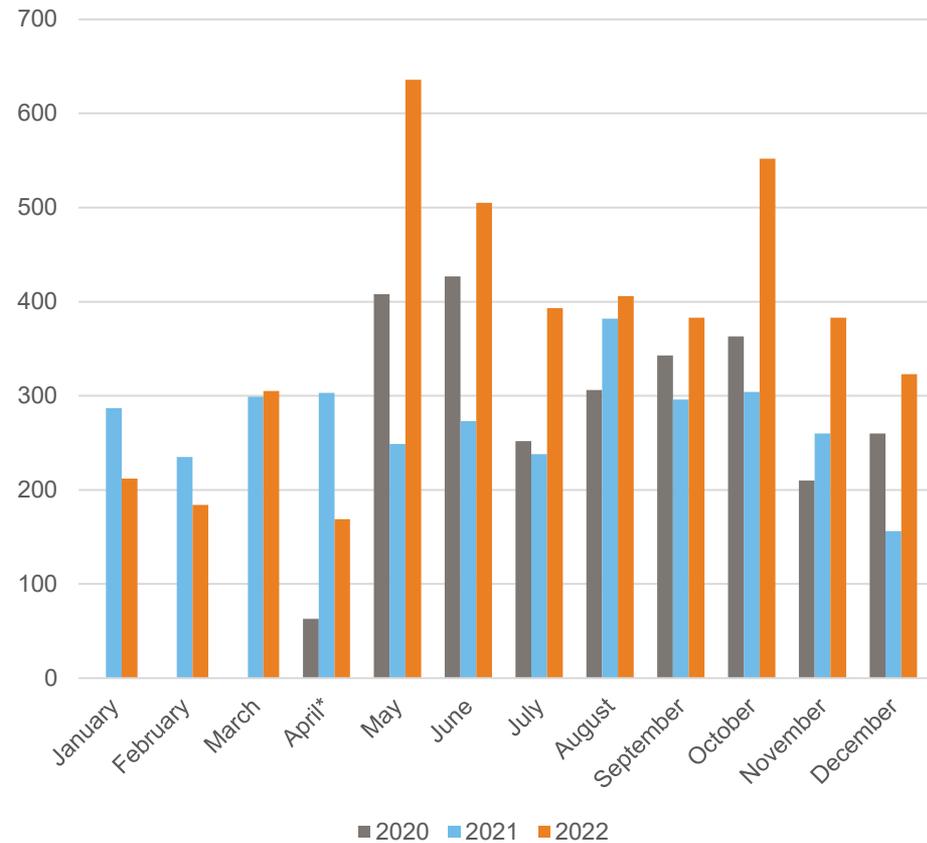


## SFHSS EAP (Internal and External): Year Over Year

New Cases



Call Volume



**MEMORANDUM**

**DATE:** February 9, 2023  
**TO:** Randy Scott, President of the Health Service Board  
**FROM:** Abbie Yant, Executive Director of the San Francisco Health Service System  
**RE:** Health Service Board Email Outcome Report for November to December 2022

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**Health Service Board Future Email Outcome Reports:**

The following email activities were tracked and categorized under the email policy in the following categories:

- Member Services Experience (General Information, Feedback)
- Benefits Inquiry (Open Enrollment, Eligibility/Enrollment, Payments, Provider Information)
- Policy Questions (Rates & Benefits, Plan/Provider changes)
- Board Meeting Questions (Time of the meeting, Public Comment Instructions, Agenda)
- Miscellaneous Inquiry (Unrelated Board matters or questions)

In total, 5 emails were received between November to December. The SFHSS Member Service team responded, addressed, or had conversations with one member regarding a member services inquiry and four members with benefits inquiries.

<b>Health Service Board Email Outcome Report November-December</b>		
<b>Member Need</b>	<b>Monthly Total</b>	<b>Action</b>
Member Services	1	In-progress
Benefits Inquiry	4	4 Closed
Policy Questions	0	
Board Meeting Questions	0	
Miscellaneous	0	

<b>Month</b>	<b>Emails</b>
November	1
December	4