

DATE: January 13, 2022

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

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: SFHSS Divisional Report December

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: January 2022

PERSONNEL

Welcome:

- Iftikhar Hussain, 0953 CFO effective 1/3/2022

Recruitments:

- 1824 Principal Administrative Analyst (Contracts)
- 2595 Senior Employee Assistance Counselor
- 2593 Health Program Coordinator III
- 1404 Clerk
- 0953 Chief Operating Officer: Executive Recruiting Firm engaged, the job posted.

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 returned to the office full-time effective 12/1/21 and currently is having non-essential staff work remotely through 2/14/22.

OPERATIONS

- Member Services took 5725 calls in December, and 4111 in November. Member Services saw a 5% decrease in December 2021 calls from December 2020.
- Virtual Consultations for retirees and active employees (new hires and those with changes in family circumstances), were also handled in December with 59 total consultations, 46 of which were with retirees.
- Member Services is preparing for the Dependent Verification Audit (DEVA). At this time Member Services is working with DEVA project management to map out the workflow and develop the business process for the project.

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

- Calendar Year-End activities have been completed. Member benefit calculations must be audited and corrections completed for accuracy for tax purposes. Additionally, precise coordination with partner departments such as the Controller's office Payroll Division and Accounting Operations and Supplier Division must be executed to provide timely and accurate data for 1099s and W2's. When done incorrectly the components required from SFHSS could hold up the year's final payroll processing and significantly impact timelines. Anthony Gan proactively and seamlessly manages the critical year-end processes for SFHSS which is no small feat.
- 1095-C forms for individuals were generated and submitted to the printer. SFHSS members will receive their forms by end of January

- The project to administer in-house the Dependent Eligibility Verification Audit (DEVA) encountered a setback. A vendor for Salesforce programming was not selected. SFHSS is evaluating administering the audit without the end-state automation/workflows completed to keep the project on the initial timeline.

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
- Developed 2022-2023 Communications budget
- Updated COVID Vaccine resource page with booster dose information
- December eNews: COVID Vaccine, Flu Shots, and Stress Management received the most clicks

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
- Preparing 6-Month Projection Report for the Controller's Office
- Preparing 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 Benefits Agreement with VSP.
- Executed 1st Amendment to Hartford Agreement.
- Executed 2nd Amendment to ComPsych Agreement.
- Completed and Executed Master Application for Kaiser Washington.
- Received Approval from the Civil Service Commission for PSC 46208 - 21/22, which approves professional Software Development Services related to Salesforce Software, in support of the Dependent Eligibility Verification Audit.
- Revisited, negotiated, and approved updated Health Net EOC language before Department of Managed Health Care regulatory filing.








WELL-BEING (see attached slides)

- Hosted the first in-person Champion appreciation event in two years with 33 in attendance
- Total of 3285 calls to EAP in 2021, which is a 12% increase from the previous year

- Total of 936 cases in 2021, which is a 6% increase from the previous year
- A total of 6,428 individual users of CredibleMind since inception with the highest topic of interest was self-care

Enterprise Systems and Analytics Monthly Report

Health Service Board Meeting | January 13, 2022

Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> • HSS has been responding to the Apache Log4J vulnerability identified in December. Multiple servers have been remediated and SFHSS is working with vendors regarding their applications.
VOIP telephony upgrade		<ul style="list-style-type: none"> • Programming of user interface in process with DT • 1/6/22 meeting to define next steps
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> • No vendor selected via bid process. Will re-release RFP more widely but timeline has been significantly impacted. Evaluating administering DEVA in 2022 without full end state automation • Operational Process flow mapped
Reporting / Auditing		<ul style="list-style-type: none"> • Responded to follow up inquiries for CSF GASB • BAA in process for SFUSD GASB audit data • 2022 Demographics report in Development • SB-90 Program 197 data provided to CON for reimbursement of premiums paid for dependents of members killed in the line of duty
Social Determinants of Health (SDoH) / Data Measurement Plan		<ul style="list-style-type: none"> • Developing concepts regarding how SDoH / Population Health would fit into next SFHSS Strategic Plan • Presentation to HSB in December 2021
Open Enrollment		<ul style="list-style-type: none"> • Health Net Payment file completed • Enrollment Statistics report modifications completed • VSP file modifications completed
Year-End Processing		<ul style="list-style-type: none"> • W2 Box 12DD and Box 10 completed for all 4 employers • 1099 processing completed • 1095-C Forms for individuals generated and sent to printer



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

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W@W Champion Celebration Event

December 15, 2021, 3:00-5:00pm

This year's Annual Champion Celebration event was hosted in-person at the new San Francisco Animal Care and Control (SFACC) facility. SFACC employees and volunteers provided support at the event. It also led to an animal (bunny) being adopted by one of our Champions. Champions who attended expressed their gratitude for the event, it provided a space for them to destress and to reconnect with one another in almost 2 years.

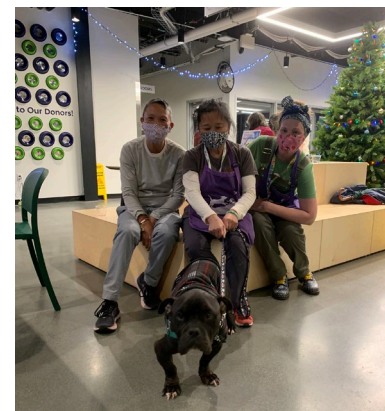
Event Theme:

- Focus on self-care as a way help destress in preparation for the holidays.

Event Highlights:

- DIY Snowy Mason Jars
- Hot Cocoa in a Jar
- Food and Drinks (non-alcoholic)
- Playtime with SFACC Animals
- Live Music DJ'd by SFACC
- Donate to SFACC's Wishlist

Attendance: 33



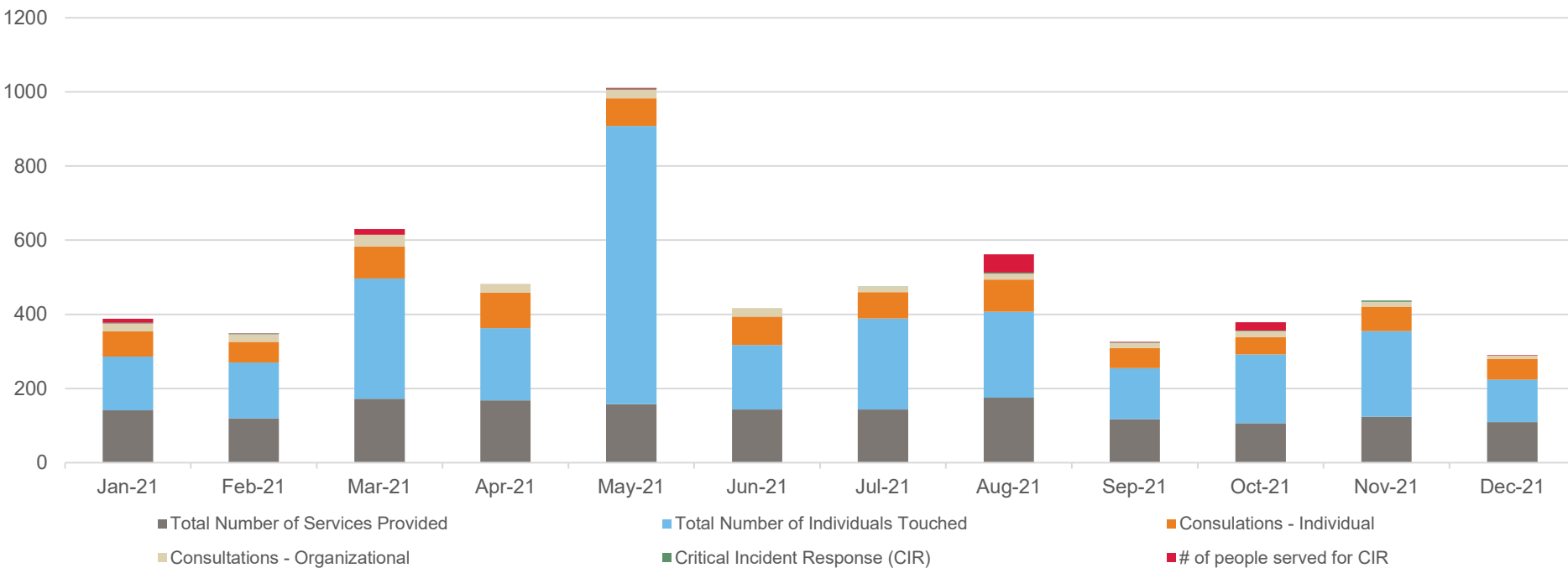
SFHSS Internal EAP

Services – 55% increase in services in 2021 when compared to 2020

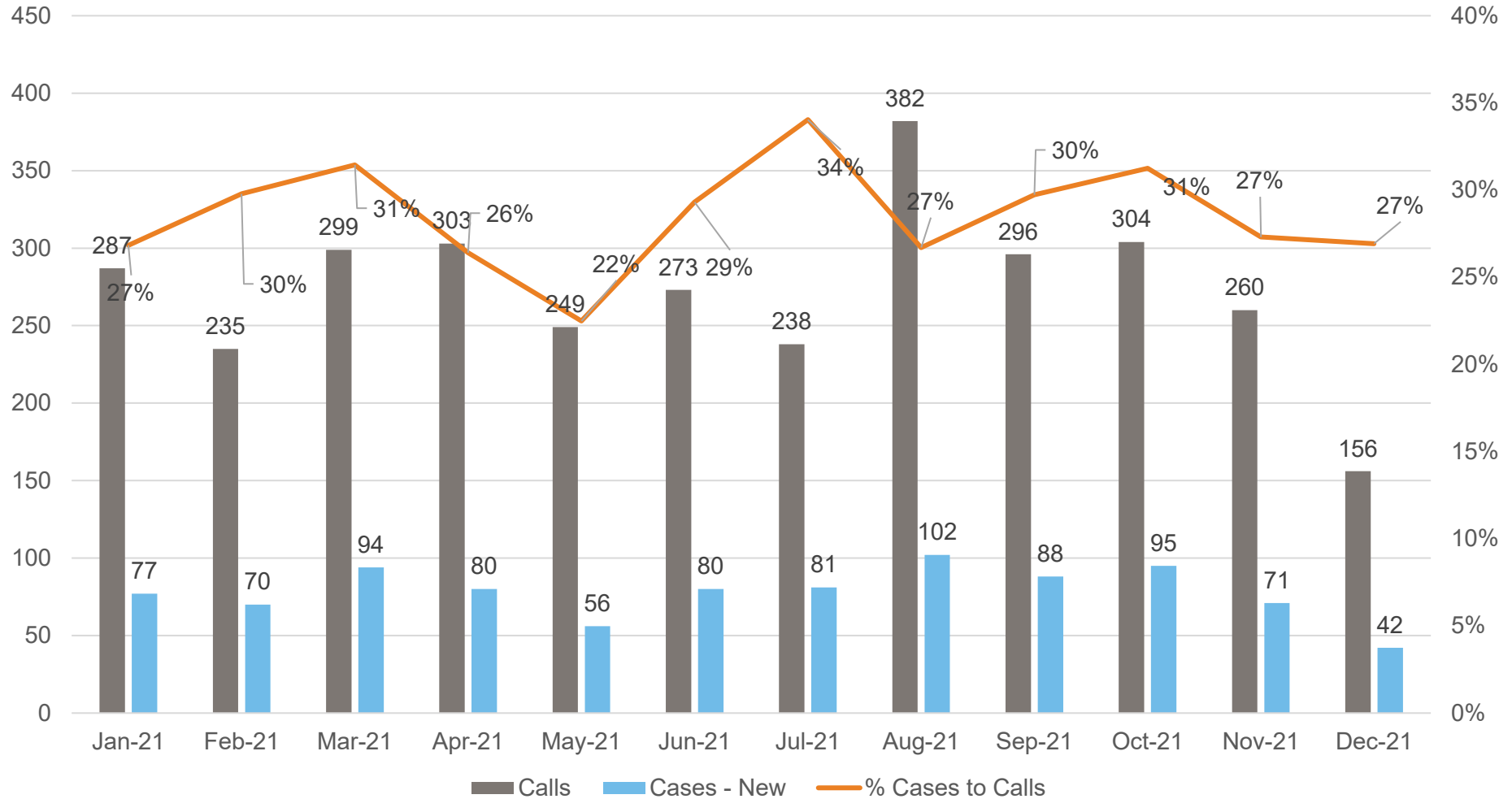
(Data represents 2021 Calendar Year)

- 2,888 individuals served
- 1,675 services provided
- 223 leadership consultations
- 839 individual consultations
- Responded to 17 critical incidents serving 104 individuals

Total Number of Services and Individuals Served in 2021

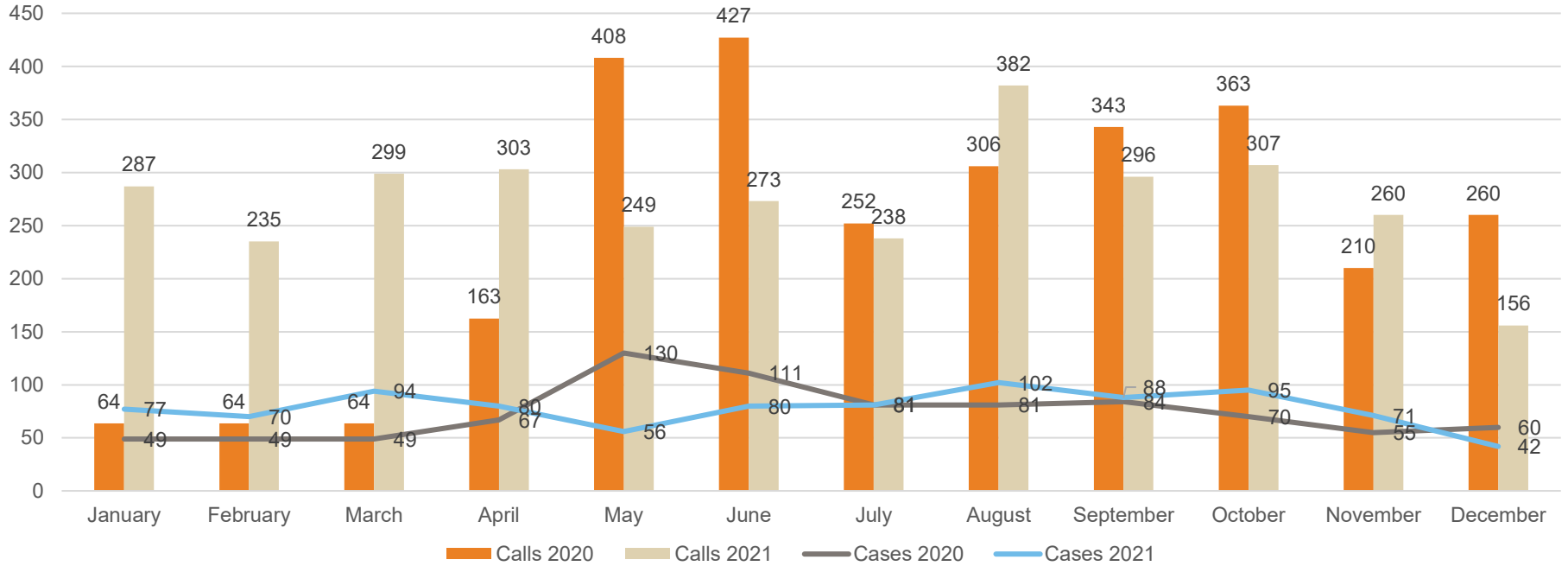


External 24/7 EAP + SFHSS Internal EAP: Total Number of Calls, Cases and % Cases in 2021



EAP Year Over Year Comparison

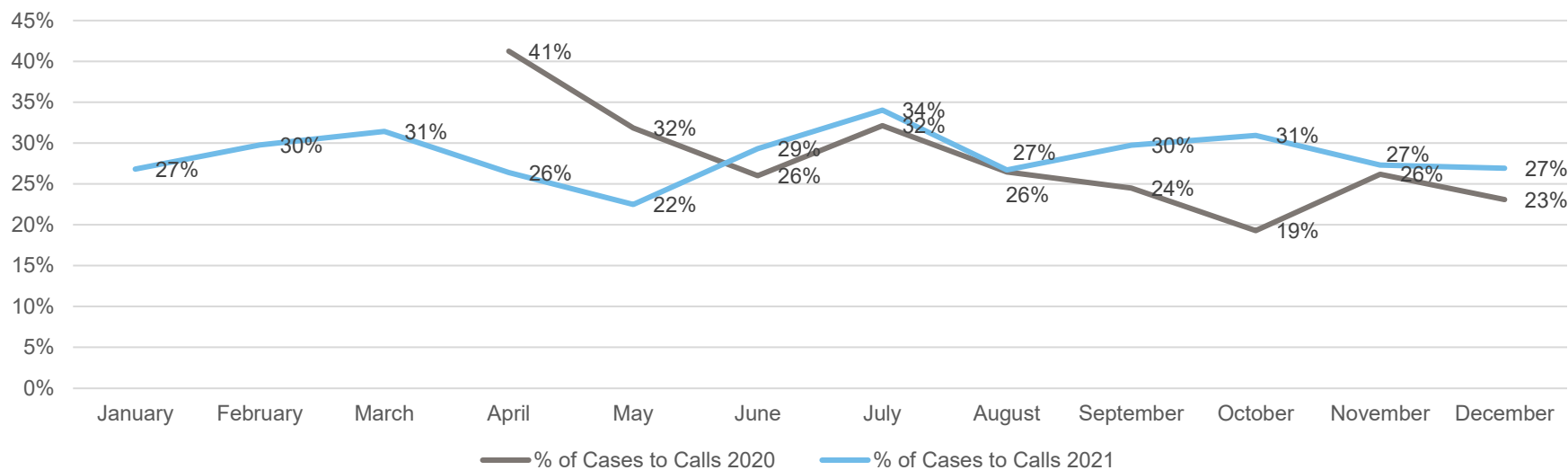
2020 Compared to 2021: Calls and Cases



Annual Data	2020	2021	% Difference
Cases	886	936	6% increase
Calls	2923	3285	12% increase

EAP Year Over Year Comparison

2020 vs. 2021: Percentage of Cases to Calls



Annual Data – Calls and Cases	2020	2021
Average # Cases/Month	82	78
Percentage of Cases to Calls/Month	28%	28%

CredibleMind

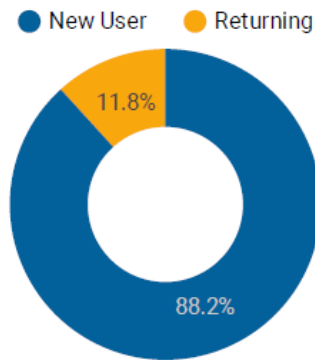
Highlights:

- 324 people took the Mental Health Profile assessment
- Website traffic aligns with monthly Better Every Day newsletter communications
- Highest traffic was in May – Mental Health Awareness Month
- 32.9% of users accessed an article

Audience Overview: Since Launch

Users	Sessions	SessionsPerUser	Total Subscribers
6,428	8,429	1.31	189

New vs Returning Visitor: Since Launch



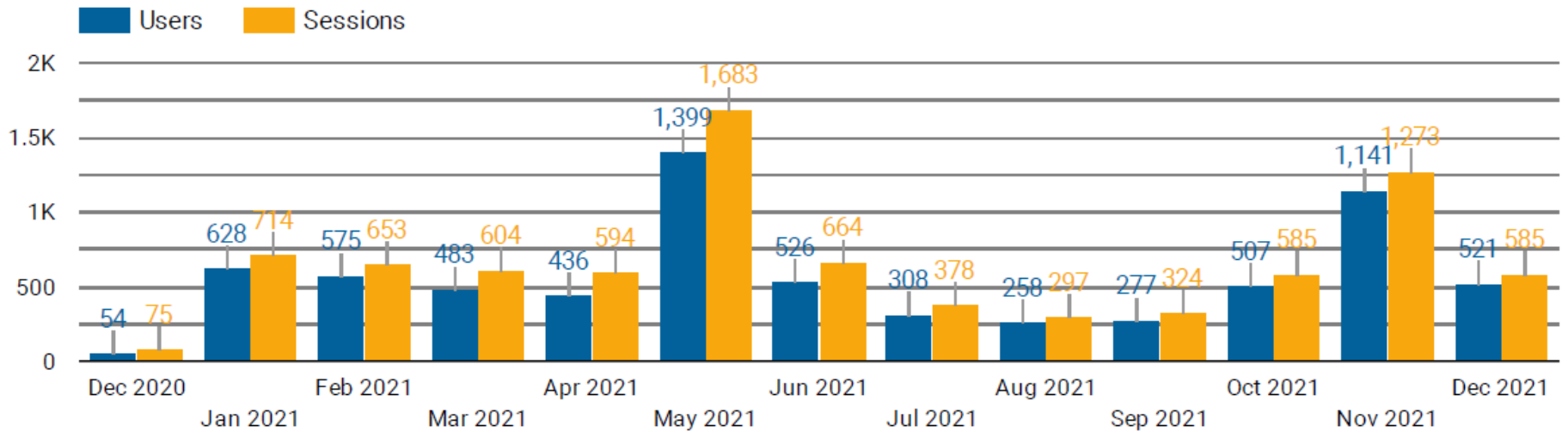
Top Topics Across All Site Content: Since Launch

Includes: Topic Centers, Resources, Assessments and Blogs

	Topic	Users
1.	Self-Care	624
2.	Burnout	517
3.	Anxiety	290
4.	Mindfulness	252
5.	Compassion	247
6.	Bipolar Disorder	196
7.	Sleep	194
8.	Gratitude	187
9.	Financial Health	149
10.	Work-Life Balance	126

CredibleMind

Traffic by Month



Metric Definitions:

Users: Number of unique people

Sessions: Number of times a user interacts with the website. Each time a user visits the site, it's a session. A new session is registered after 2 hours have passed.