

**DATE:** January 13, 2022

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

**FROM:** Abbie Yant, RN, MA Executive Director SFHSS

**RE:** January 2022 Director's Report

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## **SFHSS Resumed In-Person Working Environment and Remains Closed to the Public- UPDATE**

The Health Service Board will continue to hold remote meetings and this practice will be reconsidered every 30 days.

### **COVID-19 Update (see attached slides)**

SFHSS urges all eligible members to get their vaccine, 1<sup>st</sup>, 2<sup>nd</sup>, and booster doses. This now includes 5 to 11-year-old children, many of whom are now receiving their 2<sup>nd</sup> dose. We continue to monitor public health guidance given the recent surge in the transmission of the Omicron variant of the COVID-19 virus. Our Health Plans and providers continue to monitor COVID-19 cases, testing, and vaccination.

### **Change in Leadership at SFHSS: Chief Financial Officer**

SFHSS is starting the New Year with a change in leadership. Larry Loo, Chief Financial Officer's last day at SFHSS will be January 14, 2022. Larry is what we now know as a "Pandemic hire". He brought many talents and skills to the SFHSS finance department and adapted quickly to the work. Larry's prior experience working at various health plans was a definite asset to SFHSS and contributed to his decision to leave to return to the health plan world. Larry will serve as the lead of a community health care organization built upon the foundation of the hospital where he was born.

We are very grateful for the time and commitment to the work that Larry provided in the last year and a half. His expertise in process improvement has helped strengthen the team. He implemented budgeting and financial reporting process improvements resulting in greater transparency and intradepartmental involvement. Larry provided healthcare expertise to enable the health plan RFP/RFI and contracts process to result in additional savings or credits (Examples include the UHC claims run-out costs, working with AON on contingency calculations, Sutter DA, and Class Actions settlements). He also improved the process for the external audit shaving a full week off the process greatly benefiting the team's preparations for Open Enrollment. He has refreshed internal policies and coached staff on the development of job aids to standardize workflows.

We are fortunate to have quickly found a new Chief Financial Officer. Iftikhar Hussain joined the team the week of January 3, 2022. Iftikhar has an extensive background in healthcare finance and has worked at many familiar healthcare institutions including El Camino Healthcare District, Sutter Health - Mills Peninsula Health Services Hospital, amongst others. He is well-rounded in his skills in finance and budgeting as well as information technology and Lean quality improvement. He also has extensive experience in contracting, business development, and partnering. Iftikhar is yet another pandemic hire and will have a two-week overlap to ensure a smooth transition for SFHSS and the Finance Team. Please join me in wishing Larry our fond farewell and welcome Iftikhar Hussain to the team!

### **Change in Leadership: Chief Operating Officer**

Mitchell Griggs has announced his plan to retire in May 2022. SFHSS has engaged a recruiter to assist in selecting the next Chief Operating Officer. We will celebrate Mitchell's years of accomplishments and contributions before his departure.

### **Rx Rebates Audit Update**

For the flex and self-funded health plans, the agreements with the health plan administrators entitle SFHSS to receive pharmacy rebates that the contracted Pharmacy Benefits Manager (PBM) negotiated with certain drug manufacturers. These agreements between the drug manufacturer and the PBM are typically proprietary and confidential, and the amounts are based on utilization. This method of drug manufacturers generating rebates to the PBM is a standard industry practice that reduces the net cost of certain newer, high-cost drugs.

For flex and self-funded plans, these rebates can flow back to the plan sponsor; in the case where Blue Shield of California (BSC) and United Health Care (UHC) are the administrators of SFHSS, the pharmacy rebates flow back to SFHSS. Both health plans annually pass several millions of dollars of pharmacy rebates to SFHSS to help offset the cost of these plans. This indicates that the health plans are reliably and consistently abiding by the agreement.

As a fiduciary for these funds flows, however, from time to time it is prudent to perform additional due diligence. Since the agreements between the PBM and the drug manufacturers are proprietary, SFHSS is not able to directly verify that SFHSS is receiving the accurate amount of rebates. SFHSS enlisted AON as an independent third party to perform an audit on pharmacy rebates from BSC and UHC. The process has started and is estimated to be completed by mid-summer.

### **Black-Out Period Notice - Reminder**

The HSB discussed the Black-Out Period notice at the November 18, 2021 meeting and approved it at the December 9, 2021, HSB meeting. The notice informed the HSB that beginning on September 9, 2021, through June 23, 2022, HSB members are prohibited from unauthorized communications and other prohibited activities in connection with the San Francisco Health Service System ("SFHSS") formal request for information ("RFI") from prospective vendors prior to a possible competitive bid process for the Medicare Advantage ("MA") plans. The Black Out period subsequently continues throughout the entire Annual Rates and Benefits process for the 2023 plan year. Black-Out Period notices are available on our Board Policies and Reference Documents [webpage](#).

### **Racial Equity Action Planning**

The San Francisco Committee on Information Technology (COIT) has issued a new Digital Accessibility and Inclusion Standard<sup>1</sup> with a two-year compliance timeframe. These equitable design requirements apply to public-facing websites, online applications, and digital content created by CCSF departments, commissions, elected officials, employees, consultants, and vendors. In addition to disability access, there are other equity issues that the City is prioritizing including cultural and linguistic diversity, Limited English Proficient (LEP), low-income residents, seniors, and individuals less likely to have a high-speed internet connection at home. Departments are encouraged to work with Digital Services to meet the City's accessibility standards and SFHSS has convened an interdivisional workgroup to define project management milestones.

On a national scale, the Centers for Disease Control and Prevention (CDC) National Center for Health Statistics (NCHS) has introduced 11 new diagnosis codes describing social determinants of health (SDOH). These new Z codes were created to collect additional SDOH data related to housing, food insecurity, and transportation. The Center for Medicare and Medicaid Services (CMS) reports that using SDOH Z codes can enhance quality improvement activities, track factors that influence people's health, and provide further insight into existing health inequities<sup>2,3</sup>.

Martin Luther King Day is observed every year on the third Monday in January. King was an influential civil rights leader best known for his racial equity work to end segregation in the United States. The family of Martin Luther King Jr. is respectfully calling for no celebration of MLK Day without the passage of the Freedom to Vote Act<sup>4</sup> and the John Lewis Voting Rights Advancement Act<sup>5</sup>. On January 17, the King family and other activists will march across the Frederick Douglass Memorial Bridge in Washington, DC<sup>6</sup>. As the City prepares to observe this federal holiday on January 17<sup>th</sup> we reflect on civil rights issues across the nation and the work that still needs to be done to combat inequity.

Reference: 1 – [COIT Digital Accessibility and Inclusion Standard](#):

Reference 2- [Using Z Codes: The Social Determinants of Health Data Journey to Better Outcomes](#)

Reference 3 – [Utilization of Z Codes for Social Determinants of Health among Medicare Fee-for-Services Beneficiaries](#)

Reference 4 – [Freedom to Vote Act](#):

Reference 5 – [John Lewis Voting Rights Advancement Act](#):

Reference 6 - [Martin Luther King Jr.'s family calls for 'no celebration' of MLK Day without action on voting rights legislation](#) :

### **Substance Use Disorder Services**

At the December Health Service Board meeting, a member specifically asked about coverage of the IAFF Center of Excellence, a residential treatment facility in Maryland. Currently, this facility is not covered under the Kaiser Permanente HMO or Blue Shield of California HMOs (Trio and Access+); it is, however, in-network under the Blue Shield of California PPO.

SFHSS does wish to support SFFD members who need recovery services and has reached out to SFFD to discuss collaborating to ensure members have access to high-quality treatment for addiction. Members should be aware of the work SFHSS is leading with the public safety departments for 24/7 EAP services.

For Blue Shield of California plans (HMOs and PPO), residential treatment requires prior authorization. Generally, the member will contact the facility and the facility will seek prior authorization from Blue Shield of California. Both Blue Shield of California and Kaiser Permanente have expressed openness to discuss current and alternative specialty facility treatment options for first responders, including evaluation of facilities for network inclusion where the facility meets the carrier's quality care standards and integrated treatment protocols.

### **Transparency Update**

The Department of Labor, Treasury, and HHS has posted interim final regulations for reporting prescription drug and health care spending. This is one of the regulations that the enforcement date had been waiting for further guidance after the original enforcement date had been placed on hold. The new enforcement date is December 27<sup>th</sup>, 2022 with an annual file being submitted by June 1 for the prior calendar year. Aon is working with the health plans to ensure compliance.

### **Administration Updates**

Quarterly Email Outcome Report for November-December (**See attached document**)

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**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 1<sup>st</sup> Amendment to Hartford Agreement.
- Executed 2<sup>nd</sup> 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

## **Attachments:**

1. COVID-19 Updates
2. ESA Slides
3. Well-Being Slides



**AON**

**San Francisco  
Health Service  
System**

**Health Service  
Board**

COVID-19 Update

January 13, 2022





# SFHSS Specific Data — Testing

| Test Categories        | Blue Shield of California (BSC) as of 12/21 | Kaiser Permanente of California <sup>[1]</sup> |                      | UnitedHealthcare (UHC)   |                      |
|------------------------|---|--|----------------------|--------------------------|----------------------|
|                        |   | Non-Medicare as of 12/21                       | Medicare as of 12/21 | Non-Medicare as of 12/23 | Medicare as of 12/20 |
| Confirmed              | 1,116                                       | NR   | NR                   | 217                      | 941                  |
| Probable               | NR  | NR   | NR                   | 2                        | 10                   |
| Possible               | NR  | NR   | NR                   | 35                       | 29                   |
| <b>Total</b>           | <b>1,116</b>                                | <b>NR</b>                                      | <b>NR</b>            | <b>254</b>               | <b>980</b>           |
| <b>Test Results</b>    |   |  |                      |                          |                      |
| Positive               | 1,116                                       | 3,814  | 649                  | 42                       | 102                  |
| Negative               | 26,620                                      | 165, 211                                       | 22,293               | 524                      | 1,938                |
| Inconclusive / Unknown | NR  | NR   | NR                   | 1,157                    | 6,045                |
| <b>Total</b>           | <b>27,736 <sup>[2]</sup></b>                | <b>169,025</b>                                 | <b>22,942</b>        | <b>1,723</b>             | <b>8,085</b>         |

**NR Not Reported**

[1] Does not represent unique members

[2] May be underreported due to claim submission lag

# SFHSS Specific Data — Vaccines

| Test Categories             | Blue Shield of California (BSC) as of 12/21 | Kaiser Permanente of California |                        | UnitedHealthcare (UHC)   |                                       |
|-----------------------------|---|---------------------------------|------------------------|--------------------------|---------------------------------------|
|                             |   | Non-Medicare as of 12/19        | Medicare as of 12/19   | Non-Medicare as of 12/23 | Medicare <sup>[1,2]</sup> as of 12/20 |
|                             | Dose  | Individuals                     |                        | Individuals              |                                       |
| Partial                     | 1,347                                       | 1,359                           | 95                     | 595                      | 1,041                                 |
| Fully                       | 25,745                                      | 44,588                          | 12,931                 | 681                      | 13,636                                |
| <b>Total</b>                | <b>27,092</b>                               | <b>45,947</b>                   | <b>13,026</b>          | <b>1,276</b>             | <b>14,667</b>                         |
| Booster / Third Vaccination | 9,324                                       | Data Not Yet Available          | Data Not Yet Available | 437                      | 7,679                                 |
| <b>Total Members</b>        | <b>33,797</b>                               | <b>55,276</b>                   | <b>13,549</b>          | <b>3,200</b>             | <b>17,066</b>                         |

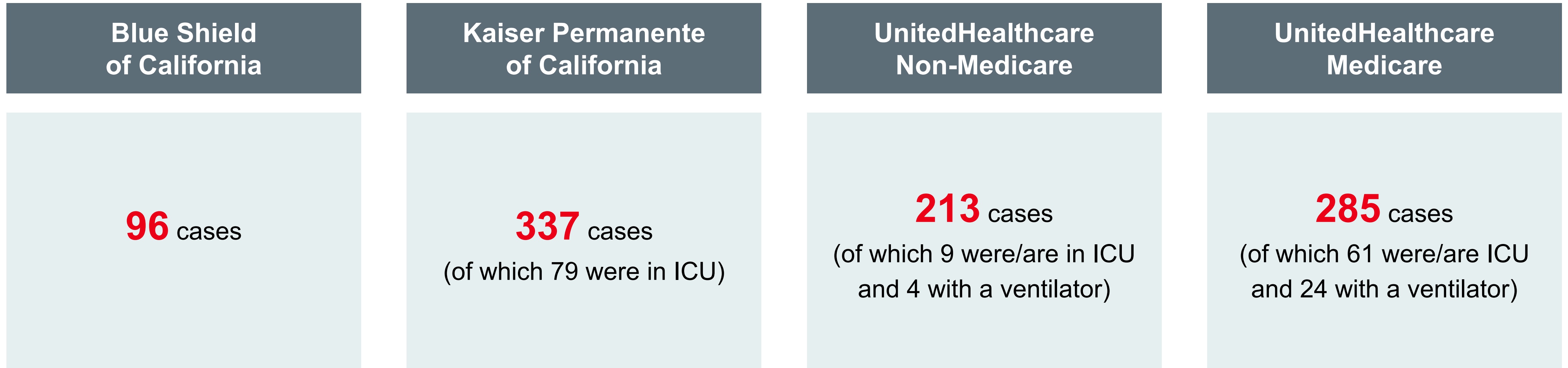
[1] The payment for the administration of vaccinations will now be the plan responsibility under the UHC Group MA plan as of 1/1/22.

[2] UHC Medicare is counting the 2<sup>nd</sup> shot as a booster if the member received the J&J vaccine initially.

**Vaccines are provided to all at no cost to members.**



# SFHSS Specific Data — Hospitalizations



Data is from March 2020 to December 2021.



# SFHSS Specific Data — By Age Groups

Please note, not all carriers are able to report by age.

## Blue Shield of California

| Age Group (in years) | Partially Vaccinated | Fully Vaccinated | Booster/ 3rd Vaccination |
|----------------------|----------------------|------------------|--------------------------|
| 5 – 11               | 497                  | 708              | —                        |
| 12 – 17              | 99                   | 2,301            | 14                       |
| 18 and older         | 751                  | 22,736           | 9,310                    |
| <b>Total</b>         | <b>1,347</b>         | <b>25,745</b>    | <b>9,324</b>             |

## UnitedHealthcare Non-Medicare

| Age Group (in years) | Partially Vaccinated | Fully Vaccinated | Booster/ 3rd Vaccination |
|----------------------|----------------------|------------------|--------------------------|
| <18                  | 22                   | 65               | 1                        |
| 18 – 39              | 93                   | 140              | 43                       |
| 40 – 64              | 439                  | 391              | 355                      |
| 65+                  | 41                   | 85               | 38                       |
| <b>Total</b>         | <b>595</b>           | <b>681</b>       | <b>437</b>               |

Blue Shield and UHC combine data for 3<sup>rd</sup> vaccine and booster.



# SFHSS Specific Data — Testing Demand Update

**United HealthCare:** For both the Commercial and Medicare populations, UHC continues to make COVID resources available to enrolled members via our member websites. Below is information on our testing location tool.

The [Test Locator tool](#) helps individuals find a COVID-19 diagnostic test location in their area. In most test locations they will ask for a script from a provider. Members can use the telehealth option to contact a provider for a script.

Blue Shield, HealthNet, and Kaiser will report in person.



# COVID-19 Booster — Process and Communications

| Blue Shield of California  | Kaiser Permanente of California  | UnitedHealthcare Non-Medicare   | UnitedHealthcare Medicare  |
|--|--|---|--|
| <p>Members who are fully vaccinated that have provided an email address and are registered with an online account will be sent an email when eligible for an additional dose of the vaccine.</p> | <p>Kaiser will continually update <a href="http://www.kp.org/covidvaccine">www.kp.org/covidvaccine</a> with information about vaccination eligibility, vaccine availability, scheduling options (including online), and locations where walk-in service is available.</p> <p>Members can also get the booster at no cost from any facility or large-scale vaccination site that has been approved as a COVID-19 vaccine provider by the state department of health.</p> <p>Kaiser encourages members to get the COVID-19 booster wherever there is availability — even outside of Kaiser Permanente.</p> | <p>Providers will determine if eligible and members can utilize the COVID-19 vaccination resources on <a href="http://www.myuhc.com">www.myuhc.com</a> for vaccine locator and should review California specific eligibility on boosters.</p> | <p>Continued promotion online, through standard communications such as eNews and health planner, training of advocates to answer questions, help members schedule a vaccine and check booster eligibility, ongoing email series to encourage vaccine adoption (targeting unsure/unknown members), via multi-channel flu vaccination campaign, via continuous monitoring of member needs and CDC recommendations.</p> |



# COVID-19 Health Plan Benefit Information

| Benefit Topic                      | BSC<br>as of 12/21/2021                               | Kaiser Non-Medicare<br>as of 12/21/2021   | Kaiser Medicare<br>as of 12/21/2021  | UHC Non-Medicare<br>as of 12/23/2021  | UHC Medicare<br>as of 12/20/2021   |
|------------------------------------|---|---|--|---|--|
| <b>Early Rx Refills Available?</b> | Yes   | At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)                     | At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)                  | Yes, through 1/20/2021  | Yes, through 8/31/2020   |
| <b>Tele-Medicine</b>               | Via PCP:<br>Copays waived<br>Via Teladoc:<br>No copay | No copay<br>(no end date on this)   | No copay<br>(no end date on this)  | COVID-19 related copays waived through 10/17/2021<br>Non-COVID-19 related copays waived through 9/30/2020 | COVID-19 treatment related copays waived through 3/31/2021<br>COVID-19 testing related copays waived through the national public emergency |
| <b>Tele-Behavioral Health</b>      | No copay  | No copay<br>(no end date on this)   | No copay<br>(no end date on this)  | COVID-19 related copays waived through 1/20/2021<br>Non-COVID-19 related copays waived through 9/30/2020  | COVID-19 related copays waived through 3/31/2021   |
| <b>Testing/Diagnostics</b>         | Copays waived   | Copays waived through the last day of the month following the end of the national public health emergency | Copays waived through last day of the month following the end of the national public health emergency. | Copays waived through 10/17/2021  | Copays waived through the national public emergency  |



# COVID-19 Health Plan Benefit Information (continued)

| Benefit Topic                      | BSC<br>as of 12/21/2021   | Kaiser Non-Medicare<br>as of 12/21/2021   | Kaiser Medicare<br>as of 12/21/2021   | UHC Non-Medicare<br>as of 12/23/2021   | UHC Medicare<br>as of 12/20/2021  |
|------------------------------------|---|---|---|--|---|
| <b>Treatment</b>                   | Copays waived for treatment between 3/31/2020 – 2/28/2021   | Copays waived through 7/31/21   | Copays waived through 12/31/21  | Copays waived through 4/29/2021<br>Out-of-Network waived through 10/22/2020  | Copays waived through 3/31/2021   |
| <b>Specialist and Primary Care</b> | If a member presents at a specialist office and receives testing or treatment with a COVID-19 diagnosis, there would be no member cost share for services | Copays waived through 7/31/21   | Copays waived through 12/31/21  | Pan deductible and coinsurance applies   | Copays waived through 9/30/2020 for Specialist; through 12/31/2020 for Primary Care |
| <b>Other</b>                       | <a href="https://www.blueshieldca.com/coronavirus/your-coverage">https://www.blueshieldca.com/coronavirus/your-coverage</a>                               | <a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a> | <a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a> | Emotional support line available:<br><b>1-866-342-6892</b><br>Sanvello: On-demand emotional support mobile app, free to members<br><a href="https://www.uhc.com/health-and-wellness/health-topics/covid-19">https://www.uhc.com/health-and-wellness/health-topics/covid-19</a> |   |

**MEMORANDUM**

**DATE:** January 13, 2021

**TO:** Dr. Stephen Follansbee, 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-December 2021

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

The following email activities were tracked and categorized under the email policy with 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 Inquiry (Time of the meeting, Public Comment Instructions, Agenda)
- Miscellaneous Inquiry (Unrelated Board matters or questions)

In total, 10 emails were received between November through December. The SFHSS Member Service team responded, addressed, or had conversations with members who contacted the Health Service Board by email. Both policy questions were forwarded to the Board. One email, designated within the Board Meeting Question category, was received on November 28, 2021, but not forwarded to the Board until January 7, 2021.








| <b>Health Service Board Email Outcome Report<br/>November-December</b> |                      |               |
|--|----------------------|---------------|
| <b>Member Need</b>   | <b>Monthly Total</b> | <b>Action</b> |
| Member Services  | 1                    | Closed        |
| Benefits Inquiry   | 2                    | Closed        |
| Policy Questions   | 2                    | Closed        |
| Board Meeting Inquiry  | 2                    | Closed        |
| Miscellaneous  | 3                    | Closed        |

| <b>Month</b> | <b>Emails</b> |
|--------------|---------------|
| November     | 4             |
| December     | 6             |



# 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"> <li>• 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.</li> </ul>  |
| VOIP telephony upgrade   |    | <ul style="list-style-type: none"> <li>• Programming of user interface in process with DT</li> <li>• 1/6/22 meeting to define next steps</li> </ul>  |
| Dependent Eligibility Verification Audit                       |    | <ul style="list-style-type: none"> <li>• 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</li> <li>• Operational Process flow mapped</li> </ul>   |
| Reporting / Auditing   |    | <ul style="list-style-type: none"> <li>• Responded to follow up inquiries for CSF GASB</li> <li>• BAA in process for SFUSD GASB audit data</li> <li>• 2022 Demographics report in Development</li> <li>• SB-90 Program 197 data provided to CON for reimbursement of premiums paid for dependents of members killed in the line of duty</li> </ul> |
| Social Determinants of Health (SDoH) / Data Measurement Plan   |    | <ul style="list-style-type: none"> <li>• Developing concepts regarding how SDoH / Population Health would fit into next SFHSS Strategic Plan</li> <li>• Presentation to HSB in December 2021</li> </ul>  |
| Open Enrollment  |    | <ul style="list-style-type: none"> <li>• Health Net Payment file completed</li> <li>• Enrollment Statistics report modifications completed</li> <li>• VSP file modifications completed</li> </ul>  |
| Year-End Processing  |  | <ul style="list-style-type: none"> <li>• W2 Box 12DD and Box 10 completed for all 4 employers</li> <li>• 1099 processing completed</li> <li>• 1095-C Forms for individuals generated and sent to printer</li> </ul>  |



On Schedule, Adequate Resources, Within Budget, Risks in Control



Potential issues with schedule /budget can be saved with corrective actions



Serious issues. Project most likely delayed or significant budget overrun



# Well-Being Monthly Report

Health Service Board Meeting | January 13, 2022

## 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.

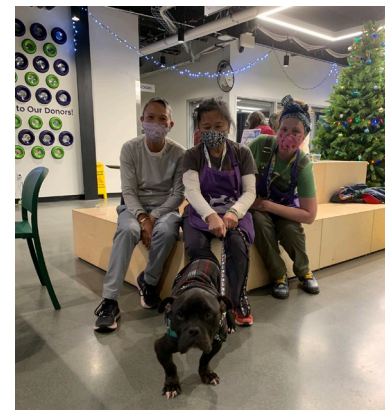
### Event Theme:

- 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





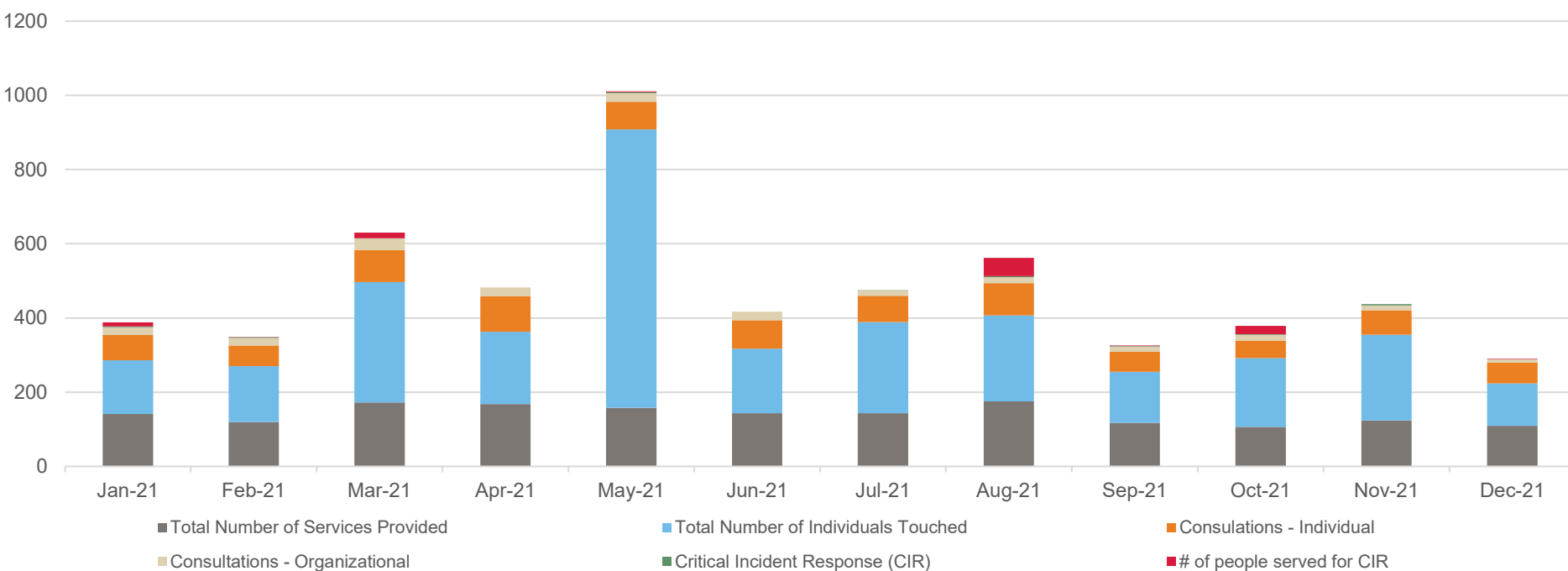
## SFHSS Internal EAP

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

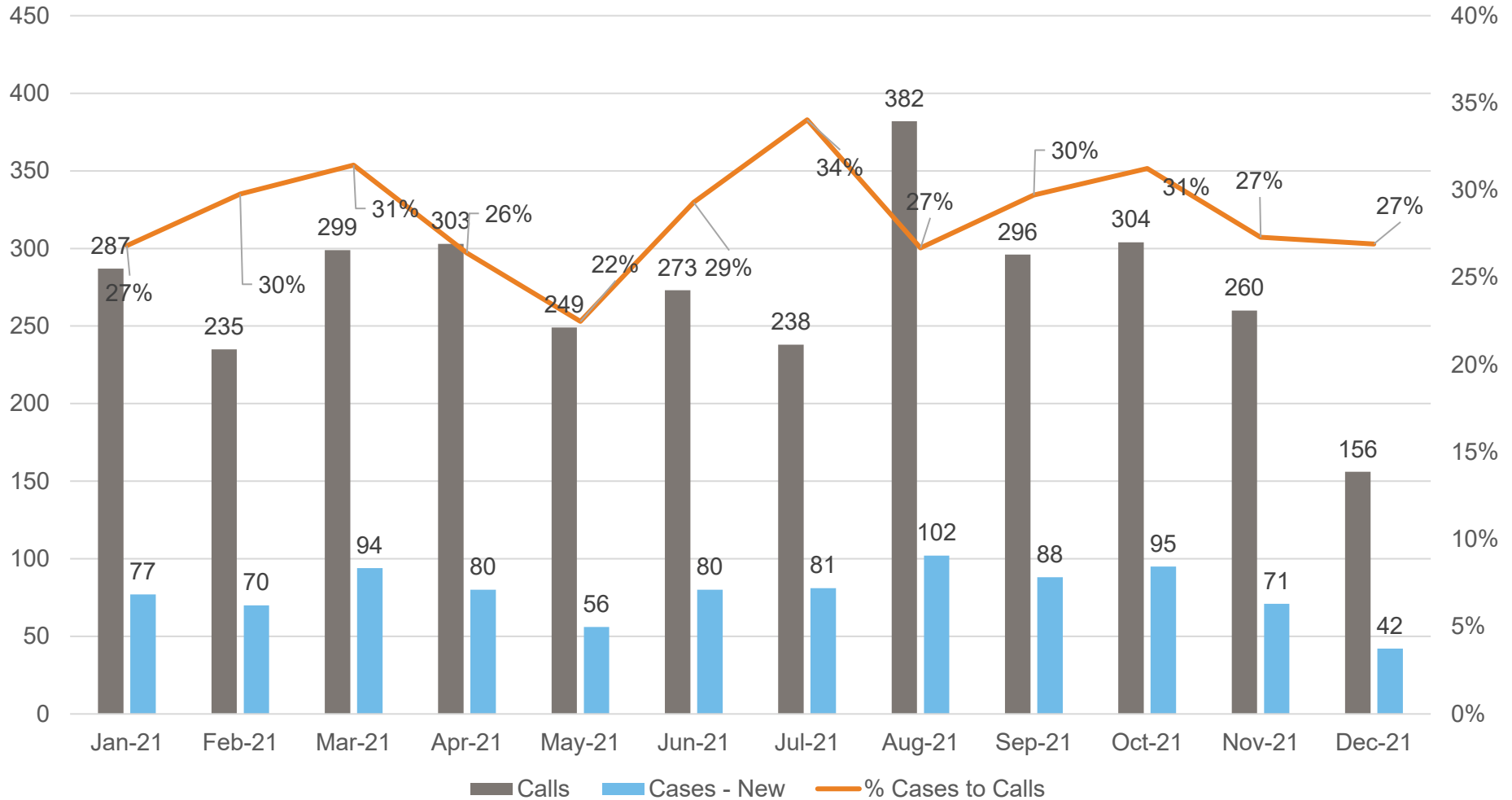
*(Data represents 2021 Calendar Year)*

- 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



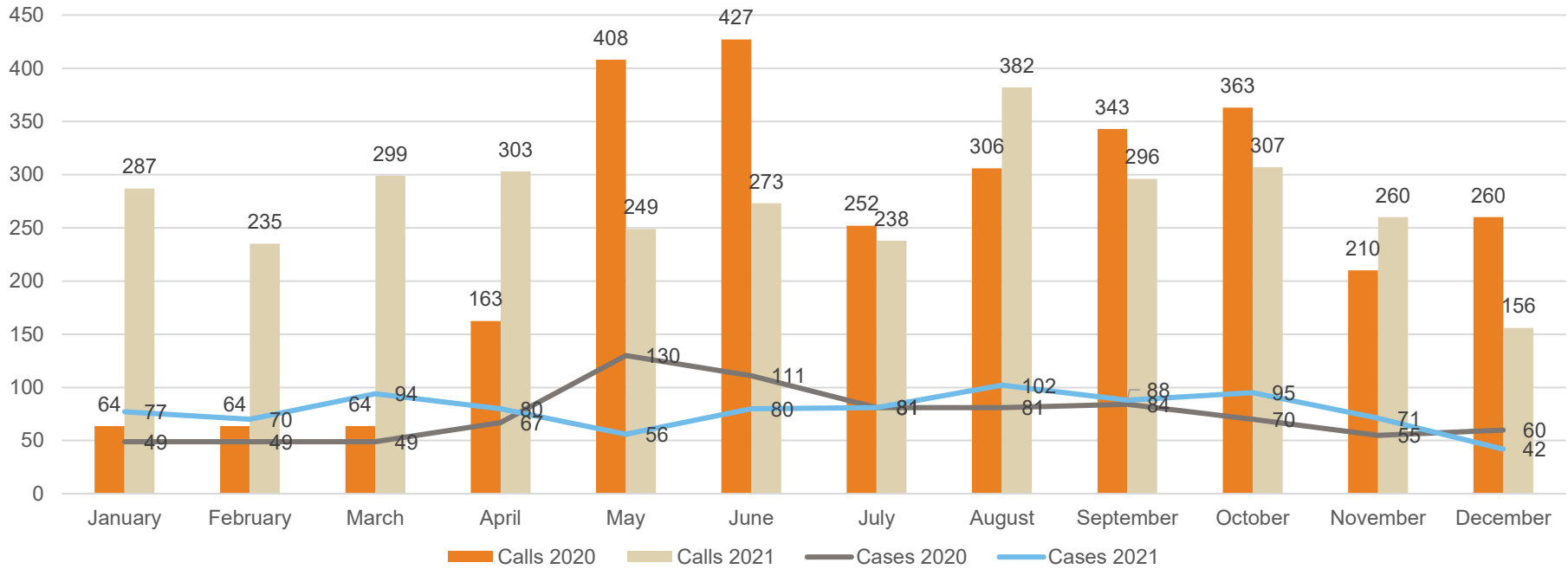
## External 24/7 EAP + SFHSS Internal EAP: Total Number of Calls, Cases and % Cases in 2021





## EAP Year Over Year Comparison

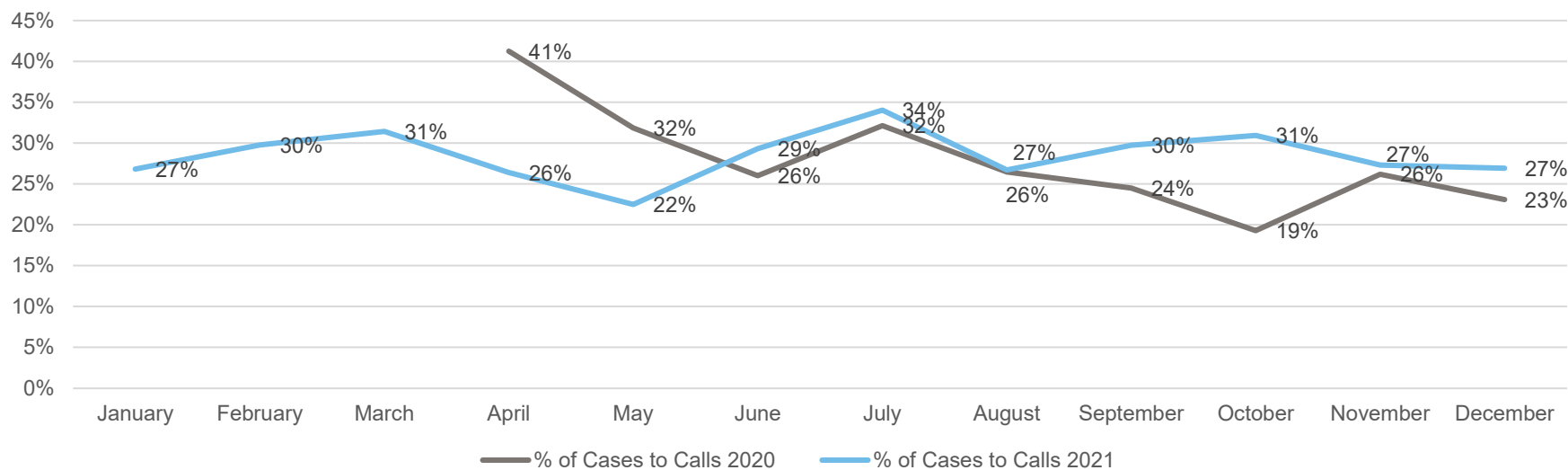
2020 Compared to 2021: Calls and Cases



| 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

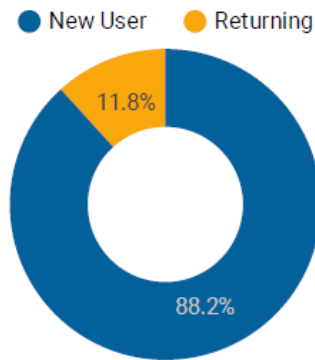
### Highlights:

- 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



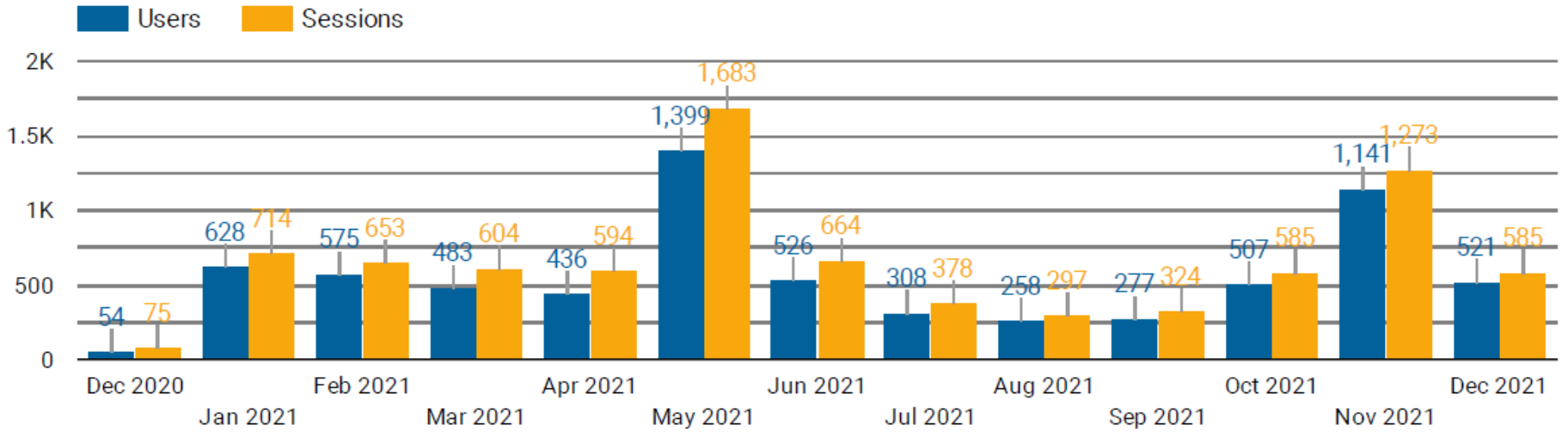
### Top Topics Across All Site Content: Since Launch

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.