



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

**Stephen Follansbee, M.D.**  
President

**Chris Canning**  
Vice President

**Connie Chan**  
Supervisor (District 1)  
Commissioner

**Karen Breslin**  
Commissioner

**Mary Hao**  
Commissioner

**Randy Scott**  
Commissioner

**Claire Zvanski**  
Commissioner

**Abbie Yant, MA, RN**  
Executive Director  
Health Service System

**Holly Lopez**  
Executive Secretary

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<http://www.sfhss.org/>

### **HEALTH SERVICE BOARD**

### **MEETING MINUTES DRAFT**

Thursday, January 13, 2022

**REGULAR MEETING AT**

**1:00pm**

**VIRTUAL PRESENTATION BY SFGOV TV**

Due to the COVID-19 health emergency and to protect our Board Members, SFHSS staff, and members of the public, the Board's Meeting Room (Room 416) is closed.

### Remote Meeting Access

**Watch** at 1:00 pm on January 13, 2021 (via [SFGovTV schedule](#))

**Click the link to join the meeting** - <https://bit.ly/3mc9YiK>

**Public Comment Call-In:** 415-655-0001 / **Access Code:** 2498 558 9355

#### Providing Public Comment:

1. Dial **415-655-0001** and then enter access code **2498 558 9355** then #
2. **Press #** again to enter the meeting as an ATTENDEE
3. You will hear a beep when you join the meeting as a participant.
  - a. Stop and LISTEN
  - b. Wait for Public Comment to be announced.
4. When Public Comment is called, dial \* then **3** to be added to the speaker line.
5. You will then hear "You have raised your hand to ask a question, please wait to speak until the host calls on you." Callers will hear silence when waiting for their turn to speak.
6. To withdraw your question, press \* then **3**. – you will hear: "You have lowered your hand."
7. When the system message says "Your line has been unmuted" - **THIS IS YOUR TIME TO SPEAK.**
8. When the President or Commission Secretary states "Welcome Caller," you are encouraged to state your name clearly. As soon as you speak, you will have **3 minutes** to provide your comments.
9. Once your 3 minutes have expired, you will be moved out of the speaker line and back as a participant in the meeting. You will hear "Your line has been muted."
10. Participants who wish to speak on other public comment periods can stay on the meeting line and listen for the next public comment opportunity.

#### Best Practices when calling in for Public Comment:

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole, do not address individual Commissioners

### Written Public Comment

Persons unable to attend the meeting may submit written public comments regarding an agenda item. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. Written public comments expected to be part of the official record should be submitted to the Board email, [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org), and **received by 5 pm on Wednesday, January 12<sup>th</sup>** before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be forwarded to Board members, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the body of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

The Health Service Board meeting recording is available on the [January 13, 2022 meeting webpage](#), or visit the [SFGovTV webpage](#) for a full record of Regular Board meeting archives.

1. **CALL TO ORDER:**

2. **ROLL CALL:**

President Stephen Follansbee, M.D-Present  
Vice President Chris Canning-Present, arrived at 3:03 pm  
Supervisor Connie Chan-Present  
Commissioner Karen Breslin-Present  
Commissioner Mary Hao-Present, 3-3:30 pm absent, present 3:35 pm  
Commissioner Randy Scott-Present  
Commissioner Claire Zvanski-Present

3. **RESOLUTION ALLOWING TELECONFERENCED MEETINGS UNDER CALIFORNIA GOVERNMENT CODE SECTION 54953(3): (Action)**

The Health Service Board approved HSB Resolution Allowing Teleconferencing Meetings and the memo is available on the SFHSS webpages <https://bit.ly/3nMmTIO> and <https://bit.ly/3lrUf7M>

President Follansbee announced the attached resolution is necessary to hold virtual meetings for the full Board and all Committees for the next thirty days.

Commissioner Scott moved to accept the resolutions as distributed. Supervisor Chan seconded the motion.

PUBLIC COMMENT: None

**ACTION: The Health Service Board unanimously approved the Resolution Allowing Teleconference Meetings under California Government Code Section 5493(3).**

4. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

The Health Service Board meeting minutes are available on the SFHSS webpages <https://bit.ly/342MTJi> and <https://bit.ly/3Ajnc37>

Chair of the Governance Committee, Commissioner Scott, called attention to the new timeline for the Governance Policy and Terms of Reference revision approval; the timeline has been adjusted to meet the 10-day public notification before the Board's vote and therefore will be posted on February 1, 2022, 10 days before the February 10, 2022, Full Board meeting. Committee Chair Scott noted all the preparation is complete and thanked Erik Rapoport-City Attorney, Larry Loo, (former) SFHSS Chief Financial Officer and Holly Lopez-Board Secretary for gathering all necessary materials.

Commissioner Zvanski moved to accept December 2, 2021, HSB Governance Committee Meeting Minutes and the December 9, HSB Regular Meeting Minutes without objection. Commissioner Breslin seconded the motion.

PUBLIC COMMENT: None

**ACTION: The Health Service Board unanimously approved December 2, 2021, Health Service Board Governance Committee Meeting Minutes and the December 9, Health Service Board Regular Meeting Minutes.**

**5. GENERAL PUBLIC COMMENT – An opportunity for members of the public to comment on any matter within the Board’s jurisdiction that is not on the agenda, including requesting that the Board place a matter on a future agenda.**

PUBLIC COMMENT:

Walter Villavicencio, Retired San Francisco Fire Fighter, requested more treatment options for those firefighters and paramedics experiencing a behavioral health crisis. Walter Villavicencio urged the Board to consider the Center of Excellence for Behavior Health Treatment and Recovery which will open a California facility in late 2022 and requested an agenda item be added to the February 2022 Board meeting to discuss this matter.

Commissioner Breslin asked for more information on options for firefighters and first responders and recommended an agenda item on mental health.

**6. PRESIDENT’S REPORT: (Discussion)**

Presented by President Follansbee

PUBLIC COMMENT: No report nor public comment

**7. DIRECTOR’S REPORT: (Discussion)**

The Director’s Report is available on the SFHSS webpage at <https://bit.ly/3FX6zLN>

Executive Director Yant, SFHSS, presented the following items:

- COVID-19 Update
- Change in Leadership at SFHSS: Chief Financial Officer and Chief Operation Officer
- Rx Rebates Audit Update
- Black-Out Period Notice-Reminder
- Racial Equity Action Planning
- Substance Use Disorder Services
- Transparency Update
- Administrative Update: Quarterly Email Outcome Report
- Division Reports
  - Personnel
  - Operations
    - Enterprise Systems and Analytics (ESA)
    - Communications
  - Finance and Budget
    - Contracts
  - Well-Being

Executive Director Yant announced Larry Loo, SFHSS Chief Financial Officer (CFO), accepted a position outside of the organization and his last day is January 14, 2022. Executive Director Yant introduced incoming Chief Financial Officer, Iftikhar Hussain. Larry Loo, outgoing CFO, said it was an honor and privilege to serve the City and County of San Francisco and thanked Executive Director Yant for the opportunity to work as SFHSS Chief Financial Officer. Larry Loo also thanked the Finance and Contracts team who worked through the pandemic to complete projects such as the Request for Proposal (RFP) process, procurements, and processes for the Trust Fund and

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General Budget operating. Larry Loo also thanked Mitchell Griggs, Chief Operating Officer for welcoming him to SFHSS as well as sharing the role of Officer of the Day. Iftikhar Hussain, incoming CFO, shared his background working with Sutter Health and Dignity Health as well as at El Camino Hospital and he looks forward to providing affordable quality care for members. Iftikhar also thanked Larry Loo for the two weeks to train him and he looked forward to working with the Board. Executive Director Yant thanked Christine Salem, Human Resources Consultant for HSS for partnering to find a well-qualified candidate in such a timely manner. President Follansbee thanked Larry Loo for his work with HSS who set a very high standard for the role. President Follansbee welcomed Iftikhar Hussain and expressed confidence in Iftikhar Hussain's experience to meet the challenges of the role. Commissioner Zvanski was highly impressed with Larry Loo's work acumen and thanked him for his work with SFHSS. Commissioner Zvanski welcomed Iftikhar Hussain and was grateful for his unique background that will serve the work of HSS well. Supervisor Chan thanked Larry Loo for his service, congratulated him on his new role, and was pleased to hear a San Franciscan going on to serve other San Franciscans at Chinese Community Health Plan. Supervisor Chan welcomed Iftikhar Hussain and thanked Executive Director Yant for the swift onboarding to maintain department stability. Commissioner Hao, Breslin, and Scott thanked Larry Loo for everything he brought to the Health Service System and the commitment to all the lives the system covers and welcomed Iftikhar Hussain to the team. Commissioner Scott asked for a formal commendation at the end of the meeting to Larry Loo for his work as SFHSS Chief Financial Officer.

Executive Director Yant announced Mitchell Griggs, SFHSS Chief Operations Officer, plans to retire in May 2022 after 10 years with the Health Service System and HSS will celebrate his accomplishments and contributions before his departure. Executive Director Yant said SFHSS has engaged a recruiter to assist in the selection of the next Chief Operating Officer. Supervisor Chan was saddened to hear of Mitchell Griggs retirement and acknowledged his expertise and institutional knowledge. Commissioner Zvanski commended Mitchell Griggs on his incredible service.

Commissioner Scott asked for more detail on the ability to secure the resources for the Dependent Eligibility Verification Audit (DEVA) and wondered if the delay was due to vendor selection, pricing, or timing. Mitchell Griggs, Chief Operations Officer said the Request for Proposal (RFP) only yielded one response and they were not able to comply with HSS needs. Mitchell Griggs said another RFP will be conducted to select a vendor and start the configurations to bring a full audit in 2023. Commissioner Scott recalled a long period prior to the last audit and urged to engage and follow through even on a limited basis to commit to the process in the best way possible. Executive Director Yant thanked Commissioner Scott for his support and committed to finding a way to keep the process going.

Commissioner Zvanski recognized the work of emergency services and first responders mentioned by the public comment caller and addressed in Executive Director Yant's monthly report. Commissioner Zvanski noted the Board's ongoing conversations and monitoring of mental health services over the last two years to support resources for members and hoped any new contracts pertaining to mental health would maximize resources for active and retired employees. Commissioner Zvanski acknowledged the recommendation from the member and pointed out the vendor selection process which often requires many steps such as interdepartmental bargaining and the request for proposal process. Supervisor Chan thanked Executive Director Yant for working with San Francisco Firefighters and taking the appropriate steps to ensure they receive the care they need.

**PUBLIC COMMENT:** None

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## **8. SFHSS FINANCIAL REPORT AS OF NOVEMBER 30, 2021: (Discussion)**

The SFHSS Financial Reporting of November 30, 2021, memo and presentation are available on the SFHSS webpage at <https://bit.ly/3r6svQh> and <https://bit.ly/3H85zpn>

Larry Loo, SFHSS Chief Financial Officer presented the following items:

- Performance of the Trust & General Fund detailed in the monthly financial report
  - Trust financial will be finalized following the annual financial audit
  - Reported on the Health Sustainability Fund
- General Fund Administrative Budget

Commissioner Zvanski asked if the Trust Fund projected balance decrease will stabilize in the near term, especially relating to the influence of dental experience. Larry Loo, CFO, stated active employee dental plan surpluses have occurred and there is a strategy through future rating actions to mitigate that. Health plan shortfalls and gains that may occur in the course of a year are addressed in the setting of rate stabilization reserves that are applied in future rating cycles for each self-funded/flex-funded health plan.

PUBLIC COMMENT: None

## **9. MAYOR'S BUDGET INSTRUCTIONS FOR THE SFHSS GENERAL FUND ADMINISTRATION BUDGET FOR FISCAL YEAR 2022-2023 AND FISCAL YEAR 2023-2024: (Discussion)**

The Mayor's Budget Instructions for the SFHSS General Fund Administration Budget for the Fiscal Year 2022-23 and Fiscal Year 2023-2024 Memo and Presentation memo and presentation are available on the SFHSS webpage at <https://bit.ly/35uLdJb> and <https://bit.ly/3u7iX9S>

Larry Loo, SFHSS Chief Financial Officer presented the following items:

- Mayor's Budget Outlook and Instructions
  - Multi-Year Projection
  - Policy Priorities
  - Department Specific
- HSS Implications
  - General Fund and Health Sustainability Fund Budget parallel planning
  - Health Service Board Finance Committee meeting satisfies the public hearing requirement and Mayor's Budget Planning

Larry Loo, Chief Financial Officer explained the Health Service General Fund Administration is a City Department budget and thus follows the Mayor's budget instructions. Larry Loo said for the first time in two years, the Mayor's Office announced a projected \$108 million surplus, due to newer sources of property-related revenue, strong retirement system investment returns, continued disaster relief fundings, and moderated operational costs citywide. Larry Loo said the Mayor's Office priorities include restoring vibrancy in San Francisco through improved public safety and street conditions, recovery of the local economy, reprioritization of funding to improve core service delivery, and accountability and equity in programming, services, and spending. Larry Loo said department specific instructions outlined no mandatory reductions, no requests for increases or enhancements, and departments need to go back to basics by, 1. filling funded vacancies to improve service delivery, 2. focusing on programs that produce meaningful, equitable results, and 3. non-general fund departments need to focus on balancing their revenue projections. Larry Loo also noted staff has been trained in the new City-wide budgeting software



system that will make the process more efficient. Lastly, Larry Loo reminded the Board that the General fund and Health Sustainability Trust Fund are developed on parallel tracks, presented publicly for input, first to the Health Service Board Finance Committee and then to the Full Board.

President Follansbee thanked Larry Loo for the two-year projection summary. President Follansbee called attention to the Mayor's instruction for restoring vibrancy and the challenge to bring vibrancy to employees through mental health, substance abuse, counseling as part of programming needs. Commissioner Scott was pleased to see the emphasis on accountability and equity as they align with HSS's programs for diversity, equity, and inclusion. Commissioner Scott said accountability and equity are aligned with HSS strategic plans and it's a matter of aligning our resources to fulfill the needs of quality healthcare services for members under the strategic goals and plans that we currently have and those that we are about to put in place. Commissioner Zvanski was thrilled to see no mandatory reductions and was optimistic that the department would maintain service over the next two years. Commissioner Hao asked how many positions are currently unfilled. Larry Loo said there are currently four positions that need to be filled.

PUBLIC COMMENT: None

#### **10. BOARD EDUCATION: HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) TRAINING: (Discussion)**

Board Education HIPAA Training is available on the SFHSS webpage at <https://bit.ly/3tYGU2V>

Rin Coleridge, Director Enterprise Systems and Analytics presented the following items:

- Introduction
- Role of Privacy Officer
- Role of HSB Commissioners
- Permissions Granted by the Privacy Rule
- Practices to Ensure Compliance
- HIPAA-What, Why, How, and Whom?
- What is Protected Health Information (PHI)
- 18 Identifiers that make Health Information PHI
- HIPAA Privacy and Security Rules
- HIPAA Violation Penalties

President Follansbee thanked Rin Coleridge for the presentation and said it complemented the required annual training. Commissioner Scott thanked Rin for tailoring the training to the Board's work as Commissioners especially connected to the Health Service Board governance policies and regulations. President Follansbee pointed out that HIPAA rules are not supposed to interfere with the actual delivery of care and since Board members do not deliver care then this is not an issue. President Follansbee reminded the Board that a robust system is in place to triage situations when members contact the Board, so if a Commissioner receives member PHI to contact the Board Secretary or Executive Director Yant. Commissioner Zvanski warned that members often share quite a bit of information and is essential to understand and abide by HIPAA rules to make sure every effort is taken to ensure member privacy. Commissioner Scott suggested asking Executive Director Yant or Privacy Officer Rin Coleridge to let them know they received information and ask how to proceed. Executive Director Yant reminded the Board that emails addressed to the health service board are routed to the Holly Lopez, Board Secretary, Mitchell Griggs, COO, and herself to determine how the inquiry is to be addressed while protecting PHI. Executive Director Yant reminded the Board if they have a colleague or someone they know with an issue and needs help, then the Board member need only to take the minimum information

necessary and then direct the person to Member Services Division who can promptly address the member directly, this process will also protect the individual Board member and any member PHI.

PUBLIC COMMENT: None

**NOTE: Vice President Canning arrived at 3:03 pm. Commissioner Hao was excused from 3:00 to 3:30 pm.**

**Break: 3:03 - 3:15pm**

Roll Call:

President Stephen Follansbee, M.D-Present  
Vice President Chris Canning-Present  
Supervisor Connie Chan-Present  
Commissioner Karen Breslin-Present  
Commissioner Mary Hao-Present  
Commissioner Randy Scott-Present  
Commissioner Claire Zvanski-Present

#### **11. STRATEGIC PLANNING PROCESS UPDATE: (Discussion)**

The Strategic Planning Process Update presentation is available on the SFHSS webpage at <https://bit.ly/3rNcu0Z>

Leticia Harris, Senior Health Program Planner, and Racial Equity Lead presented the following items:

- Agenda and Presentation Aim
- Formative Strategic Plan Perspectives
- Overview of Strategic Planning Process
- SFHSS Strategic Planning Development Milestones
- Tactical Approach: SFHSS Project Portfolio Management
- Next Steps: Strategic Plan Refresh Activities

President Follansbee thanked Leticia Harris for concretely outlining the process and looked forward to future meetings to discuss challenges, barriers, successes, and changes for the plan. Commissioner Scott thanked Leticia Harris for the strategic plan roadmap, noting how the planning process has improved over the last seven years, and looks forward to participating to complete the next strategic plan. Commissioner Zvanski appreciated the thorough well-organized presentation as it gives a clear focus and understanding of the process. President Follansbee acknowledged the HSS staff's work to lead this process and believed the plan is ambitious, attainable, and quite rewarding. Leticia Harris restated the key objective of the April convening is to identify important challenges in our circumstances and the knowledge we can use to keep our strategy relevant and fresh. Leticia Harris thanked the Commissioner for their engagement.

PUBLIC COMMENT: None

**NOTE: Commissioner Hao returned at 3:35 pm.**



## **12. DELTA DENTAL QUARTERLY REPORT: (Discussion)**

The Delta Dental Quarterly Report is available on the SFHSS webpage at <https://bit.ly/3udMYEG>

Sharen Stanek-Lowe, Delta Dental presented the following items:

- Delta Dental Project Plan Q1-Q3 2021
- Tracking Preventions
- Delta Dental Providers in a Sampling of CA Counties

Follansbee asked to see cleanings provided by HMO, PPO, and out-of-network dentists and was particularly interested in the cost difference. Sharen Stanek-Lowe said the information is not available today and will provide this information to Executive Director Yant for February's Director's Report.

Commissioner Breslin said the tracking prevention data is confusing and wanted clarification on the number of members who received at least one cleaning-the slide reads 58% of members received at least one cleaning but the numbers show only 40% of actives received one cleaning, 18.1% received 2 cleanings, and 0.9% received 3 cleanings. Sharen Stanek-Lowe said the 58% represents all three data points combined to calculate 58%. Commissioner Breslin clarified that 40% of active members received at least one cleaning so promotion is still needed for members to receive two cleanings. Executive Director Yant appreciated Commissioner Breslin's observation and said the presentation dashboard provides member behavior so action steps can be determined.

Commissioner Scott thanked Sharen Stanek-Lowe for the data sampling of California counties and the level of specificity on the magnitude of provider changes. Commissioner Scott noted the data clarified the initial impression of a large provider shift and appreciated the ongoing monitoring of provider changes. Commissioner Zvanski was pleased to see dentist providers are stable in Tuolumne, El Dorado, Stanislaus, and San Joaquin Valley that serve members in the Hetch Hetchy area. Executive Director Yant thanked Delta Dental for providing the dental providers specific to SFHSS member locations and pointed out the number of new dentists (1,071) far exceeds the number of dentists leaving the organization (97).

Commissioner Zvanski expressed concern that reimbursement rates for dentists have not changed in years and ultimately drive dentists to leave the Delta Dental network. President Follansbee asked how Delta Dental sets rate reimbursements regionally, statewide, and nationally. Executive Director Yant said dental reimbursement rates to dentists has not been an area of focus.

PUBLIC COMMENT: None

### **Rates and Benefits**

## **13. PRESENTATION ON THE 2022 RATES AND BENEFITS CALENDAR FOR THE PLAN YEAR 2023 (Discussion)**

The Rates and Benefits Calendar Schedule for Plan Year 2023 is available on the SFHSS webpage at <https://bit.ly/3ACIs3S>

Executive Director Yant presented the Rates and Benefits calendar schedule for the plan year 2023 which will be updated each month. Executive Directory Yant requested the Board also hold

several additional meeting dates listed on the calendar in case more time is needed for rate and benefits agenda items.

PUBLIC COMMENT: None

**14. APPROVE THE JUNE 30, 2021 INCURRED BUT NOT REPORTED (IBNR) RESERVE AND CONTINGENCY RESERVE AMOUNTS FOR SELF-FUNDED AND FLEX-FUNDED HEALTH PLANS (Action):**

The June 30, 2021, Incurred But Not Reported (IBNR) Reserve and Contingency Reserve Amounts for Self-Funded and Flex-Funded Health Plans Report presentation is available on the SFHSS webpage at <https://bit.ly/3r1yhCR>

Mike Clarke, Aon presented the following items:

- Background-Three Reserves for SHFSS Self-Funded/Flex-Funded Plans
- Today’s Discussion-IBNR and Contingency Reserves
- IBNR Reserves as of June 30, 2021
- Contingency Reserves as of June 30, 2021
- Today’s Recommendation

President Follansbee asked if staffing shortages influenced by the ongoing pandemic have caused any recent delays in provider billing for services. Mike Clarke said that while recently Aon has observed longer lag times for health care service payment processing towards the end of 2021, delays were not observed as of the time frame represented by the SFHSS IBNR reserves presented today (as of June 30<sup>th</sup>, 2021). Mike Clarke said Aon will continue to monitor potential impacts into 2022 leading up to the next IBNR reserve development for SFHSS as of June 30<sup>th</sup>, 2022.

Commissioner Breslin moved to approve June 30, 2021, Incurred But Not Reported (IBNR) Reserve and Contingency Reserve Amounts for Self-Funded and Flex-Funded Health Plans. Commissioner Canning seconded the motion.

PUBLIC COMMENT: None

**ACTION: The Health Service Board unanimously approved the June 30, 2021, Incurred But Not Reported (IBNR) Reserve and Contingency Reserve Amounts for Self-Funded and Flex-Funded Health Plans.**

**REGULAR BOARD MEETING MATTERS**

**15. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES: (Discussion)**

Sharen Stanek-Lowe introduced Jen Becker, who will be the new National Accounts Manager for the Health Service System. Jen Becker shared her background with over 17 years in the employee benefits industry, and although new to Delta Dental, she has experience working with Aon and her most recent employer, Hayes Companies. Jen Becker was excited to look at the data as it provides an opportunity to pinpoint behaviors, identify opportunities, make recommendations, and ultimately make critical decisions appropriate to member needs.

Commissioner Zvanski thanked Sharen Stanek-Lowe for her service and welcomed Jen Becker to the team.

Commissioner Breslin asked plan representatives to report reimbursement levels for mental health providers at future meetings.

PUBLIC COMMENT: None

**16. ADJOURNMENT:** 4:33 pm

On behalf of the Health Service Board and the City and County of San Francisco, President Follansbee ended the meeting with the unanimous commendation for Larry Loo, for his work as SFHSS Chief Financial Officer, and wished him the very best in his new position.

**Health Service Board and Health Service System Web Site:** <http://www.sfhss.org>

**Summary of Health Service Board Rules Regarding Public Comment**

1. A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
2. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
3. Members may submit their comments by email to [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org) by 5 pm the day before the meeting start time. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. All comments received by the deadline will be forwarded to Board members, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the subject line of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

**Knowing Your Rights Under the Sunshine Ordinance**

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils, and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

**Summary of Health Service Board Rules Regarding Cell Phones and Pagers**

The ringing and use of cell phones, pagers, and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings. The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room. The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule. The complete rules are outlined in Chapter 67A of the San Francisco Administrative Code.

**Disability Access and Accommodation**

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are #42 Downtown Loop and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex. Accessible seating for persons with disabilities (including those using wheelchairs) will be available. To obtain a disability-related modification or accommodation, including auxiliary aids or services, to participate in the meeting, please contact Holly Lopez, 628-652-4646 at least 48 hours before the meeting, except for Monday meetings, for which the deadline is 4:00 pm the previous Friday.

**Sensitivity to Chemical-based Products**

To assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity, or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

**Location of Materials**

If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Holly Lopez at 628-652-4646 or email [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org). The following email has been established to

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contact all members of the Health Service Board: [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org). Health Service Board telephone number: 628-652-4646

### **Lobbyist Registration and Reporting Requirements**

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site [www.sfgov.org/ethics](http://www.sfgov.org/ethics).