

**HEALTH SERVICE SYSTEM**  
CITY & COUNTY OF SAN FRANCISCO

**MEMORANDUM**

**DATE:** June 2, 2016  
**TO:** Randy Scott, President, and Members of the Health Service Board  
**FROM:** Catherine Dodd PhD, RN  
Director HSS  
**RE:** Board Report May 5, 2016 to June 2, 2016

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**HSS Personnel**

- 0923 Contracts Manager – to begin June 20.
- 0931 Operations Manager position remains vacant. Job posted May 5 still open, few candidates meet minimum qualifications.
- Research Assistant position: offer made.
- Recruitment began for two Employee Well-being Interns. Amanda Renteria will begin on 6/7/16. The second position is currently in the recruitment process.
- 2 positions remain vacant per last year's budget for "attrition savings."
- Employee engagement survey to be sent out June 7 for return to ITS by June 17. Employees have been assured that their responses are confidential and will not be disclosed and that their anonymity is protected. This is essential to ensure participation. High level summary data will be presented at the August HSB.

**Operations**

- All customer service levels were met in May.
- In-person assistance continues to increase year over year since 2014 and coincides with SFERS department moving into 1145 Market.

**Voluntary Benefits:**

- In preparation for offering voluntary benefits in 2017, HSS distributed a Voluntary benefits survey through the City and County and Superior Court email system on May 24, 2016. The purpose of the survey is to obtain input from employees on what type of voluntary benefits interests them.
  - Survey consisted of 16 questions asking employees if they were likely to elect voluntary benefits such as Short Term Disability, Supplemental Life, Universal Life, Critical Illness, Accidental Injury, Pet Insurance and Identity Theft Protection.



- As of June 1, 2016, 2500 employees responded.
- Employees overwhelmingly responded that they were likely or somewhat likely to enroll in at least one of the benefits mentioned.
- Additional comments employees provided indicated a very positive and appreciative response to offering these benefits.
- Next steps: reminder emails to complete the survey will be sent as well as posted on the City's employee portal. Departments' HR personnel will be sent flyers to inform non-email based employees of the survey.

### **Data Analytics:**

- Included in the Management Report is the Health Plans Dashboard for Medicare Retirees. This is the first dashboard for Medicare Retirees which has been presented to the Board since Q3 2010. The goal moving forward will be to provide these quarterly. The Data Analytics team is on track with stated goals of providing dashboards for all of our populations, and providing the risk scores. Next steps are to incorporate benchmarks and to re-design the dashboard layout.
- Server build and software installation for the Enterprise Management System has been completed. Design sessions were also completed. Beginning June 6<sup>th</sup> several department members will be involved in administrative training. The project is moving forward on schedule.
- New Ricoh copiers were acquired. These will help reduce paper waste, improve the privacy of documents and provide opportunity to move in-house brochure and booklet printing.
- The final project schedule for Open Enrollment was released to staff. The project manager is tracking 312 tasks for a successful OE!

### **Finance**

FY 2016-17 & 2017-18 Mayor's Proposed Budget incorporated the HSB approved budget with no changes. (copy from Mayor's budget book attached)

- Prepared response to Board of Supervisors' Budget Analyst request.
- Initial kick-off meeting with KPMG was held for the FY 2015-2016 external audit.
- CY 2015 Post-Audit by the Controller's Office yielded no material weakness, additional desk procedures to be developed for journal entries

### **Communications**

- Web visits over broad range of topics
- Finalized covers for OE guides

## **Wellness**

- Wellness and EAP collaborated on a variety of events including the REC health fair and a retreat for a DPH clinic.
- The retreat services included two workshops (Stress Management and Exercises at Your Workstation) as well as a walking activity designed to illustrate the importance of physical activity during the day for both physical and mental well-being.
- Participation in EAP counseling services reached its highest levels in 2016 during the month of May (57 clients and 108 hours of counseling).
- Recruitment for the Diabetes Prevention Program Research Study continues. 113 employees have been enrolled. Recruitment is planned for 4 more locations in June and July.
- In June, the Wellness Center is launching Be Healthy, Live Healthy. Groups of 2-8 HSS members can come together to work with a Wellness Coach setting and reaching wellness goals. Groups are available at lunch (12:10 and 1:10) and after work (4:30 and 5:15) on Wednesdays.

## **Director: Meetings/Legislation/Presentations/Misc.**

- Many AON meetings
- Monthly eMerge meetings
- Met with Kaiser Permanente regarding specialty pharmacy utilization
- Met with Kaiser Permanente and AON regarding renewal
- Reviewed Wellness budget
- Met with Mayor's staff re budget
- Participated in PBGH call on Consumer Reports Choosing Wisely Resources
- Reviewed 2017 Benefit Guide covers
- Participated in Governance Committee meeting
- Attended ABL meeting on pre-diabetes
- Met with Supervisor Farrell's new legislative aide
- Met with Blue Shield re: Advanced Directive mailing
- Met with Mayor's office, Department of Public Health representatives re: SB 932 Hernandez (anti-competitive practices)– opposition removed
- Attended workshop on End-of-Life planning
- Met with Wellness re: physical activity challenge messaging
- Reviewed budget materials

- Met with Eric Reuland from Copilots in care (an advanced directive application and service)
- Attended Department Head meeting
- Presented at California Commission on Aging and Commission on Women's forum on Women, Medicare, Social Security
- Completed forms for SB 932 and SB 1010 presented at Leg committee June 8