

**DATE:** June 9, 2022  
**TO:** Dr. Stephen Follansbee, President, Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** June 2022 Director's Report

---

**SFHSS Remains Closed to the Public.**

**The June Health Service Board Meetings will be a hybrid in-person and virtual meeting according to City Administrator Guidance. This practice will be reconsidered every 30 days.**

**COVID-19 Update: (see attached)**

We are experiencing yet another surge of COVID in the Bay Area. As we have learned, COVID-19 will be with us for some time and may continue to present new challenges, so now is the time for San Franciscans to get prepared with vaccinations, rapid test kits, masks, and access to medical care. San Franciscans can be prepared for COVID-19 by knowing if they, or someone they love, are at high risk for severe illness and how to get COVID-19 medicines.

- <https://sf.gov/departments/departments-public-health>
- [Test to Treat Information](#)

**Strategic Planning Process**

The Strategic Planning Special Meeting on April 28th brought together the Health Service Board, SFHSS Leadership, Employers, Retirees, the Department of Human Resources, Controller's Office, vendor partners, and Aon experts for a full day of information sharing. The convening featured keynote speakers Dr. Deryk Van Brunt and Simar Clement who presented on [Population Mental Health: Creating a Culture of Caring](#), followed by keynote speaker Dr. Kevin Grumbach who presented on [Revitalizing Primary Care](#). The event concluded with audio-recorded [Well-Being at Work Conversation](#) with citywide partners sharing stories and experiences about the health and well-being of their workforce. A post-event survey was distributed to assess content utility and applicability to strategic goals and objectives in support of participatory planning efforts.

**Additional Future State Education:**

To inform our future state planning we have two guest speakers from our Medicare Advantage Plans presenting at today's June 9, Health Service Board meeting regarding the future state of retiree health care. SFHSS provides these educational opportunities to support the Commissioners in acquiring the knowledge they need to effectively carry out their duties in alignment with the Strategic Plan for 2023-2025. Below is an introduction to our guest speakers and their presentations.

**Joseph V. Agostini, M.D., is Chief Medical Officer for UnitedHealthcare Retiree Solutions.** He has responsibility for clinical strategy, quality improvement, and the continued evolution of United's population health care management model. He works collaboratively with employers and plans sponsor groups nationally to address quality and affordability for their retirees. Dr. Agostini started his career in geriatric medicine on the full-time faculty at Yale School of Medicine. He cared for patients in the inpatient, ambulatory, and post-acute care settings. His research background and publications have focused on aging-related health services research, patient safety, and quality of care for those with multiple chronic conditions. His presentation is titled *Aging and Aging Well in the 21<sup>st</sup> Century* and focuses on trends in the U.S., chronic condition prevalence, and addressing the needs of the aging population using social determinants and a whole-person care approach.

**Dr. Michael Mason is the TPMG Regional Medical Director of Geriatrics, Continuing Care and Complex Needs with The Permanente Medical Group in Northern California.** Dr. Mason brings 25 years of experience practicing medicine in both Northern and Southern California, working in a wide array of fields ranging from geriatrics to nursing homes and home-based care. Since the beginning of the covid pandemic, he has been intimately involved with COVID management, prevention, and testing in long-term care settings in collaboration with local health departments. He has served as the local leader for Kaiser Permanente Geriatrics, Palliative, and Hospice programs as well as the co-chair of the ethics committee in Napa and Solano Counties for several years. His presentation is titled *Kaiser Permanente Northern California Geriatrics Overview and Strategy* and focuses on the importance of geriatric care, historical context, training and differentiation, current trends, and models of care.

### **Racial Equity Action Planning**

SFHSS is continuing to engage our health plan partners in serving as a conduit for the needs of our membership, including those that identify as Black, Indigenous, and People of Color (BIPOC) and those that face disproportionate health inequities. SFHSS joined Blue Shield of California (BSC) at the May 2022 Annual Employee Health Care Conference in San Diego for a panel titled, *Accelerating Health Equity in Underserved Communities*. This panel included Leticia Harris, Senior Health Program Planner and Racial Equity Lead, SFHSS, Paul Brown, Area Vice President of Premier Account Sales, BSC, Peter Long, Executive Vice President, Strategy and Health Solutions, BSC, Yessenia De La Vega Mahan, Community Health Advocate, BSC, and Leanne Metcalfe, Founder and President, Healthy Engineered.

To support health equity among employees Blue Shield of California launched a [community health advocates program](#) which first started in November 2019 as part of [Health Reimagined](#). The work of these advocates centers around: serving as liaisons with local communities and healthcare organizations, coordinating quality healthcare and community resources, reducing social challenges and barriers to achieving positive health outcomes, and increasing access to services and care coordination. The health advocates focus primarily on social determinants of health such as housing, transportation, or food assistance. These gaps exist even among individuals in full-time jobs, including those who have employer-sponsored healthcare and benefits. Our organizations are working together to identify and alleviate the cost and quality disparities within the SFHSS membership using this evidence-based, data-driven approach. Quantitative and qualitative member experiences are being documented during the preliminary pilot to inform strategic planning for the future.

At the citywide level, the San Francisco Pride 2022 celebration, which takes place on June 25th and 26th, is returning after a two-year hiatus with the theme *#LoveWillKeepUsTogether*. At the heart of [Pride](#) is the unifying message of [inclusion](#), a core value of the San Francisco Health Service System. The City's [Office of Transgender Initiatives](#) offers Transgender 101, a course that provides an introduction to gender concepts and identities, and an overview of the City's [Gender Inclusion Policy](#). We are inviting all staff and commissioners to learn about [why pronouns matter](#) or take a [course on gender diversity](#) in support of our racial equity action planning efforts. On a national scale, [Juneteenth](#) is entering its second year as a federally recognized holiday, with 47 states and the District of Columbia commemorating the end of slavery in the United States. The 19<sup>th</sup> specifically marks the moment when those last enslaved in Galveston, Texas, received word of their freedom. The arduous history of these minority groups who have struggled for decades to overcome inequities is manifesting in social change. Please join me in appreciating the work of those engaged in efforts to create lasting equity and inclusion for all.

**DEVA:**

The Dependent Eligibility Verification Audit (DEVA) Pilot began on May 10, 2022. The audit population consists of about 600 retirees who were not audited during the 2018 DEVA. The audit will last through August 31<sup>st</sup>, with terminations for non-complying members effective on September 1<sup>st</sup>. The appeal period will run from September 1<sup>st</sup> through October 31<sup>st</sup>. The Communications campaign and outreach includes up to 4 mailings and phone outreach, to members who do not engage.

**Black-Out Period Notice – Terminated June 9, 2022**, following approval of final rates and benefits presented at the Health Service Board Meeting.

**Public Safety Mental Health and Substance Use Disorder Treatment**

SFHSS continues the dialogue with Kaiser Permanente, Blue Shield of California, and Health Net regarding the possibility of including the IAFF Substance Use Treatment Center as part of their respective networks. The in-depth evaluation of this request may take up to 6 months; however, progress continues to be made.

**Updates from SFHSS Health Plans**

**Kaiser Permanente Response:** Kaiser Permanente has continued to make progress in discussions with IAFF. We met with clinical and business leaders at IAFF to discuss details regarding eligibility, admission and sending members from Northern California to a program out of state. In addition, Kaiser Permanente and IAFF reached an agreement to move toward finalizing contractual details for both the Maryland program and the upcoming facility in Southern California.

**Blue Shield of California Response:** Blue Shield of California is in the process to create a benefit exception for their plan members to access the IAFF COE facility in Maryland for mental health/substance use disorder services.

**Health Net:** Health Net is in the process to create a benefit exception for their plan members to access the IAFF COE facility in Maryland for mental health/substance use disorder services.

---

**SAN FRANCISCO HEALTH SERVICE SYSTEM**  
**DIVISION REPORTS: June 2022**

**PERSONNEL**

**Welcome:**

Change in Client Services HR Representative 1244 Rie Butler effective 5/31

I wish to acknowledge the amazing support SFHSS received from Christine Salam over the last two years. It has been an extraordinary time in which SFHSS benefited greatly from Christine's efforts and expertise to hire and retain the workforce and work through the many personal matters that arose through the pandemic. Christine is moving to the Department of Homeless Services where I know she will play a critical role in supporting their staff as well. Thank you, Christine!

**Retirements:**

**After 22 years, Kathy Frierson 1813 Senior Benefits Analyst** will be retiring in June. Kathy started at SFHSS in 2000 as a Benefits Analyst processing claims but quickly moved to the Member Services team. When Kathy started there were only seven people on the team. Kathy has helped the Member Services team grow and trained new Benefits Analysts in assisting members with questions and consultations. She also trained both Benefits Analysts and Technicians on how to process member enrollments. Over the years, Kathy has presented pre-retirement seminars to employees across the city and staffed the annual health fairs during open enrollment. Since 2019, Kathy served as one of the leads for the San Francisco Unified School District. During her tenure, Kathy has assisted thousands of members with their health and retirement benefits needs.

Kathy was born and raised in San Francisco and looks forward to retiring so she can spend more time with both her grandson, Drew, and her beloved mother, Izola, who turned 100 in 2022!

On behalf of the entire department, we thank Kathy for her dedication and years of service to the City and County of San Francisco. Kathy is a treasured colleague and supervisor who will be greatly missed. We wish Kathy a very happy, healthy, and joyful retirement and the very best in all her pursuits. Thank you, Kathy!

**After more than a decade of service to the City and County of San Francisco, Don Jue 1210 Benefits Analyst** will be retiring from the San Francisco Health Service System on June 30. Don's career has been one of service. Don started his tenure with the City in 1986 as a Police Officer with the San Francisco Police Department (SFPD). He left the SFPD to start a family, raising two daughters with his wife of 38 years. In 2008, Don began working at SFHSS as a Benefits Analyst.

Don is a steady Benefits Analyst, who has helped thousands of our members with their benefits and is known for his willingness to go the extra mile for our members. When asked about his role as a Benefits Analyst, Don explains that his job is to dig a little deeper to make sure that our excellent health benefits serve our members as cost-effectively as possible. Before working for the City, Don served in the United States Air Force as a Surgical Technician. He transferred to the National Guard and served with the 129<sup>th</sup> Aerospace Rescue and Recovery crew based at Moffett Field in Santa Clara. In 1990, Don was called to active duty and served in Operation Desert

Storm, where he was assigned to a secret base in Western Europe. Don continued to serve in the National Guard for 14 years before working for the City.

Born in Mississippi, Don and his family moved to San Francisco when he was eight years old. He grew up in the Cow Hollow neighborhood of San Francisco and attended Galileo High School.

On behalf of the entire SFHSS team, we would like to thank Don for his service to City and his service to our country. Don is a cherished member of the SFHSS team, and he will be deeply missed. We wish Don a very healthy, happy, and wonderful retirement and the best in all his future endeavors. Thank you, Don!

**Recruitments:**

- 2595 Senior Employee Assistance Counselor: recruitment underway
- 2593 Health Program Coordinator III: recruitment underway
- 1404 Clerk: Finalist selected. Conducting MQ Verification/References/Personnel File review.
- 1632 Senior Account Clerk: recruitment underway
- 1210 Benefit Analyst: recruitment underway
- 1209 Benefits Technician: recruitment underway
- 1220 Payroll and Personnel Clerk (DHR position): recruitment underway

**Employees' Working Status:**

- HSS employees have returned to full-time working in the office on 4/4/2022, with some exceptions.

**OPERATIONS UPDATE**

**Engage & Support**

- Member Services upgraded its call center system (Webex Contact Center) on 5/2/22. As expected with system upgrades, some issues arose and are being addressed, including connection and audio challenges, as well as several lost calls during the first two days following the upgrade. Planned future enhancements to the Webex Contact Center include in-depth reporting and call recording, both of which will allow for better quality assurance. System reports show that 3,048 calls were received in May with an average handle time of seven minutes and 28 seconds.
- Benefits consultation appointments continue to increase, especially for retirees. As of 5/27/22, 204 consultations were scheduled for May (17 Qualified Life Events, 20 New Hire, and 167 Retiree Consultations).
- Planning to reopen in-person appointments in July using a phased approach starting with Retiree Consultations. Employees requesting a Retiree Consultation will be provided with the option to schedule either an in-person or virtual appointment.
- Updated the New Employee Orientation (NEO) presentation to increase engagement in Dependent Care FSA and Well-Being. Monthly NEO's are averaging 50+ participants.
- Top three stories for May eNews included Free Rapid COVID Test Kits, Retiree Corner, and Hinge Health digital exercise therapy flyer.
- Top stories in the Mental Health Awareness Month series of emails included what to do about anxiety, Mental Health First Aid classes, and accessing mental health benefits through the health plans.
- SFHSS.org received 57,015 pageviews in May with City and County Benefits, Contact Us, and EAP being the top-visited pages.

**Sustainable & Affordable**

- A pilot Dependent Eligibility Verification Audit (DEVA) started on 5/10/22 targeting a population of 634 retired members. As of 5/26/22, 219 members had completed the audit process and an additional 141 members had responded to the audit with their provided documents waiting to be reviewed. This means a total of 56% of targeted members have responded so far, in line with our timeline and projections.
- A video introducing the DEVA purpose and process is being developed for member education in future audits.

**Reduce Complexity & Fragmentation**

- Staff has worked to make the changes necessary to implement various changes that resulted from the recently completed labor negotiations, including changes to life insurance and long-term disability benefits.
- A Retiree Medical Cost Calculator was developed by staff and is in the testing phase to help members determine the cost of retiree premiums.
- Reviewing open issues for fixes/enhancements to the HRIS system that was put on hold due to the recent upgrades to PeopleSoft. These enhancements include fixes to the deduction interfaces with the Retirement Systems, the VSP enrollment file, and the enrollment statistics report.

**FINANCE AND BUDGET**

**Budget**

- Review Mayor's Budget changes
- Preparation for Mayor and BOS presentations.

**Audit**

- Support preliminary phase of the external annual audit.

**Rates and Benefits**

- Planning process for building system tables to load the 2023 rates into ERM (PeopleSoft) system
- Review 2023 plan year retiree rates

**Accounting**

- Fiscal year-end processes to complete current fiscal year transactions.
- Final phase of accounting clerk recruitment to fill vacancy.

**CONTRACTS**

- Executed first amendment to agreement with Dental Benefit Providers of California.
- Released the RFP for HSS website Drupal upgrade, development, support and maintenance.
- Submission of group structure documentation for \$50,000 employer-paid life policies for six new union groups.
- K&H Printers Lithographers, Inc. selected as a result of the RFP for Printing and Mail Services for Benefits Communications, Open Enrollment, and Audits.
- Executed transfer agreement with ZenDesk, Inc., and BridgeMicro to facilitate payments between Office of Contract Administration (OCA) vendor and technology solution provider.

**WELL-BEING**

- 38% increase in users engaged in the CredibleMind website where 211 resources were explored across 82 different topics

- Mental Health Awareness Month Campaign throughout May
- Partnered with United Fire Services Women's group with SFFD for their first-ever Wellness Fair
- Provided a quarterly Key Player Training on workplace Burnout with 65 in attendance
- 43.1% increase in EAP cases from April to May 2022

**Attachments:**

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

# **San Francisco Health Service System Health Service Board**

COVID-19 Update

June 9, 2022

## SFHSS Specific Data — Testing

Test Results	Blue Shield of California (BSC) as of 5/26	Kaiser Permanente of California <sup>[1]</sup>		UnitedHealthcare (UHC)	
		Non-Medicare as of 5/24	Medicare as of 5/24	Non-Medicare as of 5/27	Medicare as of 1/19 <sup>[2]</sup>
Positive	2,443	9,036	1,350	49	108
Negative	26,711	222,631	30,550	548	1,965
Inconclusive/ Unknown	NR	NR	NR	1,288	6,244
<b>Total</b>	<b>29,154 <sup>[3]</sup></b>	<b>231,667</b>	<b>31,900</b>	<b>1,885</b>	<b>8,317</b>

**NR = Not Reported**

*[1] Does not represent unique members*

*[2] UHC Medicare: Given the various methods to obtain COVID testing, including OTC, UHC is no longer tracking test result data. UHC is tracking COVID cases by year and for Unvaccinated, Vaccinated and Boosted*

*[3] May be underreported due to claim submission lag*

## SFHSS Specific Data — Cases (distribution by vaccination status)

COVID Cases by Year as a Percentage of Total Membership	Blue Shield of California as of 5/26	Kaiser Permanente of California		UnitedHealthcare	
		Non-Medicare as of 5/24	Medicare as of 5/24	Non-Medicare	Medicare as of 5/10
Unvaccinated	Not Available	Not Available	Not Available	Not Available	23.3%
Fully Vaccinated	Not Available	Not Available	Not Available	Not Available	30.5%
Boosted	Not Available	Not Available	Not Available	Not Available	46.2%
<b>Total Cases</b>	Not Available	Not Available	Not Available	Not Available	<b>429</b>

- Data for UHC Medicare provided in lieu of testing data (from previous slide).
- Data based on claims / encounters with the medical plan(s), not reflective of CAIR2 data

# SFHSS Specific Data — COVID-19 Antiviral Treatments

Anyone who has tested positive for COVID and is at high risk for a serious case should immediately contact a health care provider and ask for one of the antiviral drug treatments available, which must be taken at the onset of COVID symptoms

Eligible individuals for treatment include:

- Tested positive for COVID
  - Unvaccinated or haven't had a booster shot
  - Pregnant women
  - People at least 65 years old
  - Anyone with a medical condition who are at high risk for serious illness
- 
- For more information contact your health care provider
  - Call the City's COVID resource center at 628-652-2700
  - Or visit <https://covid-19-test-to-treat-locator-dhhs.hub.arcgis.com/> to find a location that offers the treatments

Source: "S.F. health officials turned away thousands of life-saving COVID pills, now plead with public to use them", sfchronicle.com, April 6, 2022

## SFHSS Specific Data — Hospitalizations

Blue Shield  
of California

**161** cases

Kaiser Permanente  
of California

**674** cases  
(of which 101 were in ICU)

UnitedHealthcare  
Non-Medicare

**271** cases  
(of which 10 were/are in ICU  
and 4 with a ventilator)

UnitedHealthcare  
Medicare

**274** cases  
(of which 63 were/are ICU  
and 23 with a ventilator)

Data is from March 2020 to May 2022.

## SFHSS Specific Data — COVID Home Test Kits (as of 5/26/2022)

On January 10, 2022, the Department of Labor (DOL), Department of Health and Human Services (HHS) and the Treasury Department released a series of FAQs under the Affordable Care Act (ACA) Part 51. This was in response to the Biden-Harris administration’s directive to issue guidance requiring group health care plans and insurers to provide coverage of over-the-counter, in-home COVID-19 diagnostic tests.

Beginning January 15th, until the end of the Coronavirus Public Health Emergency, individuals can get up to eight (8) over-the-counter tests each month. If you purchase a test kit that includes two tests, that will count as two of your eight covered tests.

**For the most up-to-date information on coverage of COVID Home Test Kits, visit SFHSS.org or your carrier website.**

Carrier	Carrier Website for More Information on How to Submit for Reimbursement	Additional Notes
<b>Blue Shield of California</b>	<a href="https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing">https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing</a>	No \$ cap on tests
<b>Kaiser Permanente (Non-Medicare)</b>	kp.org/coronavirus	Up to \$12 per test including shipping & sales tax
<b>Kaiser Permanente (Medicare)</b>	kp.org/coronavirus	Up to \$12 per test including shipping and sales tax
<b>UnitedHealthCare (Non-Medicare)</b>	myuhc.com	Up to 8 test available at no cost through myuhc.com — OptumRX Store
<b>UnitedHealthCare (Medicare)</b>	<a href="https://retiree.uhc.com/main/covid-19-update">https://retiree.uhc.com/main/covid-19-update</a>	Free at CMS participating pharmacies; <b>member must provide red, white &amp; blue Medicare card</b>
<b>Health Net</b>	healthnet.com/COVID19	Up to \$12 dollars per test

## SFHSS Specific Data — COVID Home Test Kits Reimbursements

Blue Shield  
of California

**5,720** Test kits dispensed

Kaiser Permanente  
of California

Not available yet

UnitedHealthcare  
Non-Medicare

Not available yet

UnitedHealthcare  
Medicare\*

**1,028** Test kits dispensed

Data is from January 15 to May 2022.

\*UHC Medicare – as of April 4, 2022, COVID Home Test Kits will be covered by Medicare, <https://www.cms.gov/newsroom/fact-sheets/medicare-covers-over-counter-covid-19-tests>

## SFHSS Specific Data — Vaccines

Test Categories	Blue Shield of California as of 5/26	Kaiser Permanente of California		UnitedHealthcare	
		Non-Medicare as of 5/22	Medicare as of 5/22	Non-Medicare as of 5/27	Medicare <sup>[1]</sup> as of 5/10
	Dose	Individuals		Individuals	
Partial	1,217	557	60	512	— [2]
Fully	28,818	46,238	13,047	764	14,777
<b>Total</b>	<b>30,035</b>	<b>46,795</b>	<b>13,107</b>	<b>1,276</b>	<b>— [2]</b>
Booster/Third Vaccination	19,726	32,949	11,877	647	11,904
<b>Total Members</b>	<b>34,941</b>	<b>52,041</b>	<b>13,795</b>	<b>3,200</b>	<b>17,290</b>

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

[2] UHC Medicare is no longer tracking “Partial”, as these members are considered Unvaccinated.

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

# SFHSS Specific Data — Vaccines By Age Groups

## Blue Shield of California

Age Group (in years)	Partially Vaccinated	Fully Vaccinated	Booster/ 3rd Vaccination
5 – 11	105	1,768	—
12 – 17	87	2,396	1,425
18 and older	1,025	24,654	18,301
<b>Total</b>	<b>1,217</b>	<b>28,818</b>	<b>19,726</b>

## Kaiser Permanente of California

Claims data through 5/22

5 – 11	77	2,585	N/A
12 – 17	56	3,592	1,865
18 – 40	230	15,496	11,005
41 – 64	177	22,858	18,550
65+	17	1,707	1,529
<b>Under 65 — KPSA</b>	<b>2</b>	<b>165</b>	<b>142</b>
<b>65+ KPSA</b>	<b>58</b>	<b>12,882</b>	<b>11,735</b>
<b>Total</b>	<b>617</b>	<b>59,285</b>	<b>44,826</b>

## UnitedHealthcare Non-Medicare

Claims data through 5/27

<18	19	75	10
18 – 39	89	161	89
40 – 64	360	434	499
65+	44	93	47
<b>Total</b>	<b>512</b>	<b>763</b>	<b>645</b>

## **SFHSS Specific Data — Data Elements Under Review**

**SFHSS has inquired with the carriers on the following data elements. The carriers are working on these requests.**

- Post-acute Sequelae of COVID (PASC) or “Long-Hauler” claims ICD10 code U09.9
- Treatment framework details
- Information on additional vaccine recommendations

# COVID-19 Health Plan Benefit Information

Benefit Topic	BSC as of 5/26/2022	Kaiser Non-Medicare as of 5/22/2022	Kaiser Medicare as of 5/22/2022	UHC Non-Medicare as of 5/27/2022	UHC Medicare as of 5/26/2022
<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)	No	No
<b>Tele-Medicine Copays</b>	Via PCP: Copays waived Via Teladoc: No copay	No copay (no end date on this)	No copay (no end date on this)	Regular copay applies	Regular copay applies
<b>Tele-Behavioral Health Copays</b>	No copay	No copay (no end date on this)	No copay (no end date on this)	Regular copay applies	Regular copay applies
<b>Testing/Diagnostics Copays</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 the national public emergency	Copays waived through the national public emergency

## COVID-19 Health Plan Benefit Information (continued)

Benefit Topic	BSC as of 5/26/2022	Kaiser Non-Medicare as of 5/22/2022	Kaiser Medicare as of 5/22/2022	UHC Non-Medicare as of 5/27/2022	UHC Medicare as of 5/26/2022
<b>Treatment Copays</b>	Copays no longer waived	Copays no longer waived	Copays no longer waived	Copays no longer waived	Copays no longer waived
<b>Specialist and Primary Care Copays</b>	Vaccines: No cost share  Testing: when ordered by a provider no cost share	Copays no longer waived	Copays no longer waived	Copays no longer waived	Copays no longer waived
<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: <b>1-866-342-6892</b>  Sanvello: On-demand emotional support mobile app, free to members  <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>	

# Well-Being Monthly Report

Health Service Board Meeting | June 9, 2022

## SFFD Wellness Fair

In partnership with United Fire Service Women's group with SFFD, SFHSS Well-Being assisted in supported in their first annual Wellness Fair.

### Goal:

Provide opportunities to practice self care and engage in the activities provided.

### Event:

May 2 & 3, 2022, 8:30am-:12:00pm

Activities included:

- Yoga
- Tactical breathing sessions
- Sleep health
- Smoothie bike – staff propelled the bike to make smoothies
- Chair Massage
- Education table

### Attendance:

- Approximately 80 individuals



## W@W Key-Player Virtual Training

**Recognizing and Addressing Workplace Burnout – May 4<sup>th</sup>**  
**Facilitated by: Jeff Lintner, Senior EAP Counselor**

### Details:

The impact of experiencing workplace burnout can have detrimental effects on our mental and physical health. In this training you will gain knowledge on the signs and symptoms of burnout, what to do if you're experiencing workplace burnout, and how to elevate DHR's Well-Being Memorandum to support your employees.

### Goals:

- ✓ Recognizing the causes workplace burnout and signs and symptoms of experiencing burnout
- ✓ Steps to take to help deal with burnout
- ✓ Share EAP and Well-Being resources available for departments

**Attendees:** 65 Champions and Department Leads for Well-Being

**RECOGNIZING AND HANDLING JOB BURNOUT**  
 Take action, know your resources

Have you ever felt like work keeps piling up, you're unable to concentrate, you feel like your productivity level and accomplishments have taken a downward spiral? You might be experiencing job burnout. While it might be normal to experience this occasionally, constant work-related stress can have negative effects on your physical and emotional health. If you feel you are experiencing job burnout, by these tips to help you overcome it.

**Is it Job Stress or Burnout? Take an Assessment**  
 Check to see if you're experiencing burnout with your current work at [bit.ly/assessment-burnout](http://bit.ly/assessment-burnout)

**Reach out to others**  
 Seek support through coworkers, friends and family, EAP or use your mental health benefits to help you find someone to talk to.  
 • Visit [sfhss.org/eap](http://sfhss.org/eap) for more info or call EAP (628) 652-4600.  
 • Check out your mental health benefits [sfhss.org/learn-your-benefits](http://sfhss.org/learn-your-benefits)

**Reframe the way you think**  
 Shifting your mindset to look at the positive aspects within your life or workplace takes time and practice. Finding value in the work you do can change how you think about your job.  
 • Learn how to prime your mind for optimism at [bit.ly/visualize-good-mindset](http://bit.ly/visualize-good-mindset)

**Set boundaries where you can**  
 Don't overextend yourself. Learn to say "no" to requests that can take up more of your time. Take daily break, use your PTO, and don't work past your scheduled shift to help provide you with some time to recharge.  
 • Visit [bit.ly/sfhss-creating-boundaries](http://bit.ly/sfhss-creating-boundaries) for resources to help you create a work-life balance.

**Boost your mood**  
 Make self-care a priority and take time to engage in activities that brings you joy. Aim to add exercise or movement daily. Practice healthy eating and get plenty of sleep. Engage in mindfulness activities, like meditation, walking, or gardening. These activities can help boost your mood and energy levels.  
 • Check out available well-being classes at [sfhss.org/events](http://sfhss.org/events)

Better Every Day. AN INTEGRATED HEALTH SERVICE SYSTEM [sfhss.org/well-being](http://sfhss.org/well-being)

**KNOW YOUR RESOURCES**  
 WE'RE HERE FOR YOU

CRISIS RESOURCES	CITY RESOURCES
<p><b>The National Crisis Hotline</b>                      (800) 273-8255</p> <p><b>National Domestic Violence Hotline</b>                      (800) 799-7233  <a href="http://thedvline.org">thedvline.org</a></p> <p><b>National Sexual Assault Hotline</b>                      (800) 656-4673</p>	<p><b>SFHSS Employee Assistance Program</b>  <a href="http://sfhss.org/eap">sfhss.org/eap</a>                      (628) 652-4600 or (800) 795-2351</p> <p><b>Mental Health &amp; Substance Abuse Benefits:</b></p> <ul style="list-style-type: none"> <li>• Blue Shield (877) 263-9992 or 24/7 Lifeline (800) 985-2405</li> <li>• Kaiser (800) 454-4000</li> <li>• Health Net CaringCare (833) 996-2567</li> </ul> <p><a href="http://sfhss.org/Use-Your-Benefits/mental-health-emo">sfhss.org/Use-Your-Benefits/mental-health-emo</a></p>
APPS	WEBSITES
<ul style="list-style-type: none"> <li>• <a href="http://iitermeditation.com">iitermeditation.com</a> a free meditation app developed by and for people of color.</li> <li>• <a href="http://calm.com">calm.com</a> an app for anxiety, sleep, mindfulness and meditation. (Free to Kaiser Permanente members on kp.org.)</li> <li>• <a href="http://headspace.com">headspace.com</a> an app for anxiety and coping with stress.</li> <li>• <a href="http://momentumcompany.com/kcp">momentumcompany.com/kcp</a> a free app to learn One Moment Meditation for stress and anxiety relief.</li> <li>• <a href="http://insighttimer.com">insighttimer.com</a> a free app for sleep, anxiety and stress.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="http://sfhss.org/learn-about-us">sfhss.org/learn-about-us</a> a clearinghouse of information, assessments, short videos, mental health and well-being resources.</li> <li>• <a href="http://sfhss.org/well-being">sfhss.org/well-being</a> provides a variety of resources, programs and information to support your health and well-being.</li> <li>• <a href="http://greatergood.berkeley.edu">greatergood.berkeley.edu</a> offers articles, videos and helpful tips on dealing with stress, anxiety &amp; crisis.</li> <li>• <a href="http://bit.ly/sfhss-wb">bit.ly/sfhss-wb</a> find helpful articles and videos on mental health topics.</li> </ul>

Better Every Day. AN INTEGRATED HEALTH SERVICE SYSTEM [sfhss.org/well-being](http://sfhss.org/well-being)

## Mental Health Awareness Month



### Goal:

To raise awareness about mental health and drive individuals to mental health resources.

### Objective:

- Increase call volume to EAP
- Increase participation in webinars when compared to previous months
- Increase click rates to CredibleMind

### Campaign Overview:

- Weekly email communications
- Partnered with the Mayors Office to obtain a public service announcement from Mayor London Breed
- Partnered with DPH, AIR, POL, SHF, FIR, LIB, MTA and MYR departments to wear a green ribbon throughout the month
- Highlight EAP services
- Elevate other resources such as CredibleMind, and mental health resources (apps) and services through the health plans
- Provide webinars with topics relevant to emotional and mental well-being
- Provide Stress First Aid training and promoted Mental Health First Aid being offered in June
- Provide Working While Black Healing Circle

## Mental Health Awareness Month: Communications & Webinars

### Weekly Topics Included:

- ✓ What is Mental Health
- ✓ Anxiety
- ✓ Family Mental Health
- ✓ Stress & Burnout
- ✓ Whole Person Well-Being

### Webinars Provided:

- ✓ Laughter, Humor and Play to Reduce Stress and Solve Problems
- ✓ Stress Management Sessions
- ✓ Yoga: Restorative, Hatha, For Beginners, YM Flow
- ✓ Stress Busters: Destress Your Life
- ✓ Talking to Kids About Violent Events with Widespread Media Coverage
- ✓ Adjusting to the New Normal: Resilience, Endurance, and Whole Person Self-Care
- ✓ Sleep: An Essential Component of Health and Well-Being
- ✓ Mental Fitness for Optimal Brain Power

Mental Health  
Awareness Month



Mayor London Breed PSA on Mental Health Awareness Month

#### May is Mental Health Awareness Month

- Nearly **1 in 5 American adults** in California experiences a mental health condition that impacts them at home and at work.
- Approximately **1 in 5 youth** in California experienced some form of mental illness.
- During the pandemic, about **30.7% of adults** in the U.S. have reported symptoms of anxiety or depression.
- A survey conducted by **WTW Well-being Diagnostic** in October of 2021 found that **86%** of Employees said that mental health and dealing with burnout

Mental Health  
Awareness Month



Whole person well-being is the focus for the final week of Mental Health Awareness Month. Frontline workers experience whole-person well-being. Continue to assess with a focus of mental and physical health and can help with more positive emotions. Please take a moment to watch a video tribute to our Frontline Workers.

#### Whole Person Well-being



## Calls/Cases: Internal & External EAP

### Highlights:

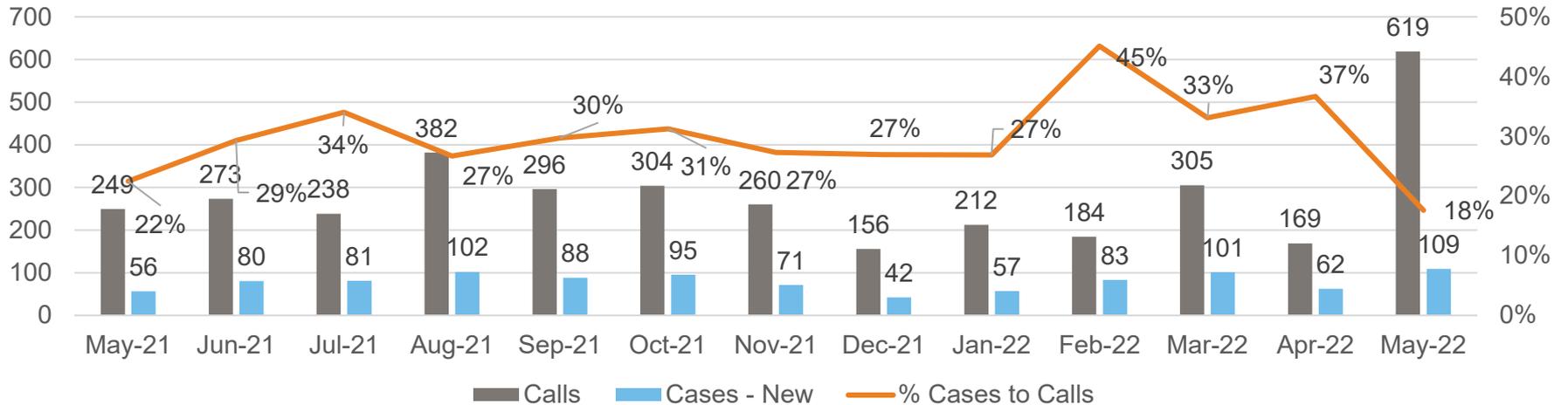
- Calls**

- Compared to May 2021: 59.7% increase for the month
- 266% increase from previous month
  - *Note: Due to a new phone routing system, some calls for other divisions may have been routed to EAP, which may affect the total call volume*

- Cases**

- Compared to May 2021: 48.6% increase in cases
- 43.1% increase in cases when compared to April (previous month)

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



## SFHSS Internal EAP: February and March Highlights

2022 YTD: SFHSS EAP Services & Individuals Served

