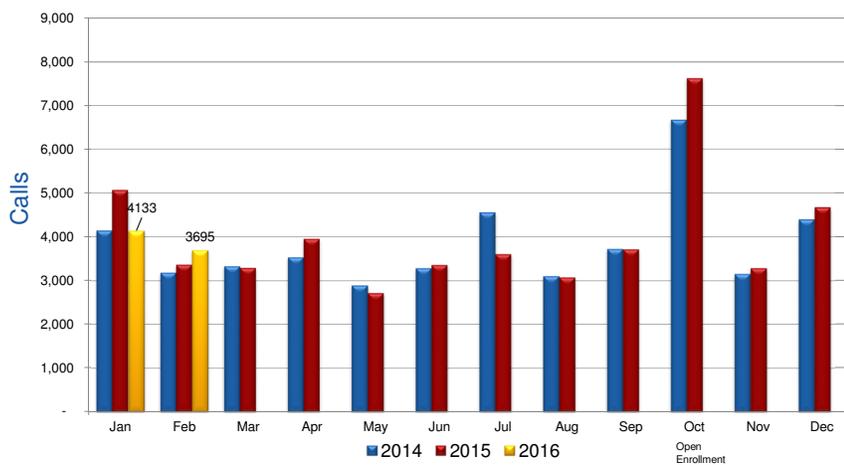


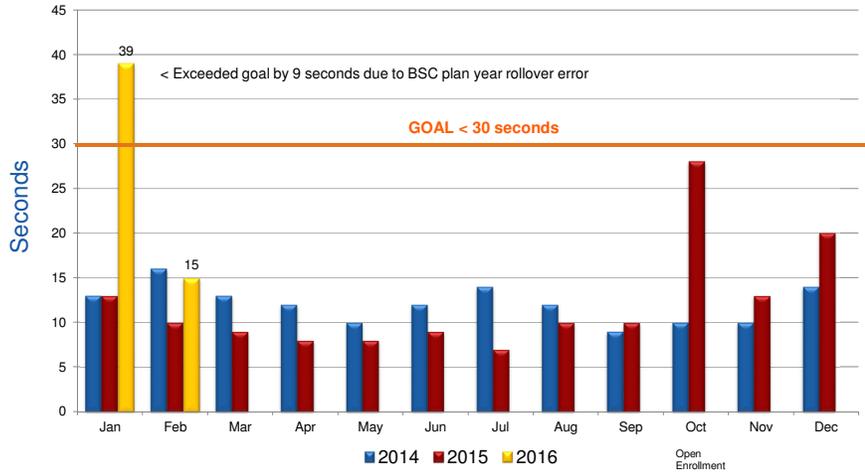
## Calls and Office Visits: February 2016

- Calls and In-person Assistance total:
  - Inbound calls: 3,695 answered calls (9.7% ↑ from 2015)
  - Speed of answer: 15 seconds (50% ↑ from 2015)
  - Abandonment rate: 1.2% (46 Calls)
  - In-person assistance: 1,137 members (3% ↑ from 2015)

## Inbound Calls: February 2016



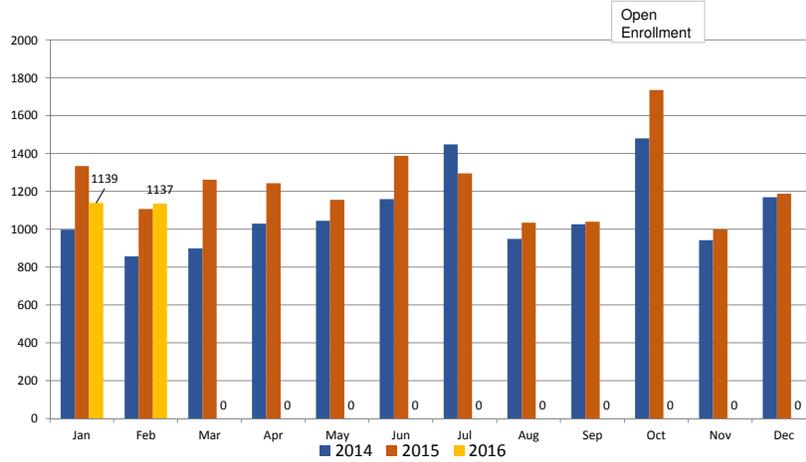
### Call Speed of Answer: February 2016



### Abandonment Rate: February 2016



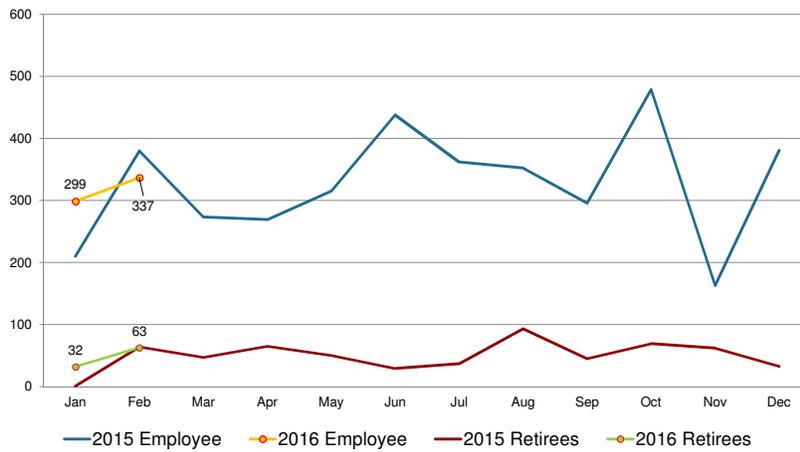
## In-person Assistance: February 2016



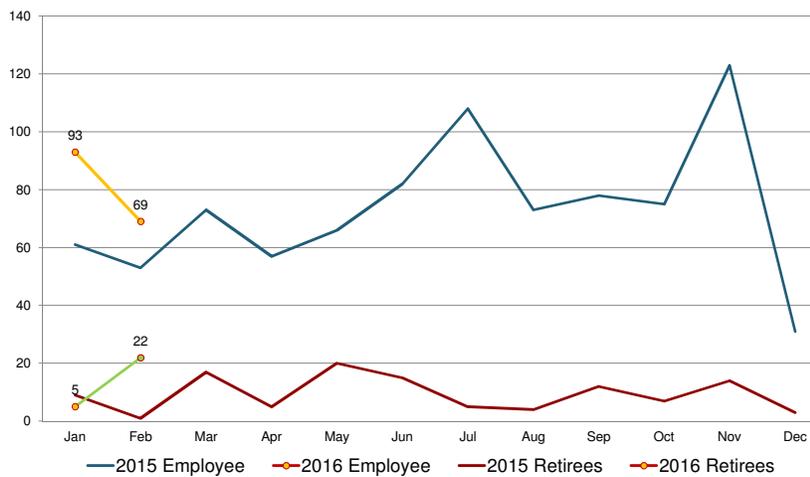
## Delinquencies & Terminations: February 2016

- Delinquency Notices Sent
  - Employees: 337
  - Retirees: 63
- Termination Notices Sent
  - Employees: 69
  - Retirees: 22

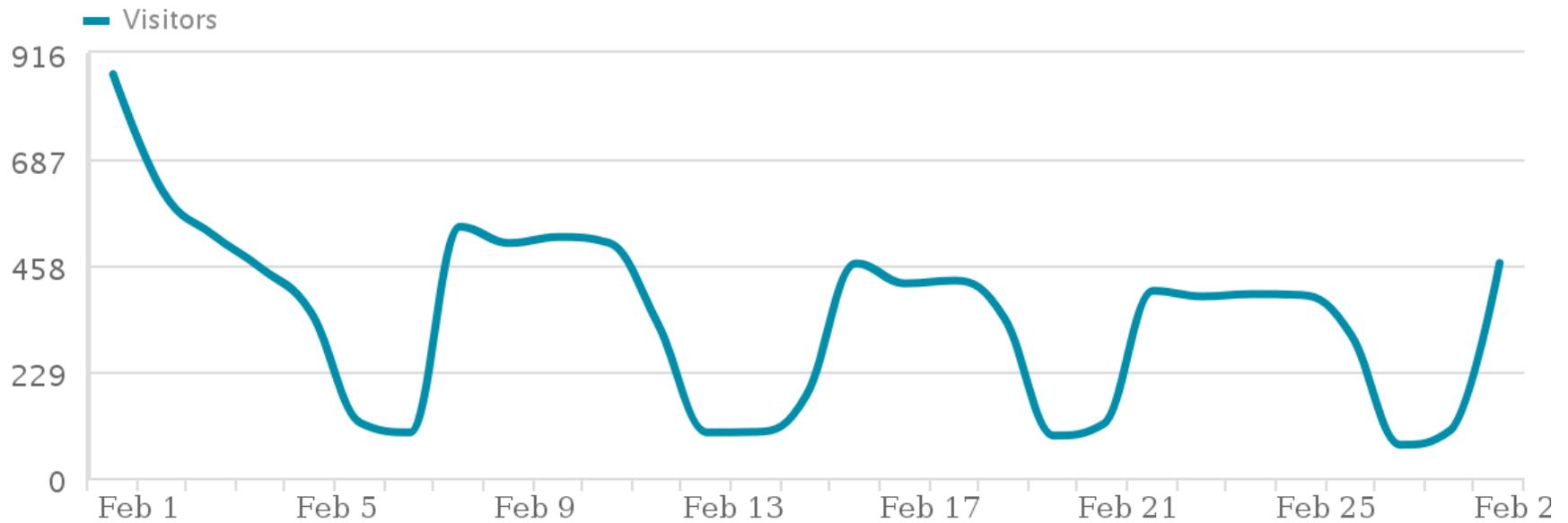
## Delinquency Notices: February 2016



## Termination Notices: February 2016



## Website Visits: February 2016



10,201 website visitors

## Most Visited Website Pages: February 2016

<b>Home Page</b>	6,598
<b>City &amp; County Employee Benefits</b>	3,094
<b>Retiree Benefits</b>	1,415
<b>Member Services Top Ten Topics</b>	915
<b>Well-being DPP</b>	888
<b>Health Service Board</b>	814
<b>Well-being Seminars</b>	774
<b>Search Results</b>	760
<b>1095-C Information</b>	750
<b>Blue Shield</b>	641

## Top Website Downloads: February 2016

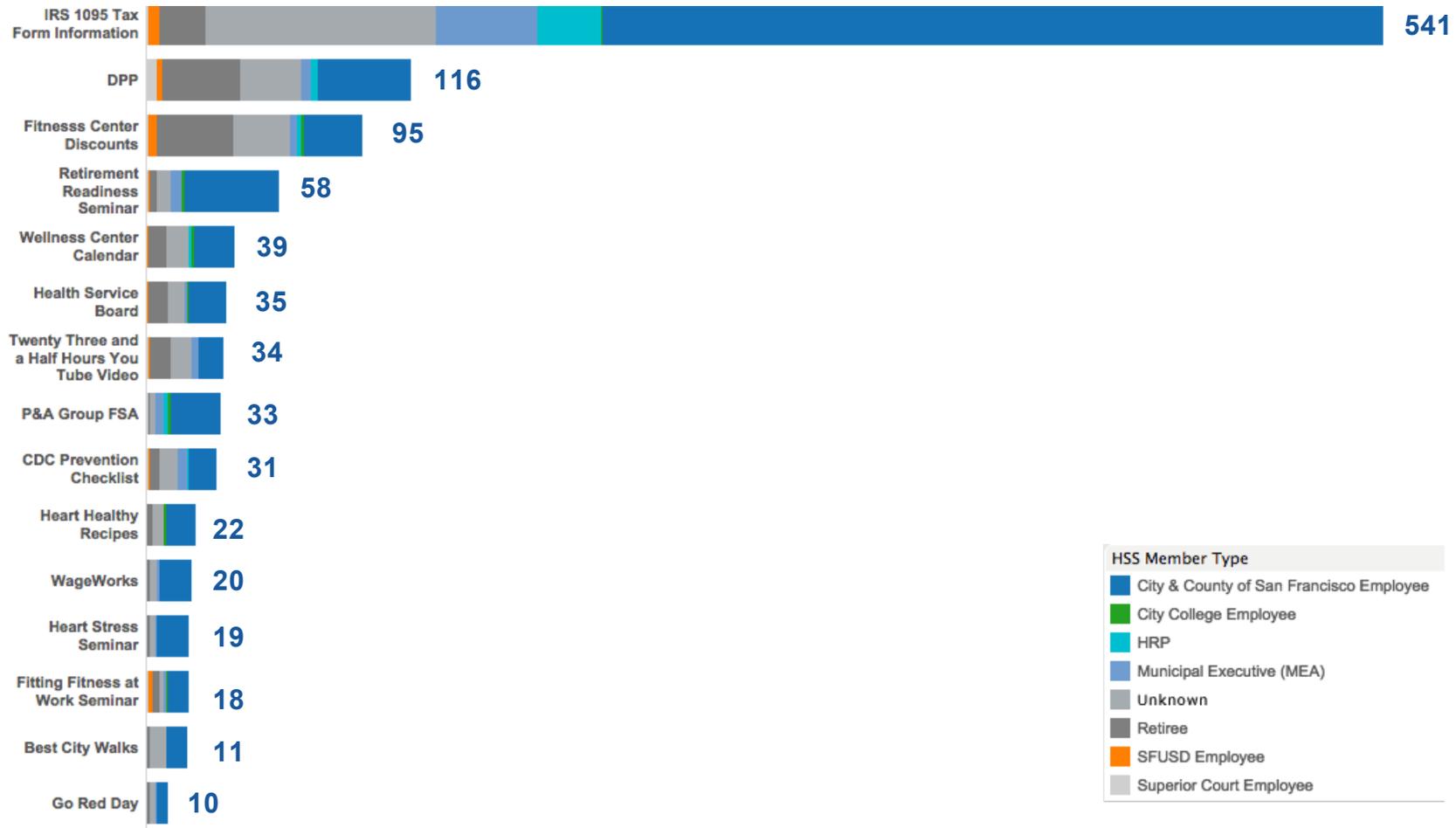
<b>2016 City &amp; County Employee Benefits Guide</b>	785
<b>2016 City &amp; County Employee Premium Rates</b>	398
<b>2016 Retiree Benefits Guide</b>	323
<b>2016 Retiree Premium Rates</b>	257
<b>2016 City &amp; County Employee Enrollment Form</b>	212
<b>2016 Kaiser Summary of Benefits</b>	167
<b>2016 Blue Shield Summary of Benefits</b>	162
<b>2016 Delta Dental Summary of Benefits</b>	159
<b>2016 P&amp;A Group FSA Brochure</b>	128
<b>2016 VSP Vision Summary of Benefits</b>	113

## eNews February 2016

### Subject Line: Heart Healthy February

<b>Total Delivered</b>	16,427	
<b>Opened</b>	5,747	35%
<b>Clicked Links</b>	1,134	7%

# Enews Clicked Links: February 2016



## February 2016 Communication Highlights

- Successful communications campaign relating to new 1095-C tax form resulted in lower than expected call volume for Operations.
- Conducted first round interviews with wellness manager for wellness graphic designer.
- Surveyed and met with other City departments issuing RFPs for website rebuilds, in preparation for similar work on myhss.org.
- Collaborating with wellness, operations and Director on year-ahead communications calendar.

## February 2016 Communication Highlights

- Added Google Analytics code to myhss.org to capture additional user information, in preparation for myhss.org rebuild.
- Completed first section of free Google Analytics Academy courses.
- Created sample demographics dashboard in Tableau for Analytics team. This is an example of how HSS executives could view Tableau data at a glance.
- Collaborated w/finance on 10-County Survey report.

## PeopleSoft (eMerge):

- Assisted in resolution of deduction issue which abnormally terminated and impacted 200 members
- Submitted to IRS first round of 1094/1095 software tests
- Reviewed 2016 payment thresholds for payment files
- Documented issues and recommended solutions for system errors:
  - NSF payments were causing the Delinquency Reconciliation report to be out of balance
  - Duplicate records were appearing in the Overage Audit Report
  - Analysts incorrectly were able to update paid delinquencies

## IT INITIATIVES:

- Created daily load process for customer relationship management system updates
- Resolved 59 support tickets in last 30 days (as of March 2)

## DATA ANALYTICS:

- Prepared data for AON Healthcare Value Index upcoming presentation
- Continued development of Early Retiree dashboard
- Completed data validation of historical APCD risk scores
- Provided data in support of annual rates & benefits activities

## OTHER:

- Conducted Annual HIPAA training of HSS staff
- Conducted HIPAA risk assessment
- Attended Truven Health Public Employee Forum
- Attended 3 day Oracle 12c SQL workshop (eMerge just upgraded on Feb 27 to Oracle 12c from version 11g)
- Attended Key eMerge Departments (KED) and eMerge Steering Committee (ESC) meetings



## Finance and Accounting

- Finalized Blue Shield Flex experience for CY 2015
- Completed the 2016 10-County Survey
- Participation in the on-going project to replace citywide financial system
- Submitted the General Fund Administration Budget to the Mayor's Office ahead of the deadline

## Contracting and Vendor Management

- Completed a contract with Allegory for Team Building for the Management Team
- Finalized a scope of work for the Employee Engagement Survey
- Fully executed an agreement with CirclePoint for professional services related to development and design of print and web-based promotional materials, with copy writing services for the Wellness program.

# Employee Well-being Program Update

## February

- Coordinated the first ever Champion Appreciation Event to recognize the efforts of the Champions. Sup. Farrell, gave the keynote speech. Directors Callahan and Dodd spoke on behalf of the Well-being Program Sponsors.
- Existing Champions were contacted to see if they would like to continue in the role. Where needed, new Champions are being recruited.
- Coordinators supported recruitment effort for the Getting in Balance Study.

# Getting in Balance Study Update

## Diabetes Prevention Program Study Recruitment:

- One South Van Ness (October 2015) – 26 enrolled
- DPW Cesar Chavez Yard (January 2016) – 22 enrolled
- HSS Wellness Center (February 2016) – 22 enrolled
- PUC Headquarters (February 2016) – 14 enrolled
- MTA Woods (February 2016) – 6 enrolled (canceled due to insufficient numbers)

Total to date recruited in the study: 84

# Wellness Center Update

## February

- Added Zumba and Total Body Conditioning at 1:10
- Replaced Meditation with Tai Chi on Fridays
- Hosted the Getting in Balance Study recruitment sessions
- Offered four seminars: Stress Management for a Healthy Heart, Heart of the Matter, Retirement Readiness, Fitting Fitness in at Work
- Promoted registration for the biometric screening in early March