



# HEALTH SERVICE BOARD CITY & COUNTY OF SAN FRANCISCO

**Mary Hao**  
President

**Claire Zvanski**  
Vice President

**Jack Cremen**  
Commissioner

**Supervisor Matt Dorsey**  
**District 6**  
Commissioner

**Art Howard**  
Commissioner

**Gregg Sass**  
Commissioner

**Fiona Wilson, MD**  
Commissioner

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

**Holly Lopez**  
Executive Secretary

TEL (628) 652-4646  
<http://www.sfhss.org/>

## HEALTH SERVICE BOARD

## GOVERNANCE COMMITTEE

## MEETING MINUTES

Monday, March 10, 2025, 1 p.m.  
City Hall, Room 408  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102

and

VIRTUAL PRESENTATION BY Webex

## Remote Meeting Access

The Health Service Board welcomes public participation during public comment periods. There will be an opportunity for the general public to comment at the beginning of the meeting and on each discussion or action item on the agenda. Each comment is limited to 3 minutes, and the Chair may, at their discretion, limit public comment to less than 3 minutes per member of the public. For those attending remotely, the Commission will hear up to 30 minutes of remote public comment total for each agenda item. Remote public comment from people who have received an accommodation due to disability will not count toward the 30-minute limit. Remote viewing may not be available due to technology outages.

**Watch** at 1:00 p.m. on March 10, 2025 (via [SFGovTV schedule](#))

**Click the link to join the meeting** – [March 10, 2025 HSB Governance Committee Mtg WebEx link](#)

**Public Comment Call-In: 415-655-0001 / Access Code: 2663 979 4777 Webinar Password: 1145**

### Listening to the meeting via phone

1. Dial into **415-655-0001** and then enter **access code** 2663 979 4777#, then # again
2. Press \*3 to enter the Public Comment queue, and you will hear the prompt, “You have raised your hand to ask a question; please wait to speak until the host calls on you.” When the system message says, “Your line has been unmuted,” - **THIS IS YOUR TIME TO SPEAK.**
3. You will be muted when your time to speak has expired.

### Watching the meeting on WebEx

1. Join via hyperlink [March 10, 2025 HSB Governance Committee Meeting WebEx link](#)
2. Webinar Password: 1145
3. **Click on the Raise Hand Icon** to be placed in the queue to speak. A raised hand will appear next to your name. When you are unmuted in the system, a request to unmute will appear on your screen, please select unmute to speak.
4. When you are unmuted in the system, a request to unmute will appear on your screen, please select unmute to speak. Once you hear me say “Welcome Caller,” you can begin speaking.
5. When your time has expired, you will be muted. Please click on the Raise Hand Icon to lower your hand.

Members of the public are encouraged to state their name clearly, although you may remain anonymous. You will hear an audible warning when you have 30 seconds remaining. When your 3 minutes have ended, you will be placed back on mute.

### 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 p.m. on Sunday, March 11, 2025**, 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, and the Board Secretary will note on the record during the specific agenda item that the Board received written public comment on that item and will include that note in the meeting minutes. In the body of your email, indicate the meeting date and the particular agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

1. **CALL TO ORDER:** 1:05 p.m.

2. **ROLL CALL:**

Committee Chair Claire Zvanski - Present  
Commissioner Mary Hao - Present  
Commissioner Fiona Wilson - Present

3. **GENERAL PUBLIC COMMENT - This is 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: None

4. **REVIEW AND APPROVE THE 2024 ANNUAL BOARD SELF-EVALUATION REPORT: (Action)**

[See pdf of the HSB 2024 Annual Board Self-Evaluation Report](#)

[See pdf of the HSB 2024 Annual Board Self-Evaluation Report presentation](#)

Holly Lopez, Board Secretary presented the following items:

- The Process & Self-Evaluation Areas
- Executive Summary Highlights
- Governance Structure and Policies Results
- Board Member Interactions and Meeting Activities Results
- Goal Setting and Communications Results
- Board's Interactions with Management Results
- 2024 Action Steps Taken to Improve 2023 Requests
- Conclusion: Areas to Focus for 2025

Within the Governance Structure and Policies section, Commissioner comments included a request for more targeted education and ongoing training throughout the year. One comment noted that new commissioners are assigned many educational programs to complete during their first 12 months to prepare them for their new roles, in addition to the normal mandatory online training due by December 31st of each year. The commenter suggested reviewing the required timing of these programs to determine if some could be more effective in the commissioners' second year given the human ability to retain only a certain amount of new information at one time. Commissioner Wilson suggested that these items could be operationalized into the regular schedule.

The final comment in this section highlighted that the meeting packets were well-prepared and helped support the Commissioners before meetings. There was a request for a projected calendar, possibly organized quarterly, to provide insight into key upcoming decisions for the Commissioners. Commissioner Wilson and Chair Zvanski agreed the calendar would be helpful. Executive Director Yant noted that the rates and benefits calendar served as a central guide and was reviewed at each Board meeting. She mentioned the timeline of the "clock" to see the rates and benefits package to the Board of Supervisors each year. She suggested starting with a review of these existing tools to enhance understanding, acknowledging that the first few cycles could be confusing but eventually became clearer over time. Commissioner Hao pointed out that the rates and benefits calendar already outlined what was being considered at each meeting. However, she agreed that having the key timelines or "the clock" would also help provide additional clarity. Commissioner Wilson emphasized that the calendar and timelines also served as a way to communicate with the

public, reinforcing that these dates were not arbitrarily set but legislated. She suggested identifying which timelines had flexibility and which did not to improve understanding. Executive Director Yant found it particularly helpful at the Board of Supervisors meetings, noting that by the time decisions reached that stage, the supervisors have just that day—to make a decision. She emphasized that this was due to the structured process driving the timeline and stressed the importance of appreciating the extensive work that led up to that moment, as there was no flexibility once they reached it.

Within the Goal Setting and Communication section Commissioner comments included revising questions 21 and 22 stating they might be inaccurate, as the Board does not establish goals but rather affirms and receives information and clarified that goal-setting is actually the responsibility of the staff. The questions in question stated that the Board establishes suitable goals for the organization as a whole and for member services, which might not accurately reflect the Board's role. Executive Director Yant suggested that "approves" might be a better word choice than "establishes," as that more accurately reflected the Board's role. She explained Operational goals were included in monthly reports. However, she acknowledged that if needed, the Operational goals could be brought forward, though they were generally administrative and not within the Board's purview.

Commissioner Wilson noted that the survey contained many slightly different questions, particularly in Table 3, which focused on the Board, staff, and member services. She questioned whether the complexity was necessary, as the Board's actions might not differ significantly across these areas. While acknowledging that operationally, HSS dealt with distinct groups such as providers, doctors, health plans, and staff, she suggested revisiting the survey's length and structure in the fall rather than making immediate changes. Chair Zvanski agreed with Commissioner Wilson's point and while occasional new matters required consideration, she described the process as largely continuous. She then asked Director Yant for confirmation. Director Yant confirmed that the evaluation tool was reviewed annually and viewed the current Board transition as an opportunity for fresh perspectives. She highlighted that few, if any, Boards conducted regular evaluations and credited this practice to past leadership. She suggested that revisiting the evaluation with new members would honor that legacy. Commissioner Hao agreed about refining language to ensure accuracy and measurability. She also highlighted Executive Director Yant's dashboard as a valuable tool for tracking service delivery and identifying areas for process improvements on a monthly basis. Secretary Lopez recorded that Questions 21 and 22 could be reconsidered for language adjustments in the fall when the Committee reconvened for a more in-depth review. She also noted that the evaluation form had remained unchanged since 2015, though earlier versions existed. She suggested that after 10 years, modifications might be appropriate.

Within the Interaction with Management Section insights were shared that the environment between the Board and staff was very positive and get along well. There were also questions (28, 29, 30, and 33) that the Board members hadn't been able to observe yet due to their time on the Board. These questions related to the Board providing sound advice, challenging management constructively, offering alternative viewpoints, and giving helpful feedback to the Executive Director. President Hao agreed with the comments on questions 28, 29, 30, and 33, noting that disagreements could happen but were rare. She shared that, during her time on the Board, there had been occasions where the Board didn't agree with staff recommendations or suggested changes. However, these disagreements were handled professionally and infrequently, making it hard to measure during every review period. Director Yant pointed out that while disagreements were rare, she had developed a practice of speaking with each Board member before meetings to understand any questions they might have. This practice helped prepare more thorough responses

during meetings, allowing for more complete conversations. She noted that this practice had fallen off recently and requested that her successor, whether acting or permanent, be given the same opportunity to engage with the Board members in this way. Chair Zvanski agreed that the practice set up a good working relationship and emphasized the importance of continuing such collaboration and cooperation. She expressed hope that Director Yant's successor would adopt the same approach.

Commissioner Wilson moved to approve the Health Service Board 2024 Annual Self-Evaluation Report. Commissioner Hao seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Hao, Wilson, and Zvanski                      Noes: None

**ACTION: The Health Service Board Governance Committee approved the Health Service Board 2024 Annual Self-Evaluation Report and bring to the full Board for final approval.**

**5. REVIEW AND APPROVE THE 2024 BOARD EDUCATION REPORT AND EDUCATION PLAN FOR 2025 DRAFT: (Action)**

[See pdf of the 2024 Board Education Report and Education Plan for 2025](#)

[See pdf of the 2024 Board Education Report and Education Plan for 2025 presentation](#)

Holly Lopez, Board Secretary presented the following items:

- Education Experiences Offered in 2024
- Self-Study Education Hours in 2024
- Commissioner City-Wide and SFHSS Required Training
- Topics for 2025

Commissioner Wilson noted the annual Ethics and Sunshine training that coincides with the required Form 700 is closer to 3 hours long. Secretary Lopez said the time would be updated in the final report.

Commissioner Hao moved to approve the Health Service Board 2024 Annual Education Report and Education Plan for 2025. Commissioner Wilson seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Hao, Wilson, and Zvanski                      Noes: None

**ACTION: The Health Service Board Governance Committee approved the Health Service Board 2024 Annual Education Report and Education Plan for 2025.**

**6. VOTE ON WHETHER TO HOLD CLOSED SESSION TO REVIEW AND APPROVE 2024 ANNUAL EMPLOYEE PERFORMANCE EVALUATION REPORT: (Action)**

Committee Chair Zvanski moved to hold a closed session to review and approve the annual employee performance evaluation. Commissioner Wilson seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Hao, Wilson, and Zvanski                      Noes: None

**ACTION:** The Health Service Board Committee approved holding a closed session to review and approve the annual employee performance evaluation.

**GOVERNMENT CODE SECTION 54957 (B)(1) AND SAN FRANCISCO ADMINISTRATIVE CODE 67.10(B): PUBLIC EMPLOYEE PERFORMANCE EVALUATION**

**CLOSED SESSION**

**7. REVIEW AND APPROVE THE 2024 ANNUAL EMPLOYEE PERFORMANCE EVALUATION REPORT: (Action)**

Presented by Holly Lopez, Board Secretary

Employee and Position: Abbie Yant, SFHSS Executive Director

DOCUMENTS ATTACHED: 2024 Annual Employee Performance Evaluation Report

PUBLIC COMMENT:

ACTION:

**RECONVENE IN OPEN SESSION**

Approximately 20 minutes in closed session.

**8. POSSIBLE REPORT ON ACTION TAKEN IN CLOSED SESSION (Government Code Section 54957.1 and San Francisco Administrative Code Section 67.12(b): (Action)**

Committee Chair Zvanski moved to not report on action taken in closed session. Commissioner Hao seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Hao, Wilson, and Zvanski                      Noes: None

**ACTION:** The Health Service Board Committee approved to not report on action taken closed session.

**9. VOTE TO ELECT WHETHER TO DISCLOSE ANY OR DISCUSSION HELD IN CLOSED SESSION: (San Francisco Administrative Code Section 67.12(a)): (Action)**

Committee Chair Zvanski moved to not disclose any or all discussion held in closed session. Commissioner Hao seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Hao, Wilson, and Zvanski                      Noes: None

**ACTION:** The Health Service Board Committee approved to not disclose any or all discussion held in closed session.

**10. ADJOURNMENT: 2:12 p.m.**

1145 MARKET STREET 3<sup>RD</sup> FLOOR, SAN FRANCISCO, CA 94103

## Health Service Board and Health Service System Website: <http://www.sfhss.org>

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

1. There will be an opportunity for general public comment at the beginning of the meeting, and there will be an opportunity to comment on each discussion or action item on the agenda. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
2. A member of the public has up to three (3) minutes to make pertinent public comments; the Chair has the discretion to limit public comment to less than 3 minutes per member of the public.
3. Public Comment can be given in-person, remotely, or written.
4. Members may submit their comments by email to [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org) by 5 p.m. 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 and the Board Secretary will note on the record during the specific agenda item that the Board received written public comment on that item, and will include that note 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.
5. Remote public comment from people who have received accommodation due to disability will not count toward the 30-minute limit.

### 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, at 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.

City Hall Room 416 is wheelchair accessible. There are elevators and accessible restrooms located on every floor. **Wheelchair-accessible entrances are located on Van Ness Avenue and Grove Street. Please note the wheelchair lift at the Goodlett Place/Polk Street is temporarily not available.** After multiple repairs that were followed by additional breakdowns, the wheelchair lift at the Goodlett/Polk entrance is being replaced for improved operation and reliability. We anticipate having a functioning lift after the completion of construction in May 2025.

This meeting will be broadcast and captioned on SFGovTV. Remote public participation is available upon request for individuals who cannot attend in person due to disability. Making a request to participate remotely no later than one (1) hour prior to the start of the meeting helps ensure the availability of the meeting link. Sign Language Interpretation is also available upon request. If requesting remote Sign Language Interpretation, please submit an accommodation request a minimum of 4 business hours prior to the start of the meeting. Allowing a minimum of 48 business hours for all other accommodation requests (for example, for other auxiliary aids and services) helps ensure availability. To request an accommodation, please contact Holly Lopez, [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org), 628-652-4646.

To access the meeting remotely as an accommodation, please use [March 10, 2025 HSB Governance Committee Mtg WebEx link](#) or call 415-652-0001. Please find instructions at the beginning of this agenda for how to use WebEx for the purposes of remote public comment.

### 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 the 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 contact all members of the Health Service Board: [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org).

### 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).

**Chat GPT Generative AI was used to summarize and clarify discussion points in the meeting minutes.**

