

**MEMORANDUM**

**DATE:** March 13, 2025  
**TO:** Mary Hao, President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** March 13, 2025, Director's Report

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**EXECUTIVE DIRECTOR RECRUITMENT-ACTING DIRECTOR APPOINTED**

Effective March 15, 2025, Rey Guillen is the Acting Director of the San Francisco Health Service System. I am confident he will lead the organization as we await the Health Service Board's selection of a new Executive Director.

**PLAN YEAR 2026 LIFE AND DISABILITY REQUEST FOR PROPOSAL (RFP) UPDATE**

The Life and Disability RFP Deadline for Proposals has been updated to March 10th. Evaluation by the RFP panel and actuarial assessment of financial submissions will occur between March 14th and April 11th with Oral Interviews for the highest scoring three (3) bidders occurring the week of April 28th. SFHSS will present the results of the RFP and Aon will present the rates for the selected bidder at the May 8th regular meeting of the Health Service Board.

**BLACK-OUT NOTICE CONTINUES** (see attachment)

Black-Out Period notification to the Health Service Board began on November 14, 2024, and extends through both:

- the completion of the San Francisco Health Service System ("SFHSS") formal request for proposal for Life and Disability Benefits ("2026 Life and Disability RFP") and the presentation of the results of the 2026 Life and Disability RFP to the Board and
- the completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

**HEALTH SERVICE BOARD 2025 ELECTION**

A Health Service Board election for one member seat will occur in May 2025. The Department of Elections will conduct the election. The nomination period closed on February 14, 2024, at 5 p.m. The election process is underway in collaboration with the Department of Elections. The Election schedule is available on the [2025 Health Service Board's Election webpage](#). The Department of Elections will send ballots to all active employees, retired employees, qualifying surviving spouses, and qualified surviving domestic partners. The voting takes place from May 16 through May 30, 2025.

Find More Information can be found

1. [2025 Health Service Board Election webpage](#)

2. [HSB Election Schedule](#)
3. [HSB Election Fact Sheet](#)

Contact Holly Lopez, Health Service Board Secretary, (628) 652-4646, [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org) with any questions.

## **EQUITY AND INCLUSION CELEBRATIONS**

March is a month of new beginnings. From Daylight Savings to the first day of Spring, it is a time full of change and celebrations, including Women's History Month, International Women's Day, and Employee Appreciation Day.

The [National Women's History Alliance](#) (NWHHA) proudly established March as National Women's History Month, ensuring diverse women's voices and contributions are recognized and celebrated. For 2025, the NWHHA proudly presents the theme "*Moving Forward Together! Women Educating & Inspiring Generations.*" Discover how the theme celebrates the powerful influence of women who have dedicated their lives to education, mentorship, and leadership through the [2025 Theme Flyer](#). Also unlock the power of women's history through the comprehensive [NWHHA Women's History Toolkit](#). This go-to resource brings women's history to life at any organization or community event through discussion guides, inspiring stories and historical resources.

On International Women's Day (March 8th), there is also a bold call for action to support all women and girls worldwide in achieving zero violence, peace and security and decision-making power. Visit the United Nations Women's webpage for [six actions to unlock gender equality](#) and stories of hope and resilience from international leaders like [Rabéa Naciri](#) of Morocco, [Robie Halip](#) of the Kalanguya and Kanakanaey Indigenous Peoples Nations, [Flutura Xhabija](#) of Albania, and [Lúcia Xavier](#) of Brazil.

As we turn our gaze from the globe to the work families we belong to locally, Employee Appreciation Day, March 7<sup>th</sup>, reminds managers everywhere of the importance of thanking their employees when they do good work. As employees strive to balance both personal and professional lives, we encourage our citywide family to tap into [diverse activities](#) offered through SFHSS Well-Being. Topics of focus include healthy lifestyle recommendations, tactics to boost joy through movement, and the power of meditation to support our most valuable asset, our staff, in appreciation of their service to our community.

## **HEALTHCARE AFFORDABILITY BOARD AND ADVISORY COMMITTEE**

The Health Care Affordability Board is a decision-making body charged with setting statewide and sector-specific spending targets, appointing a Health Care Affordability Advisory Committee, and approving key benchmarks, such as alternative payment model adoption and the share of spending dedicated to primary care and behavioral health, among other responsibilities. Board members may not receive compensation from healthcare entities.

Next board Meeting: March 25, 2025

Advisory Committee Next Meeting: March 17, 2025

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

At their [February 25, 2025, meeting](#), the following informational items:

- Informational Items
    - OHCA's Recommendation for Hospital Sector Target Methodology and Values Proposed Hospital Sector Definition Regulations
    - Baseline Report Content Preview
    - Proposed Total Health Care Expenditures Regulations, Summary of Public Comments
    - Behavioral Health Investment Benchmark including Advisory Committee Feedback
- 

## SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: MARCH 2025

### PERSONNEL

- Welcome:
  - 1209- Benefits Technician - Vi Ngo first day of work 3/17/2025
- Retirements:
  - Executive Director-Abbie Yant
- Recruitments:
  - 1209 Benefits Technician *Temporary exempt* Category 18 position interviews to be scheduled
  - 1210 Benefits Analysts–Interviews to be scheduled
  - 2593 Health Program Coordinator III Interviews are scheduled

### COMMUNICATIONS:

- Developed 2024 Annual Report

### FINANCE AND BUDGET:

- Completed 10-county survey for 2026 rate setting
- Updated 5-year healthcare cost forecast for the CCSF budget

### CONTRACTS:

- Support Enterprise Systems and Analytics unit to leverage qualified list of proposers to optimize benefits administration (PeopleSoft HCM 9.2)
- Support for Well-being division in expansion of EAP services to frontline departments and amendment to agreement with EAP service and support vendor partner ComPsych

### WELL-BEING: (see attachment)

- Annual Sleep Campaign Launched 3/1
- Executed a Well-Being Key Player Training, titled Sleep Deprivation: Protecting Your Physical and Mental Health with 75 in attendance
- Completed FYU24-25 Q3 check-In meetings with approximately 38 departments on their Well-Being Strategic Plan

### ATTACHMENTS:

- Black-Out Notice Reminder
- Operations Monthly Dashboard
- Well-Being Monthly Dashboard

**MEMORANDUM**

**DATE:** November 14, 2024  
**TO:** Mary Hao, President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** Black-Out Period Notice, November 14, 2024 through June 2025

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This memorandum shall serve as the Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 14, 2024, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for Life and Disability Benefits (“2026 Life and Disability RFP”) and the presentation of the results of the 2026 Life and Disability RFP to the Board and
- the completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

Pursuant to the [Board’s Policies](#) (page p. 46 “External Communications – Service Providers”, p. 48 “Black-Out Periods”, p. 49 “Contracts”), the Board must be notified of the start of this Black-Out Period prior to the release of any solicitation for the selection of a primary service provider, as well as prior to the beginning of the annual SFHSS Rates and Benefits process. Such notice is now given.

During this Black-Out Period, Board members are prohibited from any communications or activities with current or potential future service providers or their representatives, agents, employees, or officers on matters relating to SFHSS competitive bid processes for the selection of the service providers for life and disability benefits, including, but not limited to, basic and supplemental life, long-term disability and short-term disability, and accidental death and dismemberment benefits, and/or the 2026 Life and Disability RFP (collectively, “Unauthorized RFP Communications and Other Prohibited Activities”), except for communications related to SFHSS matters occurring during public meetings of the Board, the Board of Supervisors, or committees thereof.

Unauthorized RFP Communications and Other Prohibited Activities include communications and activities prohibited by state and local laws related to conflicts of interest, including Section 15.103 of the City’s Charter, Article III (Conduct of Government Officials and Employees), Chapter 2 (Conflict of Interest and Other Prohibited Activities) of City’s Campaign and Governmental Conduct Code, Section 1.126 of the San Francisco Campaign and Governmental Conduct Code (Campaign Reform Ordinance), and Section 87100 *et seq.* and Section 1090 *et seq.* of the Government Code of the State of California.

Communications and activities include face-to-face conversations, conversations through one or more third parties or intermediaries, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications.

Any communications with current or potential future service providers for reasons unrelated to SFHSS during this period must be immediately disclosed in writing to the Executive Director and the Board.

**CC:** Members, Health Service Board  
Members, San Francisco Board of Supervisors  
Jennifer Donnellan, City Attorney

# Operations Dashboard

Health Service Board Meeting • March 13, 2025

Reporting: February 2025

# Operations Dashboard for the Month of February 2025

## Call Center Support

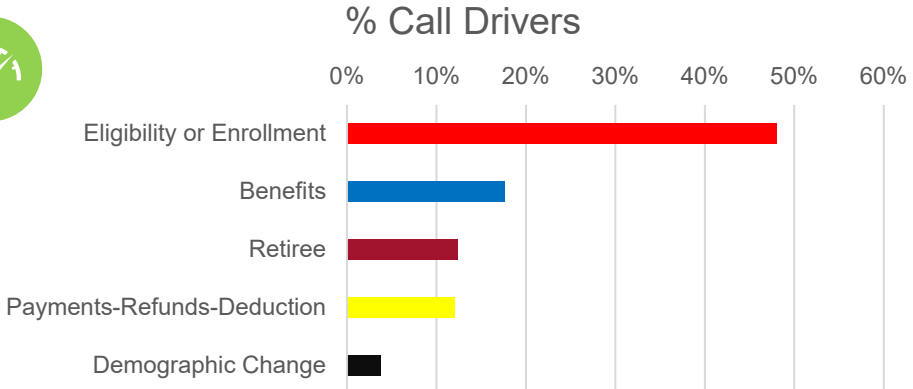
### Call Volume



**3,666**  
calls handled  
February 2024

**2,528**  
calls handled  
February 2025

### Call Drivers Metrics



**Average Speed to Answer**  
**Goal: <3 minutes**



**2 min 41 secs**  
February 2024

**4 min 57 secs**  
February 2025

**Abandonment Rate**  
**Goal: <10%**



**9.14%**  
February 2024

**10.91%**  
February 2025

**Average Handle Time**  
**Goal: <10 min**



**12 min 31 secs**  
February 2024

**6 min 20 secs**  
February 2025

**First Contact Resolution**  
**Goal: >75%**



**43%**  
February 2024

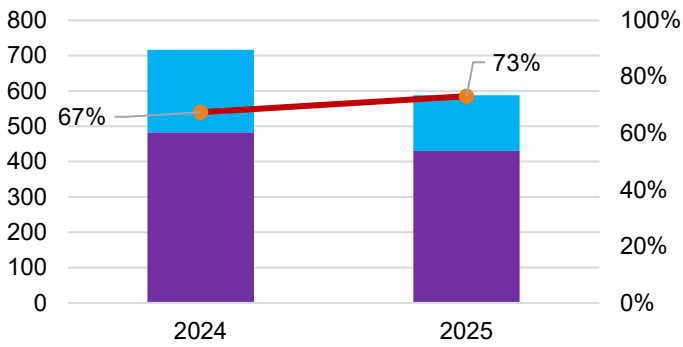
**72%**  
February 2025

# Operations Dashboard for the Month of February 2025

## Transactions

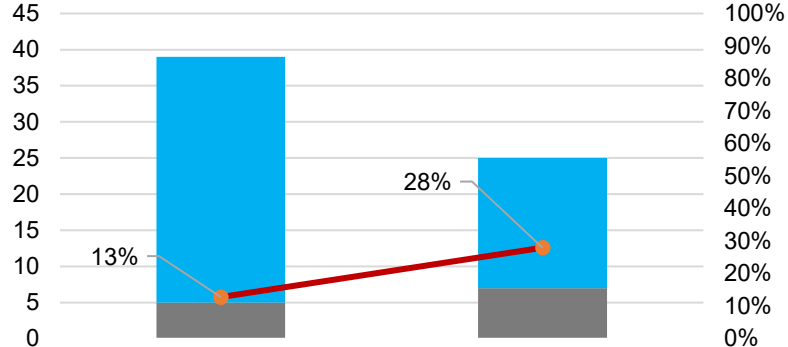


### eBenefits Transactions Actives



- Transactions eligible for eBenefits
- Txns via eBenefits
- % eBenefit Txns

### eBenefits Transactions Retirees



- Txns via eBenefits
- Txns eligible for eBenefits
- % eBenefit Txns

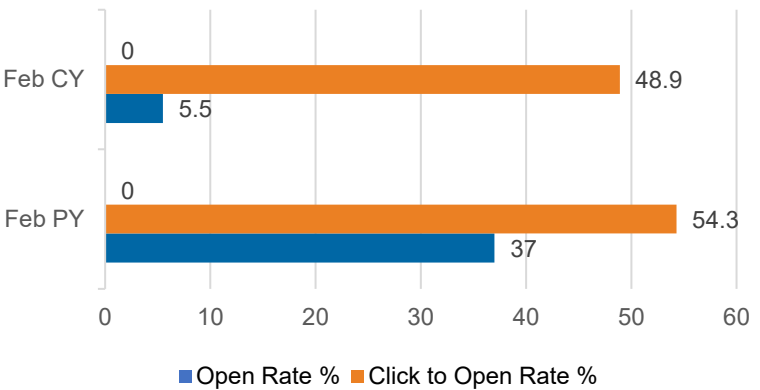
An error in the calculation formula understated in previous dashboards the percentage of transactions done via eBenefits. For the active population, the correct values are approximately 30% higher and for the retirees, the correct values are approximately 10% higher.

# Communications Dashboard for the Month of February 2025

## Member Engagement

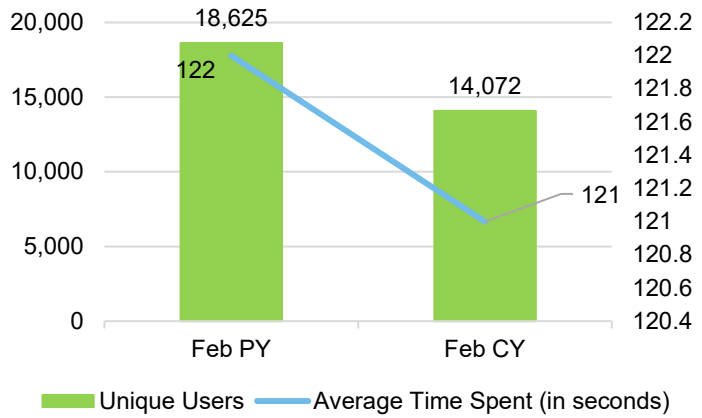
### eNews Engagement

**Goal: >50% Subscribers and 50% Open Rate**

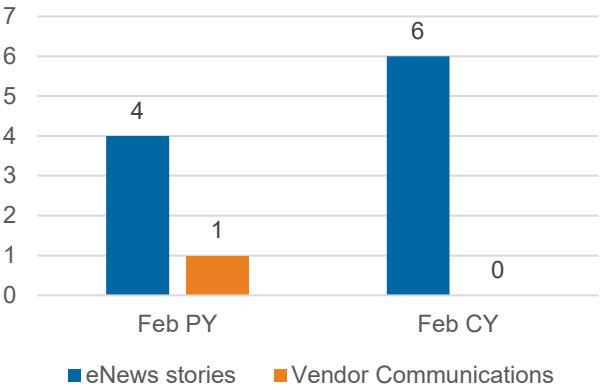


### SFHSS Website Engagement

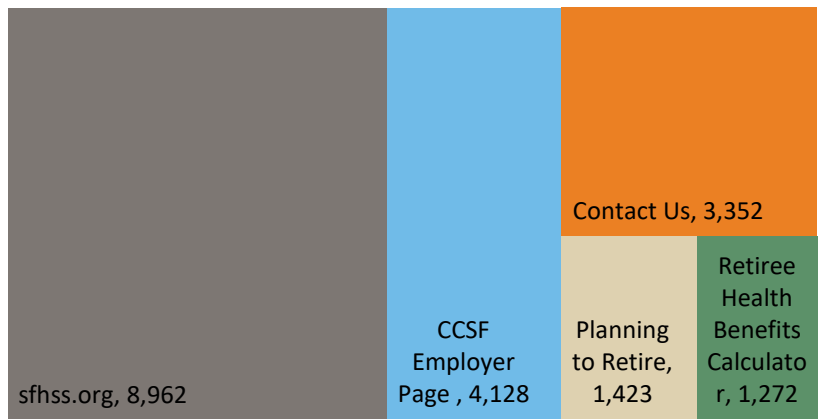
**Goal: >100 seconds**



### Preventive Care Communications **Goal: > 3**



### Top Visited Pages on sfhss.org





# Well-Being Dashboard

Health Service Board Meeting - March 13, 2025

*(Reporting: February - March 2025)*

# Well-Being

## Well-Being@Work Key Players Training: Sleep for Better Health (February 12, 2025, 11:00am-12:00pm)

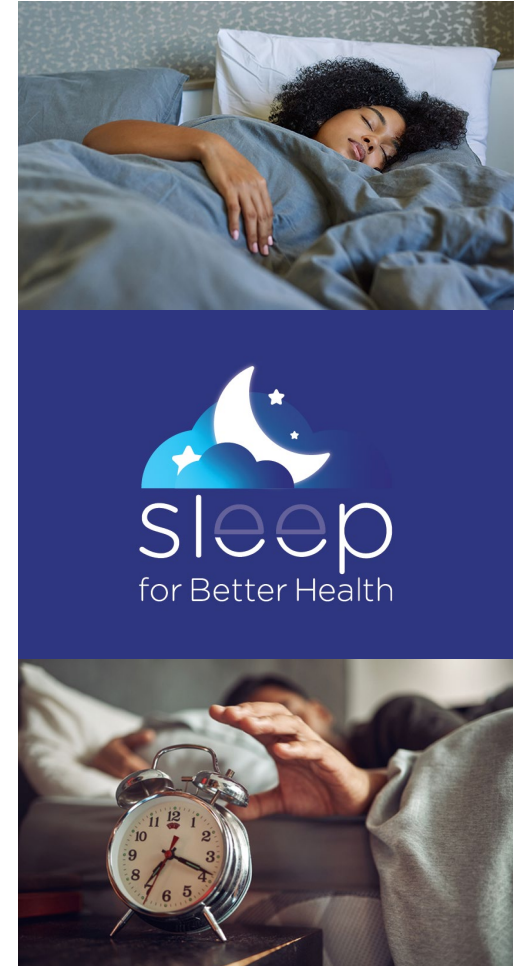
### Training Description:

Q3'FY24-25 Key Player training focused on the upcoming citywide campaign, Sleep for Better Health

### Training Objectives:

- Learn about the connection between sleep and mental health
- Key presentation: "Sleep Deprivation: Protecting Your Physical and Mental Health" by **Douglas Cyr, Senior EAP Counselor**
- Introduce the Sleep for Better Health Campaign, programs, and resources available
- Explore new Well-Being@Work offerings for 2025

**Attendance: 75**





## Sleep for Better Health Campaign

The Sleep for Better Health Campaign helps members improve their sleep by promoting good [sleep hygiene](#), consistent routines, and access to support programs. It highlights the impact of poor sleep on mental health, encouraging healthier sleep habits to break the cycle of stress, anxiety, and cognitive issues.

### 3 Topics of Focus:

1. **Sleep and the Connection to Mental Health and Well-being**
2. **The Silent Struggle: Sleep Problems and Their Toll on Mental Health**
3. **Sleep Your Way to Better Mental Health**

### Objectives:

- Provide a campaign that focuses on the connection between sleep and mental health
- Encourage members to participate in support programs designed to help build healthy sleep hygiene
- Raise member awareness of the well-being benefits available through their health provider and SFHSS

**Target Audience:** All members

**Campaign Website:** <https://sfhss.org/sleep-campaign>

# Well-Being

## Sleep for Better Health Campaign Program Support

### Healthy Habits Program

- In this 4-week program, learn how bedtime habits and thought patterns impact sleep, and discover strategies to improve them

### Small Group Coaching for Sleep

- Work with a Lifestyle Coach to set goals that support good sleep hygiene, a positive work-life balance, and effective stress management

### Resources and Tools

- [Employee Assistance Program](#) – Mental and emotional health can affect how well you sleep; contact EAP for support
- [CredibleMind](#) – Curated list of strategies and resources that help support better sleep
  - [Mental Health Assessment](#)
  - [Sleep Assessment](#)
  - [Sleep Series](#)
- [Sleep Hygiene Tips](#) – A helpful sleep hygiene tool to support your sleep journey
- [Shift Worker Sleep Tips](#) – Sleep tips that focus on the unique schedules of shift workers
- [Events Calendar](#) - Webinars and workshops to learn about tools, strategies, and resources to support your sleep hygiene
- [Sleep Fact Sheet](#) - Are you getting enough sleep?

### Health Plan Benefits

- Access resources and programs that can help support your journey for better sleep

