



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

REGULAR MEETING MINUTES DRAFT

Thursday, March 13, 2025, 1:00 p.m.
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

and

VIRTUAL PRESENTATION BY SFGOV TV and 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 13, 2025 (via [SFGovTV schedule](#))

Click the link to join the meeting – [March 13, 2025 HSB Regular Meeting WebEx link](#)

Public Comment Call-In: 415-655-0001 / Access Code: 2661 696 1884 Webinar Password: 1145

Listening to the meeting via phone

1. Dial into **415-655-0001** and then enter **access code** 2661 696 1884#, 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 13, 2025 HSB Regular 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 and **received by 5 p.m. on Wednesday, March 12, 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:** 1:00 p.m.

2. **ROLL CALL:**

President Mary Hao- Present
Vice President Claire Zvanski- Present
Commissioner John Cremen- Present
Supervisor Matt Dorsey- Present
Commissioner Art Howard- Present
Commissioner Gregg Sass- Present
Commissioner Fiona Wilson, MD.- Present

President Hao announced the following agenda items will be tabled to the April Board meeting

- SFHSS Annual Report
- 2024 Annual Board Self-Evaluation Report
- 2024 Board Education Report and Education Plan for 2025

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.**

None

4. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

[See pdf of the February 13, 2025, HSB Regular Meeting Minutes Approved](#)

[See pdf of the February 13, 2025, HSB Budget and Finance Committee Meeting Minutes Approved](#)

Commissioner Sass moved to approve the February 13, 2025 Health Service Board Regular Meeting Minutes and the Health Service Board Budget and Finance Committee Meeting Minutes. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Hao, Howard, Dorsey, Sass, Wilson, and Zvanski Noes: None

ACTION: The Health Service Board unanimously approved the February 13, 2025 Health Service Board Regular Meeting Minutes and the Health Service Board Budget and Finance Committee Meeting Minutes.

5. **PRESIDENT'S REPORT: (Discussion)**

President Hao acknowledged the countdown to Abby's departure and expressed gratitude to Executive Director Yant for her seven years of service to the city and the department. She conveyed both sadness and excitement as Yant prepared for retirement. She also reminded Board members to complete their Ethics and Sunshine training and submit Form 700 by April 1st. She noted that failure to submit Form 700 would prevent individuals from voting at the next meeting.

PUBLIC COMMENT:

Fred Sanchez, Protect Our Benefits: Request public comment instructions for each public comment period be read aloud, especially for those on remote public comment.

6. **DIRECTOR'S REPORT: (Discussion)**

Presented by Abbie Yant, SFHSS Executive Director

[See PDF of March 13, 2025, Director's Report](#)

Executive Director Abbie Yant, presented the following items:

- Executive Director Recruitment-Acting Director Appointed
- Plan Year 2026 Life/Disability Request for Proposal RFP Update
- Black-Out Notice Continues
- Health Service Board 2025 Election
- Equity and Inclusion Celebrations
- Healthcare Affordability Board and Advisory Committee
- Divisional Reports
 - Human Resources Personnel
 - Operations
 - Enterprise Systems and Analytics
 - Member Services
 - Communications
 - Finance and Budget
 - Contracts
 - Well-Being

Executive Director Yant acknowledged and appreciated the accolades Supervisor Dorsey offered her at the Board of Supervisors meeting the previous day. Supervisor Dorsey expressed gratitude for Yant's service on behalf of the entire Board and recognized her well-earned retirement

PUBLIC COMMENT:

Anne Thompson, Aon, along with her colleague Mike Clarke from Aon, submitted a letter to the Board Secretary earlier in the week, requesting it be added to the public record. She expressed gratitude for the opportunity to work with Abbie for seven years and extended many thanks.

7. **SFHSS FINANCIAL REPORT AS OF JANUARY 31, 2025: (Discussion)**

[See pdf of SFHSS Financial Report as of January 31, 2025, memo](#)

[See pdf of the SFHSS Financial Report as of January 31, 2025 presentation](#)

Iftikhar Hussain, SFHSS Chief Financial Officer, presented the following items:

- SFHSS Financial Report Highlights
 - Employee Benefit Trust Fund
 - Healthcare Sustainability Fund
 - General Fund Administrative Budget
 - Audit and Compliance

President Hao asked about the status of budget discussions with the Mayor's Office, assuming negotiations were taking place there. CFO Iftikhar Hussain responded that discussions with the Budget Office had occurred the previous day and were focused on technical issues, particularly interdepartmental work orders, with no major concerns. However, he noted a potential future issue related to the Unified School District's substantial reduction in headcount, which could affect direct premiums and overhead support. Commissioner Wilson inquired about the outlook for the situation. Hussain explained that the district projected a reduction of approximately 600 full-time employees, raising concerns about the impact on overhead funding.

PUBLIC COMMENT: None

8. **BLUE SHIELD MEDICARE ADVANTAGE PPO TRANSITION UPDATE: (Discussion)**
[See the pdf of the Blue Shield Medicare Advantage PPO Transition Update](#)

Rey Guillen, SFHSS Chief Operating Officer, Tiffany Gill, Blue Shield of California Major Account Manager, Charles Lee, Blue Shield Medicare group retiree, Senior Manager, presented the following items:

- Blue Shield MAPD PPO Transition February 2025 Update
- HSS Call Metrics – February 2025
- BSC Call Metrics – March 2025
- Resolved Transition-Related Issues
- Acknowledged Administrative Variances
- Pharmacy Claims – January Deep Dive
- Ongoing Efforts

President Hao asked Charles Lee to clarify what he meant by "how to utilize the benefits" and what the difference was in the method. Charles Lee explained that previous meetings had raised questions about the utilization of ASH chiropractic services, and efforts were being made to improve the experience. He mentioned plans to provide retirees with clearer information on using both in-network and out-of-network benefits. Lee clarified that ASH stood for American Specialty Health, a nationwide organization that supports chiropractic, acupuncture, and other supplemental benefits for Medicare retirees.

Commissioner Wilson followed up on a previously discussed issue regarding a \$100 co-pay, particularly related to UCSF. She asked if the issue had been resolved and that members had been directed on how to get their money back. Charles Lee affirmed that most members had not paid the \$100, which was the correct outcome. For those who did, his team planned to reach out and guide them through the resolution process. Commissioner Cremen asked whether affected members needed to contact Lee's team or if they were already identified. Charles Lee responded that members could proactively reach out or wait for an Explanation of Benefits (EOB) showing the reversed charges. Commissioner Cremen then inquired about the method of notification, and Charles Lee confirmed that notices would be sent via regular mail.

PUBLIC COMMENT:

Fred Sanchez, Protect Your Benefits: Raised concerns about accountability, discrepancies in reporting, and serious issues such as members being denied routine care in Shasta County. He praised Blue Shield for resolving the UCSF facility fee issue.

Herb Wiener: Expressed concern that Blue Shield had not fully replicated the services provided by United Health as promised. He suggested that Blue Shield should adopt a policy of automatically replicating the services to avoid the case-by-case approach.

Jan Miller: Expressed frustration with issues regarding acupuncture benefits in the ASH network, the Blue Shield evidence of coverage outlined one thing. ASH was processing claims differently, and despite six weeks of back-and-forth, there had been no resolution.

9. **SFHSS ANNUAL 2024 REPORT: (Action)**- Tabled to April Meeting

Presented by Rey Guillen, SFHSS Chief Operating Officer

DOCUMENTS ATTACHED: SFHSS 2024 Annual Report

PUBLIC COMMENT:

RATES AND BENEFITS

10. PRESENTATION OF THE RATES AND BENEFITS CALENDAR FOR THE PLAN YEAR 2026:

(Discussion)

[See pdf of HSB Rates and Benefits Calendar for the Plan Year 2026](#)

Executive Director Yant informed the Commissioners that there were no changes to the rates and benefits calendar. She mentioned potential scheduling issues for special sessions that might affect the fourth Thursday of the month, asking them to stay tuned for updates. Executive Director Yant mentioned that the Governance Committee requested a calendar of major decisions projected. Executive Director Yant said there is an outline for the next couple of months underway and that a timeline tool would be created to clarify these decisions.

PUBLIC COMMENT: None

11. REVIEW AND APPROVE 10-COUNTY SURVEY RESULTS FOR THE 2026 PLAN YEAR RATES:

(Action)

[See pdf of 10-County Survey Results for Plan Year 2026 results](#)

[See pdf of 10-County Survey Results for Plan Year 2026 results Presentation](#)

Iftikhar Hussain, SFHSS Chief Financial Officer, presented the following items:

- 10-County Survey

No discussion.

Vice President Zvanski moved to approve the 10-County Survey Results for the 2026 Plan Year Rates. Commissioner Cremen seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Hao, Howard, Dorsey, Sass, Wilson, and Zvanski Noes: None

ACTION: The Health Service Board unanimously approved the 10-County Survey Results for the 2026 Plan Year Rates.

12. REVIEW AND APPROVE SELF-FUNDED ACTIVE DENTAL PPO PLAN 2026 STABILIZATION

RESERVE ACTION: (Action)

[See the pdf of the Self-Funded Active Dental PPO Plan 2026 Stabilization Reserve Action](#)

Mike Clarke, Aon – Lead Actuary presented the following items:

- SFHSS Health Plan Reserves Background
- Delta Dental Active Dental PPO Plan
- Active Dental PPO Plan 2024 Plan Year Reconciliation
- Active Dental PPO Plan
- Recommendation Self-Funded Active Dental PPO Plan

Commissioner Sass expressed concerns about the dental plan, sharing his personal experience

with dentists dropping out of Delta Dental due to low reimbursement rates. He questioned the value of the plan for individuals who don't use it often and highlighted the issue of large surpluses being generated, which, while benefiting the stabilization fund, meant that premiums were not being fully utilized. He argued that the low reimbursement rates were causing a reduction in the number of dentists accepting the coverage and suggested that if surpluses were so large, the rates should be adjusted to retain more dentists and improve access to care. Mike Clarke acknowledged the ongoing concerns about the strength of the dental network and the loss of dentists, which was a significant issue for both local and national clients. He mentioned that discussions with Delta Dental about their proposed renewal would be presented in the next meeting, and efforts were being made by Chief Operating Officer Guillen and the HSS staff to stay in close contact with Delta Dental to understand the network changes. Clarke said that Delta Dental would be present at the next meeting to address strategies for rebuilding the network and alleviating member concerns. Vice President Zvanski expressed concern that the decline in the number of dentists in the available plan options was not due to retirements but rather because dentists were choosing to leave the Delta Dental network. Vice President Zvanski stressed the need to hear more from Delta Dental about their efforts to retain dentists and enhance the network, as it directly impacts the Board's responsibility to provide the best services for members.

Commissioner Cremen sought clarification, asking if the one-third mentioned would only apply to the active employees' PPO and not retirees. Mike Clarke confirmed that it would only apply to the active dental PPO, as it is the only self-funded plan among the dental options offered by SFHSS. He explained that the two active dental HMOs and the three retiree plans are fully insured, and the Board's stabilization policy only applies to self-funded and flex-funded plans.

Commissioner Cremen moved to approve the self-funded active Delta PPO plan for 2026 stabilization reserve action presented today. Vice President Zvanski seconded the motion.

PUBLIC COMMENT:

Fred Sanchez, Protect Our Benefits: Expressed concern about the declining number of dentists participating in Delta Dental. He suggested that a special meeting to discuss ongoing concerns about Delta Dental.

VOTE: Ayes: Cremen, Hao, Howard, Dorsey, Sass, Wilson, and Zvanski Noes: None

ACTION: The Health Service Board unanimously approved the self-funded active Delta PPO plan for 2026 stabilization reserve action presented today.

13. REVIEW SELF-FUNDED AND FLEX FUNDED HEALTH PLANS 2024 EXPERIENCE:
(Discussion)

[See the pdf of the Self-Funded and Flex-Funded Health Plans 2024 Experience](#)

Mike Clarke, Aon – Lead Actuary presented the following items:

- Today's 2024 Plan Experience Information—Summary
- Non-Medicare BSC HMO and UHC EPO Plans 2024 Experience
- Key HMO Plans Cost and Utilization Drivers From BSC Reporting
- Financial Experience Results — Non-Medicare HN CanopyCare HMO Plan
- Financial Experience Results — Non-Medicare PPO Plan (administered by BSC and UHC)
- Financial Experience Results — Delta Dental Active Employee Dental PPO Plan

Commissioner Wilson reflected on CanopyCare, noting that its success seemed to be tied to its low-utilization population, primarily younger, single employees. She pointed out that younger, healthier individuals tend to be less costly, and if they were enrolled in other plans, those plans would also benefit from their lower healthcare costs. She suggested considering how other plans might attract younger employees and questioned whether adjustments should be made to make them more appealing. Mike Clarke agreed that there appears to be a lower-cost demographic profile enrolled in CanopyCare versus other SFHSS health plans, and added that CanopyCare incorporates demographic changes into its underwriting process each year. He explained that the plan has seen growth primarily from new hires, with initial enrollment in 2022 coming from a mix of individuals switching over and those newly hired. Over time, much of its growth has been driven by new employees choosing CanopyCare over other available plans. Clarke emphasized that the rates he would present in May would reflect how the demographics within the plan had evolved over the past year, ensuring that any changes in the population were accounted for in future pricing and projections.

PUBLIC COMMENT: None

14. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES: **(Discussion)**

Kate Ferrante from Kaiser Permanente extended well wishes to Executive Director Abbie Yant on her retirement, expressing gratitude for Yant's years of partnership and expertise. She acknowledged Yant's contributions in pushing Kaiser to improve and wished her luck in her next chapter.

Amy DeHart from Blue Shield of California echoed similar sentiments, thanking Yant for her service and emphasizing the positive impact she had on Blue Shield's role as a health plan partner. Additionally, she announced that longtime Account Manager Adam Gunther had been promoted to Manager of Account Services, and as a result, Jillian Gray would be stepping in as the new Account Manager for the City and County of San Francisco.

Jillian Gray introduced herself as the new Account Manager at Blue Shield, expressing enthusiasm for her new role. She shared that she was born and raised in the Bay Area and looked forward to working with the employees and dependents of the City and County of San Francisco.

PUBLIC COMMENT: None

GOVERNANCE MEETING MATTERS

The Committee Chair will give a brief update on matters discussed and/or recommendations made in this committee on March 10, 2025. The committee reviews, develops, and oversees governance policies and practices of the Health Service Board.

15. REVIEW AND APPROVE THE 2024 ANNUAL BOARD SELF-EVALUATION REPORT: (Action)- **Tabled to April Meeting**

Presented by Holly Lopez, Board Secretary

DOCUMENTS ATTACHED: 2024 Annual Board Self-Evaluation Report

PUBLIC COMMENT:

ACTION:

16. PROPOSED REVIEW AND APPROVE THE 2024 BOARD EDUCATION REPORT AND EDUCATION PLAN FOR 2025 DRAFT: (Action)- Tabled to April Meeting

Presented Holly Lopez, Board Secretary

DOCUMENTS ATTACHED: 2024 Board Education Report and Education Plan for 2025

PUBLIC COMMENT:

ACTION:

Agenda items 17, 18, and 19 were all called at the same time.

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

Vice President Zvanski moved to hold a closed session to review and approve 2024 Annual Employee Performance Evaluation Report. Commissioner Sass seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Hao, Howard, Dorsey, Sass, Wilson, and Zvanski Noes: None

ACTION: The Health Service Board unanimously approved to hold a closed session to review and approve 2024 Annual Employee Performance Evaluation Report.

18. VOTE ON WHETHER TO HOLD CLOSED SESSION TO INTERVIEW CANDIDATES FOR HEALTH SERVICE SYSTEM EXECUTIVE DIRECTOR POSITION: (Action)

Vice President Zvanski moved to hold a closed session to interview candidates for the Health Service System Executive Director position. Commissioner Sass seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Hao, Howard, Dorsey, Sass, Wilson, and Zvanski Noes: None

ACTION: The Health Service Board unanimously approved to hold a closed session to interview candidates for the Health Service System Executive Director position.

19. VOTE ON WHETHER TO HOLD CLOSED SESSION REVIEW RECRUITMENT SCHEDULE FOR HEALTH SERVICE SYSTEM EXECUTIVE DIRECTOR POSITION: (Action)

Vice President Zvanski moved to hold a closed session to review the recruitment schedule for the Health Service System Executive Director position. Commissioner Sass seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Hao, Howard, Dorsey, Sass, Wilson, and Zvanski Noes: None

ACTION: The Health Service Board unanimously approved to hold a closed session to review the recruitment schedule for the Health Service System Executive Director position.

**CALIFORNIA GOVERNMENT CODE SECTION 54957 (B)(1) AND SAN FRANCISCO
ADMINISTRATIVE CODE 67.10(B)**

20. 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

ACTION:

21. INTERVIEW CANDIDATE FOR THE HEALTH SERVICE SYSTEM EXECUTIVE DIRECTOR POSITION: (Action)

Presented by Julia Morse, and Amanda Keller, Berkeley Search Consultants
Paul Greene, Client Services Consulting Manager, Department of Human Resources

Documents proved to Board prior to meeting.

ACTION:

22. REVIEW RECRUITMENT SCHEDULE FOR HEALTH SERVICE SYSTEM EXECUTIVE DIRECTOR POSITION: (Action)

Presented by President Hao

Documents proved to Board prior to meeting.

ACTION:

RECONVENE IN OPEN SESSION

President Hao announced that the meeting had convened as a hiring panel subcommittee for the Executive Director interviews. As a result, Commissioner Sass and Supervisor Dorsey were excused before the interviews began.

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

Commissioner Howard moved to not report on action taken in closed session. Commissioner Wilson seconded the motion.

PUBLIC COMMENT: None

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

ACTION: The Health Service Board unanimously to not report on action taken in closed session.

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

President Hao moved to not disclose any or all discussion held in closed session. Commissioner Wilson seconded the motion.

PUBLIC COMMENT: None

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

ACTION: The Health Service Board unanimously to not disclose any or all discussion in closed session.

REGULAR BOARD MEETING MATTERS

25. ADJOURNMENT: 4:36 p.m.

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 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, 628-652-4646.

To access the meeting remotely as an accommodation, please use [March 13, 2025 HSB Regular Meeting WebEx link](#) or call 415-655-0001. 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. The following email has been established to contact all members of the Health Service Board: 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.

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