

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

DATE: May 12, 2022

TO: Dr. Stephen Follansbee, President, Members of the Health Service Board

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: May 2022 Director's Report-Divisional Updates

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

PERSONNEL

Welcome:

- 0953 Chief Operations Officer: Rey Guillen started 4/18/22

Recruitments:

- 2595 Senior Employee Assistance Counselor: Recruitment underway.
- 2593 Health Program Coordinator III: Recruitment underway
- 1404 Clerk: Interviews being scheduled
- 1632 Senior Account Clerk: Interviews scheduled
- 1210 Benefit Analyst: Recruitment underway.
- 1209 Benefits Technician: Recruitment underway.
- 1220 Payroll and Personnel Clerk (DHR position): Interviews scheduled

OPERATIONS

- Member Services completed the upgrade to the new Cisco WebEx phone system on May 2, 2022. The new system will allow for better customer service and quality assurance. As with any system upgrades, some challenges were experienced with the roll-out on the first day; however, they are getting resolved quickly.
- Continue to see members interested in virtual consultations, with 104 conducted in April. Retirees continue to comprise the majority of the appointments.
- During the April Pre-Retiree Webinars, we had 229 attendees and we continue to participate in the DHR monthly New Hire Orientations which are about 50 attendees.
- Member Services answered 4,004 phone calls in April, compared to 4,306 in March. Member Services saw a 3% decrease in April 2022 calls from April 2021.

ENTERPRISE SYSTEMS AND ANALYTICS (ESA) (see attached slide)

- The enhanced Cisco Webex Contact Center Solution went live on 5/2. This upgrade adds more features to the phone system such as improved call routing, call recording, and future state additional channels of communication such as chat
- Enabling Dependent Eligibility Verification Audit (DEVA) to be administered in-house has been the team's top priority. Work completed includes:
 - All ECM configurations migrated to production
 - Salesforce development migrated to production
 - eBenefit development work completed and signed off in Test
 - eBenefit development work testing in newly upgraded environment in the process – planned migration to prod is 5/11
 - Modification to eligibility rules completed
 - Internal staff training conducted
 - ECM BI reports updated to include DEVA work queue

- Testing of updates to salesforce cases completed
- Testing of DEVA document type imports completed
- Salesforce cases created for the included population
- Help video recorded for posting to sfhss.org
- ESA continues to respond to numerous complex data requests:
 - Community College SF GASB 75 audit data
 - SFHSS Internal audit data requirements
 - Census files for the Hartford to support newly negotiated Life Insurance for various unions

COMMUNICATIONS

- Developed DEVA resource webpage
- Developed visual content to support Well-Being's Mental Health Awareness Month
- Worked with Drupal agency to develop a New Retiree Cost Estimator tool on our website
- Improved New Employee Benefits Orientation presentation that will be the foundation for new employee benefits videos
- Hosted second New Retiree Webinar with Member Services where 211 participants joined
- Top stories for April eNews include: 2nd Booster for 50+, New Retiree Webinar, and Sleep Assessment
- Top stories for Better Every Day newsletter include: Yoga class, Zumba class, and New Retiree Webinar
- We had 51, 115 pageviews in April, and the most visited pages include: CCSF Benefits, Contact Us, and Events

FINANCE AND BUDGET

Audit

- Preparation for the preliminary phase of the external annual audit.

Rates and Benefits

- Reviewed and discussed claims history and projections with health plans. This information is used for setting rates for the 2023 plan year.

Accounting

- Completed 9-month forecast of HSS funds for the mayor.

CONTRACTS

- Executed Second Amendment to the agreement with Cordico Inc. for mobile mental health and wellbeing resource for first responders.
- Executed 2022 Workforce Health Agreement with Kaiser Permanente for Employee Health and Wellness Activities.
- Completed review, update, and approval of Hartford Life and Long-term Disability certificates.
- Review, validation, and acceptance of the Blue Shield of California annual performance guarantees for Access+ and Trio for the 2021 plan years.
- Support and analysis for the increase of the dependent age to 26 for Hartford Life benefits.

WELL-BEING






- Partner with London Breed to provide a PSA for Mental Health Awareness <https://youtu.be/sOZ6G0Dyiy8>
- Partner with DPH and the Mayor's Office to have City Hall lit up green three days throughout the month (5/1, 5/6, 5/9)
- Partner with SFSO, POL, FIR, LIB, DPH, SFMTA, DPH, and MYR departments to distribute green ribbon/pins and encourage employees to show their support by wearing the pin throughout May
- Offering several virtual seminars [Events | San Francisco Health Service System \(sfhss.org\)](#)
- Provide Stress First Aid training and registering individuals for Mental Health First Aid training happening in June [Events | San Francisco Health Service System \(sfhss.org\)](#)
- Provide a dedicated webpage [Mental Health Awareness Month | San Francisco Health Service System \(sfhss.org\)](#)
- Weekly emails that focus on topics such as Anxiety, Family Mental Health, Burnout, Depression, and more
- Provide virtual backgrounds that can be used in virtual meetings [Mental Health Awareness Month Backgrounds | San Francisco Health Service System \(sfhss.org\)](#)

Attachments:

1. COVID-19 Updates
2. Quarterly Email Outcome Report
3. ESA Slides

Enterprise Systems & Analytics Report

May 12, 2022

Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> • Annual staff HIPAA Training completed on 4/21 • Attended Microsoft Configuration Manager Training • Attended FIDO (Fast Identity online) Training • Successfully patched all servers for April and updated Windows 10 endpoints which were at end of life
VOIP telephony upgrade		<ul style="list-style-type: none"> • New Webex Contact Center Solution is Live • End-User training conducted 5/2 • Reports training conducted 5/6
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> • All ECM configuration migrated to production • Salesforce development migrated to production • eBenefit development work completed and signed off in Test • eBenefit development work testing in newly upgraded environment in process – planned migration to prod is 5/11 • Modification to eligibility rules completed • Internal staff training conducted • ECM BI reports updated to include DEVA work queue • Testing of updates to salesforce cases completed • Testing of DEVA document type imports completed • Help video recorded for posting to sfhss.org
Reporting / Auditing		<ul style="list-style-type: none"> • Delivered census data for Community College GASB Audit • Provided census data for new 7/1 life insurance benefit for some unions • Responding to data requests for internal audit
Benefits Administration Systems		<ul style="list-style-type: none"> • PeopleSoft HCM upgrade completed 5/6-5/8



On Schedule, Adequate Resources, Within Budget, Risks in Control



Potential issues with schedule /budget can be saved with corrective actions



Serious issues. Project most likely delayed or significant budget overrun