



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

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Mary Hao
Vice President

Karen Breslin
Commissioner

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Commissioner

Connie Chan
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Stephen Follansbee, M.D
Commissioner

Claire Zvanski
Commissioner

Abbie Yant, MA, RN
Executive Director
Health Service System

Holly Lopez
Executive Secretary

TEL (628) 652-4646
FAX (628) 652-4703
<http://www.sfhss.org/>

HEALTH SERVICE BOARD

REGULAR MEETING MINUTES **DRAFT**

Thursday, November 10, 2022, 1:00 pm
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

Watch at 1:00 pm on November 10, 2022 (via [SFGovTV schedule](#))

Click the link to join the meeting - <https://bit.ly/3Di0plm>

Public Comment Call-In: 415-655-0001 / **Access Code:** 2483 953 4365

Providing Public Comment:

Dial **415-655-0001** and then enter access code **2483 953 4365** then #

1. **Press #** again to enter the meeting as an ATTENDEE
2. You will hear a beep when you join the meeting as a participant.
 - a. Stop and LISTEN
 - b. Wait for Public Comment to be announced.
3. When Public Comment is called, dial * then **3** to be added to the speaker line.
4. You will then hear “You have raised your hand to ask a question, please wait to speak until the host calls on you.” Callers will hear silence when waiting for their turn to speak.
5. To withdraw your question, press * then **3**. – you will hear: “You have lowered your hand.”
6. When the system message says “Your line has been unmuted” - **THIS IS YOUR TIME TO SPEAK.**
7. When the President or Commission Secretary states “Welcome Caller,” you are encouraged to say your name clearly. As soon as you speak, you will have **3 minutes** to provide your comments.
8. Once your 3 minutes have expired, you will be moved out of the speaker line and back as a participant in the meeting. You will hear “Your line has been muted.”
9. Participants who wish to speak during other public comment periods can stay on the meeting line and listen for the next public comment opportunity.

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 pm on Wednesday, November 9th** 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, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the body 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.

The Health Service Board recording is available on [November 10, 2022, HSB Regular meeting webpage](#), and visit the [SFGovTV webpage](#) for a full record of Regular Board meeting archives.

1. **CALL TO ORDER:** 1:01 pm

2. **ROLL CALL:**

President Randy Scott- Present
Vice President Mary Hao-Present
Commissioner Karen Breslin- Present
Commissioner Chris Canning- Present
Supervisor Connie Chan-Absent
Commissioner Stephen Follansbee, M.D- Present (Virtual)
Commissioner Claire Zvanski-Absent

3. **RESOLUTION ALLOWING TELECONFERENCED MEETINGS UNDER CALIFORNIA GOVERNMENT CODE SECTION 54953(e): (Action)**

The Health Service Board Resolution Findings to Allow Teleconference Meetings Under California Government Code Section 54953(e) is available on the SFHSS webpage <https://bit.ly/3ATx9FP>.

Commissioner Canning moved to approve the Health Service Board Resolution Findings to Allow Teleconferenced Meetings Under Government Code Section 54953(e). Commissioner Breslin seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Breslin, Canning, Follansbee, Hao and Scott

Noes: None

Excused: Supervisor Chan

Absent: Zvanski

ACTION: The Health Service Board unanimously approved the Health Service Board Resolution Findings to Allow Teleconference Meetings Under California Government Code Section 54953(e).

4. **GENERAL PUBLIC COMMENT – 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

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

September 8, 2022, HSB Regular Meeting Minutes are available on the SFHSS webpage <https://bit.ly/3Ayc1F6>

Vice President Hao moved to approve the September 10, 2022, HSB Regular Meeting Meetings. Commissioner Canning seconded the motion.

PUBLIC COMMENT: None

1145 MARKET STREET 3RD FLOOR, SAN FRANCISCO, CA 94103

VOTE:

Aye: Breslin, Canning, Follansbee, Hao and Scott

Noes: None

Excused: Supervisor Chan

Absent: Zvanski

ACTION: The Health Service Board unanimously approved the September 8, 2022, HSB Regular Meeting Meetings.

6. PRESIDENT'S REPORT: (Discussion)

No written report.

President Scott asked all who are present in the chamber who have served in the United States military to please stand if there are any veterans, thanked them for their service, and wished them a happy Veterans Day, not only here in the chamber but to all who might be watching this program.

PUBLIC COMMENT: None

7. DIRECTOR'S REPORT: (Discussion)

November 10, 2022, Director's Report is available on the SFHSS webpage <https://bit.ly/3GAGhD1>

Abbie Yant, SFHSS Executive Director presented the following items:

- Open Enrollment
- San Francisco COVID-19
- Influenza Vaccine
- Mental Health Vendor Summit
- Expanded Mental Health Employee Assistance Services for Police Fire, and Sheriff
- SFHSS Staff Retreat
- New PBGH Public Purchaser Advisor Committee
- Diversity, Equity, Inclusion, Accessibility
- Firefighter Mental Health and Substance Use Disorder Treatment
- Delta Dental
- Administrative Updates
- Divisional Reports
 - Personnel
 - Operations Updates (Enterprise System & Analytics/Communications)
 - Finance and Budget
 - Contracts
- Well-Being

Commissioner Follansbee applauded all the health plans for the COVID case numbers and reminded members to complete the entire series of vaccination shots to have full protection. Commissioner Follansbee shared that Paxlovid prescriptions shorten the course of the virus, improve the risk of spread, and may also have a positive impact on the long COVID symptoms. Commissioner Follansbee wondered what adherence the health plans have for the use of Paxlovid. He also complimented Kaiser Permanente for updating information for members to urge them to contact their providers if the Paxlovid prescriptions are appropriate for individual needs.

Commissioner Follansbee asked what the impact on the Health Service System is with so many staff vacancies. Executive Director Yant said the department remains highly functional. Executive Director Yant said there are always some vacancies, and several things impact the timeframe: the time it takes to hire new staff, evaluate if the position is the right one for the department, and consider adjustments in classifications. She said the department is well on the way to hiring in priority order.

President Scott commended the staff for their collective and individual work on Open Enrollment with efforts compounding improvements each year like eBenefits.

PUBLIC COMMENT: None

8. SFHSS FINANCIAL REPORT AS OF September 30, 2022: (Discussion)

The SFHSS Financial Reporting as of September 30, 2022, Memo and Presentation are available on the SFHSS webpages <https://bit.ly/3OgO3Uv> and <https://bit.ly/3GqdFw3>

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

- SFHSS Financial Report Highlights
 - Employee Benefit Trust Fund
 - Health Sustainability Fund
 - General Fund Administrative Budget

No discussion for this agenda item.

PUBLIC COMMENT: None

9. ANNUAL AUDIT REPORT: (ACTION):

The Annual Audit Report documents are available on the SFHSS webpages <https://bit.ly/3hVTnQN>, <https://bit.ly/3ApmMcQ>, <https://bit.ly/3hTZ6a1>, and <https://bit.ly/3VaPo1a>

Iftikhar Hussain, SFHSS's Chief Financial Officer introduced the item. Craig Harner and Yia Yiang, MGO presented the item.

- Audit Summary: Financial Statements Audit and Report to the Health Service Board, Honorable Mayor, and Members of the Board of Supervisors
- Audit Responsibilities: Management and Auditors
- Audit Results, Required Communications, and Other Matters

Craig Harner thanked the management and staff for their work to complete the audit report and respond promptly to all questions. President Scott requested an additional bullet point be added on slide 2 to indicate there were no compliance deficiencies. President Scott said the annual audit report offers background, history, and outline of the governance structure for this process and recommended members and the public read as references for this process.

Commissioner Canning moved to approve the audit report with edits. Vice President Hao seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved the Annual Audit report with edits.

10. SUTTER HEALTH SETTLEMENT DISTRIBUTION APPROVAL: (Action)

The Sutter Health Settlement Distribution Approval memo and presentation are available on the SFHSS webpages <https://bit.ly/3TQOqGv> and <https://bit.ly/3AuuySu>

Abbie Yant, SFHSS's Executive Director introduced the item and Iftikhar Hussain SFHSS's Chief Financial Officer presented the item.

- Approval for Use of Settlement Distribution and recommendation

Abbie Yant said the Health Service System received the settlement funds and a second payment is expected in 2023. Abbie said the management team consulted with the City Attorney's office, the Aon actuarial team, and third-party attorney advice to bring the recommendation. Iftikhar Hussain announced Emma Hoo, Purchaser's Business Group on Health (PBGH) was involved in the case over the last 10 years and is also available to answer questions. Iftikhar noted corrections to the original recommendation as follows:

- Total and the correct amount is up to \$17.5 million. The amount is a combination of the first \$14.7 million payment and the expected second payment to come in in March 2023. The second payment will be a true-up so it could be more than \$2 million so the action is for the \$17.5 million.
- Replace the words "rate stabilization" with "underwriting rate setting process" since the stabilization process has specific rules such as 3-year amortization which may be applicable to legal settlements.

Commissioner Breslin noted members under the former United Healthcare City Plan may have used Sutter Health doctors and those members now have Blue Shield of California. She asked if the distribution would change the rates for the Blue Shield of California members. Commissioner Follansbee said the lawsuit involved the Sutter Health hospital system, so it wouldn't affect individual physicians' billing. Iftikhar Hussain said the Health Service System submitted claims that were eligible under the class action suit regardless of who administered the benefits. Emma Hoo said the lawsuit was specifically based on the hospital claims that were submitted by the carriers between a period in 2003 to 2016. Emma Hoo said the lawsuit did not cover Medicare Advantage, only commercial self-funded or flex-funded plans. Abbie Yant acknowledged Commissioner Breslin's question about the impact on rates and reassured the Board that any rate changes would be brought before the Board during the rate-setting process in 2023.

Commissioner Canning moved to approve the use of the entire distribution up to \$17.5 million from UFCW & Employers Benefit Trust v. Sutter Health settlement for the underwriting rate-setting process beginning with the plan year 2024. Commissioner Breslin seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved the use of the entire distribution of up to \$17.5 million from UFCW & Employers Benefit Trust v. Sutter Health settlement for the underwriting rate-setting process beginning with plan year 2024.

NOTE: Agenda Item 12 was presented before agenda item 11.

BREAK: 2:32-2:56 pm

Roll Call:

President Randy Scott- Present
Vice President Mary Hao-Present
Commissioner Karen Breslin- Present
Commissioner Chris Canning- Present
Supervisor Connie Chan-Absent
Commissioner Stephen Follansbee, M.D- Present (Virtual)
Commissioner Claire Zvanski-Absent

11. BOARD EDUCATION: ADDICTION SERVICES INCLUDING MEDICATION ASSISTED TREATMENT: (Discussion)

Eric Haram, LADC, Principal, Haram Consulting, LLC

Board Education: Addiction Services Including Medication-Assisted Treatment presentation is available on the SFHSS webpage <https://bit.ly/3EPUQ4d>

Eric Haram, LADC, Principal, Haram Consulting, LLC presented the following items:

- Overview of Substance Use Disorder (definitions, prevalence, and treatment)
- Current Best Practices for Employees
- Framework for Evaluating Substance Use Disorder Vendors
- What Employers Should Look for from Substance Use Disorder Vendors

President Scott noted Eric Haram’s recommendation that people are assessed within 24 hours after first contact, which is beyond the state requirement of 10 days. President Scott wasn’t sure that could happen in the current staffing environment of our health plans, although they are diligently trying to negotiate with existing staff, recruiting, and training new staff. Eric Haram said there isn’t a simple solution though the legislation is strong and points towards investment in individuals accessing these services more rapidly. Eric Haram reiterated that the performance and outcomes for individuals with substance use disorders greatly improve with the rate of access getting better and fewer people falling through the gaps the shorter the wait time and the start of services.

Commissioner Follansbee asked if there is data on the future of virtual access to care. Eric Haram said the emerging data shows that the outcomes have at least been the same as before we used the technology and we’ve learned over the past two and a half years that the tools were woefully underutilized. The data is compelling enough that the Federal Drug Enforcement Administration (DEA) waivers granted during COVID-19 are going to be sustained at the end of the Public Health Declaration so providers will still be able to see their patients virtually for their healthcare, prescribe controlled medications and won’t have to necessarily establish a face-to-face encounter before doing so. Eric said the regulating bodies don’t change easily and knowing access will continue is an indicator of the utility of the virtual treatment.

12. SFHSS STRATEGIC PLAN 2023-2025: (Action)

The SFHSS Strategic Plan 2023-2025 is available on the SFHSS webpage <https://bit.ly/3ArkCcC>

Executive Director Yant commended Leticia Harris for leading the planning process and the management team’s effort to work directly with their staff to develop the goals and objectives.

Commissioner Breslin asked how will advancing primary care, goal 2, be achieved. Iftikhar Hussain, Chief Financial Officer, SFHSS, said there are structured payment models for improving

primary care developed by organizations like [Purchaser Business Group on Health \(PBGH\)](#). The models are recognized by other payer organizations such as Covered California and CalPERS. Iftikhar Hussain said that because this is an aggressive goal, the Health Service System seeks to align with peers like Covered California and CalPERS to influence change among health plans and providers, e.g., improving access to primary care and integrating behavioral health into primary care. Commissioner Breslin said the problem is access and there aren't enough primary care providers. Iftikhar Hussain agreed and said improvement could look like a leveraged model where infrastructure, systems, and teams support the physician. Iftikhar Hussain said the focus on primary care has evolved in the broader field and that its importance in the continuum of care has strengthened. Iftikhar Hussain expressed his optimism in taking this goal on and achieving alignment with other groups. Commissioner Breslin said medical students are offered monetary incentives to pursue primary care, but their training takes years, so the shortage continues. Executive Director Yant said provider shortage is an industry-wide dilemma and being a specialist is more lucrative than being a primary care physician. Executive Director Yant said alignment with purchaser groups like PBGH and [Integrated Healthcare Association \(IHA\)](#) can work collectively to shift payment structure to pay more for primary care providers. Executive Director Yant noted the emergence of Brown and Toland as an example. Executive Director Yant also noted that efforts to embed behavioralists can help to avoid physician burnout within primary care practices. President Scott said if this is an issue for our members then the Health Service System needs to be intentional and exercise its influence through alignment. President Scott said the goal is a well-articulated longitudinal goal that will focus attention on trying to get members qualitative services and over the next three-year cycle we'll see what marginal or substantial solutions are available for members. Commissioner Follansbee suggested metrics on primary care could be a good place to start, considering the percentage of our members who have primary care providers and what the access time is for primary care functions.

Commissioner Follansbee pointed out Strategic Goal 4-Mental Health and Well-Being's specific objective to enhance programs to support early retiree and retiree well-being. He clarified that this goal was drawn from robust conversations to replace deficiencies for the holistic health of those populations and that although this objective is specific to early retirees and retirees, there will be no less diligence in attending to mental health and well-being services for active members.

President Scott said the years need to be listed in chronological order on page 14.

President Scott read the Health Service Board endorsement for the strategic plan:

The Health Service Board is dedicated to making high quality affordable comprehensive healthcare benefits available to SFHSS members and administering the trust in accordance with the charter. We are committed to our role as fiduciaries to assure that benefits paid for by the trust are available to all SFHSS members without special favor or privilege. The mission and vision of the Strategic Plan will inform and frame our efforts in the near future. This plan as a whole will serve as a policy reference, planning guide, and communication tool, as the Board interacts with all constituencies including but not limited to SFHSS leadership and administrative staff, and the offices of city government. In acknowledgment of that understanding, the Board at this meeting approves the design and development of the Strategic Plan. As the result, the Board will be active and diligent in the implementation, assessment, and evaluation of results of the Strategic Plan for the years 2023-2025 and beyond as we seek responsible stewardship to better serve our members.

Vice President Hao said the plan shows a deep commitment to areas that matter to members

and the ways they receive care and the sustainability of that care. Vice President Hao commended Leticia Harris and the management team on their work to produce the strategic plan.

Vice President Hao moved to approve and adopt the San Francisco Health Service Board Strategic Plan for 2023-2025. Commissioner Breslin seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved and adopted the San Francisco Health Service Board Strategic Plan for 2023-2025.

GOVERNANCE COMMITTEE MATTERS

13. HEALTH SERVICE BOARD ANNUAL SELF-EVALUATION AND EMPLOYEE PERFORMANCE OF SFHSS EXECUTIVE DIRECTOR EVALUATION AND TIMELINES FOR PLAN YEAR 2022: (Action)

HSB Self-Evaluation for Plan Year 2022 draft and Timeline Draft and the Performance Evaluation of SFHSS Executive Director 2022 Draft and Timeline Draft presentation materials are available on the SFHSS webpages <https://bit.ly/3XjC1xE>, <https://bit.ly/3gw5ZxL>, <https://bit.ly/3OqyOZ6>, and <https://bit.ly/3AuNJvF>

Governance Committee Chair Follansbee shared the Governance Committee met on November 2, 2022, and approved timelines and evaluations for the Annual Self-Evaluation and Employee Performance of the SFHSS Executive Director.

The Committee edited two questions on the Health Service Board Self-Evaluation:

Question 3: “The Board orientation program met your expectations.” add response option “not applicable”

Question 16: The Board routinely adheres to its own policies- remove the word routinely.

President Scott moved to approve the Health Service Board Self-Evaluation and timeline and the Performance Evaluation of SFHSS Executive Director 2022 and timeline. Commissioner Canning seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved the Health Service Board Self-Evaluation and timeline and the Performance Evaluation of SFHSS Executive Director 2022 and timeline. Commissioner Canning seconded the motion.

14. HEALTH SERVICE BOARD ANNUAL EDUCATION PLANNING PROCESS: (Action)

The Health Service Board Annual Education Planning process timeline is available on the SFHSS webpage <https://bit.ly/3ET9VCo>

Governance Committee Chair Follansbee shared the Governance Committee met on November 2, 2022, and approved a timeline to review the Board Education Plan. The Committee shall align the plan with the approved SFHSS 2023-2025 Strategic Plan.

Commissioner Canning moved to approve the Health Service Board's annual education planning process. Vice President Hao seconded the motion.

PUBLIC COMMENT: None

ACTION: Health Service Board unanimously approved the annual education planning process.

15. GOVERNANCE POLICIES AND TERMS OF REFERENCE 2022 REVIEW PROCESS AND TIMELINE: (Action)

The Governance Policies and Terms of Reference 2022 Review process and timeline are available on the SFHSS webpage <https://bit.ly/3Xm50kt>

The Governance Committee met on November 2, 2022 and approved a timeline to review the Health Service Board policies and Terms of Reference. The Committee designated three areas to review 1. Policy 210 regarding reinsurance (“stop-loss insurance”), 2. review Audit and Compliance language, and 3. areas that highlight policy exceptions. President Scott requested the Committee consider a fourth area to review, the process for accepting legal settlement funds.

President Scott moved to accept the Governance Policies and Terms of Reference 2022 review process and timeline with the added fourth topic area to review. Commissioner Canning seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved the Governance Policies and Terms of Reference 2022 review process and timeline with the added fourth topic area to review.

REGULAR BOARD MATTERS

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

No updates from contracted health plan representatives

PUBLIC COMMENT: None

17. ADJOURNMENT: 4:27 pm

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

Summary of Health Service Board Rules Regarding Public Comment

1. A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
2. A member may comment on any matter within the Board’s jurisdiction as designated on the agenda.
3. Members may submit their comments by email to health.service.board@sfgov.org by 5 pm 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, summarized and read aloud by the Board Secretary during the specific agenda item, and included 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.

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.

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. Health Service Board telephone number: 628-652-4646

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.