



# 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**

## **SPECIAL MEETING MINUTES**

Thursday, October 21, 2024, 4:00 p.m.  
City Hall, Room 408  
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. 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 4:00 p.m. on October 21, 2024 (via [SFGovTV schedule](#))**

**Click the link to join the meeting – [October 21, 2024 HSB Special Meeting WebEx link](#)**

**Public Comment Call-In: 415-655-0001 / Access Code: 2664 255 8258 Webinar Password: 1145**

### Listening to the meeting via phone

1. Dial into **415-655-0001** and then enter **access code** 2664 255 8258, then #
2. Enter Webinar Password: 1145 then press #
3. 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.**
4. You will be muted when your time to speak has expired.

### Watching the meeting on WebEx

1. Join via hyperlink [October 21, 2024 HSB Special Meeting WebEx link](#)
2. **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.
3. 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.
4. 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 Friday, October 18, 2024**, 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:** 4:01 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

3. **REVIEW THE SFHSS RECRUITMENT PROCESS, REVIEW EXECUTIVE DIRECTOR JOB DESCRIPTION, AND APPROVE BOARD PRESIDENT'S ROLE AND APPROVE EXECUTIVE RECRUITER VENDOR**

[See the pdf of the SFHSS Executive Director Recruitment Process Presentation](#)

[See pdf of the SFHSS Executive Director Job Description Draft](#)

[See pdf of the RFP for Executive Recruiter for SFHSS Executive Director](#)

[See pdf of the Berkeley Search Consultants Proposal for Executive Recruitment Services for SFHSS](#)

Paul Greene presented the following items:

- Review Health Service Board's Role
- Review SFHSS Executive Director Job Description
- Recruitment Process
- Selection of Executive Recruiter to conduct full-scope recruitment with the San Francisco Health Service Board for the Executive Director (Director) of the San Francisco Health Service System (SFHSS), Job Classification 0963.

Commissioner Cremen asked for the list of pre-qualified executive recruitment firms that did not submit proposals. Paul Greene didn't have the complete list but would send the list after the meeting.

Vice President Zvanski inquired about the response rate from companies from other recent searches. Paul Greene responded that he wasn't involved in the last search but mentioned that, for the Ethics Director recruitment, only one firm responded in the end due to other firms' workloads. Despite being the sole responder, he shared that his experience with this firm was positive.

Vice President Zvanski asked if previous firm relationships were considered when selecting firms to contact. Paul Greene explained that the Department of Human Resources (DHR) manages the Request for Proposal (RFP) process to create a pre-qualified pool of Executive Recruiters. Firms that respond to this RFP are vetted and included in the pool, allowing the City to avoid issuing a full RFP each time. When a department seeks an Executive Recruiter, a notice goes out to the pre-qualified firms, and those who respond are reevaluated for the specific project.

Vice President Zvanski asked whether any special efforts were made to find recruiters specializing in health benefits, insurance, or public sector employee benefits, given the unique nature of the position. Paul Greene clarified that they were restricted to the pre-qualified firms but notes that Berkeley Search, the selected firm, has extensive experience in the health sector. He mentions that their recruitment history, detailing relevant experience, is included in their proposal materials.

Commissioner Sass shared positive feedback for Berkeley Search Consultants. Commissioner Sass was hired in 2001 for the Health Department through the same recruiter and got to know Efton Hall Jr. well. Commissioner Sass praised Efton Hall Jr. as highly capable and expressed satisfaction in seeing him now serving as Senior Vice President for Public Health in public sector recruiting.

President Hao asks Paul Greene about the Board's role in drafting the recruitment brochure. Paul Greene said it's up to the Board's preference: they could have the recruiting firm present at the next Board meeting for feedback, or the firm could work directly with President Hao, incorporating the Board's input, before presenting the brochure for final approval. President Hao then inquired about standard sections in the brochure, like descriptions of the City and department. Paul Greene confirmed that DHR has samples with general language for these sections.

Vice President Zvanski suggested that the Board should be involved in reviewing the recruitment materials, possibly through a subcommittee as done in the past. She emphasized the need to ensure the job description aligns with the unique requirements for this Department head role. Unlike general city departments, the Health Service System department is unique, focusing exclusively on employees and retirees, similar to the Retirement Board. She insisted materials reflect this distinct focus, as the Board is not hiring a standard Department Director.

Commissioner Wilson expressed high regard for Abbie Yant and highlighted her unique skill set, particularly her in-depth understanding of health insurance complexities, which is uncommon even in other healthcare roles. Commissioner Wilson stressed the importance of ensuring the hiring process clearly outlines Executive Director Yant's unique strengths. Rather than delaying progress until the next Board meeting, Commissioner Wilson suggested moving forward quickly by reviewing and circulating drafts internally to validate the job description and other role requirements. Given the approaching holiday season, she emphasized the need to organize and expedite the process efficiently.

President Hao emphasized that reviewing the job description is an important opportunity to clearly define the desired skills, knowledge, and leadership qualities for the new Health Service Director. She noted that some of these qualities are already highlighted in the current description, reinforcing the Board's vision for the role.

Vice President Zvanski suggested involving Executive Director Yant to gather insights on specific responsibilities, time commitments, and duties in the job description. Director Yant responded, noting that she and the Health Service Board have reviewed the job description comprehensively through her annual performance evaluations. Executive Director Yant found the description to be comprehensive and complete. President Hao noted that the job descriptions are not exhaustive, as a fully comprehensive version would be too lengthy. She suggested that obtaining a focused list of key attributes and qualities from Executive Director Yant would be more beneficial.

President Hao asked Paul Greene about the potential launch date for Berkeley Search if their recruitment services were retained. Paul Greene estimated that Berkeley Search could likely begin within the next month after contract finalization, with initial outreach to the Board as their first step.

Director Yant emphasized the need for urgency in the hiring process. She informed the Board that she will remain in her position until mid-March 2025, which could necessitate the selection of an acting Director. President Hao suggested waiting to see the progress of the recruitment process before deciding to appoint an acting director. She noted that if the hiring timeline extends longer than anticipated, the Board would then take steps to address the need for an interim solution.

President Hao assigned the Board Secretary to distribute the job description and collect edits from each Board member.

Commissioner Wilson moved to approve the appointment of the Health Service Board President as the designated point of contact with the Executive Recruiter and DHR, which grants the Health Service Board President authority to approve the final job description and other recruitment documents, brochure, and interview questions. Commission Wilson moved to approve the selection of the Berkeley Search Consultants Executive Recruiter to conduct full-scope recruitment with the San Francisco Health Service Board for the Executive Director (Director) of the San Francisco Health Service System (SFHSS), Job Classification 0963. Commissioner Cremen seconded the motions.

**PUBLIC COMMENT:**

Fred Sanchez, President of Protect our Benefits, requested to see who the other four recruitment firm candidates are. He highlighted the importance of the new Executive Director having a deep understanding of the health insurance industry, given the current crisis in insurance (homeowners, car, etc.), which is driving up costs, particularly in California. Sanchez called on citizens to address the insurance crisis with their elected representatives. Lastly, he emphasized the need for more involvement in the search process, suggesting that members from groups like Protect Our Benefits should participate in selecting the next Executive Director.

**VOTE:**

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

**ACTION: The Health Service Board approved the appointment of the Health Service Board President as the designated point of contact with the Executive Recruiter and DHR, which grants the Health Service Board President authority to approve the final job description and other recruitment documents, brochure, and interview questions. The Health Service Board approved Berkeley Search Consultants Executive Recruiter to conduct full-scope recruitment with the San Francisco Health Service Board for the Executive Director (Director) of the San Francisco Health Service System (SFHSS), Job Classification 0963.**

**4. ADJOURNMENT: 4:29 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](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 [October 21, 2024 HSB Special 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](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).

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