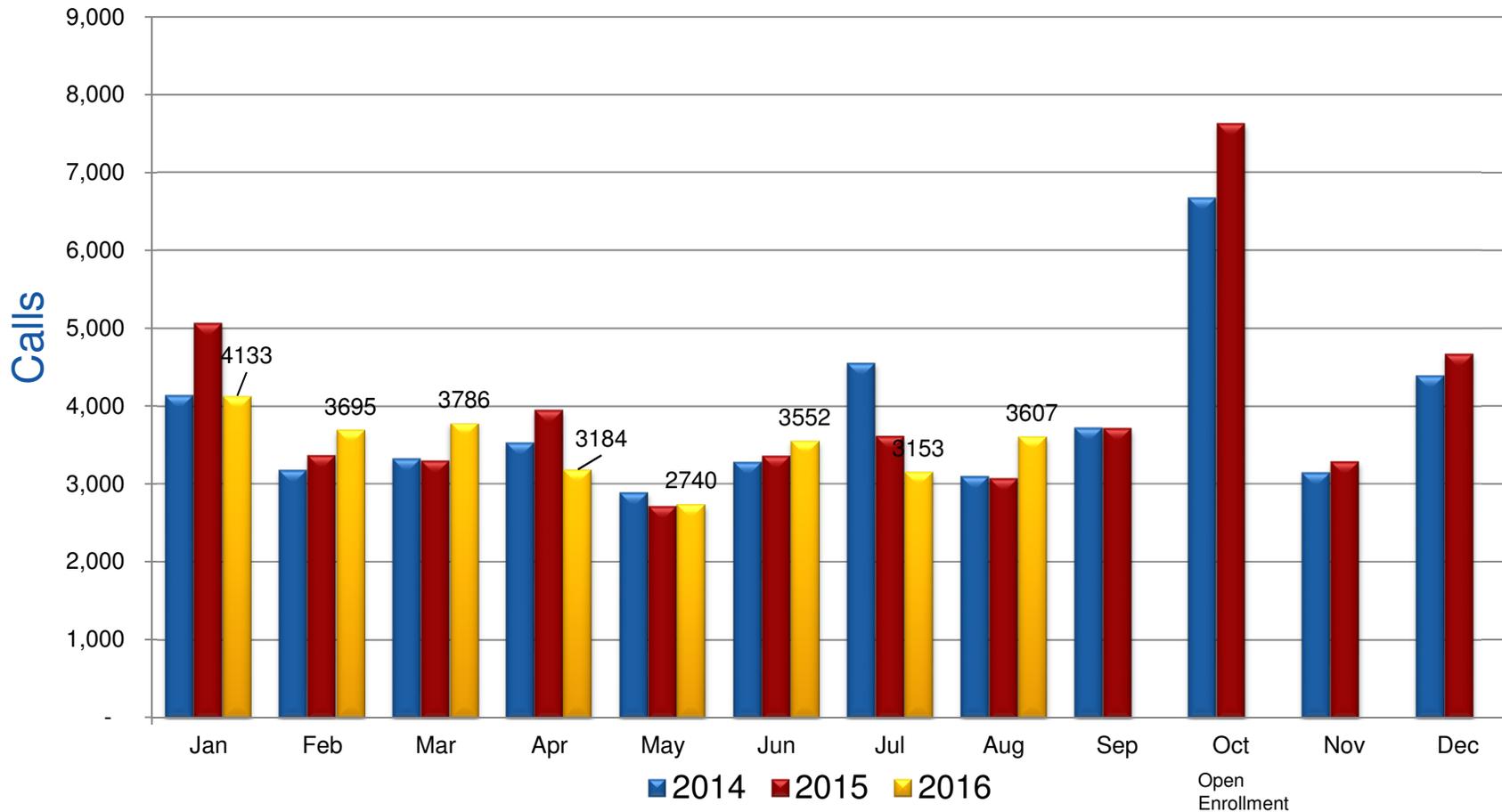


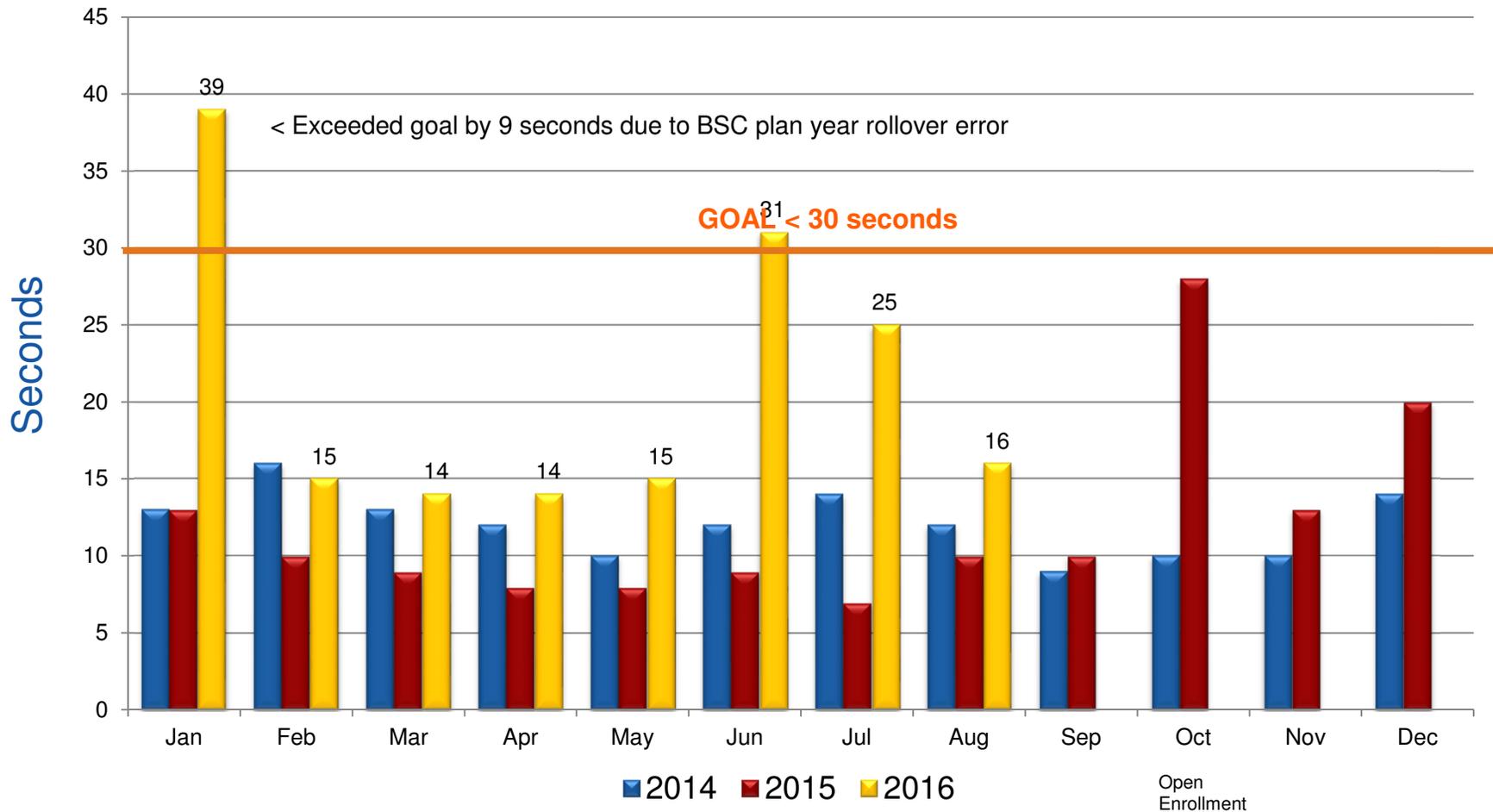
Calls and Office Visits: August 2016

- Calls and In-person Assistance total:
 - Inbound calls: 3,607 answered calls (17.4% ↑ from 2015)
 - Speed of answer: 16 seconds (60% ↑ from 2015)
 - Abandonment rate: 0.9% (34 Calls)
 - In-person assistance: 1,221 members (18% ↑ from 2015)

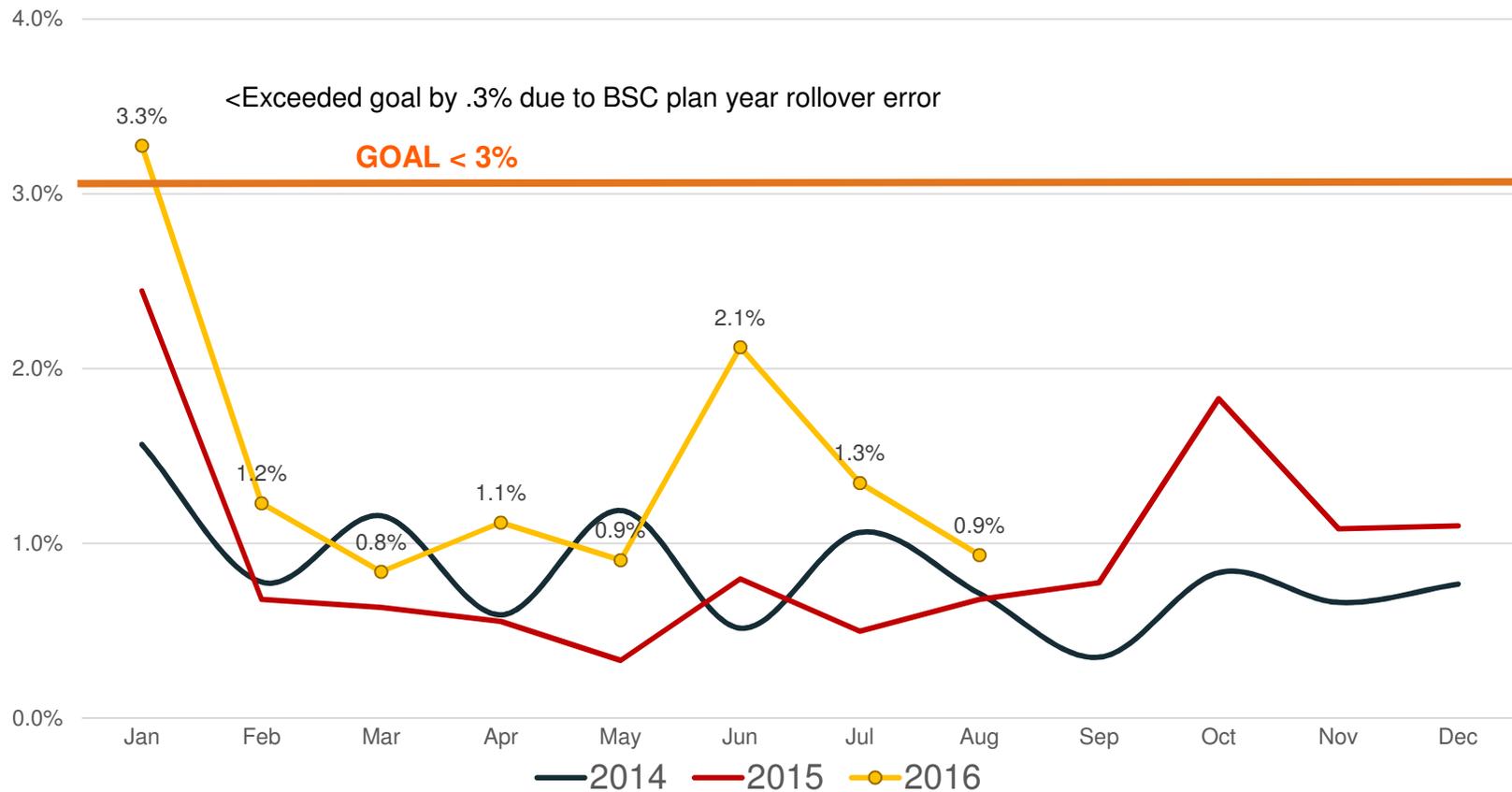
Inbound Calls: August 2016



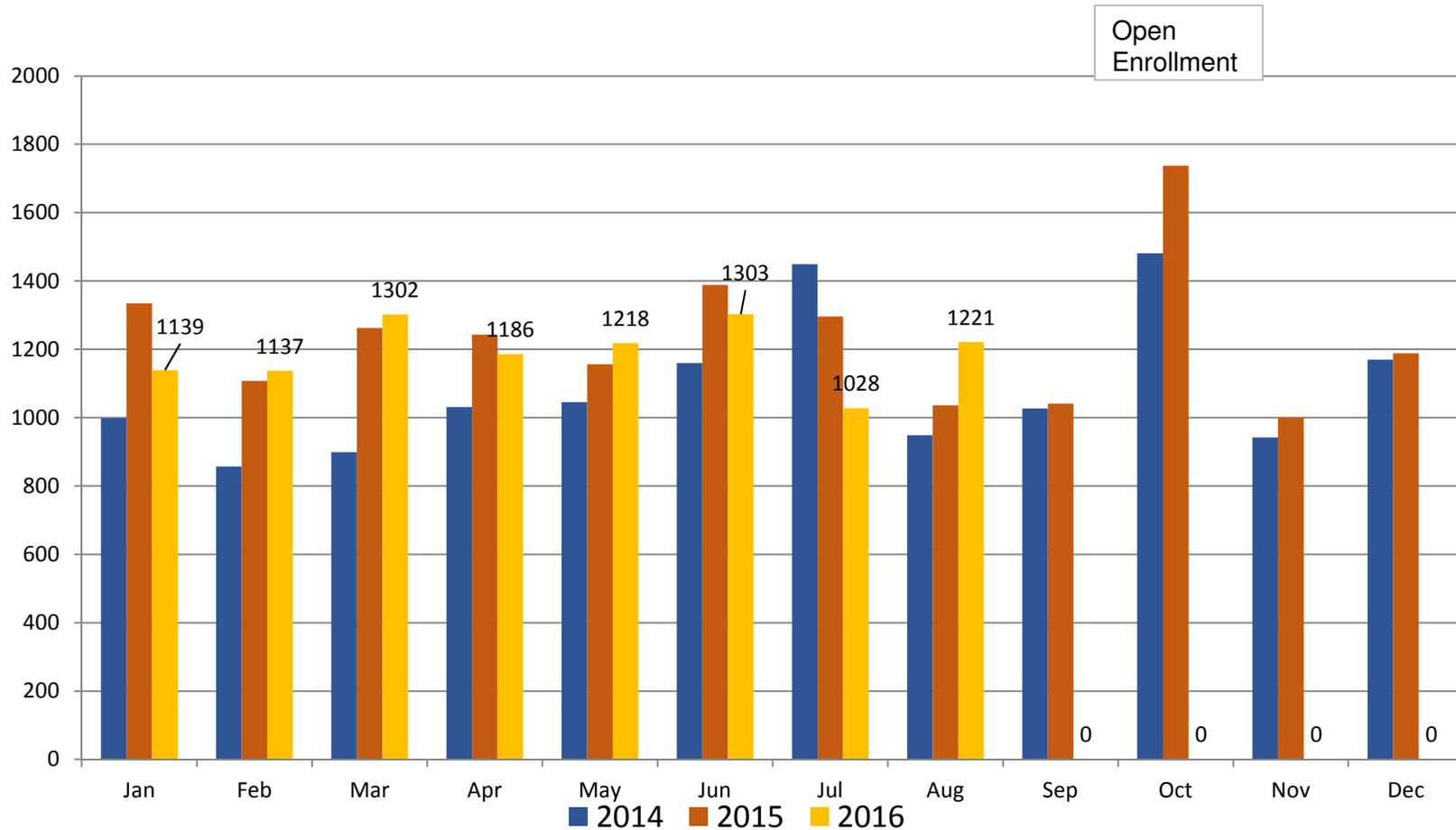
Call Speed of Answer: August 2016



Abandonment Rate: August 2016



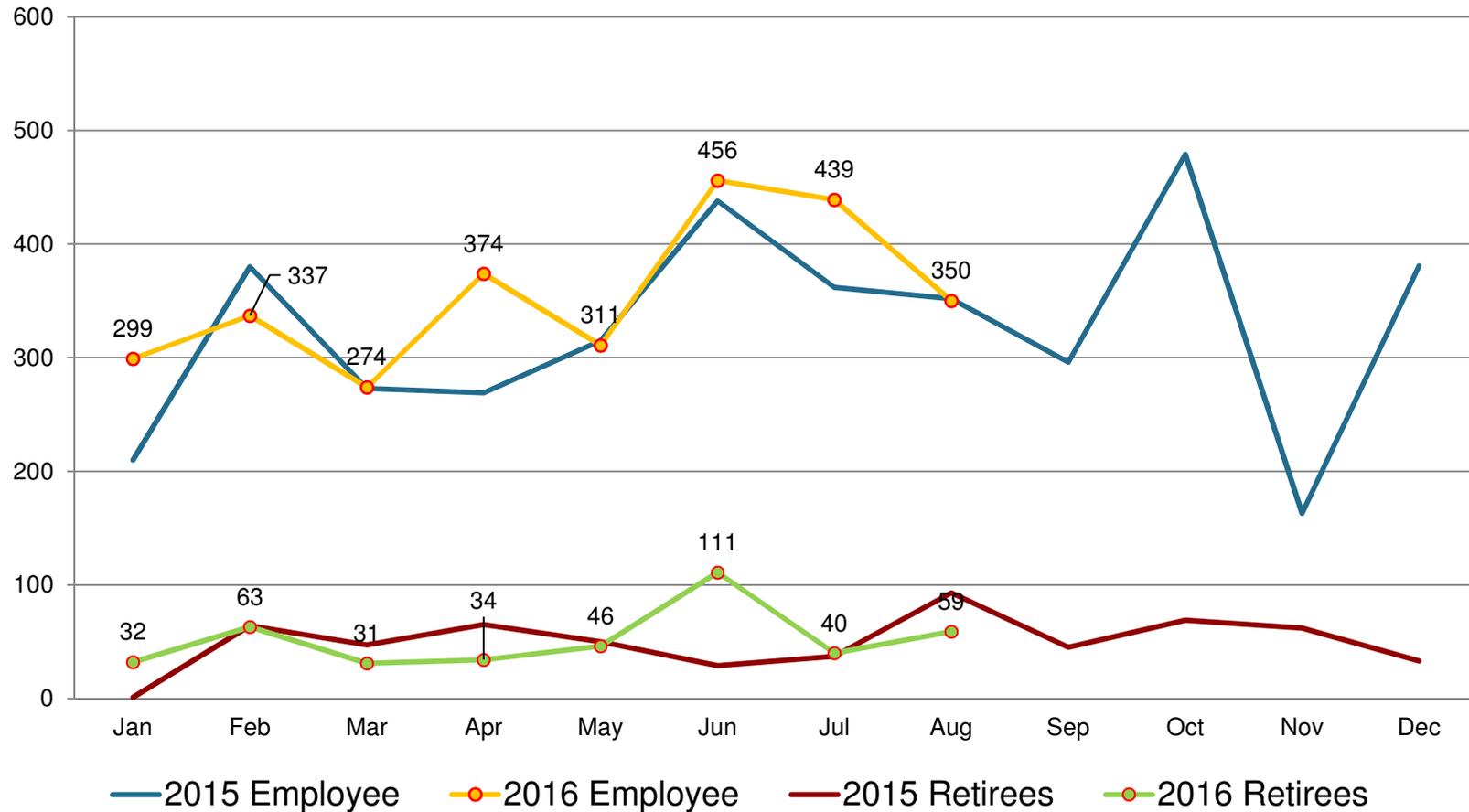
In-person Assistance: August 2016



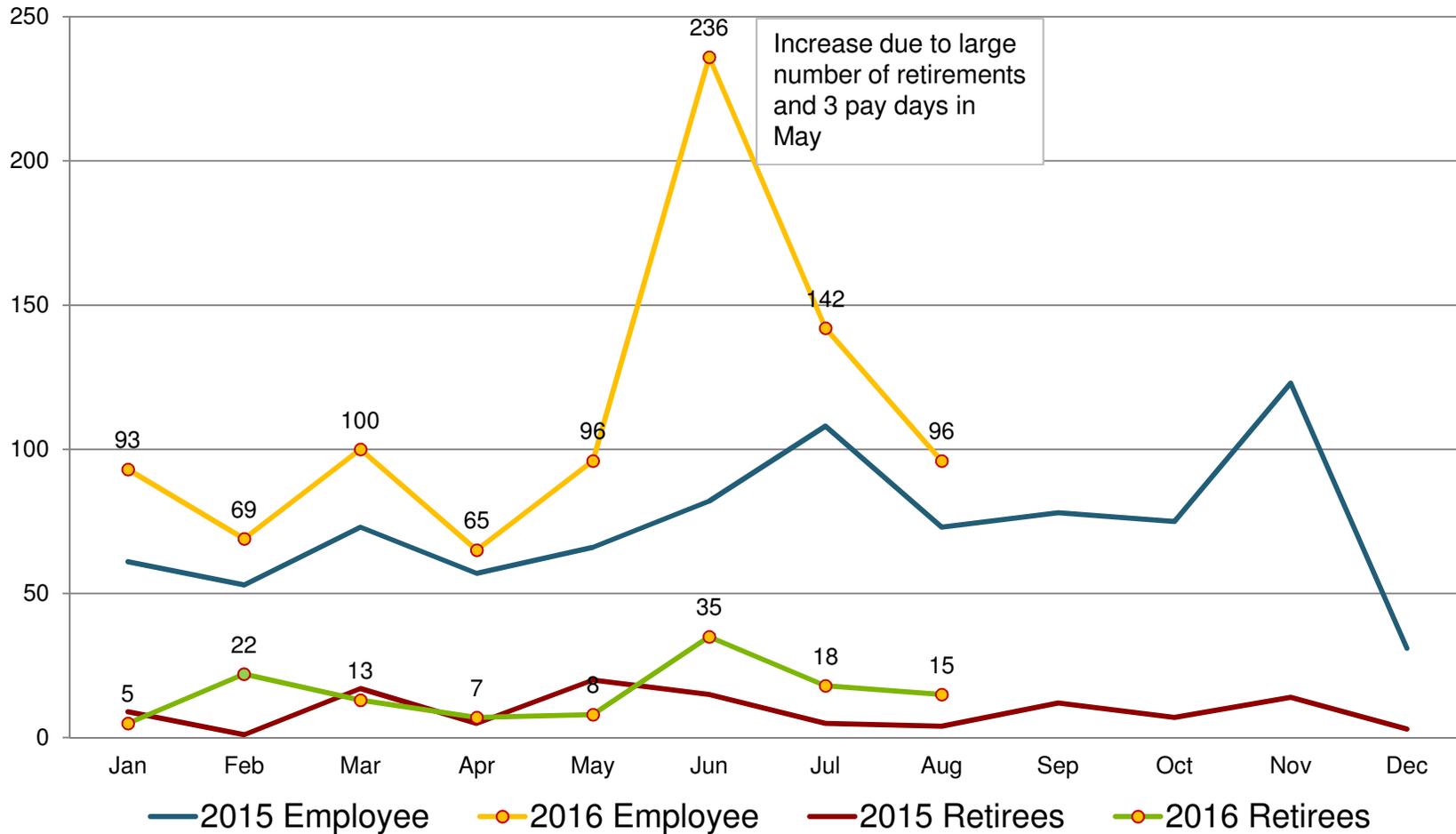
Delinquencies & Terminations: August 2016

- Delinquency Notices Sent
 - Employees: 350
 - Retirees: 59
- Termination Notices Sent
 - Employees: 96
 - Retirees: 15

Delinquency Notices: August 2016



Termination Notices: August 2016



October 2016 Special Events

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p>3</p> <p>PUC HEADQUARTERS 525 Golden Gate O'Shaughnessy Room 8:00AM-3:00PM</p> <p>Meet a Benefits Analyst Get a Free Flu Shot</p>	<p>4</p>	<p>5</p> <p>DPW HEALTH FAIR Cesar Chavez 10:00AM-1:00PM</p> <p>Meet a Benefits Analyst</p>	<p>6</p> <p>HALL OF JUSTICE 850 Bryant Street Room 551 9:00AM-4:30PM</p> <p>Meet a Benefits Analyst Get a Free Flu Shot</p>	<p>7</p> <p>SFUSD HEALTH FAIR 555 Franklin Street 2:00PM-8:00PM</p> <p>Meet a Benefits Analyst Meet Plan Vendors Get a Free Flu Shot</p>
<p>10</p> <p>Columbus Day Holiday</p>	<p>11</p> <p>HETCH HETCHY Moccasin Great Room 7:30AM</p> <p>Meet a Benefits Analyst Voluntary Benefits Info 7:30AM-12:00PM</p> <p>Get a Free Flu Shot</p>	<p>12</p> <p>RETIRED EMPLOYEES OF CCSF HEALTH FAIR Irish Cultural Center 10:00AM-12:00PM</p> <p>Meet a Benefits Analyst Meet Plan Vendors Get a Free Flu Shot</p>	<p>13</p> <p>SFO HEALTH FAIR Aviation Museum 11:00AM-3:00PM</p> <p>Meet Plan Vendors</p> <p>SFO OPEN ENROLLMENT ITBA Training Room 9:00AM-4:30PM</p> <p>Meet a Benefits Analyst Voluntary Benefits Info</p>	<p>14</p> <p>POLICE HEADQUARTERS 3rd Street, Room 3111 9:00AM-4:30PM</p> <p>Meet a Benefits Analyst Get a Free Flu Shot</p> <p>MAIN LIBRARY 100 Larkin Street Latino/Hispanic Room 7:00AM-1:00PM</p> <p>Meet a Benefits Analyst Get a Free Flu Shot</p>
<p>17</p> <p>PUC MILLBRAE 1000 El Camino Real San Mateo Conf Room 9:00AM-4:30PM</p> <p>Meet a Benefits Analyst Voluntary Benefits Info 7:00AM-12:00PM</p> <p>Get a Free Flu Shot</p>	<p>18</p> <p>CITY HALL South Light Court 9:00AM-4:30PM</p> <p>Meet a Benefits Analyst Voluntary Benefits Info Get a Free Flu Shot</p>	<p>19</p> <p>ONE SOUTH VAN NESS Atrium 9:00AM-4:00PM</p> <p>Meet a Benefits Analyst Voluntary Benefits Info Get a Free Flu Shot</p>	<p>20</p> <p>ZSFG 1001 Potrero Avenue Building 5, 2nd Floor 9:00AM-4:30PM</p> <p>Meet a Benefits Analyst</p>	<p>21</p> <p>HSS WELLNESS CENTER 1145 Market Street 1st Floor 8:00AM-5:00PM</p> <p>Meet a Benefits Analyst 9:00AM-3:00PM</p> <p>Get a Free Flu Shot</p>

24

25

26

27

28

HSS OPEN HOUSE: MONDAY THROUGH FRIDAY

1145 Market Street, 1st Floor
8:00AM-5:00PM

Meet a Benefits Analyst
Health Plan Vendors
Voluntary Benefits Info

Open Enrollment applications are due by Monday, October 31, 2016, 5:30PM.

The Health Service System is open 8:00AM-5:00PM, Monday to Friday, except Columbus Day Holiday. Benefit analyst will be available all month on the 1st floor to accept applications. No appointment necessary.

For more information about Open Enrollment and flu shot clinics visit myhss.org.

don't let the flu bring you down



Free flu shot events are for adults only, first come, first served. Supplies are limited.

PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

- Participated in multiple working meetings with Blue Shield and UnitedHealthcare EDI teams for assigning split carrier logic modifications to the eligibility files
- Calculated 5,208 detail rates for 2017 plan year
- Reviewed functional requirements for Best Doctor's eligibility files
- Drafted business requirements and technical specifications for administration of voluntary benefits
- Prepared various data files which are used to create personalized OE letters to HSS members
- Identified all deduction codes required for voluntary benefits
- In various stages of requirements specification and testing for 44 programs/files impacted by split carrier enrollment

IT INITIATIVES:

- Go-Live! achieved for HSS' Enterprise Content Management (ECM) system. Providing post-production support to staff
- Fixed the Call statistics wallboard which provides real-time feedback to staff regarding call volume
- Completed design and setup of secure printing/scanning/faxing of the remaining department copiers
- Received from Committee on IT (COIT) allocation for new PCs. Ordering is in process

OTHER:

- Providing additional support for myhss.org website modifications and various email communications (eNews)
- Attended Lexmark Regional User Group on 8/28/16 (ECM)

DATA ANALYTICS:

- Completed SF OpenData publishing plan. SF OpenData is the central clearing house for data published by the City and County of San Francisco
- Continued analysis and correlation of wellbeing data from the All Payer Claims Database (APCD)
- Provided data to external auditor for internal audit
- Provided data for City 2014 GASB 45 valuation
- Continued effort on IRS 1095 corrections. All filing deadlines have been met but we are providing corrections as requested
- Provided address files for invitations to the Retiree educational forums
- Provided address files for UHC Medicare pre-enrollment kits

Finance and Accounting

- Submitted carryforward requests totaling \$131,000 for the General Fund Administration budget
- Completed all FY 2015-16 financial entries and closed fiscal year in both in the General Fund and Trust Fund
- Began working with the External Auditors on the Trust Financial Statement
- Completed development of the 2017 simple rates which are incorporated into the booklets and guides
- Continuing to develop 2017 rates for PeopleSoft

Contracting and Vendor Management

- Executed a professional services agreement with Meketa Investment Group Inc. for the development of an investment policy for the Health Service System Trust Fund
- Completed final reconciliation of WageWorks FSA administrative invoices, confirmed the receipt of prefunding, and closed contract

Employee Well-being Program Update

Move More, Feel Better Campaign : Examples of How Champions are Promoting Physical Activity

- **Economic Workforce Development** is organizing manager stair walks and passing out exercise wrist bands to encourage movement and registration for Get Fit on Route 66.
- **The LIBRARY Champion Committee** has a new bike share program and they had HSS staff present an exercise (stretch band) seminar at their all staff meetings.

Employee Well-being Program Update

Move More, Feel Better Campaign : Examples of How Champions are Promoting Physical Activity

- **Human Services Administration Wellness Champions and Wellness Ambassadors** are hosting a kickoff event for their lunch time hiking group, promoting their walking group, and tabling to promote movement at work and the online challenge. They also invited our staff to highlight the Get Fit on Route 66 Challenge at their all staff meeting
- **Mayor's Office on Disability/Administration** created contests to motivate movement and registration for the challenge.
- **RETIREMENT** had a kickoff at the Wellness Center and brought members down to participate in a late morning stretch with our HSS Team!

Employee Well-being Program Update

Move More, Feel Better Campaign : Examples of How Champions are Promoting Physical Activity

- **Department of Public Works Champions** and managers are using the Everybodywalk.org video to educate and inspire folks to move 30 minutes, 5 times a week to improve their health and well-being.

Employee Well-being Program Update

Move More, Feel Better Campaign : Examples of How Champions are Promoting Physical Activity

- **Public Utilities Commission** is organizing a Move More, Feel Better day and they are having potluck kickoffs to facilitate the organization of teams.
- **The Port Wellness Champion Committee** is planning a monthly series of movement seminars and starting a walking program highlighting the beauty of the Embarcadero.
- **Rec and Park** staff participated in a team building event: attended a meditation at the library, a yoga class and tour of the Wellness Center.

Employee Well-being Program Update

Get Fit on Route 66 Enrollment

- Total # of participants: 2399
- 2251 Employees, 40 adult family members, 11 child family members
- 97 Retirees

Employee Well-being Program Update

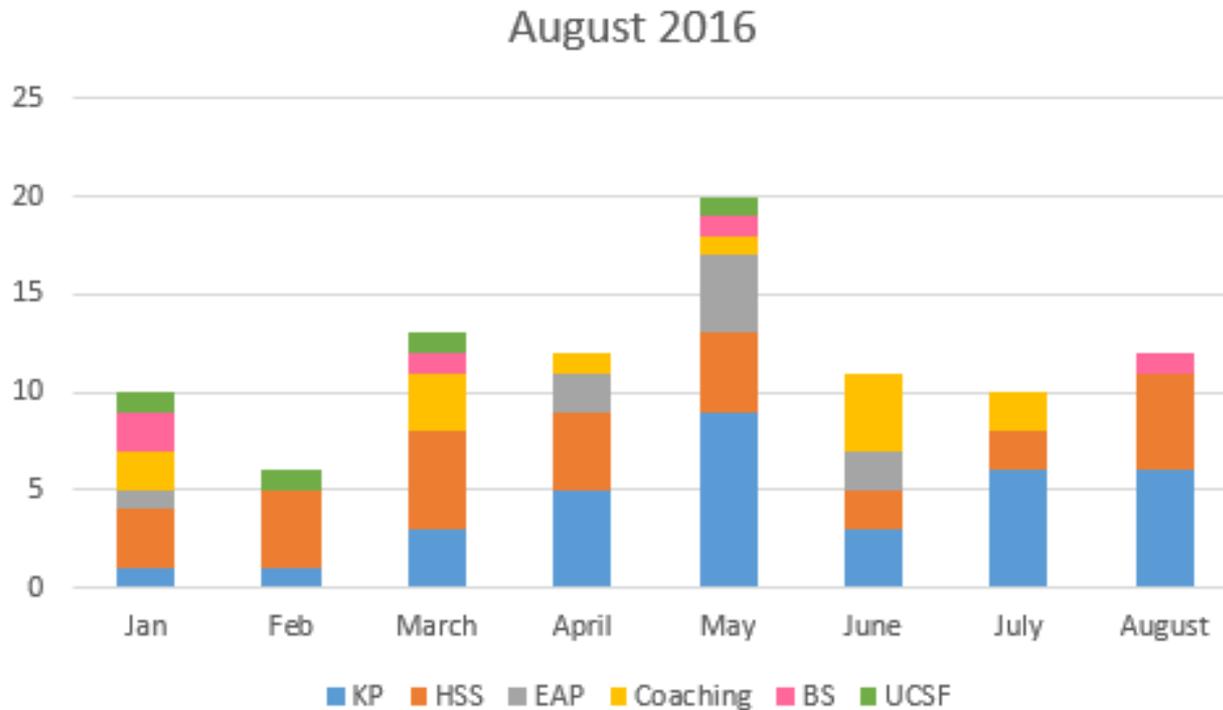
Wellness Events at Departments

August = 10 events

- The HSS Wellness division coordinated 7 programs at CCSF departments (4 seminars, 2 screenings, 1 Healthy Weight Class).
- HSS staff attended 5 of these coordinated events.
- HSS staff coordinated and provided 3 wellness presentations.

Employee Well-being Program Update

Wellness Events



Employee Well-being Program Update

Champion Support

- Attended and supported wellness meetings at the following departments: Controller, Port and Library
- Supported the 1650/60/80 Mission Street Champion Community in planning a health screening and a flu shot clinic serving employees along the Mission street corridor.
- Supported Champions at 311, LIB, HSS, HSA and PUC department meetings to introduce and promote Move More, Feel Better campaign.
- Supported AIR Champions to launch Healthy Weight Program for 40 participants.

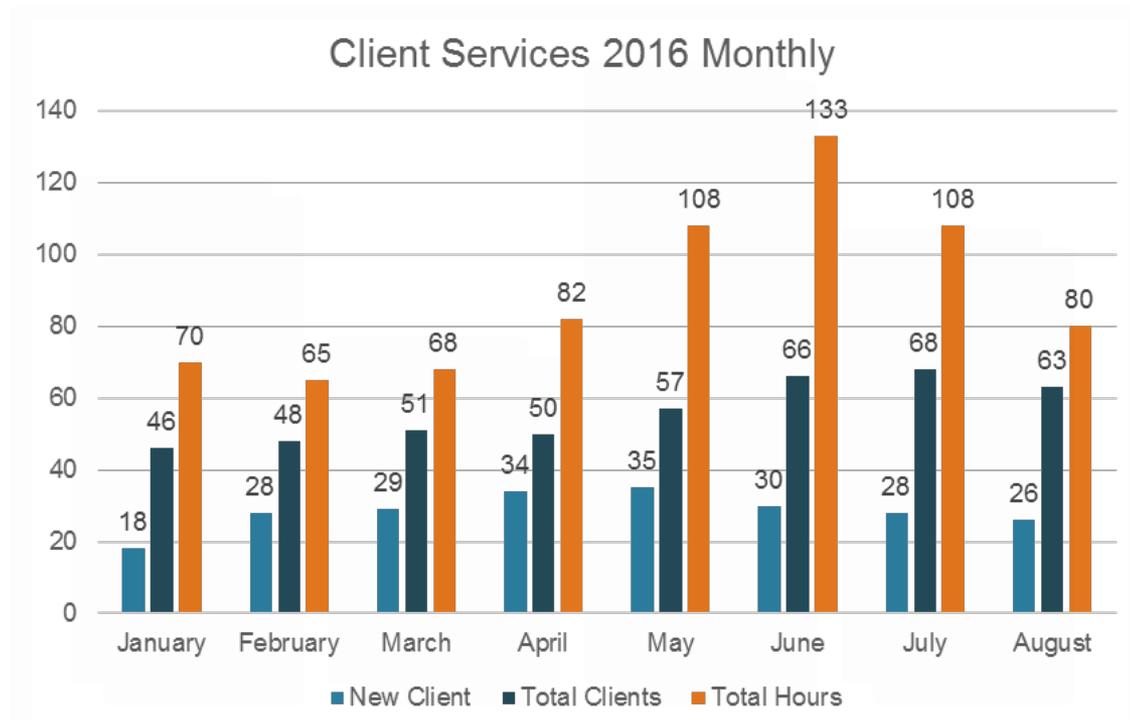
EAP Organizational Well-being Activities

August (8/1/16 – 8/26/16) = 86 employees served

- 3 orientations for 60 employees total
- 8 organizational consultations for 8 employees
- 3 mediations for 3 sets of employees
- Completed Making Work Work seminar series content (Stress Management, Dealing with Difficult People, Communication, Managing Emotions) for launch in September.

EAP Counseling Update

- Averaged 56 clients in the first 8 months of 2016.
- New client, continued clients and counseling hours are less than two previous months due to EAP Counselor on vacation and typical summer slowdown.



Wellness Center

Move More, Feel Better Week was a success!

- Visits to the Wellness Center doubled during Move More, Feel Better Week.
- 84 more individuals came compared to the week prior.
- Move More, Feel Better week was our annual Open House event to encourage new individuals to use the Wellness Center.

	Week Before	Move More, Feel Better Week
Individuals	93	177
Visits	153	291

Wellness Center

Move More, Feel Better Week

involved a variety of activities focused on movement.

Individuals learned things they could complete on their own. The strength training demonstrations were very popular.

	Monday 8/1	Tuesday 8/2	Wednesday 8/3	Thursday 8/4	Friday 8/5
7:15-7:45					Yoga
10:00-2:00	Wellness Center Tours				
10:00-10:15	Breathing Basics		Stretch it Out		Meditation Made Easy
11:30-12:00 Strength Training	Arms	Legs	Abs	Total Body	Exercise Balls
12:10-12:55	Yoga	Total Body Conditioning	Zumba	Bachata Dance	Tai Chi
12:10-12:55 Seminar	Move More, Feel Better	Wellness Benefits 101	What is Wellness Coaching	Move More at Work	Chair Yoga
1:10-1:55	Zumba	Bollywood	Yoga	Total Body Toning	Strength Training Basics
3:00-3:15		Stretch it Out	Meditation Made Easy	Breathing Basics	
5:15-6:00		Zumba		Zumba	

Wellness Center

August

- Group Exercise:
 - Bellywood was added at 1:10pm on Tuesdays
 - Breathing and stretch breaks were added 3 times/week
- Seminars:
 - Move More, Feel Better – 4-part series
 - Active Parenting – 4-part series
 - Healthy Snacking Food Demonstration
- Coaching:
 - Eat better, FEEL BETTER Group Coaching: 8 weekly group sessions

Retiree Well-being Update

August

- Collaborated with RECCSF leadership on planning the annual RECCSF Health Fair and Flu Shot Clinic.(Oct 12 10am-12noon at Irish Cultural Center)
- 97 retirees are participating in the Get Fit on Route 66, a 6-week, online movement challenge, which helps to establish a healthy lifestyle habit. There are 3 active and 7 pending teams.