

DATE: September 9, 2021

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

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: SFHSS Divisional Reports

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: August 2021

PERSONNEL

Welcome:

- TEX 1209: Raphaelle Calvin Hudson will start on September 20. Another employee may be joining on the same date.

Recruitments:

- 1824: First exam scheduled for 8/31. Second exam TBD.
- 1209: Pending Announcement

Employees' Working Status:

- SFHSS employees continue performing a mix of duties in a variety of locations, including but not limited to essential SFHSS work both in the office and remotely.
- SFHSS is in the process of creating a hybrid plan for all staff to work both in the office and remotely effective 11/1/21. Specific plans and dates will depend on the guidance of Health Ordinances from the State as well as the City.

OPERATIONS

- In September we will be gradually increasing the number of staff coming into the office in preparation for the increase in call volume during Open Enrollment. Our offices remain closed to the public.
- Member Services took over 3891 calls in June and 4044 in August. All customer service metrics were met.
- Half the calls came in from retirees.
- Virtual consultations have been expanded to include Retirees, New Hires, and current members with Family Status Changes. Since we launched on June 1, 2021, we have had 112 members sign up for virtual consultations.
- BSC/Accolade and HealthNet/Canopy trainings have started and will continue through September.
- Two 1209 Benefit Technicians have been hired and will be starting their training in time for open enrollment.

ENTERPRISE SYSTEMS & ANALYTICS (ESA) (see attached slides)

- We are moving forward with the Contact Center solution for our phone system. This will expand the available features to support our members with messaging, video, and calling tools. We have an aggressive schedule to deliver this by Open Enrollment.
- ESA has been providing IT support for staff returning to the office in preparation for OE, ensuring all equipment is up to date and working
- Providing weekly training sessions for how to utilize the webinar software for all the scheduled OE webinars. Demonstrating the features and workflows based on different roles of producer, presenter, and attendee. Also assisting in training staff with how to create a recording to use as webinar content.
- Conducted a registration drive with City College on 8/13 to get them into eBenefits
- Conducted the annual HIPAA training for staff on 8/26
- Initial test files have been sent to vendors
- OE programming and Configuration is on track

COMMUNICATIONS

- Finalized Open Enrollment booklets, guides, and letters with printers. Members should receive their packet in late September.
- Piloted eBenefits Registration webinar with retirees and City College to drive account registration during Open Enrollment.
- Collaborated with vendors to pre-record Open Enrollment webinars
- Developed and distributed postcard and email to existing PPO members about change in plan administration from UHC to BSC for the plan year 2022.
- Collaborating with DHR on Return to Workplace events

FINANCE DEPARTMENT

General Fund

- Fiscal year-end 2020-21
 - Final year-end close transactions completed, posted by 8/13
 - Finalizing carryforward of funds only for projects funded in 2020-21 not yet need completed into 2021-22, due by 8/27
- FY2021-22
 - Board of Supervisor's approved budget and staffing FY2021-22 and FY2022-23
 - Initiated process improvement for Position Reconciliations due 9/3
 - This resulted in a shorter turnaround time for the completion of the reconciliation process for open items. FY21-22 had only two open items versus FY20-21 which had sixteen open items.

HSS Trust

- Audit/Monitoring
 - Initiated formal regular scheduled meetings with auditing firm MGO
 - Received final list of documentation requests – 83% of requested information completed

- OPEB (Other Post-Employment Benefits) 2020 Valuation
 - Providing the requested information to actuaries supporting the OPEB valuation analysis sponsored by the Controller's Office

Calendar Year 2022-Renewals/New Plans

- Worked with ESA to develop new system account codes for new health plans
- Open Enrollment Support – CY2022:
 - Generated simple health plan, dental and vision rates for the open enrollment booklets
 - Generated the employee contribution and coverage calendars for the various enrollment classes
 - Developed rate tables to support benefit materials and eligibility systems in progress

CONTRACTS

- Completed evaluation panel review for the Employee Assistance Program and Mental Health Services RFP for City Employees, First Responders and Frontline Personnel.
- Submitted annual report to the Office of Contract Administration for Chapter 12X Banned States.
- Executed agreement with WordJet for transcription services.
- Executed Business Associate Agreement (BAA) with Health Net for PY2022.
- Continued support for the implementation of Blue Shield ASO PPO and Health Net Canopy Care HMO Programs through detailed benefit/plan review and facilitating the transfer of medical and pharmacy information from UnitedHealthcare to Blue Shield of California to ensure continuity of care.
- Completed detailed review of 2022 Plan Documents from all benefit vendors.

WELL-BEING (see attached slides)







- Launched a "Beyond COVID-19 Well-Being" Survey – 6,176 Responses
- All 4 of the First Responder departments have met their download goal for the Cordico app
- July presented the highest case to call volume since the inception of 24/7 EAP at 34% of calls have become a case
- Provided the annual Well-Being@Work Overview Training – 103 Key Players in attendance

Attachments:

1. ESA Slides
2. Well-Being Slides

Enterprise Systems and Analytics Monthly Report

Health Service Board Meeting | September 9, 2021

Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> • Timely remediation of cyber alerts • Annual HIPAA training provided to all staff
VOIP telephony upgrade		<ul style="list-style-type: none"> • Quote for the Webex Contact Center solution approved • Work is being scheduled with ConvergeOne (implementation vendor) • Goal is go-live by Open Enrollment
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> • Project moving into drafting requirements for professional services
eBenefits		<ul style="list-style-type: none"> • Conducted registration drive with City College on 8/13 • 2 remaining issues with eBenefits workflow – resolution expected by mid-September
Social Determinants of Health (SDoH) / Data Measurement Plan		<ul style="list-style-type: none"> • Continued development of data measurement plan • Initial meetings with health plans regarding SFHSS 3-year plan
Open Enrollment		<ul style="list-style-type: none"> • All development requests have been submitted • Attending BSC and Healthnet implementation meetings • 15 interface files in various stages of development • Initial test files have been sent to vendors • Configuration of benefits system to reflect 2022 play year is on track • OE letter data extracted. Preparing for delivery to print house • Various data files provided for targeted communication campaigns • IT support for staff returning to office • IT support for webinars: training



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

Well-Being Monthly Report

Health Service Board Meeting | September 9, 2021

W@W Key-Player Virtual Training

Topics Covered:

- ✓ **COVID-19 Vaccine Awareness & Resources**
 - A special presentation led by Dr. Fiona Wilson, DHR Supervising Physician, to help bring awareness to COVID-19 Vaccines and resources available to city employees.
- ✓ **Well-Being@Work Overview FY 2021-2022**
 - Provided Well-Being program updates and introduced the new Annual Plan Worksheet to help support Key Players start to develop their annual plan.

Attendees: 103 Champions and Department Leads for Well-Being

Training Goals:

1. Increase knowledge on COVID-19 - vaccines and available resources
2. Understand the champion and department lead role in supporting well-being as a Key Player
3. Learn about resources and tools offered by SFHSS to support Well-Being@Work
4. Identify Well-Being@Work priorities for your Department Annual Plan FY 2021-2022



**WELL-BEING
@WORK**

Beyond COVID-19 Well-Being Survey

Launched: 7/28/2021 – 8/23/2021

- ✓ Some departments were allowed an extension to push for the 20% participation goal.

Objective:

- ✓ Compare 2021 data to 2020
- ✓ Provide departmental results to assist in the development of their well-being annual plan.

Participation Goal: Achieve 20% participation

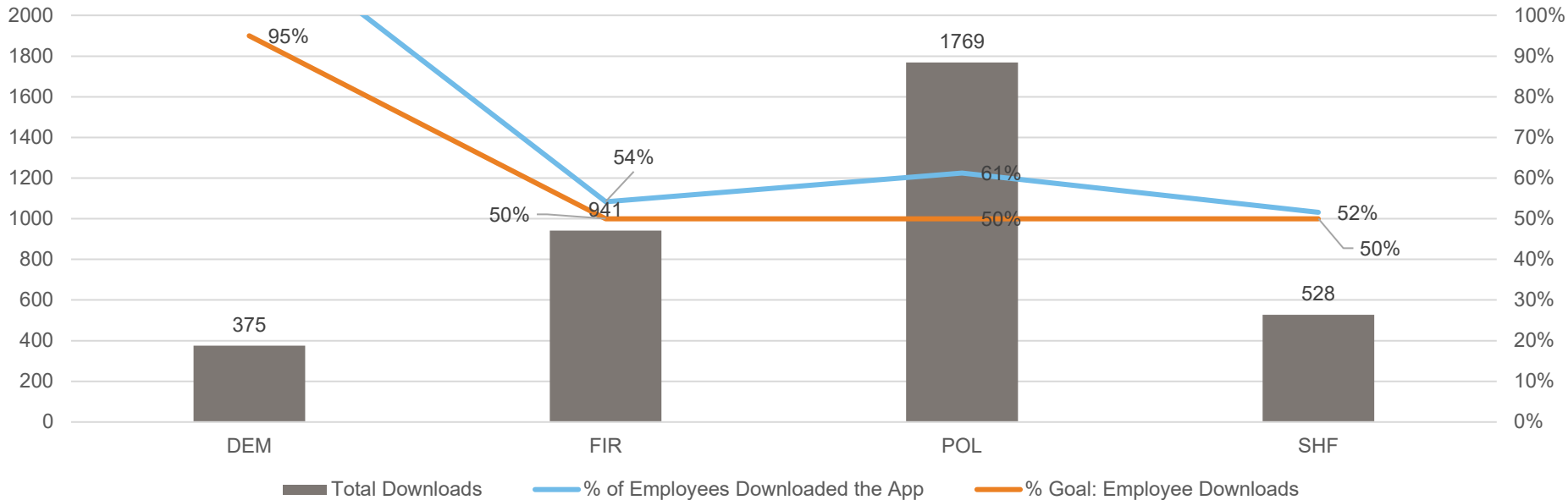
Early Data Results:

- ✓ Survey sent to 28,153 employees
- ✓ 6176 responses representing 22% participation (increase of 4% compared to 2020 survey)
- ✓ 32 Departments achieved > or equal to 20% participation
- ✓ 34 departments increased their overall participation from 2020

Behavioral Health: Cordico Wellness App

- Download goal has been met by all First Responder Departments
- Total downloads:
 - 3,613
 - 133 new downloads in July

Total Downloads and % of Employees Downloaded by Dept. (YTD)



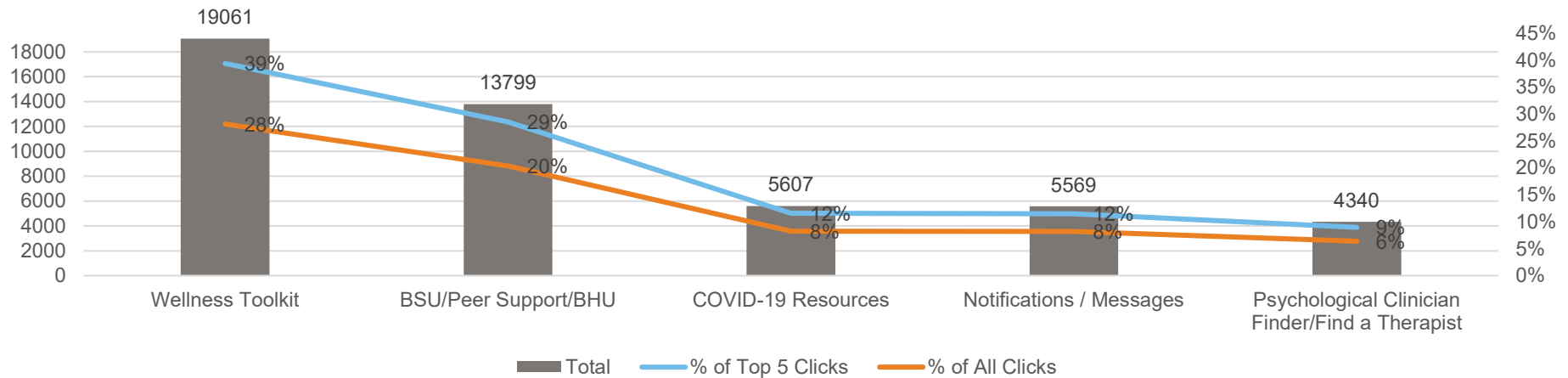
Data represented 5/25/2020 through 7/31/2021

Behavioral Health: Cordico Wellness App

Modules -

- Total of 66,157 modules clicks since inception
- July – Highest number of clicks by Dept.
 - ✓ DEM – Covid-19 Resources (18)
 - ✓ FIR – Behavioral Health Unit (99)
 - ✓ POL – Behavioral Science Unit (491)
 - ✓ SHF – Command Staff (31)

Top 5 Modules Clicked: Total clicks, % of clicks within the top 5 modules and % of all module clicks



*Data represented 5/25/2020 through 6/30/2021

July Highlights

- Highest case to call volume since inception of the program at 34%
- 15% increase in people serviced for individual services – largest impact is reflected in participants engaged in trainings

External 24/7 EAP

(Data represents 8/1/2020 through 7/31/2021)

- 2,223 calls of which 798 (36%) became cases
- Highest call volume takes place between 11 am - 2 pm

July 2021

- 56% of all callers are between the age of 31-50
- 22% of all calls are outside of regular business hours
- 28% of all presenting issues are psychological

SFHSS Internal EAP

(Data represents 8/1/2020 through 7/31/2021)

Services

- 3,234 individuals served
- 1,680 services provided
- 268 leadership consultations
- 848 individual consultations
- Responded to 18 critical incidents serving 104 individuals
- Took on 109 new cases

External 24/7 EAP + SFHSS Internal EAP:
Total Number of Calls, Cases and % Cases

