



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

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Chris Canning
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Karen Breslin
Commissioner

Mary Hao
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Commissioner

Abbie Yant, MA, RN
Executive Director
Health Service System

Holly Lopez
Executive Secretary

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<http://www.sfhss.org/>

HEALTH SERVICE BOARD

MEETING MINUTES

Thursday, September 9, 2021

REGULAR MEETING AT

1:00pm

VIRTUAL PRESENTATION BY SFGOV TV

Due to the COVID-19 health emergency and to protect our Board Members, SFHSS staff, and members of the public, the Board's Meeting Room (Room 416) is closed.

Remote Meeting Access

Watch at 1:00 pm on September 9, 2021 (via SFGovTV) - <https://sfgovtv.org/hsbLIVE>

Click the link to join the meeting - <https://bit.ly/3BEXh5n>

Public Comment Call-In: 415-655-0001 / **Access Code:** 146 446 4192

Providing Public Comment:

1. Dial **415-655-0001** and then enter access code **146 446 4192** then **#**
2. **Press #** again to enter the meeting as an ATTENDEE
3. 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.
4. When Public Comment is called, dial * then **3** to be added to the speaker line.
5. 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.
6. To withdraw your question, press * then **3**. – you will hear: "You have lowered your hand."
7. When the system message says "Your line has been unmuted" - **THIS IS YOUR TIME TO SPEAK.**
8. When the President or Commission Secretary states "Welcome Caller," you are encouraged to state your name clearly. As soon as you speak, you will have **3 minutes** to provide your comments.
9. 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."
10. Participants who wish to speak on 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 comment 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, September 8th** 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 meeting recording is available on the [September 9, 2021 meeting](#) webpage, or the visit [SFGovTV website](#) for a full record of board meeting archives.

1. **CALL TO ORDER:** 1:00 pm

2. **ROLL CALL:**

President Stephen Follansbee, M.D.-present
Vice President Chris Canning-present
Supervisor Connie Chan-present
Commissioner Karen Breslin-present
Commissioner Mary Hao-present
Commissioner Randy Scott-present
Commissioner Claire Zvanski-present

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

The Health Service System meeting minutes are available on the SFHSS website at <https://bit.ly/3zXgxKh> HSB Regular Meeting Minutes from August 12, 2021.

President Follansbee affirmed the following meeting minutes HSB Regular Meeting Minutes from August 10, 2021, 2021. Commissioner Scott moved to accept the meeting meetings as distributed for the HSB Regular Meeting Minutes from August 12, 2021. Commissioner Breslin seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved the Health Service Board Regular Meeting Minutes from August 12, 2021.

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. **PRESIDENT’S REPORT: (Discussion)**

The Health Service System meeting minutes are available on the SFHSS website at <https://bit.ly/3hd246j>.

President Follansbee stated the importance of the COVID-19 vaccination and fully subscribed that no one is safe until everyone is safe. President Follansbee recalled the Boards interest in Pharmacy and Pharmacy Rebates and recommended two articles from the Institute for Clinical Economic Review for Board education topics:

<https://icer.org/explore-our-research/policy-papers/unsupported-price-increase-2019/>
<https://icer.org/assessment/cornerstones-of-fair-drug-coverage-2020/>

President Follansbee said the articles offer background and discussed pricing for high-impact drugs, price increases since 2017-18, and mechanisms for pharmacy pricing. President Follansbee also referred the Board to a previous education presentation in April 2019, [Pharmacy Landscape and Trends](#) that offers a background in the pharmacy domain.

PUBLIC COMMENT: None

6. VOTE ON WHETHER TO CANCEL THE OCTOBER 2021 HEALTH SERVICE BOARD REGULAR MEETING: (Action)

President Follansbee stated the Health Service Board does not traditionally meet during October so SFHSS can attend to Open Enrollment needs.

Commissioner Zvanski moved to cancel the October 2021 Health Service Board meeting. Commissioner Scott seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved the cancellation of the October 2021 Health Service Board Regular Meeting.

7. DIRECTOR'S REPORT: (Discussion)

The Director's Report and presentation are available on the SFHSS website at <https://bit.ly/3E0km4l>.

SFHSS Executive Director Yant presented the following items in her Director's Report:

- COVID-19 Update
- Racial Equity Action Planning
- Notice of Period of Unauthorized Communications and Other Prohibited Activities
- Legislative Report
- Follow up from Prior HSB Meetings
 - Delta Dental
 - Fiduciary Training
 - COVID-19 Vaccine Resolution
- Divisional Reports
 - Personnel
 - Operations
 - Enterprise Systems and Analytics (ESA)
 - Communications
 - Finance and Contracts
 - Well-Being

Executive Director Yant pointed out the Black Out Period Memorandum in the Director's report to serve as notification to the health Service Board (HSB) that beginning September 9, 2021 through June 23, 2022, in which HSB members are prohibited from unauthorized communications and other prohibited activities in connection with the San Francisco Health Service System (SFHSS) formal Request for Information (RFI) from prospective vendors before a proposed competitive bid process for the Medicare Advantage ("MA") plans and the Annual Rates and Benefits process for the 20223 plan year.

Commissioner Zvanski asked if SFHSS is continuing discussions with Delta Dental. Executive Director Yant confirmed and said Delta Dental will present a report later in the agenda. President Follansbee thanked Executive Director Yant for continued data updates on COVID-19 hospitalizations, positive test results, and vaccination rates as well as any new information from plans targeted outreach to members who are not vaccinated. Executive Director Yant

acknowledged the time-intensive and complex task for SFHSS health plans, in alignment with their providers to conduct direct outreach, proactive and ongoing messaging urging members to receive or complete their vaccine. Executive Director Yant recognized the administrative constraints in this process and emphasized this task as another tool in helping members receive quality care and preventative care. President Follansbee also congratulated Laguna Honda Hospital's staff for their efforts in reaching a 96% vaccination rate. Executive Director Yant remarked that Laguna Honda has zero cases of the Delta Variant, and the situation speaks highly of the staff's practice standards and commitment to their patients.

Commissioner Zvanski noted the increased use of the Employee Assistance Program (EAP) and wondered how the services are being utilized as members are returning to the office. Executive Director Yant shared the expansion of EAP services began at the start of the pandemic in 2020 with financial support from the Mayor's Office approval to expand EAP into a 24/7 service to support member's emotional and mental well-being. Services include the Cordico app to support health and safety workers, SFHSS EAP team trained to assist members whose conditions warrant clinical support and guiding them, with a warm handoff, to the appropriate provider, and the continued work to improve delivery and services so members receive the right service for their need. Commissioner Zvanski asked if MUNI still uses its own external EAP contractor. Executive Director Yant said MUNI has its own contractor and SFHSS has a strong relationship with the contractor. Executive Director pointed out there is less mental health stigma, which has allowed more people to talk about mental health and well-being.

PUBLIC COMMENT:

John Avalos-Former San Francisco Supervisor, current Assistant Director of Political and Community Organizing with the National Union of Healthcare Workers. John Avalos expressed concern about Kaiser Permanente's ability to hire an adequate level of providers to meet the needs of the behavioral health enrollees and provide timely access for follow-up appointments for behavioral health and mental healthcare. John Avalos requested SFHSS to collect data on Kaiser member mental health needs and services provided to these members.

Supervisor Chan responded to this public comment and announced the Board of Supervisors will formally request a Letter of Inquiry to the Health Service System with the help of Executive Director Yant, to collect data on Kaiser services for our members.

8. SFHSS FINANCIAL REPORTING AS OF JUNE 30, 2021: (Discussion)

The SFHSS Financial Reporting of June 30, 2021, memo and presentation is available on the SFHSS website at <https://bit.ly/3ldiKMb> and <https://bit.ly/3BYamGY>.

Larry Loo, SFHSS Chief Financial Officer presented the following items:

- Performance of the Trust & General Fund detailed in the monthly financial report
 - Trust financial will be finalized following the annual financial audit
 - Reported on the Health Sustainability Fund
- General Fund Administrative Budget

Chief Financial Officer, Larry Loo said the Trust Fund financials will be finalized following the annual financial audit. Larry Loo also reported a projected net increase the Trust fund balance due to sources of funds being greater than expenditures. Larry Loo reported that the Health Sustainability Fund fiscal year expenses were less than revenues and the General Fund Administrative Budget also ended with expenses being less than revenues.

Commissioner Scott noted that 80% of the annual Trust Fund documentation was completed and delivered to the Trust Fund auditor, MGO, as mentioned in the Director's Report, and asked to share any further updates. Larry Loo said 90% of the requested information has been delivered and the audit is due to conclude on time.

PUBLIC COMMENT: None

9. THE OPEN ENROLLMENT AND FLU CLINIC PLANS FOR 2021: (Discussion)

The Open Enrollment and Flu Clinic Plans for 2021 are available on the SFHSS website <https://bit.ly/3niJOfG>.

Mitchell Griggs, SFHSS Chief Operating Officer, and Carrie Beshears, SFHSS Well-Being Manager presented the following items:

- 2021 OE 9 x12 Envelopes for Actives and Retirees
- OE Mailings
- 2021 OE Booklets
- SFHSS and Health Plan Ads for Actives and Early Retirees
- 2022 Guides
- OE Website
- Member Services During Open Enrollment
- Virtual Open Enrollment Webinars in October 2021
- Raffles and Prizes
- Special Office Hours Just for SFHSS Members
- Health Net CanopyCare Communications Plan
- Blue Shield of California Implementation Overview
- OE Postcards
- SFHSS Worksite Flu Clinics
- Clinic Locations
- COVID-19 Vaccines

Mitchell Griggs shared he and a Blue Shield of California Representative will also be on-site on October 6, 2021, Flu Clinic at the Moccasin's Reservoir Administrative Building in Hetch Hetchy, to answer any questions about the PPO network changes for active and retired members.

President Follansbee thanked Mitchell and Carrie for the presentation and the tremendous amount of work their team performs year-round in preparation for Open Enrollment. President Follansbee also noted that members can receive a flu shot and COVID-19 booster shot at the same time through their health plan provider. Commissioner Zvanski clarified that health plans offer the booster shot and flu shot in one visit and SFHSS Flu Clinics are solely for flu shots.

Commissioner Scott was curious to see any relationship between flu and COVID-19 vaccination rates and asked what percentage of members receive the flu shot. Carrie Beshears said data would need to be pulled from the site clinics and health plans and she can report back to the Board.

Commissioner Zvanski requested information for open enrollment, flu clinic, and vaccine information for members that she can pass along to other retiree groups she participates in. Executive Director Yant said the [Department of Public Health](#) offers the most current COVID-19 information for the City and that booster shot information is still forthcoming. Executive Director Yant said Holly Lopez, Board Secretary can assist with any further information.

PUBLIC COMMENT:

Fred Sanchez, President of Protect Our Benefits, expressed his confidence in the Heath Service System to conduct Open Enrollment and Flu Clinics, Fred Sanchez welcomed Supervisor Chan to the Board and thanked Commissioner Zvanski and Commissioner Breslin for their membership in Protect Our Benefits.

Break: 3:00-3:10 pm

ROLL CALL:

President Stephen Follansbee, M.D.-present
Vice President Chris Canning-present
Supervisor Connie Chan-present
Commissioner Karen Breslin-present
Commissioner Mary Hao-present
Commissioner Randy Scott-present
Commissioner Claire Zvanski-present

10. BOARD EDUCATION: SFHSS HEALTHCARE COST TRANSPARENCY: (Discussion)

The Board Education presentation on SFHSS Healthcare Cost Transparency is available on the SFHSS website <https://bit.ly/3l46KfQ>.

Suzanne Delbanco Ph.D., Executive Director, Catalyst for Payment Reform (CPR) presented the following items:

- About CPR
- CPR Goals and Offerings
- Why do We Need Transparency into Health Care Prices?
- Progress...but Health Plan Tools Still Fall Short
- Where do Employers Turn to Fill the Void?
- Few State Laws Ensure Access
- California has Led in Some Areas
- Federal Action on Transparency- Hospitals, Health Insurers
- Necessary Purchaser Action
- Question and Discussion
- Key Provisions of Recent Federal Regulations

President Follansbee thanked Suzanne Delbanco for the superb presentation. President Follansbee said that delivery of care is different depending on region, whether in a rural or urban area and asked how transparency issues fit into the bigger picture of the healthcare system, which is a delivery or care system. Suzanne Delbanco said there has been a tremendous amount of consolidation of healthcare providers both in hospitals merging horizontally as well as acquiring physician practices, which can result in fewer and fewer choices in rural areas. Suzanne Delbanco said when there is a lack of competition in an area it's less likely that people know their choices and shop around and it gives the providers left in the area more market power to resist the kinds of things that make it easier for people to shop around and know their choices.

Commissioner Scott asked if CPR is working on or with others on pharmacy pricing issues. Suzanne Delbanco said healthcare transparency and pharmacy issues are parallel, with the pharmacy space experiencing a lack of competition and as a result price increase but CPR is not currently taking this task on in a large way. CPR has a [Masterclass on Pharmacy](#) available for its members.

President Follansbee recalled the complexity for patients to understand the fee-for-service system and he wondered how this complexity converges with healthcare cost transparency. Suzanne Delbanco said it converges in a very clear way in that the situation is a sort of a la carte or fee-for-service pricing for payment and it is problematic in many ways but from a transparency perspective. It's very difficult for a consumer or layperson to know where all the prices are for an episode of care. Suzanne Delbanco went on to explain there is something called episode-based payment, also known as bundled payment, that's essentially trying to create a package for everything someone would need for a typical episode of care, whether it's a hip replacement or birth or any number of things. Clinical experts decide what types of services are typically included in that episode and one of the things we're lacking in this country right now are standard definitions of those episodes. Catalyst for Payment Reform is beginning to work with another nonprofit called Paysys that is trying to create a set of publicly available open-source standard definitions of episodes because it has implications for both payments and the ability for people to sort of price shop as well as this simplicity and reduction of complexity for the provider who wants to understand what one payer is going to offer them for an episode versus another payer and whether they should agree to that price. Suzanne Delbanco said until we have standard episode definitions, we may have some prices offered as episodes or bundles, but they may not be entirely apples-to-apples comparisons with prices offered on some other platform. President Follansbee acknowledged the need for more education around bundled payments, especially since an episode or service involves many points of care.

Commissioner Scott thanked Suzanne Delbanco and CRP for their work to fight for change. Commissioner Scott mentioned his work with (Pacific) Purchaser Business Group on Health and has seen CRP's efforts over the decades and appreciated the progress they have made. Supervisor Chan also expressed gratitude for the very educational presentation.

PUBLIC COMMENT:

John Avalos-Former San Francisco Supervisor, current Assistant Director of Political and Community Organizing with the National Union of Healthcare Workers. John Avalos shared his gratitude for the presentation and expressed his support of healthcare cost transparency for health plans available to City employees, including Kaiser.

11. SFHSS MEDICARE ADVANTAGE REQUEST FOR INFORMATION (RFI) UPDATE: (Discussion)

The SFHSS Medicare Advantage Request for Information (RFI) Update is available on the SFHSS website <https://bit.ly/3yYvtHh>.

Michael Visconti, SFHSS Contracts Manager, and Anne Thompson, Aon presented the following items:

- Medicare Plans Discussion-Consolidated Goals and Objectives
- Medicare Plans Discussion-Path from RFI to RFP
- Medicare Plans Discussion-RFI Advantages
- Medicare Plans Discussion-RFI Process
- Medicare Plans Discussion-RFI Timeline
- Medicare Plans Discussion-RFI Pre-Identified Carriers
- Medicare Plans Discussion-Next Step

President Follansbee thanked Anne Thompson and Michael Visconti for the detailed presentation and the progress on this task. President Follansbee asked who makes the final recommendation

to proceed with a Request for Proposal. Executive Director Yant said the [Terms of Reference](#) outlined that SFHSS will determine if an RFP is needed and then the Board is responsible for informing the goals and objectives of an RFP, no action item needed. Commissioner Zvanski recalled the recommendation is presented but it's ultimately an action item of the Board to approve or disapprove. Erik Rapoport, City Attorney recalled this as a discussion item but would talk to Executive Director Yant and report back to the Board.

PUBLIC COMMENT: None

12. DELTA DENTAL QUARTERLY REPORT TO HEALTH SERVICE BOARD: (Discussion)

The Delta Dental Quarterly Report to the Health Service Board is available on the SFHSS website <https://bit.ly/38Ri5Ku>.

Sharen Stanek-Lowe, Delta Dental presented the following items:

- Addressing Health Service Board's Areas of Concern
- Project Plan
- Tracking Prevention
- Delta Dental Providers in a Sampling of CA Counties
- The New Look of Delta Dental Directory Results
- DentalQual Powered by P&R Dental Strategies
- DentalQual is Consumer-Friendly
- Ways to Contact Delta Dental
- Communications Accomplishments
- SFHSS Delta Dental Microsite ~Before
- SFHSS Delta Dental Microsite ~As of 9/2/2021

President Follansbee acknowledged all the work to present the information and thanked Sharen Stanek-Lowe for the report. President Follansbee asked how Delta Dental's "book of business" is derived. Sharen Stanek-Lowe explained Delta Dental's book of business entails their enterprise accounts and Delta Dental looks at the utilization of certain services within those accounts to create a benchmark. President Follansbee wanted to be sure the benchmark is a utilization comparison, not a goal. Sharen Stanek-Lowe said he was correct, and that although the cleaning benchmark is currently at 28.9%, Delta Dental and SFHSS can create a goal for members and are currently trying to exceed that benchmark. Commissioner Breslin commented that 28.9% is much too low and the goal should be at least 50%. Commissioner Breslin asked what outreach is being deployed to members to increase utilization. Sharen Stanek-Lowe said an email campaign is in process to target individuals that have not utilized their dental benefits in the prior 7 months, specifically cleanings, with several touchpoints: an email notice that benefits have not been utilized and support to schedule an appointment, another email congratulating them on their visit, and an opportunity to select a reminder email for their next appointment reminder.

Commissioner Breslin asked two questions, 1. Can new dentists select to join the PPO or the Premier network or are they required to join both Dentist options for joining a PPO or Premier plan contract? and 2. Does Delta Dental plan to eliminate the Premier network? Sharen Stanek-Lowe said Delta Dental does not plan to eliminate the premier dental contract and all new provider contracts include both the PPO and premier option. Sharen Stanek-Lowe pointed out the SFHSS elected the PPO plan design and within that plan design members receive the most savings in the PPO plan. Sharen Stanek-Lowe said that HSS does have a very small number of legacy contracts (contracts for Premier only), but overall, 97% of Delta Dentists are under a PPO network contract.

Commissioner Zvanski asked what the utilization statistics were now compared to pre-COVID statistics. Sharen Stanek-Lowe said the report compared data to 2019 reports, so the report outlines utilization dropped drastically-nearly nonexistent except for emergency services- in the second quarter of 2020 (beginning of the pandemic), there was a slow increase so by July 2020, and another dip in claims at the end of 2020. Sharen Stanek-Lowe said that 2021 has had several periods of COVID-19 retractions restrictions but claims have mostly returned to normal compared to 2019 data. Sharen Stanek-Lowe also mentioned that members can select [virtual dentistry](#) with more information on the SF [SFHSS Delta Dental microsite](#).

Commissioner Scott thanked Delta Dental for the quarterly report, as it's the first time the Board has been presented with a dental report and now creates a basis for ensuring communications and areas to improve member utilization. President Follansbee concurred with Commissioner Scott and Commissioner Breslin in identifying improvement areas for member utilization goals. President Follansbee also called attention to the hard work of SFHSS and Executive Director Yant to bring clarity on this topic and thanked Delta Dental for engaging in the dialog to bring this report to the Board. Executive Director Yant indicated the process has been educational, with the goal to provide transparency for not only the Board but members, particularly the senior population, so they know their benefit options, cost, and can make an informed choice.

PUBLIC COMMENT: None

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

There were no reports or updates from contracted Health Plan representatives thus, no public comment.

PUBLIC COMMENT: None

14. ADJOURNMENT: 4:46 pm

Health Service Board and Health Service System Web Site: <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, 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 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.