



HEALTH SERVICE BOARD
CITY & COUNTY OF SAN FRANCISCO

G O V E R N A N C E C O M M I T T E E

Draft Minutes

Special Meeting

Tuesday, May 10, 2016

1:00 P.M.

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94103

□ Call to order

□ Roll call Committee Chair, Karen Breslin
 Committee Member Randy Scott
 Committee Member Stephen Follansbee, M.D.

This special Governance Committee meeting was called to order at 1:01 pm. All Committee members were present.

□ 05102016-01G Action item Approval (with possible modifications) of the minutes of the meeting set forth below:

- Special Committee Meeting of November 30, 2015

Documents provided to Board prior to meeting:
Draft minutes.

Commissioner Follansbee stated that there was a minor typo in the minutes. The word “the” should have been “they.” He was unable to find the section in the minutes; however, the Board Secretary stated that she would look for the error.

Commissioner Scott moved to approve the minutes of November 30, 2015 with the edit.

Commissioner Follansbee seconded the motion.

Public comments: None.

Action: Motion was moved and seconded by the Committee to approve the special meeting minutes of November 30, 2015 with edit.

Motion passed 3-0.

□ 05102016-02G Action item

Approval of Health Service Board Education Plan for 2016-2019 (Committee Chair Breslin)

Documents provided to Board prior to meeting: Draft Health Service Board Education Plan (2016-2019).

- Committee Chair Breslin stated that she thought the draft 2016-2019 policy prepared by Commissioner Scott was a good start, noting that she had a few items to add.
- Commissioner Follansbee also stated that he thought the draft was fairly comprehensive. He asked how the annual educational activities would be reported and whether there should be some sort of standard or requirement (i.e., 20 hours of education per year).
- Commissioner Scott stated uncertainty regarding requiring a specific or minimum number of hours per reporting period. He had not given that aspect of reporting much thought.
- Commissioner Scott stated that it would be the Board Secretary's responsibility to compile an annual Board Education Report, so it would be important for members to report all educational activities to the Secretary by a date certain (to be set by the Board Secretary).
- Chair Breslin stated that one item in the Plan suggested presenting least five (5) educational sessions at regular Health Service Board meetings. She asked if Board members would be required to make up the session if absent from such a meeting.

- Commissioner Scott responded affirmatively. He stated that in the course of his current employment, he had attended at least three webinars that would bear on his work as a Health Service Board member and that such educational activities (whether through employment or the HSB) should count and be reported to the Secretary.
- Commissioner Follansbee stated that it would help to set a minimum expectation to give each Board member a target, and that the policies enumerated in the “General Provisions” of the Board Education Policy may cover the educational goals of the Board.
- Commissioner Scott referenced page 33, paragraph 10, in the Board Education Policy: “Board members shall attempt to meet the following minimum goals, *provided sufficient budget resources are available.*” (emphasis added).
 - 10(b): “Attend at least one conference annually, which includes at least five (5) hours of substantive educational content per day of the conference.”
 - 10(c): “Regularly attend online educational events (i.e., webinars) that may be identified as being relevant to the Board.”
- Chair Breslin stated that an annual refresher on rate calculations by the actuary would be beneficial. Another useful topic would be how to understand the financial reports. She also suggested that each Board member be provided with online links to applicable sections of the Charter.
- Commissioner Follansbee suggested that a link to the Board’s education policy also be provided to Board members.
- Chair Breslin noted that IFEBP provides benefits certification and she that had taken Part Two of the certification course years ago before funding was cut off. In the past,

conferences were held in San Francisco or nearby, which made attendance convenient.

- Commissioner Scott reported that he had participated in an IFEBP trustee conference in San Francisco in June 2015.
- Chair Breslin expressed an interest in reviewing the Board's member orientation, as she had never seen it.
- Director Dodd asked Laini Scott, Board Secretary, to provide the Board's current orientation schedule to Commissioner Breslin.
- Ms. Scott stated that the current orientation was taken directly from the Board's Policies and Terms of Reference. See pages 33-35 under "Orientation Program" in the Board Education Policy section.
- Commissioner Scott concurred with Commissioner Follansbee's suggestion to add certain links to the educational plan, such as relevant Charter sections and the Board's orientation program. He recommended including these links in PDF format under "Other Learning Resources" on the draft.
- Chair Breslin stated that it would be useful for Board members to have a current copy of the Charter as it relates to HSS and the Board.
- Commissioner Scott suggested that the 2016 November Forum cover some of the refresher topics previously mentioned, such as the Board's fiduciary role, rate calculations and the role of the actuary in the rating process. He also suggested reviewing upcoming policy issues that the Board may face as well as Board education around specific areas of its duties.
- Commissioner Breslin asked for confirmation that \$10,000 had been allocated to Board education and stated that according to Prop C, trust fund money could be used for such purpose, including possible travel.

- Director Dodd confirmed that \$10,000 had been allocated for Board education. The Board approved this amount in February 2016 along with the HSS Administration Budget.
- Pamela Levin, HSS Deputy Director and CFO, reported that \$10,000 had been budgeted in the trust for the current year and moved to the General Fund. HSS thought it was more appropriate to move the \$10,000 allocated to Board education from the trust fund to the General Fund. Modifications could be made to the budgets in the second year.
- Commissioner Scott moved that the Committee adopt the revisions to the draft Board Education Plan for 2016-2019 as discussed, that a new draft be circulated to Governance Committee members for review and that the new draft be submitted for full Board review and discussion.
- Commissioner Follansbee seconded the motion.
- Director Dodd asked for clarification on the timing of circulating the draft to Committee members, presenting it to the full Board for discussion, and whether another Governance Committee meeting should be scheduled.
- Commissioner Scott stated that with the upcoming final rates approval and the Board's recess in July, any meeting after that time would be acceptable to present the draft education plan to the full Board. He clarified that another Governance Committee meeting would not be necessary and recommended that the draft policy be circulated for comments to ensure all suggestions from Committee members were incorporated into the final document for the full Board's review. He stated that it would be best to respond directly to him to avoid improper meeting issues.

Public comments: None.

Action: Motion was moved and seconded by the Committee to adopt the revisions to the draft 2016-19 Board Education Plan, as discussed, that a new draft be circulated to Committee members and a new draft be submitted for full Board review and discussion at a subsequent meeting.

Motion passed 3-0.

- 05102016-03G Discussion item Update on HSS employee engagement survey (Director Dodd)

Documents provided to Board prior to meeting:
None.

- Director Dodd reported that the engagement survey entitled, “Your Opinion Counts” would be administered to HSS staff by Integral Talent Systems, Inc. (“ITS”). Dr. Lynn Ware, principal of ITS, has been administering survey instruments for 40 years.
- Director Dodd distributed three sample surveys to the Committee members. Since it was proprietary, ITS requested that the document not be circulated beyond the three Committee members, who were expected to return the surveys immediately after review and discussion.
- The survey copies were assigned as follows:
 - Chair Breslin – Copy 1
 - Commissioner Scott – Copy 2
 - Commissioner Follansbee – Copy 3
- Director Dodd reported that approximately two weeks prior to the rollout, she would notify HSS staff to expect contact from ITS regarding taking the employment engagement survey. ITS will email HSS staff approximately one week before rollout.
- The survey will be distributed to HSS staff on June 23, 2016 and they will have two weeks to respond. While participation in the survey is optional, an email reminder will be sent after one week.
- HSS employees will have an opportunity to respond to the survey about their supervisor and/or the department. Feedback will be

given directly to each supervisor and Director Dodd.

- Dr. Ware will present the survey results to the Board, which Director Dodd requested be discussed in closed session.
- Commissioner Follansbee inquired about the rating scale (i.e., 1-5 or 0-10), the tool to be used (i.e., online), employee access (during work day?) and the target response.
- Director Dodd stated that the survey would be accessible online and take approximately 20 minutes to complete. Employees would be allowed to take it during the work day. She was unsure but thought the scale was probably a Likert 1-5 scale with a non-applicable or decline to comment option. Since Director Dodd was unsure about the target, she suggested that the Committee call Dr. Ware to respond to Commissioner Follansbee's inquiries.
- Dr. Ware confirmed that the dimension of the scale was a 1-5 Likert scale, which included a non-applicable (N/A) option. She stated that the typical response rate was 55-85% and that anything over 50% would be acceptable. Sometimes incentives are offered to encourage participation. For example, DHR received a 90% participation rate, incentivized by the approval of "casual Fridays."
- Commissioner Follansbee urged all HSS staff to complete the survey and take it seriously.
- Commissioner Scott stated that he would reference the survey in his President's report at the regular June meeting and encourage staff participation.
- Director Dodd suggested presenting the results of the survey to the full Board in closed session.
- Commissioner Scott stated that he, too, would prefer to review the survey results in closed session, if possible.

- Commissioner Follansbee stated that if the survey was discussed in closed session that a formal report be presented in open session for public review.
- Erik Rapoport, Deputy City Attorney, stated that if the survey was tied to a performance review, it could possibly be discussed in closed session. He would need to review the Brown Act requirements.

Public comments: None.

□ 05102016-04G Action item

Adoption of policy for Health Service Board's response to member emails (Committee Chair Breslin)

Documents provided to Board prior to meeting: None.

- The purpose of this agenda item was to determine a procedure on how to handle official responses to HSS members after the establishment of the Board's new email address in June 2015.
- Two types of emails were identified—those warranting a Board response and those not requiring further comment.
- Currently, all emails sent to the Board's new address generate the following autoreply:

“Thank you for contacting the SF Health Service Board. If your message is a compliment or complaint about the System, please contact Darric Sorko-Ram at [email and telephone number].”
- Chair Breslin suggested including “Your message has been received” after the first sentence, since members had expressed confusion regarding the receipt of their emails.
- The Committee discussed how much information should be included in the Board's autoreply as well as an expected follow-up response time (if necessary). There was also an inquiry on whether HSS should report back to the Board on Member Services issues

brought to its attention and potential timeline.

- Director Dodd stated that the Board's new email address had been established to allow members to contact the Board regarding service matters (good or bad) and other items within the Board's jurisdiction. It was not intended to create a pipeline to the Deputy Director or Member Services Manager wherein specific benefits questions would be answered. Such issues should be directed to HSS Member Services staff.
- The Committee agreed on the following revised email autoreply:

“Thank you for contacting the SF Health Service Board. Each Board member has received your message. If your message is regarding benefits only, please call (415) 554-1750.”
- The Committee also discussed how to handle emails requiring a specific response. It was decided that any Board member wanting to reply to an email (out of interest or necessity) should first contact the HSS Executive Director and Board Secretary for coordinated action.
- The Board Secretary will continue to forward correspondence received via US Mail or by separate email to the Board. She will also provide an individual response to emails not adequately covered in a form response.
- Commissioner Scott stated that no member of the Board should communicate directly with HSS members who have made contact through the Board's email. It is the responsibility of the Board President to work with the Director, General Counsel and Board Secretary to address escalated issues brought to the Board's attention.
- Erik Rapoport, Deputy City Attorney, cautioned against Board members discussing individual benefit issues with HSS members.

- Commissioner Scott moved to make the adjustments in the email responses as discussed as soon as possible.
- Commissioner Follansbee seconded the motion.

Public comment: None.

Action: Motion was moved and seconded by the Committee to make adjustments to the Board's email responses as discussed.

Motion passed 3-0.

- 05102016-05G Discussion item Opportunity to place items on future agendas
Public comments: None.
- 05102016-06G Discussion item Opportunity for the public to comment on any matters within the Board's jurisdiction
Public comments: None.
- Adjourn: 2:28pm

Summary of Health Service Board Rules Regarding Public Comment

- Speakers are urged to fill out a speaker card in advance, but may remain anonymous if so desired.
- A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction as designated on the agenda.

Health Service Board and Health Service System Web Site: <http://www.myhss.org>

Disability Access

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 at 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.

In order 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.

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>.

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.

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 set forth in Chapter 67A of the San Francisco Administrative Code.

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 Laini K. Scott at (415) 554-0662 or email at laini.scott@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: (415) 554-0662