

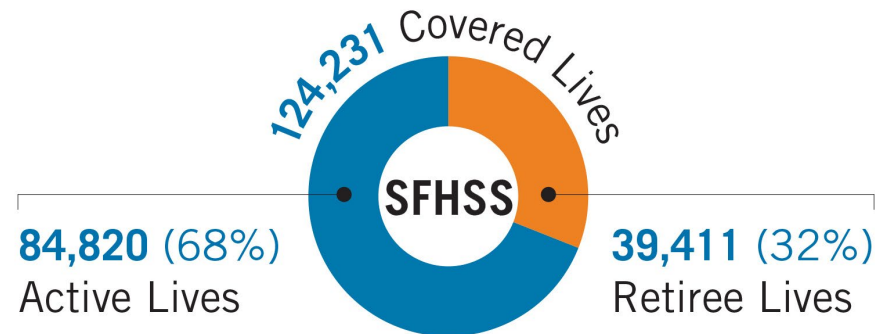
2020 SFHSS Annual Report



2020 The COVID-19 Pandemic Year

A year of resilience and flexibility for the SFHSS staff. We shifted our entire operations to work remotely.

- Activated our Continuity of Operations Plan.
- Pivoted our resources or fast-tracked already planned projects to support our members' evolving health needs.
- Contributed to the City's efforts to slow the spread of the COVID-19 virus via DSW assignment and adapting to work remotely.
- Prioritized building our team culture by developing our Racial Equity Action Plan.



Accomplishment Highlights

Enterprise System Analytics:

Rolled out Voice over Internet Protocol (VoIP) telecommunications, which enabled our staff to work virtually.

Implemented self-service capability for Retirees and SFUSD employees to register their **eBenefits** accounts for the first time.

Member Services:

Provided **890** new hire phone consultations and **3,255** pre-retirement phone consultations.

Assisted **1,585** members through **6** virtual health fairs and webinars.

Communications:

Developed a new step-by-step process that was included in the **76,904** custom packets mailed to Members to guide them through their benefit elections.

Created a comprehensive online Open Enrollment resource center that had **27,809** site visits.

Finance & Contracts:

Hired a new CFO to oversee the Finance and Contracts division.

Issued **5** competitive bids or Request for Proposals (RFPs), including new Health Plans for 2022 plan year.

Well-Being & EAP:

Expanded EAP services with new external vendor to provide 24/7 support for **4,883** city employees touchpoints during the pandemic.

Launched new Wellness App in partnership with CORDICO for Department of Emergency Management, Fire, Police and Sheriff.

Executed **27** worksite flu clinics during a pandemic in partnership with ADM, DHR, DPH.

Key Takeaways for 2021

With all of the disruption brought forth by the pandemic, SFHSS was able to stay on track to deliver on our strategic goals.

Grateful to SFHSS staff and our board for stepping up to challenge and learning to work in a virtual world.

We've continued to serve our members throughout this pandemic and found a way to deliver even more choice for our members this Fall.

While 2021 is shaping up to be another uncertain and challenging year, I'm confident our team can rise to meet the challenge.

