

MEMORANDUM

DATE: June 13, 2024

TO: Mary Hao, Vice President, and Members of the Health Service Board

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: June 13, 2024, Director's Report

Commissioner Appointments

SFHSS staff would like to welcome Gregg Sass as the newly elected Commissioner appointed by the City Controller. Commissioner Sass has served on the Health Service Board before and will complete the five-year term formally held by the late Randy Scott. Commissioner Mary Hao was also re-appointed by Mayor London Breed. Commissioner Hao will complete a five-year term ending.

EQUITY & INCLUSION UPDATE

SFHSS is leading with equity to support our membership in accessing the care they need when they need it, regardless of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status. As unique as we are individually, we cannot separate the importance of belonging from our physical and mental well-being. With this understanding, SFHSS is participating in the citywide Peer Learning Culture Cohort to reflect on practices departments have tried around creating affinity, belonging, and safety in the workplace. Our department will continue to uplift equity practices currently being implemented and the learnings we glean from other city partners doing this collaborative work.

A sense of belonging is also resonant across the City as the San Francisco Pride celebration approaches on June 29th and 30th. At the heart of [Pride](#) is the [unifying message](#) of freedom of expression and love for all. The [San Francisco Office of Transgender Initiatives](#) works to advance equity for transgender and gender nonconforming people in alignment with the City's [Gender Inclusion Policy](#). We invite all staff and commissioners to learn [why pronouns matter](#) or to take a [Transgender 101 Course](#) to strengthen your commitment to inclusion and belonging.

On a national scale, [Juneteenth](#) is entering its fourth year as a federally recognized holiday, although it is the oldest nationally celebrated commemoration of the ending of slavery in the United States. June 19 marks explicitly the moment when those last enslaved in Galveston, Texas, received word of their freedom. The arduous history of these minority groups who have struggled for decades to overcome inequities is manifesting in social change. Please join me in appreciating the work of those engaged in efforts to create lasting equity, inclusion, and belonging for all.

HEALTH SERVICE BOARD 2024 ELECTION (see attachments)

The Health Service Board election to fill two vacant seats on the Health Service Board has concluded. Thank you to all who cast their votes. The newly elected Health Service Board Commissioners are:

1. Arthur Howard, Active Employee, San Francisco Police Department
2. Jack Cremen, Retired Employee, San Francisco Fire Department

Thank you to all the candidates. Congratulations to the new Commissioners on their five-year term.

SFHSS LEASE AGREEMENT

The lease for HSS office space at 1145 Market Street passed the Board of Supervisors Budget and Finance Committee on Wednesday, May 8, 2024. The item passed its first reading on Tuesday, May 29, 2024, and is scheduled for the second reading on Tuesday, June 4, and will now go before the Mayor for her signature. The 2nd floor of 1145 is being prepared for Well-Being and EAP to move from a temporary location on the 3rd floor in late June/early July.

HEALTHCARE AFFORDABILITY BOARD AND ADVISORY COMMITTEE

The Health Care Affordability Board is a decision-making body charged with setting statewide and sector-specific spending targets, appointing a Health Care Affordability Advisory Committee, and approving key benchmarks, such as alternative payment model adoption and the share of spending dedicated to primary care and behavioral health, among other responsibilities. Board members may not receive compensation from healthcare entities.

Board Next Meeting: June 26, 2024; Advisory Committee Next Meeting September 26, 2024

BLACKOUT PERIOD NOTICE NOVEMBER 9, 2023, THROUGH JUNE 2024 (see attachment)

Blackout Period notification to the Health Service Board (“Board”) that began on November 9, 2023, and extends through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for a Medicare Advantage PPO plan for the 2025 plan year (“2025 MA PPO RFP”) and the presentation of the results of the 2025 MA PPO RFP to the Health Service Board, and
- the completion of the SFHSS Annual Rates and Benefits process for the 2025 plan year.

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: JUNE 2024

HUMAN RESOURCES:

Resignation/Retirements:

- 1210 Benefits Analyst - Shaona Kuang: Promotion to SFers position effective 5/11/2024.

Recruitments:

- 1210 Benefits Analyst – Kit Shan (Phion) Chow: Scheduled to start on 6/10/2024.
- 2595 Sr. EAP Counselor – Exam stage for a qualified applicant.

Turnover Rate:

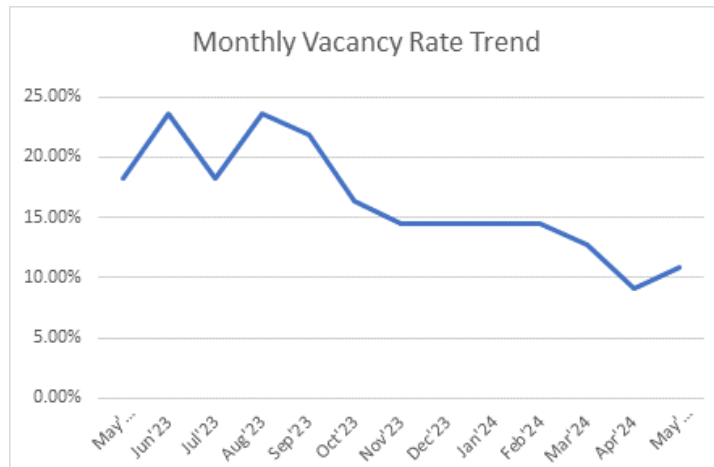
- 2022 Average: 28.40
- 2023 Average: 20.34
- 2024 Average so far: 4.15

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Monthly Vacancy Rate*:

May'23	Jun'23	Jul'23	Aug'23	Sep'23	Oct'23	Nov'23	Dec'23	Jan'24	Feb'24	Mar'24	Apr'24
18.18%	23.64%	18.18%	23.64%	21.82%	16.36%	14.55%	14.55%	14.55%	14.55%	12.73%	9.09%



* Vacancy rates include 3 positions that are on hold and not currently being filled. The number of active vacant positions to be filled is 2.

OPERATIONS:

Call Center Support

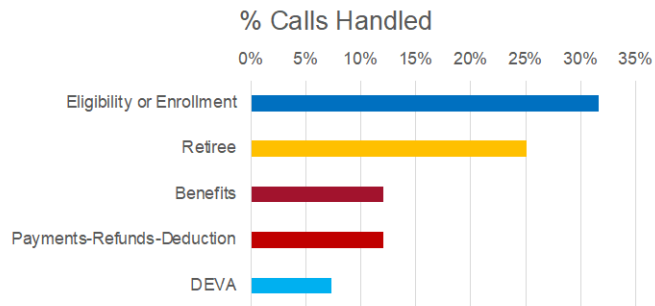
Call Volume



3,549
calls handled
May 2023

3,035
calls handled
May 2024

Call Drivers Metrics



Average Speed to Answer
Goal: <180 secs



425 secs
May 2023

115 secs
May 2024

Abandonment Rate
Goal: <10%



16.86%
May 2023

6.88%
May 2024

Average Length of Call
Goal: <10 min



13.53 min
May 2023

11.63 min
May 2024

First Contact Resolution
Goal: >75%



68%
May 2023

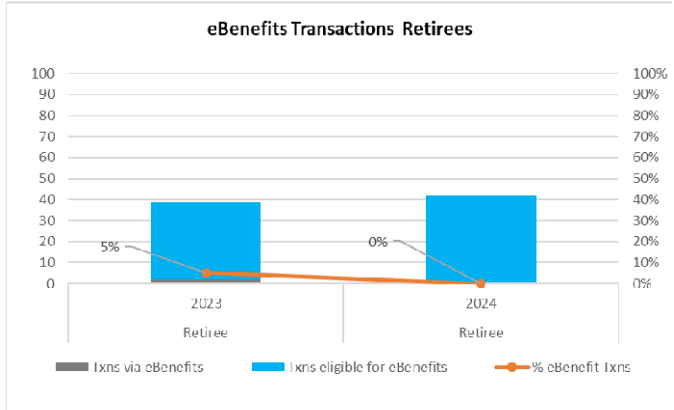
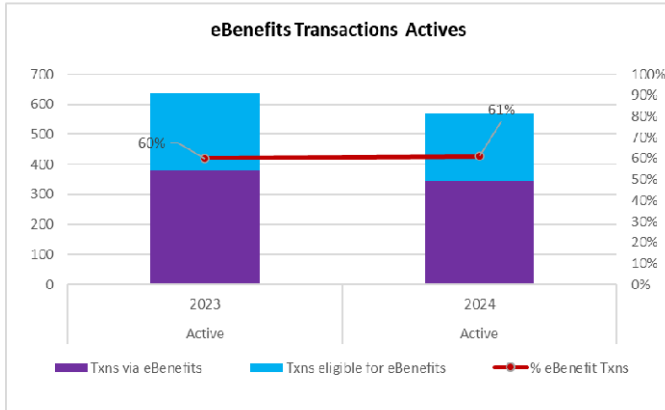
60%
May 2024

*4/1—5/15 VSA is assisting with Call Center phone support, due to an anticipated increase in calls from DEVA audit.

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Transactions

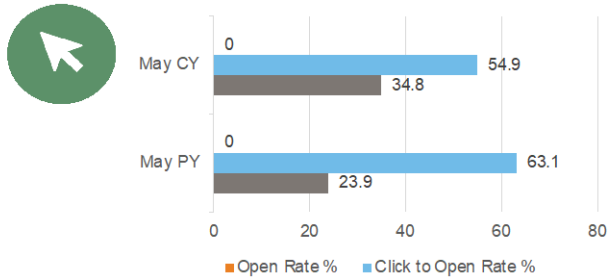


COMMUNICATIONS:

Member Engagement

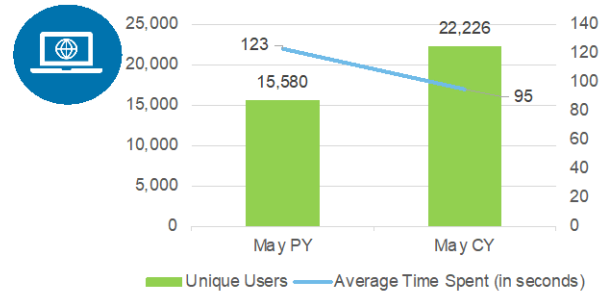
eNews Engagement

Goal: >50% Subscribers and 50% Open Rate



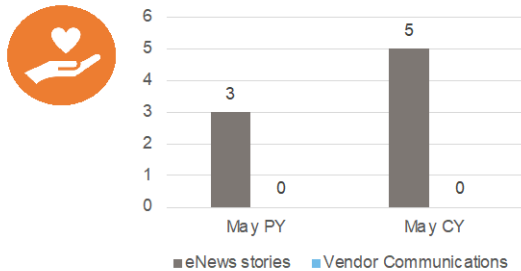
SFSS Website Engagement

Goal: >100 seconds



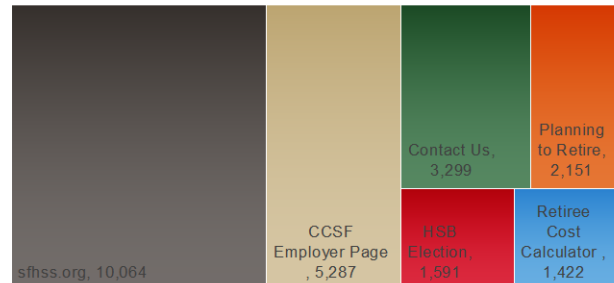
Preventive Care Communications

Goal: > 3



Top Visited Pages on sfhss.org

Goal: Move *Contact Us* out of Top 5



FINANCE:

- Support for MGO annual Trust audit
- Fiscal Year End close preparation

CONTRACTS:

- Executed eighth amendment to the agreement with Merative for health plan data reporting.
- Executed third amendment and non-disclosure agreement with K&H Printers Lithographers, Inc. for print, mail and Open Enrollment services.
- Executed 2024 Delta Dental PPO agreement.
- Executed first amendment to agreement with VSA, Inc. for as-needed member service call-center support.
- Executed second amendment to agreement with Graphic Recording Studio.
- Executed seventh amendment to the agreement with ComPsych for EAP and first responder critical incident services.
- Executed agreement with EK Ergonomics for HSS staff ergonomic evaluations.

WELL-BEING:

- Executed a fully signed the MOU with ORE and Work Order with DPH to expand the Healing Circles.
- 11% increase in EAP cases and 22% increase in EAP calls in April compared to prior month.
- 478 program engagement in March for the Sleep Campaign.

Attachments:

- HSE Certification Letter
- Blackout Notice November 9, 2023, through June 2024
- Well-Being Monthly Report

Well-Being Monthly Report

Health Service Board Meeting June 13, 2024

Sleep For Better Health Campaign Results

Sleep For Better Health helps members improve their sleep quality by learning about the importance of good sleep hygiene, joining a support program, and creating a routine that works for them.

3 Steps to Better Sleep:

- **GET INFORMED:** Learn about the science of sleep and take an assessment to find out your sleep quality.
- **GET SUPPORT:** Join a healthy sleep program or access support through your benefits
- **PRACTICE MAKES PROGRESS:** Consistently practicing good sleep hygiene can make a difference.

Objective:

1. Provide a campaign that focuses on physical and mental health as well as overall well-being.
2. Encourage members to engage in each step to improve sleep.
3. Increase member awareness of their well-being benefits available through their health provider and SFHSS.

Campaign Website: <https://sfhss.org/sleep-campaign>



Sleep For Better Health Campaign Highlights



478
Total Program
Participants



125,369
Total Email Clicks



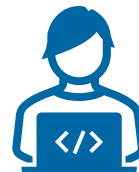
154
Individuals took the
“How’s Your Sleep
Quality?” assessment



10 out of 10
Email Score



100
EAP Services Provided



69%
Of those who accessed
“Topics” in CredibleMind,
accessed the topic on
Sleep

Sleep For Better Health Campaign

Email Campaign Data

Date Sent	Topic	# of Email Recipients	Email Score	Open Rate	Total Clicks
2/26/2024	Sleep for Better Health	27,114	10	53%	45,404
3/4/2024	Build a Healthy Sleep Hygiene	27,006	10	52%	35,744
3/18/2024	Practice Good Sleep Hygiene	27,087	10	52%	44,221

**The mailing score factors in open rate, click-through rate, shares percentage, opt-out percentage, and signup percentage, along with split testing, to give an average number on a 10-point scale.*

Sleep For Better Health Campaign Programs

Healthy Sleep Coaching Sessions

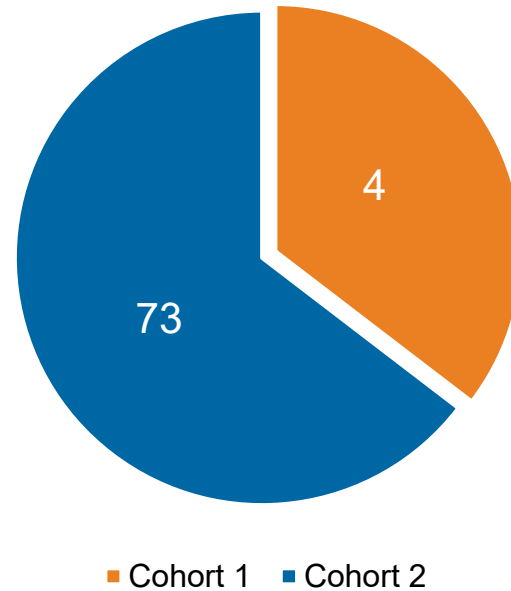
Discuss and set goals to support good sleep hygiene, a positive work-life balance, or managing stress

- **96** Coaching sessions available
- **58%** Of all coaching sessions were booked
- **28** Individuals engaged in coaching for healthy Sleep

Healthy Sleep Program

Learn how bedtime habits and thinking patterns affect sleep and how to change them.

Participation by Cohort



Sleep For Better Health Campaign

Mental Health and Emotional Well-Being Resources

Employee Assistance Program

Mental and emotional health can affect how well one sleeps; reach out to EAP for support.

- **222** Calls to EAP
- **121** EAP Cases (Individuals who receive an authorization code to meet with a licensed clinician.
- **296** engaged with an EAP service
- **47** Individual consultations

CredibleMind

Explore CredibleMind for a curated list of strategies and resources that help support better sleep.

- **973** individual users accessed CredibleMind
- **75%** of those who took the sleep survey, results indicated they needed improvement in their sleep
- **211** Individuals access the [Sleep Topic center](#)
- **161** Individuals accessed “8 Ways you Can Improve Your Sleep Naturally”
- **208** individuals accessed the article titled “4 Yoga Stretches for a Good Night’s Sleep”

Sleep For Better Health Campaign

Mental Health and Emotional Well-Being Resources

Seminars/Workshops

Tools for members to learn about tools, strategies, and resources to support sleep hygiene.

- **Participation of 337** in webinars to support healthy sleep.

Participation by Webinar Offering

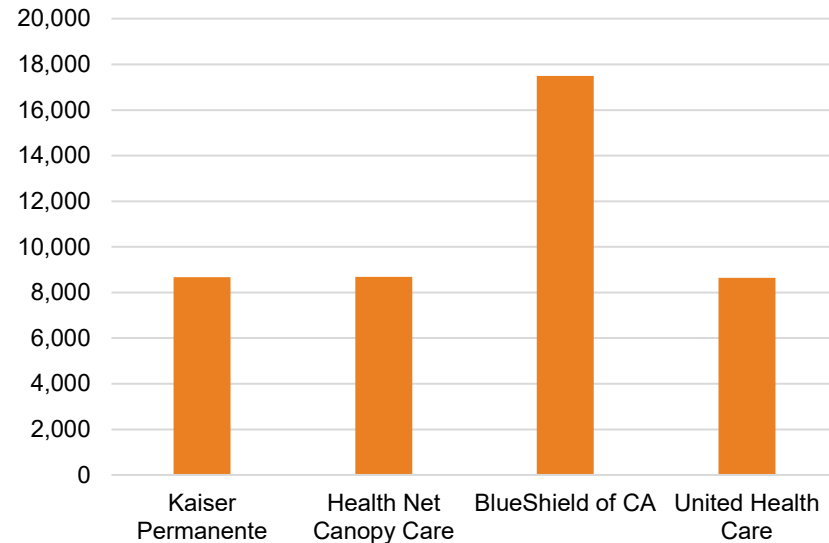


Health Plan Benefits

Access well-being resources and programs that can help support your journey for better sleep.

- **43,510 Clicks** – Health Plan Resources to support healthy sleep.

Emails: # of Clicks - Health Plan Resources

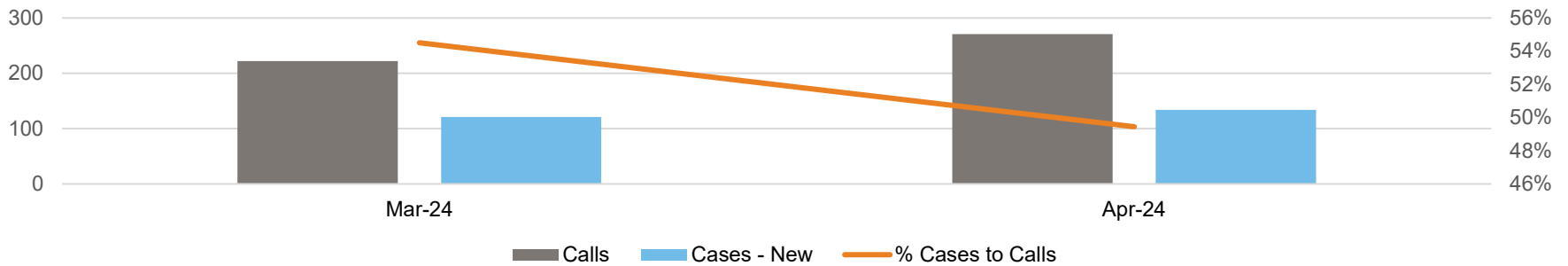


Calls/Cases: Internal & External EAP

April 2024 Highlights:

- 11% increase in cases compared to prior month
- 22% increase in calls compared to prior month

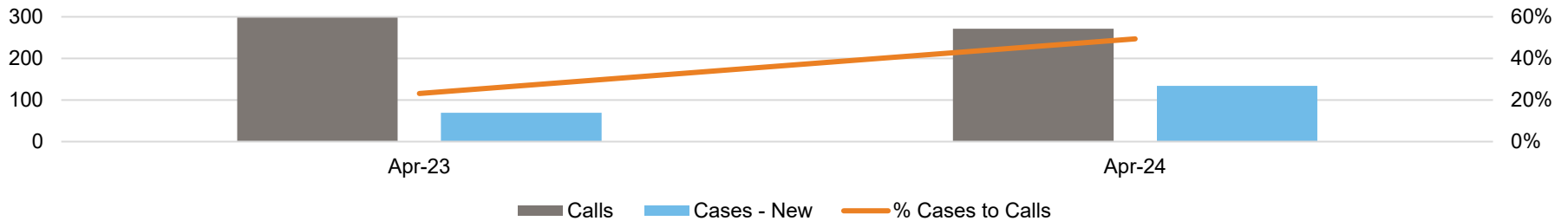
April 2024 Compared to March 2024: Calls, Cases, and % of Calls that Led to a Case



April Year Over Year Highlights:

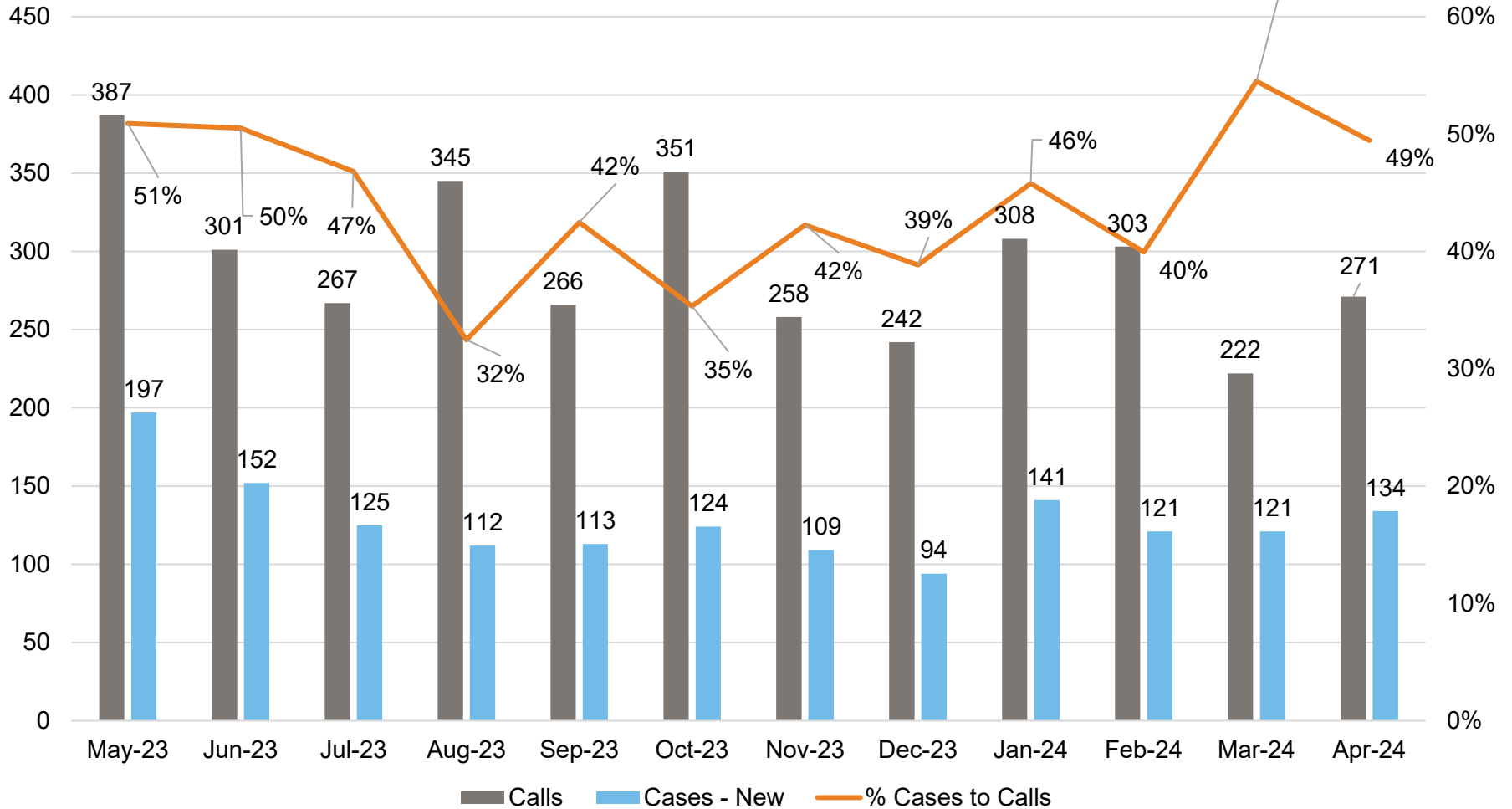
- +94% increase in cases compared to same month prior year 2023
- -9% decrease in call volume compared to same month prior year 2023

February 2024 Compared to February 2023: Calls, Cases, and % of Calls that Led to a Case



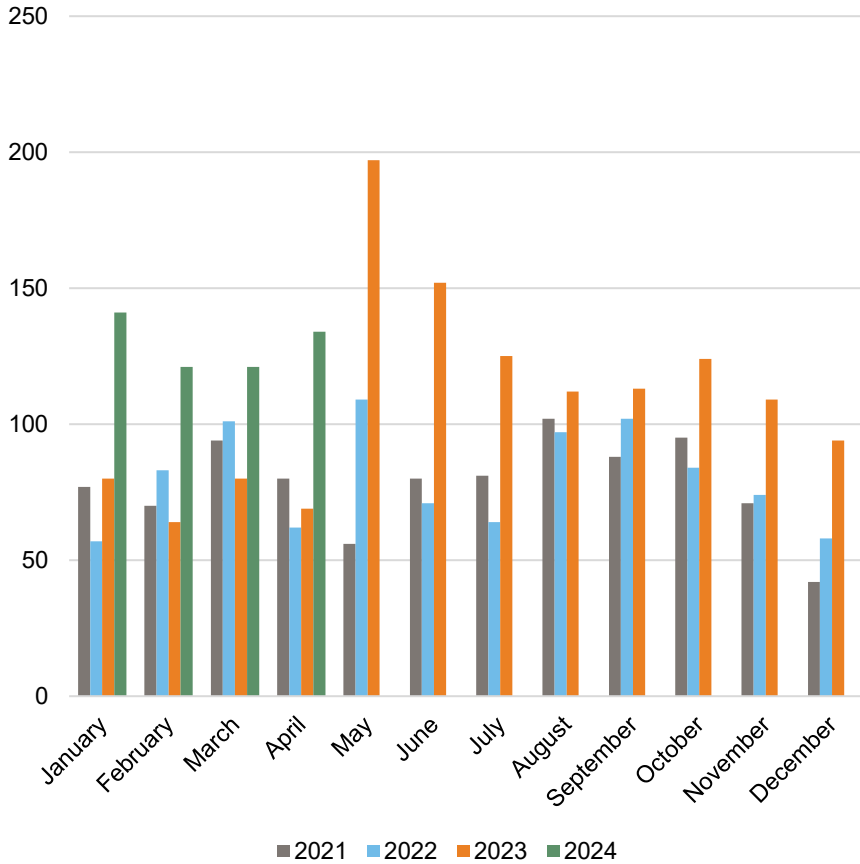
Calls/Cases: Internal & External EAP

Total Number of Calls, Cases and % Cases Over a 12 Month Period

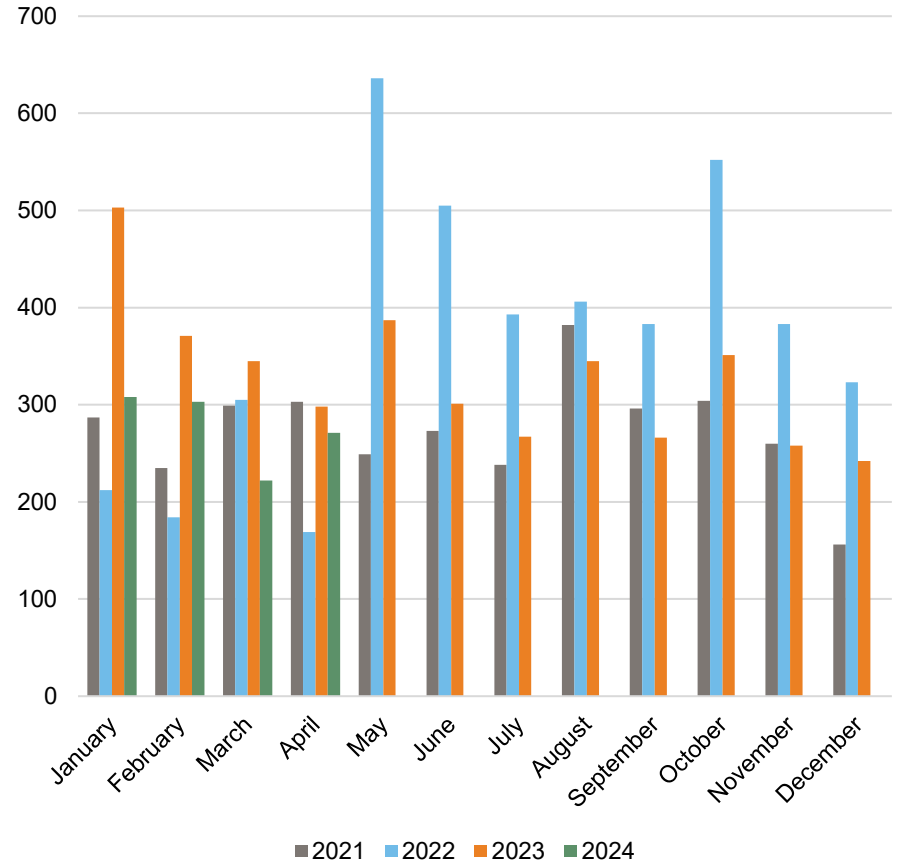


SFHSS EAP (Internal and External): Year Over Year

Year Over Year: New Cases



Year Over Year: Call Volume



MEMORANDUM

DATE: November 9, 2023
TO: Randy Scott President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: Black-Out Period Notice, November 9, 2023 through June 2024

This memorandum shall serve as the Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 9, 2023, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for a Medicare Advantage PPO plan for the 2025 plan year (“2025 MA PPO RFP”) and the presentation of the results of the 2025 MA PPO RFP to the Board, and
- the completion of the SFHSS Annual Rates and Benefits process for the 2025 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2025 MA PPO RFP and the SFHSS Annual Rates and Benefits process for the 2025 plan year.

Pursuant to the Board’s Service Provider Selection Policy, the Board must be notified of the start of this Black-Out Period prior to the release of any solicitation for the selection of a primary service provider, as well as prior to the beginning of the annual SFHSS Rates and Benefits process. Such notice is given.

During this Black-Out Period, Board members are prohibited from any communications or activities, with current or potential future service providers, or their representatives, agents or officers, on matters relating to SFHSS competitive bid processes for the selection of the primary service provider for medical plans, including, but not limited to the 2025 MA PPO RFP (collectively, “Unauthorized RFP Communications and Other Prohibited Activities”), except for communications related to SFHSS matters occurring during public meetings of the Board, the Board of Supervisors, or committees thereof.

Unauthorized RFP Communications and Other Prohibited Activities include communications and activities prohibited by state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III (Conduct of Government Officials and Employees), Chapter 2 (Conflict of Interest and Other Prohibited Activities) of City’s Campaign and Governmental Conduct Code, Section 1.126 of the San Francisco Campaign and Governmental Conduct Code (Campaign Reform Ordinance), and Section 87100 *et seq.* and Section 1090 *et seq.* of the Government Code of the State of California.

Communications and activities include face-to-face conversations, conversations through one or more third parties or intermediaries, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications.

Any communications with current or potential future service providers for reasons unrelated to SFHSS during this period must be immediately disclosed in writing to the Executive Director and the Board.

CC: Members, Health Service Board
Members, San Francisco Board of Supervisors
Jennifer Donnellan, City Attorney



June 4, 2024

CERTIFICATION OF ELECTION RESULTS
2024 Health Service Board Election

Honorable Members of the Health Service Board of Directors
City and County of San Francisco
1145 Market Street, Suite 200
San Francisco, CA 94103

I, John Arntz, as the Director of Elections for the City and County of San Francisco, hereby certify that, pursuant to Section 16.563(a) of the San Francisco Administrative Code, the Department of Elections has completed the counting of ballots for the 2024 San Francisco Health Service Board Election held from May 17, – May 31, 2024.

I further certify that as a result of such official count and tabulation of all votes recorded, of the three candidates, Jack Cremen received the highest number of votes with 8,049, and Arthur Howard received 6,355 votes which is the second highest number of votes and that both are elected to serve on the Health Service Board. Kelly McCray received 3,813 votes.

Therefore, I hereby affix my hand and seal to this certificate of election on this 4th day of June 2024.

Respectfully,

John Arntz, Director

A large, stylized handwritten signature in black ink, appearing to read "John Arntz", written over the printed name.