

MEMORANDUM

DATE: November 14, 2024

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

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: November 14, 2024, Director's Report

OPEN ENROLLMENT

Congratulations to the entire SFHSS Team for a highly successful Open Enrollment! A detailed report will be available for the December Health Service Board Meeting.

WELCOMING NEW STAFF

- 2595 Senior Employee Assistance Program Counselor – Doug Cyr – Started 10/15/24

SFHSS EXECUTIVE DIRECTOR RETIREMENT

I have decided to postpone my retirement until March 15, 2025. As reported at the October Special Health Service Board Meeting, DHR, and Berkeley Search Consultants are working with HSB President Mary Hao to coordinate activities to find the next SFHSS Executive Director.

Department of Human Resources provided the entire list of executive search firms invited to bid on the SFHSS Executive Director search. Seven pre-qualified firms were sent the advertisement (mini-RFP) :

- Alliance Resource Consulting LLC
- Berkeley Search Consultants
- Bob Murray & Associates
- CPS HR Consulting
- EFL Associates, Inc.
- Ralph Andersen & Associates
- The Hawkins Company

ETHICS COMMISSION NEW LAWS AND REGULATIONS EFFECTIVE OCTOBER 12, 2024

City officers, employees, and certain City & County of San Francisco consultants are subject to state and local ethics and conflict-of-interest laws as well as disclosure and training requirements while employed with the City. In addition, certain activities are restricted post-employment. [The San Francisco Ethics Commission provides more information on local ethics laws, disclosures, and training requirements.](#)

Learn about general gift rules that apply to City officers and employees, gifts to City departments, and gifts-of-travel rules for City elected officials on the [dedicated webpage for gifts and travel](#). Please visit the Ethics Commission website for in-depth information and training.

KAISER PERMANENTE (KP) SOUTHERN CALIFORNIA (SCAL) NATION UNION OF HEALTHCARE WORKERS (NUHW) STRIKE

On October 21, NUHW began an open-ended strike at KP facilities across Southern California.

- KP continues to ensure that all members have timely access to individual therapy.
- Last week, KP reached out to all our patients with appointments, connecting with all but 3% who did not return calls or texts and providing appointments to everyone who wanted one.
- Most patients currently work with a provider who are not participating in the strike. For those members who usually receive care from a NUHW-represented therapist, KP has been proactively reaching out to them to offer alternative options to meet their needs.
- In Southern California, KP provides mental health and addiction care services through our employed Kaiser Permanente professionals and an external network of contracted providers. KP continues delivering care (approximately 60% of patients receiving mental health and addiction medicine care currently receive care from providers not participating in the strike).
- Kaiser Permanente medical centers and medical offices remain open, including our hospitals, emergency departments, urgent care departments, primary and specialty care departments, pharmacies, and laboratories. Our urgent and crisis services are always available.

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: November 20, 2024

Advisory Committee Next Meeting January 21, 2025

At their October 30, 2024, meeting, the [HCAB heard presentations](#) on the following matters:

- Update on Cost and Market Impact Review Program
- Introduce Quality and Equity Measure Set Proposal
- Updates on the THCE Data Submission, Guide, and Regulations
- Introduce Behavioral Health Definition and Investment Benchmark

HEALTH EQUITY, DIVERSITY & CULTURAL HERITAGE CELEBRATIONS

At the citywide level, the San Francisco Public Library is uplifting the observance of the *First Person: Honoring Native and Indigenous Cultures campaign*. [Read details about the campaign](#) to welcome fine art painter and muralist Felicia Gabaldon, who narrates the story of her identity as a Native American Indian through both Spanish and Mexican heritage. Also, learn about the work of the San Francisco [American Indian Cultural District](#), its advice on how to be a good ally to Indigenous People, and why it is important for organizations to adopt a Land Acknowledgment in partnership with local Indigenous communities. Long before there was ever a continental United States, American Indians and Alaska Natives were the original

SAN FRANCISCO HEALTH SERVICE SYSTEM

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stewards of the land. We owe them a huge debt of gratitude for their contributions to [military heroism](#), [medicine](#), [agriculture](#), and [so much more](#).

The month of November also honors the generations of men and women who have served in the U.S. armed forces, including Native Americans, who face potential adverse health effects associated with military environment exposures. The [2024 White House Proclamation on Veterans Day](#) speaks to our obligation to support our Nation's veterans through resource access for future security, opportunity, and dignity. This includes steps to eliminate barriers and disparities for all veterans, including people of color, LGBTQI+ people, and women.

SFHSS' Strategic Goal of Health Equity supports our members in accessing the care they need when they need it, regardless of personal characteristics such as gender-including elevating the reality that men are at higher risk for serious diseases, including unique health problems that don't affect women ([Healthy People 2030](#)). Concerns around issues such as [mental health](#), [suicide prevention](#), [prostate cancer](#), and [testicular cancer](#) are being spotlighted as issues of focus for a November movement dubbed "Movember." Since 2003, [Movember](#) has been elevating men's health research and transforming how health services reach men. For support with tackling important conversations about men's health, please visit this [online resource](#).

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: NOVEMBER 2024

HUMAN RESOURCES: PERSONNEL

- **Welcome:**
 - 2595-Senior Employee Assistance Counselor- Douglas Cyr started 10/15/2024.
- **Resignation/Retirements:**
 - 1210 Benefits Analyst-Gemmalyn (Gemma) Rabino-Lewis: Retired effective 9/28/2024
 - 1210 Benefits Analyst -Elizabeth Tek: Promotion to DPH effective 11/9/2024
 - 1210 Benefits Analyst- Kimberly Yue: transition to PUC effective 11/9/2024
 - 1054 IS Business Analyst-Principal: Alona Bumanlag: Promotion to CON 12/21/2024
- **Recruitments:**
 - 1052 IS Business Analyst (Backfill temp recruitment unsuccessful). Acting assignment coordinated—review of the job description to post.
 - 1210 Benefits Analyst– Job announcement posted 10/3/2024 and will close 11/1/2024. MQSQ deadline 11/7/2024
 - 0923 Assistant Well-Being Manager- Job announcement posted 10/11/2024 and will close 11/9/2024.
 - 2593 Health Program Coordinator III-certified 10/11/2024. Notice of inquiry (NOI) sent to eligibles. Response and referral questionnaire due 10/31/2024.

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- 2594 EAP Counselor – Job announcement closed 10/11/2024. MQSQ completed 10/17/2024. Not minimally qualified applicants were notified on 10/18/2024. Supplemental questionnaire (exam) sent 10/25/2024 and due 11/4.
- 1209 Benefits Technician (Temp 18 months) – Position request to be made. Targeted hiring date is after the Open Enrollment season.

OPERATIONS: (see attachment)

- The operations team focused on serving members during open enrollment. Full open enrollment report in December

FINANCE AND BUDGET:

- Completed final steps for the audit
- Started planning phase of the next budget cycle

CONTRACTS:

- Executed the first amendment to the agreement with Access Ingenuity for assistive technology services.
- Executed agreement with Abby Zimberg Psychotherapy and Art Therapy.
- Finalized updates to Business Associate Agreement (BAA) for SFHSS agreements.
- Executed term contract for Copy Smart (on-site copiers, printers, and scanners).
- Executed second amendment to the agreement with Aon.
- Issued Proposition D notice to all applicable SFHSS vendor partners.
- Completed review of 2025 health, vision, and dental plan documents; in-person review of vendor materials during Open Enrollment Benefit Fair; and quality assurance validation on SFHSS and vendor communications.

WELL-BEING: (See attachment)

- We welcome Doug Cyr, Sr. EAP Counselor, who started at HSS on October 15.
- Executed the Q2 Key Player Training and biennial event with 75 in attendance.
- Launched two new Diabetes Prevention cohorts – 9/18 & 9/19
- SFHSS successfully coordinated its 12th annual worksite-based flu clinics and benefits fairs, hosting 20 flu clinics and 5 benefit fairs for our members. The benefits fairs focused on the theme of sleep, as it emerged as the second most pressing concern among employees in the 2023 well-being survey.

ATTACHMENTS:

- Operations Monthly Dashboard
- Well-Being Monthly Dashboard

Operations Dashboard

September and October 2024

Operations Dashboard for the Month of September 2024

Call Center Support

Call Volume



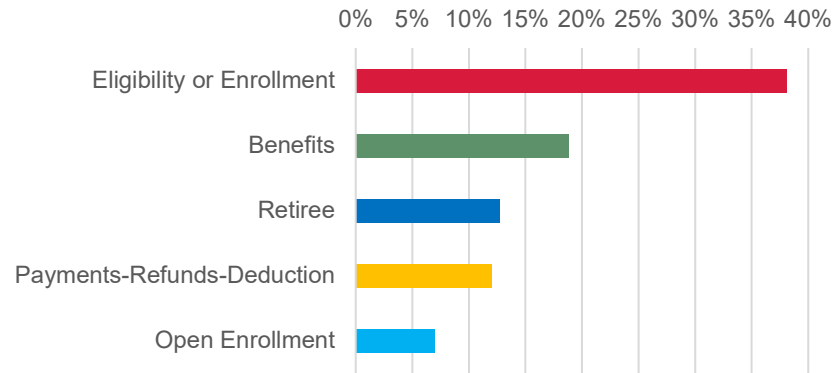
2,962
calls handled
September
2023

3,069
calls handled
September
2024

Call Drivers Metrics



% Call Handled



Average Speed to Answer Goal: <180 secs



281 secs
September
2023

131 secs
September
2024

Abandonment Rate Goal: <10%



12.20%
September
2023

7.74%
September
2024

Average Handle Time Goal: <10 min



10.86 min
September
2023

12.83 min
September
2024

First Contact Resolution Goal: >75%



75%
September
2023

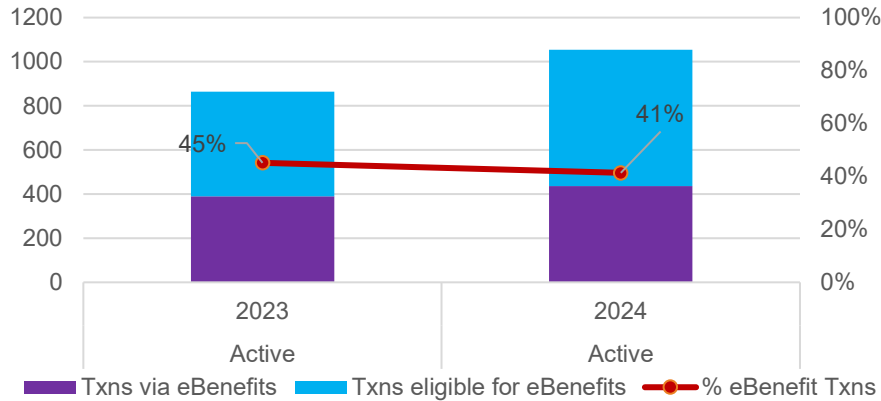
61%
September
2024

Operations Dashboard for the Month of September 2024

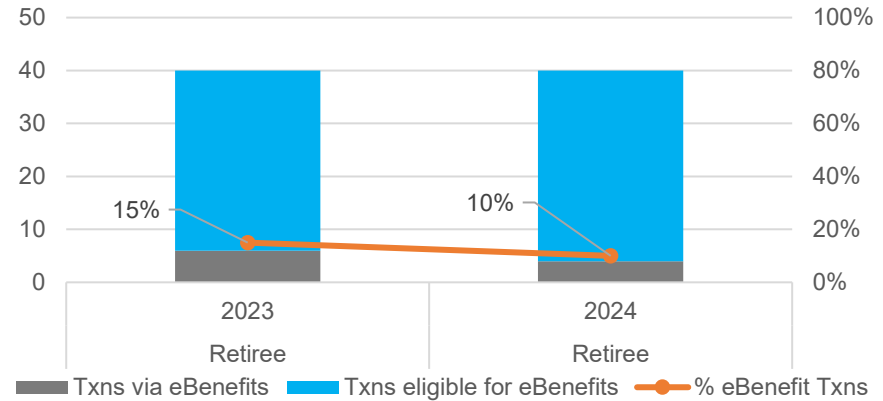
Transactions



eBenefits Transactions Actives



eBenefits Transactions Retirees

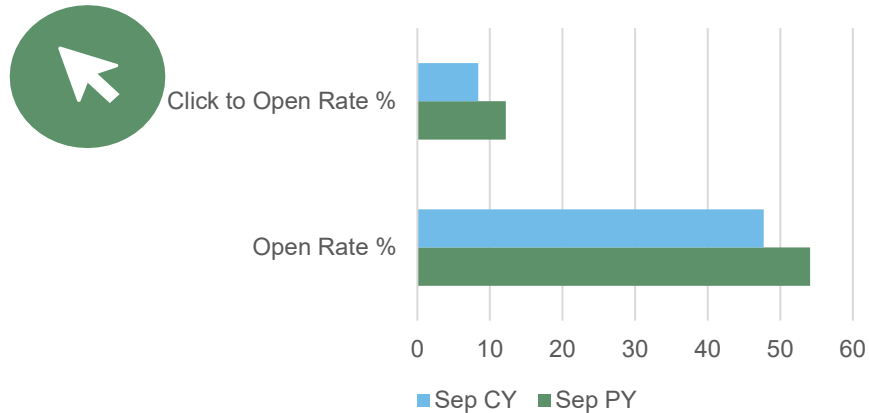


Communications Dashboard for the Month of September 2024

Member Engagement

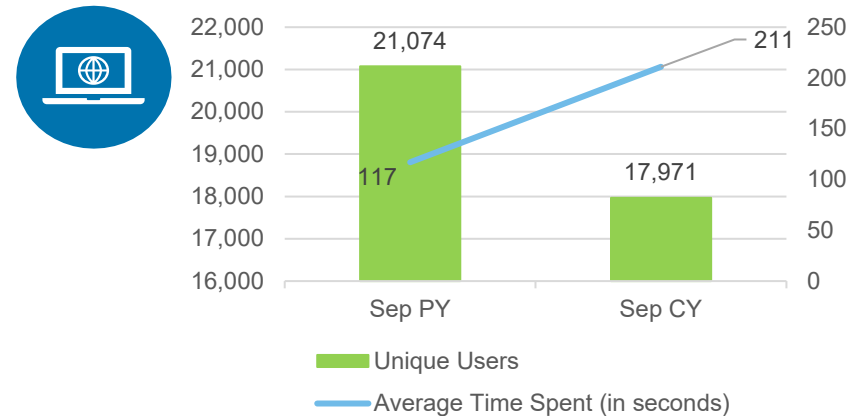
eNews Engagement

Goal: >50% Subscribers and 50% Open Rate



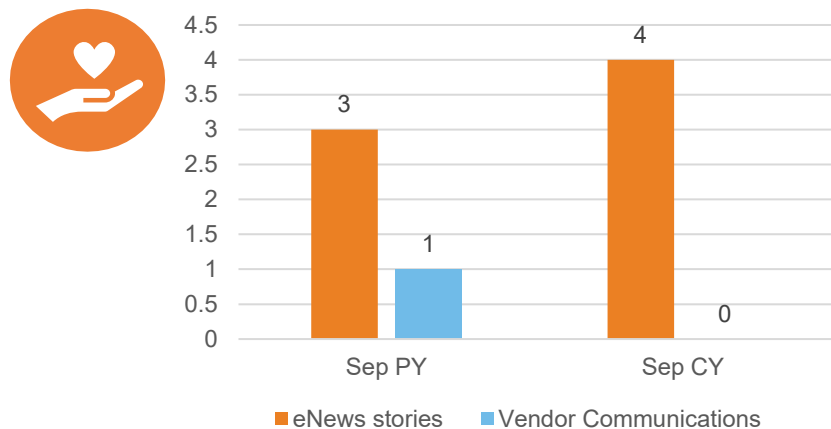
SFHSS Website Engagement

Goal: >100 seconds



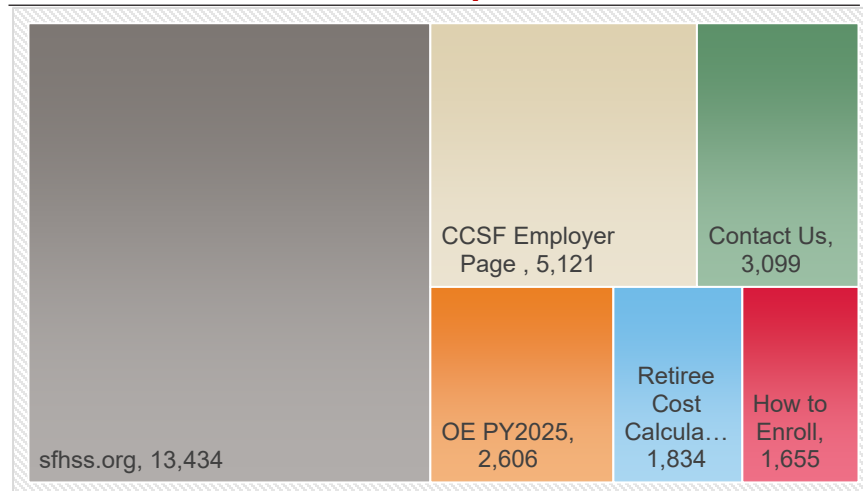
Preventive Care Communications

Goal: > 3



Top Visited Pages on sfhss.org

Goal: Move *Contact Us* out of Top 5



Operations Dashboard for the Month of October 2024

Call Center Support

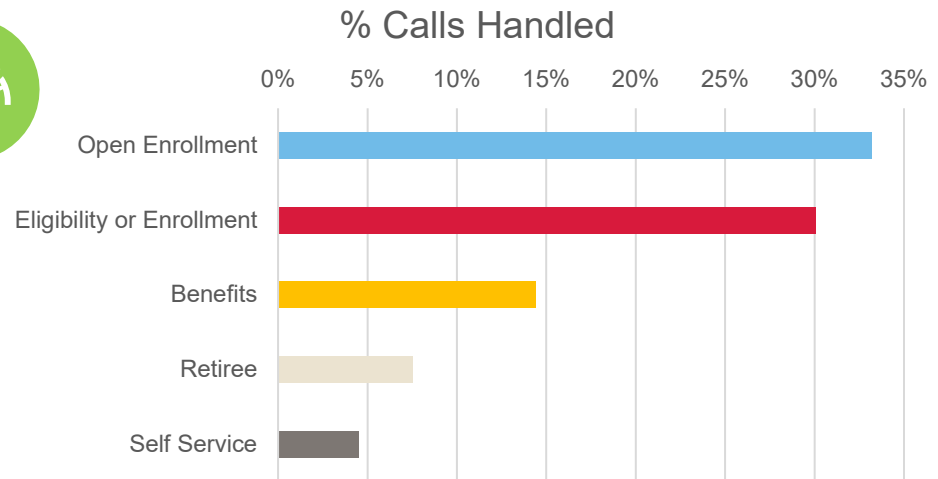
Call Volume



6,571
calls handled
October 2023

7,767
calls handled
October 2024

Call Drivers Metrics



Average Speed to Answer
Goal: <180 secs



182 secs
October 2023

210 secs
October 2024

Abandonment Rate
Goal: <10%



9.43%
October 2023

6.69%
October 2024

Average Handle Time
Goal: <10 min



11.4 min
October 2023

13.12 min
October 2024

First Contact Resolution
Goal: >75%



59%
October 2023

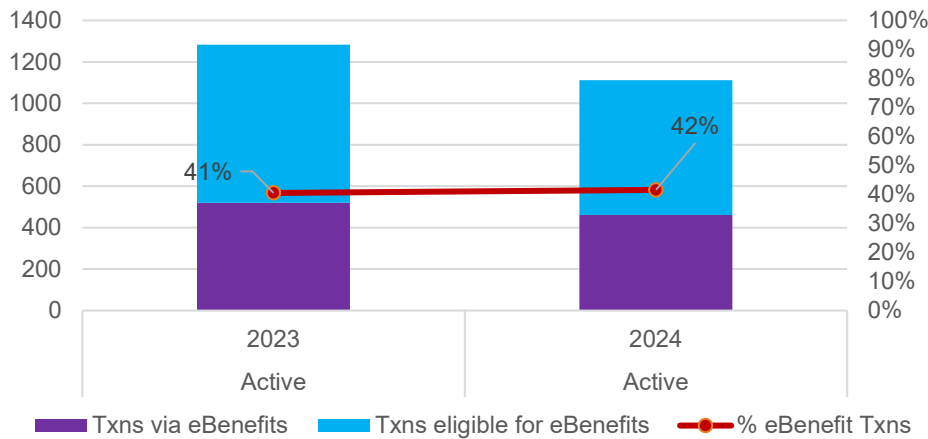
61%
October 2024

Operations Dashboard for the Month of October 2024

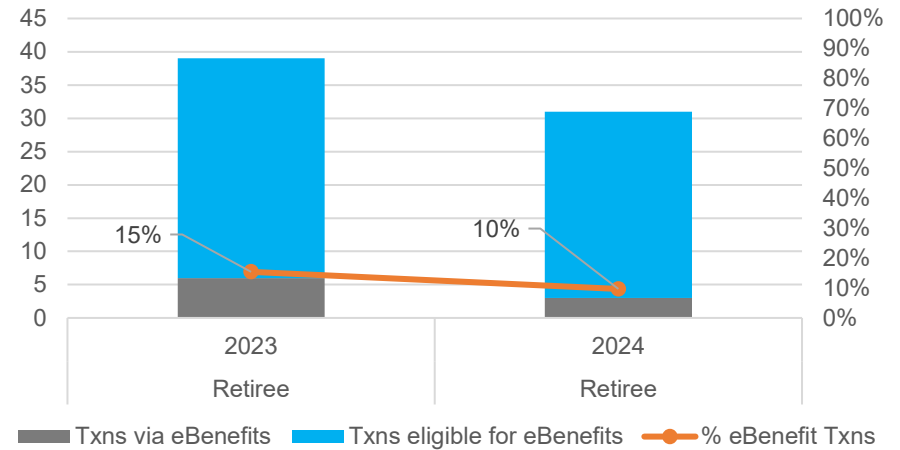
Transactions



eBenefits Transactions Actives*



eBenefits Transactions Retirees*



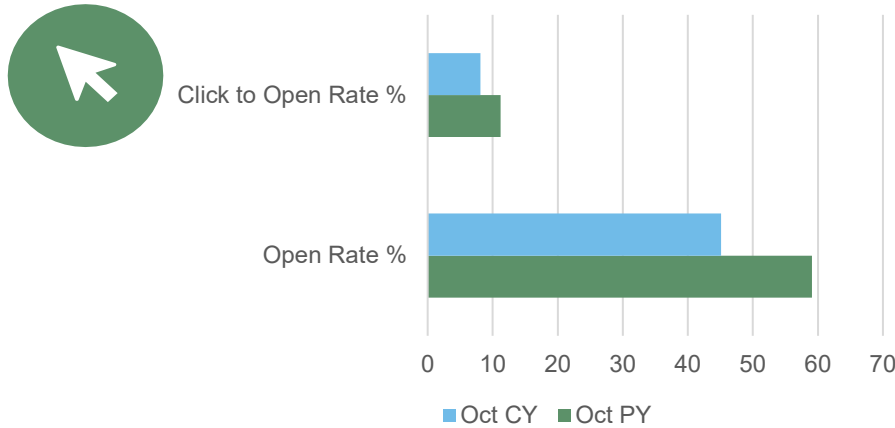
*Open Enrollment Transactions are not reflected in this data set.

Communications Dashboard for the Month of October 2024

Member Engagement

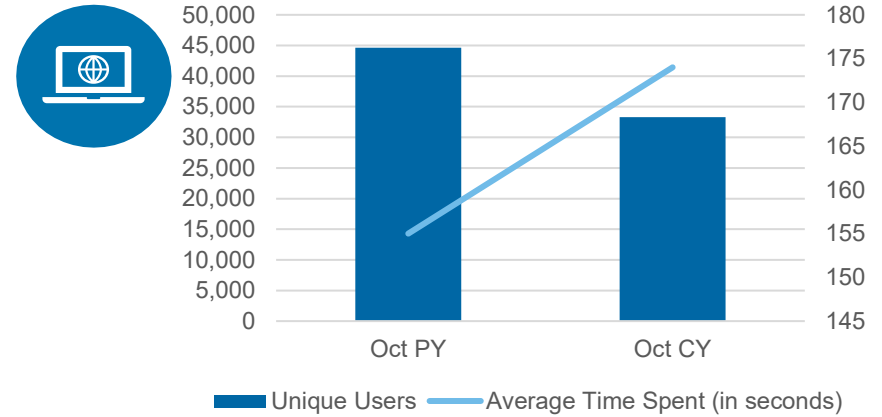
eNews Engagement

Goal: >50% Subscribers and 50% Open Rate



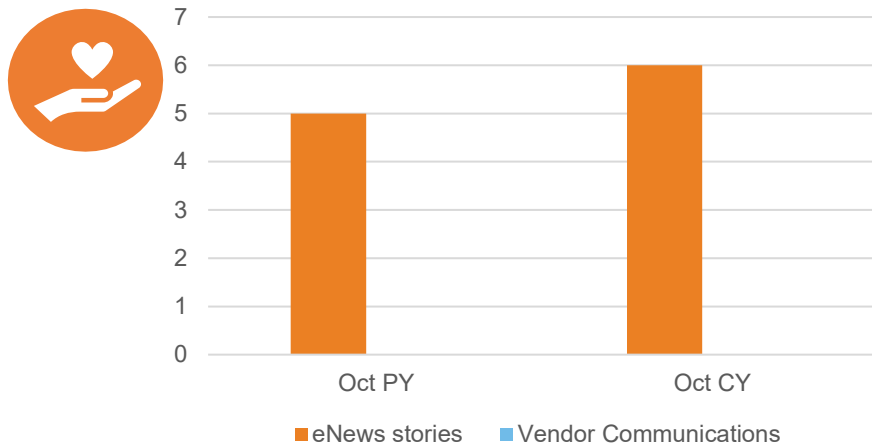
SFHSS Website Engagement

Goal: >100 seconds



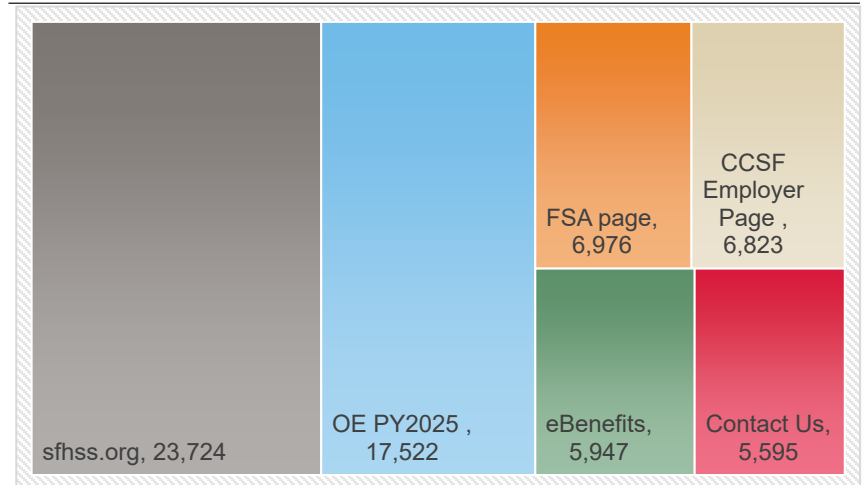
Preventive Care Communications

Goal: > 3



Top Visited Pages on sfhss.org

Goal: Move *Contact Us* out of Top 5



Well-Being Monthly Report

Health Service Board Meeting | November 14, 2024

Well-Being@Work

Key Player Training and Biennial Event

September 25, 2024, 10:00 a.m. - 2:15 p.m.

The SFHSS Well-Being team hosted this year's key player training and event at the Crissy Field Center in the Presidio. The Q2 training focused on Open Enrollment, the annual Flu Prevention campaign, and Healthy Aging and Well-Being for Women resources. The event also included several interactive well-being activities for Key Players, providing opportunities to share ideas of types of activities can be brought to city departments. It helped connect Key Players from different departments in one space to learn, gain insights, and share best practices about the Well-Being@Work program.

Event Highlights:

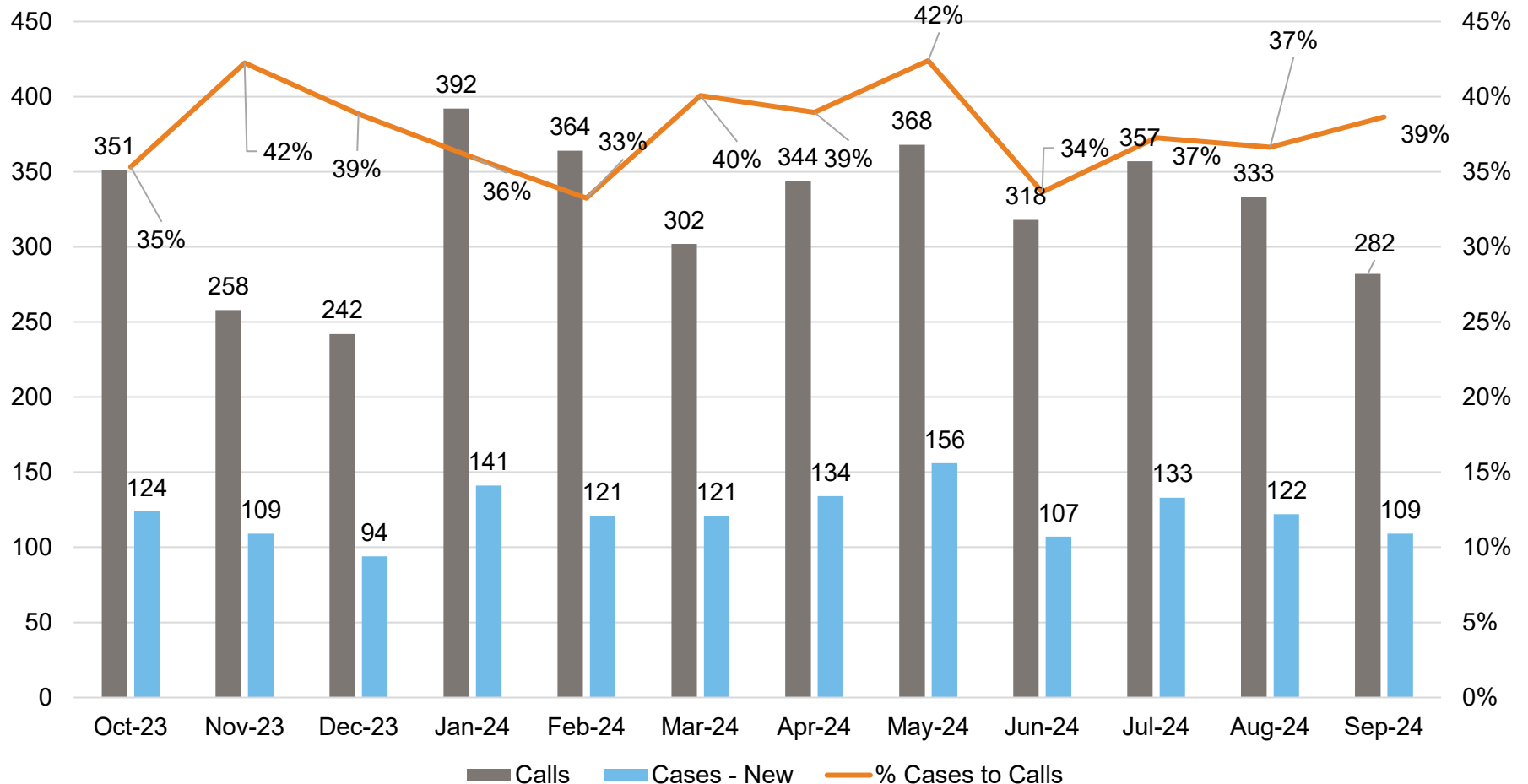
- Q2 Training
- Mindfulness and Meditation
- Art Therapy
- Food Demo
- Nature Hike

Attendance: 76



Employee Assistance Program (EAP)

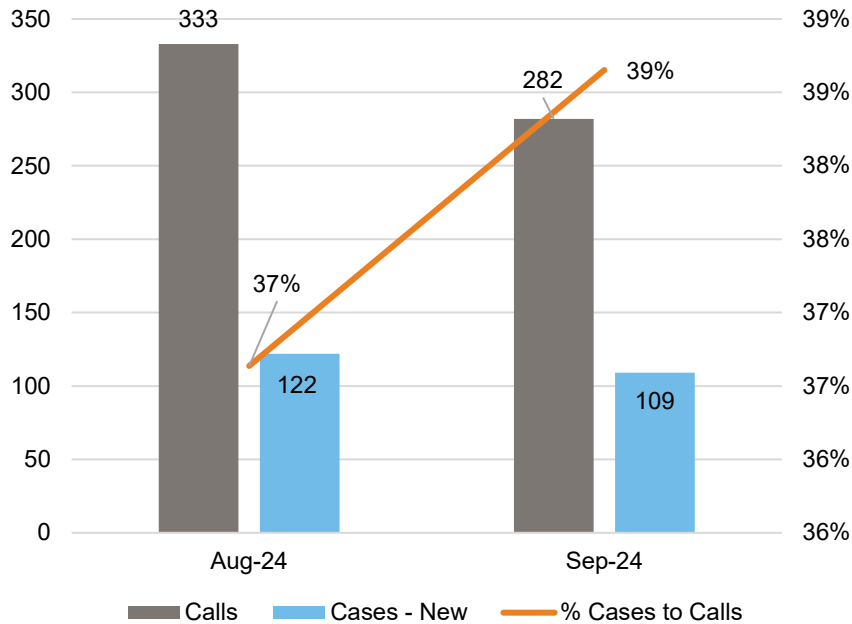
External 24/7 EAP + SFHSS Internal EAP:
Total Number of Calls, Cases and % Cases Over a 12 Month Period



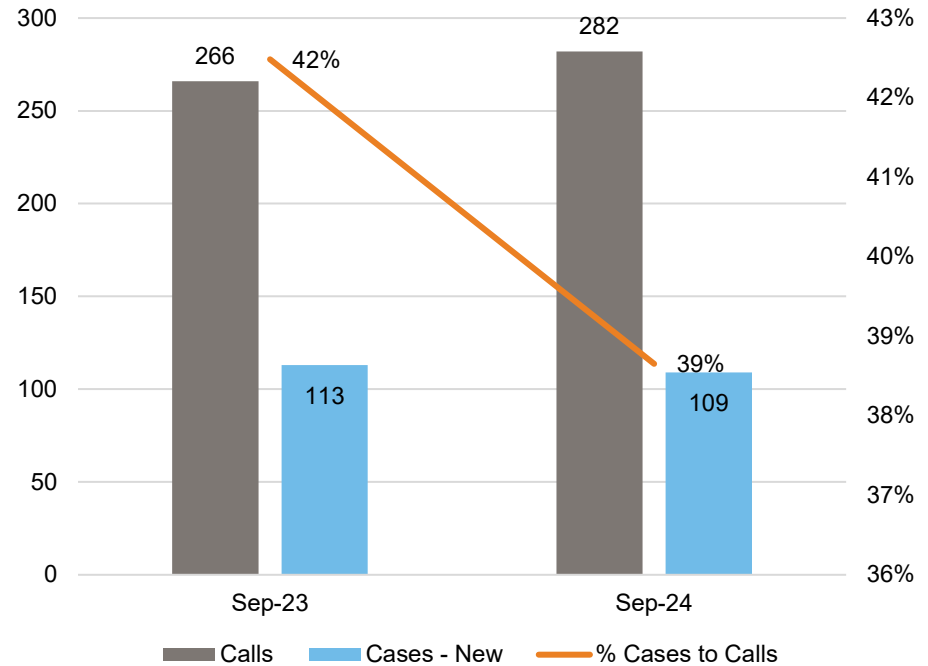
EAP – Calls and Cases

- ✓ 18% decrease in call volume and a 2% increase in cases in September 2024 compared to prior month.
- ✓ Comparing same month year over year, there is a 6% increase in calls and a 3% decrease in cases.

Sept. 2024 Compared to Aug. 2024:
Calls, Cases, and % of Calls that Led to a Case

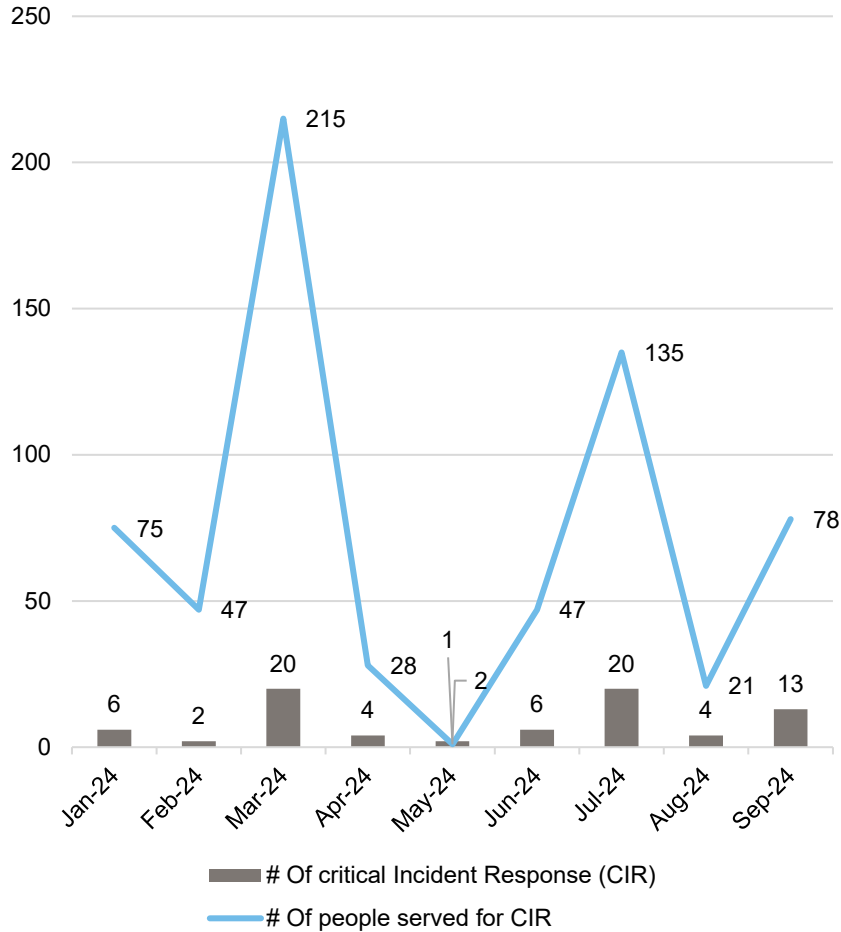


Sept. 2024 Compared to Sept. 2023: Calls, Cases, and % of Calls that Led to a Case



EAP – Organizational Services

Critical Incident Response: Total and Number of People Served (Includes Internal and External EAP)



Total Number of Services and Individuals Served in 12 Month Period (HSS EAP)

