

MEMORANDUM

DATE: February 13, 2025

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

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: February 13, 2025, Director's Report

PLAN YEAR 2026 LIFE AND DISABILITY REQUEST FOR PROPOSAL (RFP) UPDATE

The Life and Disability RFP is currently in the evaluation phase. Following the receipt of proposals on Monday, February 10, 2025, SFHSS confirms that each proposal and carrier meet the minimum qualifications to bid. Qualified proposals are divided into financial and non-financial components. The financial review and calculations are conducted by our actuarial partner Aon in partnership with the SFHSS Contracts Unit. The non-financial review and scoring are conducted by our panel of subject-matter experts with the support of the SFHSS Contracts Unit. The SFHSS Contracts Unit will then aggregate the scores for the financial and non-financial components and invite the proposers with the three highest aggregate scores to participate in oral interviews. Oral interviews will be conducted between March 17th and March 28th. SFHSS will present the results of the RFP and the highest-ranked proposal and rates at the regular meeting of the Health Service Board on April 10, 2025.

BLACK-OUT NOTICE CONTINUES (see attachment)

Black-Out Period notification to the Health Service Board began on November 14, 2024, and extends through both:

- the completion of the San Francisco Health Service System ("SFHSS") formal request for proposal for Life and Disability Benefits ("2026 Life and Disability RFP") and the presentation of the results of the 2026 Life and Disability RFP to the Board and
- the completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

SAN FRANCISCO UNIFIED SCHOOL DISTRICT (SFUSD) UPDATE

SFUSD continues to work on its new payroll system scheduled to launch on 7/1/2025. Attempts to repair the previous SFUSD / SFHSS system interface have been stopped in order for SFUSD staff to focus efforts on the new system. SFHSS staff will continue manual interventions to limit the impact that the lack of an automatic data file has on the coverage for our SFUSD members. This increase in manual workload will impact 1095-C mailings.

HEALTH SERVICE BOARD 2025 ELECTION

A Health Service Board election for one member seat will occur in May 2025. The Department of Elections will conduct the election.

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Nomination forms are available for all SFHSS members to pick up from our offices or download from the [Board's 2025 Election webpage](#). **Completed nomination forms are due to the SFHSS offices no later than 5 p.m. on February 14, 2025.**

Find More Information can be found

1. [2025 Health Service Board Election webpage](#)
2. [Election Nomination-Sponsor form](#)
3. [HSB Election Schedule](#)
4. [HSB Election Fact Sheet](#).

Contact Holly Lopez, Health Service Board Secretary, (628) 652-4646, holly.lopez@sfgov.org with any questions.

RACIAL EQUITY, DIVERSITY & CULTURAL HERITAGE CELEBRATIONS

SFHSS is uplifting cultural heritage through a suite of Black History Month resources linked to community impact and resiliency. We are encouraging the sharing of resources that help us learn and grow in our respect and inclusivity for one another.

As we reflect on the origins of Black History Month, we recognize the [Association for the Study of African American Life and History](#) (ASALH) that selected the national 2025 theme: *African Americans and Labor*. This theme acknowledges the various and profound ways that work of all kinds – free and unfree, skilled, and unskilled, vocational and voluntary – intersect with the collective experiences of Black people. Black History Month festivities kicked off with the annual San Francisco City Hall Celebration hosted by the [African American Historical & Cultural Society](#) on Friday, Feb 7th.

Also in local news, the [Black Joy Parade](#) will be presented by Black Infant Health (BIH) in the City of Oakland for its eighth year. The parade celebrates the Black experience and the community's contribution to history and culture with its signature celebration, partnerships, and event. It exists to provide the Black community and allies with a live experience that celebrates their influence on cultures past, present, and future. The event will be held on Sunday, February 23rd.

But with [events commemorating the birthday of the Rev. Martin Luther King Jr.](#) starting in mid-January, the San Francisco Public Library programming aptly notes that it's "[More Than a Month.](#)" In recognition of this, the Library of Congress also opened a new web archive collection: [Protests Against Racism](#). This web archive documents the civil unrest sparked by the murder of George Floyd. These releases are just two of a series of programs and collections marking Black History Month year-round. Finally, the [White House Proclamation on National Black History Month](#) also uplifted Black history as American history and Black culture, stories, and triumphs as the core of who we are as a Nation.

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: February 25, 2025

Advisory Committee Next Meeting: March 17, 2025

At their [January 21, 2025, meeting](#), the following informational items:

- Update on the THCE Data Submission Guide & Regulations
 - Introduce Sector Target Definition and Discussion
 - Cost-Reducing Strategies – AltaMed
 - Update on Cost and Market Impact Review Program
 - Update on Quality and Equity Performance Measurement
 - Update on Behavioral Health Benchmark
-

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: FEBRUARY 2025

PERSONNEL

- The following positions are in active recruitment pending MBO authorization and subject to the hiring freeze.
 - 1209 Benefits Technician
 - 1209 Benefits Technician TEX
 - 1210 Benefits Analysts (3 positions total)
 - 2593 Health Program Coordinator III

OPERATIONS: (see attachment)

- Member Services staff are assigned 5 hours of overtime per week to process applications and reports.
- Member Services staff are assigned to phones during the day to support call volume.

ENTERPRISE SYSTEMS & ANALYTICS:

- Completed the migration of the SFHSS Demographics report to Open DataSF.
- Completed annual programming changes for IRS 1095-C reporting. Forms will be generated and mailed ahead of the March 1, 2025, IRS deadline.

COMMUNICATIONS:

- 2025 HSB Election Promotions-Signage Flyers Created & Election Information Posted Online.
- SFHSS Building Accessibility Improvements: New Elevator & Hallway Wayfinding Signage in Production.
- New Employee Orientation-Video & eLearning in Production.
- Preventive Care Promotions-Published in SFHSS eNews.
- Website Accessibility Upgrade-Ongoing Transition to Digital Accessibility & Inclusion Standards (DAIS).

FINANCE AND BUDGET:

- Completed HSB phase of budget
- Completed hiring freeze exception requests to fill critical vacancies

CONTRACTS:

- Executed the fourth amendment to the agreement with The Hartford for employer-paid life and long-term disability benefits.
- Executed the ninth amendment to the agreement with P&A for COBRA, FSA, and AB528 administration and services.
- Executed the sixth amendment to the agreement with Workterra for voluntary benefits administration services.
- Executed the first amendment to agreement with Delta Dental for the Delta Care DHMO for Active and Retiree dental benefits and services.
- Executed the first amendment to agreement with Delta Dental for the Delta PPO Agreement for Active and Retiree dental benefits and services.
- Executed the third amendment to agreement with VSP for active and retiree vision benefits and services.
- Resolution introduced to the Board of Supervisors to approve the Third Amendment to the agreement between the City, acting by and through SFHSS, and Hyland Software, Inc. to extend the term by five years
- Resolution introduced to the Board of Supervisors to approve the Tenth Amendment to an agreement between the City, acting by and through, and P & A Administrative Services to extend the term by eighteen months.

WELL-BEING: (see attachment)

- Two additional city departments (ACC and OCME) will be included in the First Responder EAP services starting March 1.
- Developing the Sleep campaign launching in March.
- Partnered with KP to create a custom training for the Fire Academy Cadets that focused on hydration and maintaining weight as they go through the academy.
- 75% increase in the number of individuals touched through SFHSS EAP in 2024, compared to 2023.

ATTACHMENTS:

- Black-Out Notice Reminder
- Operations Monthly Dashboard
- Well-Being Monthly Dashboard

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: Black-Out Period Notice, November 14, 2024 through June 2025

This memorandum shall serve as the Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 14, 2024, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for Life and Disability Benefits (“2026 Life and Disability RFP”) and the presentation of the results of the 2026 Life and Disability RFP to the Board and
- the completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

Pursuant to the [Board’s Policies](#) (page p. 46 “External Communications – Service Providers”, p. 48 “Black-Out Periods”, p. 49 “Contracts”), 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 now 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, employees, or officers on matters relating to SFHSS competitive bid processes for the selection of the service providers for life and disability benefits, including, but not limited to, basic and supplemental life, long-term disability and short-term disability, and accidental death and dismemberment benefits, and/or the 2026 Life and Disability 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

Operations Dashboard

Health Service Board Meeting • February 13, 2025

Reporting: January 2025

Operations Dashboard for the Month of January 2025

Call Center Support

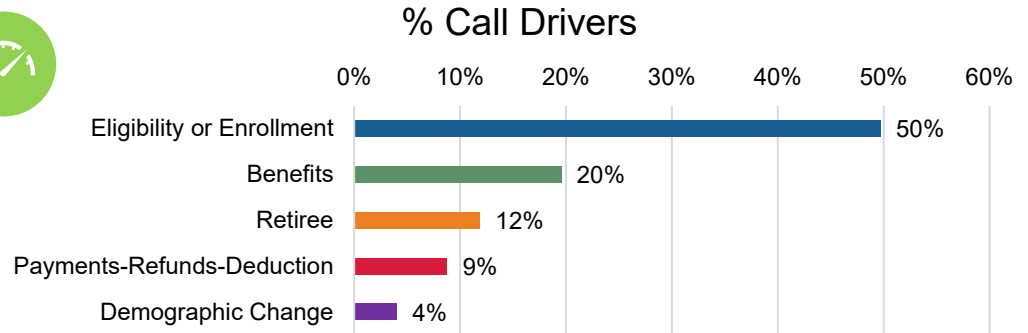
Call Volume



4,677*
calls handled
January 2024

2,103
calls handled
January 2025

Call Drivers Metrics



Average Speed to Answer

Goal: <3 minutes



4 min 50 secs
January 2024

6 min 51 secs
January 2025

Abandonment Rate

Goal: <10%



13.71%
January 2024

28.95%**
January 2025

Average Handle Time

Goal: <10 min



12.68 min
January 2024

6.85 min***
January 2025

First Contact Resolution

Goal: >75%



43%
January 2024

74%
January 2025

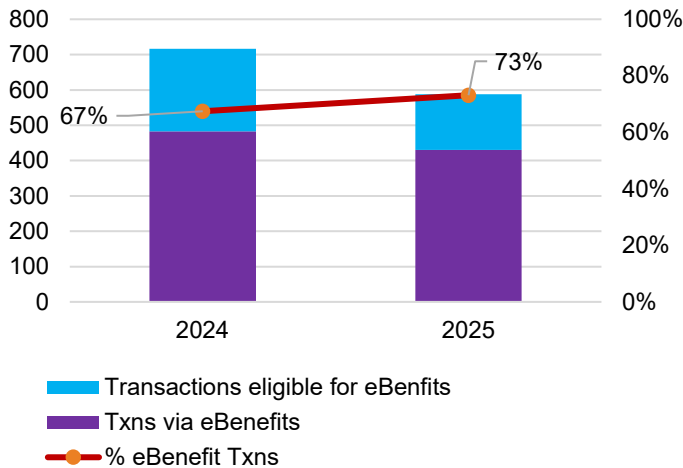
Webex data collection was refined in January 2025. *Calls handled no longer includes, dropped calls by the system or calls sent to voicemail. **Abandoned calls includes only calls dropped by members after they enter their final queue. ***Call handle time no longer includes waiting time in the queue. Call handle time includes only the time on the call with an agent.

Operations Dashboard for the Month of January 2025

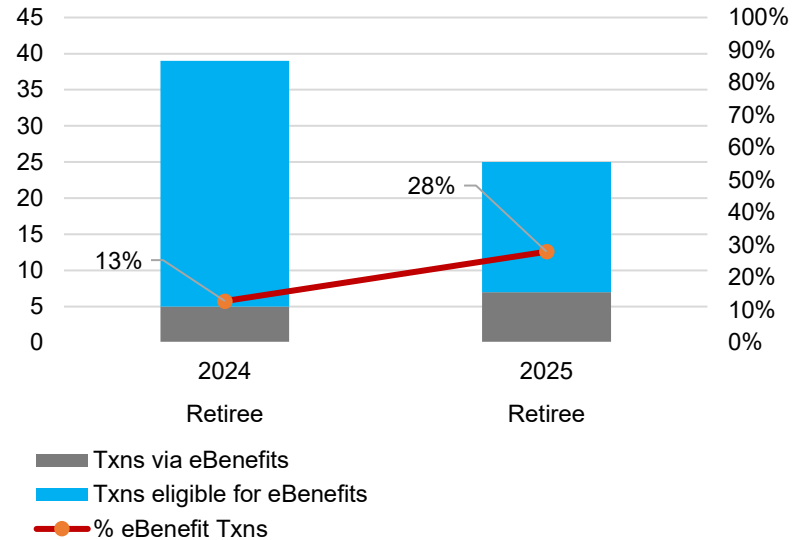
Transactions



eBenefits Transactions Actives



eBenefits Transactions Retirees



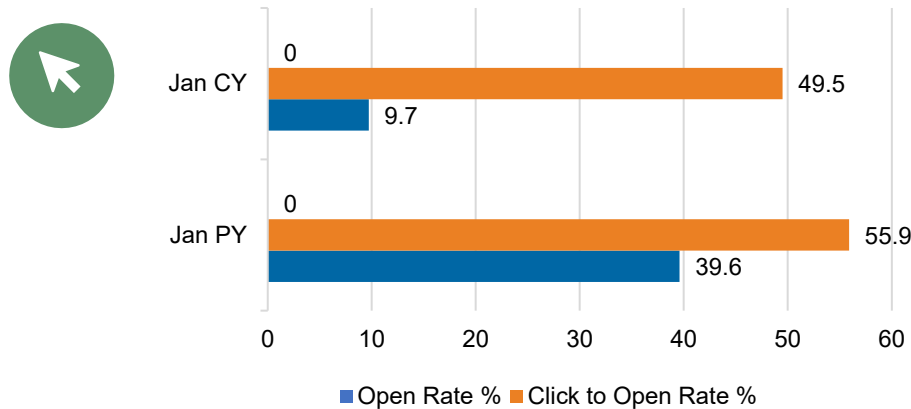
An error in the calculation formula understated in previous dashboards the percentage of transactions done via eBenefits. For the active population, the correct values are approximately 30% higher and for the retirees, the correct values are approximately 10% higher.

Communications Dashboard for the Month of January 2025

Member Engagement

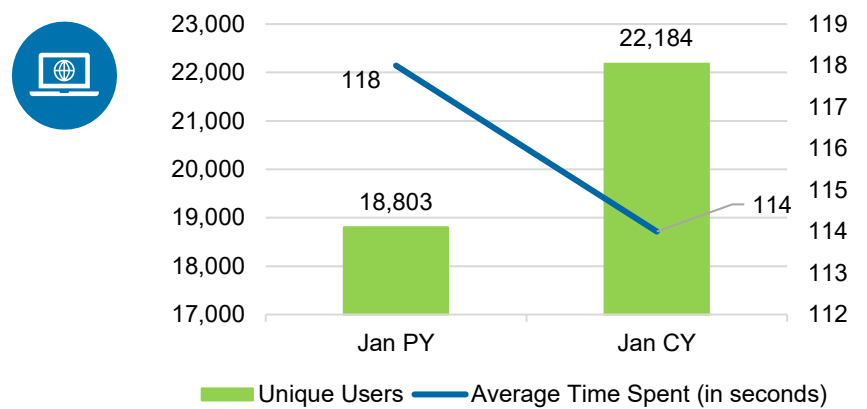
eNews Engagement

Goal: >50% Subscribers and 50% Open Rate

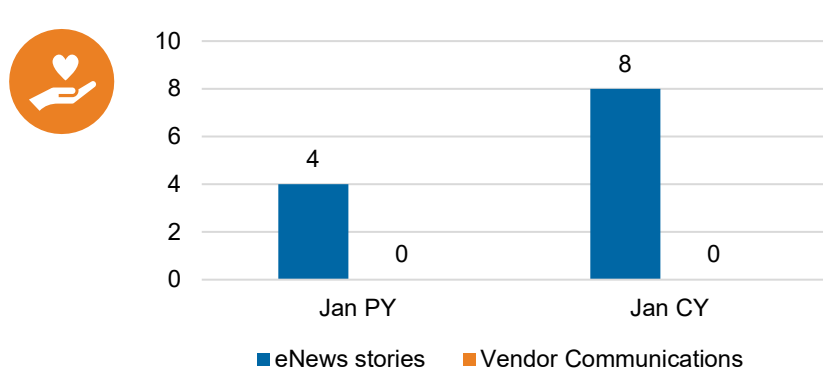


SFHSS Website Engagement

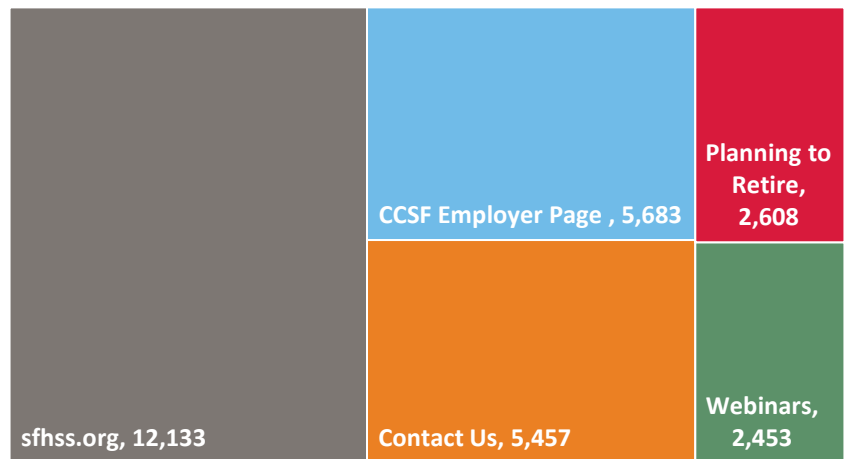
Goal: >100 seconds



Preventive Care Communications **Goal: > 3**



Top Visited Pages on sfhss.org



Well-Being Dashboard

Health Service Board Meeting - February 13, 2025

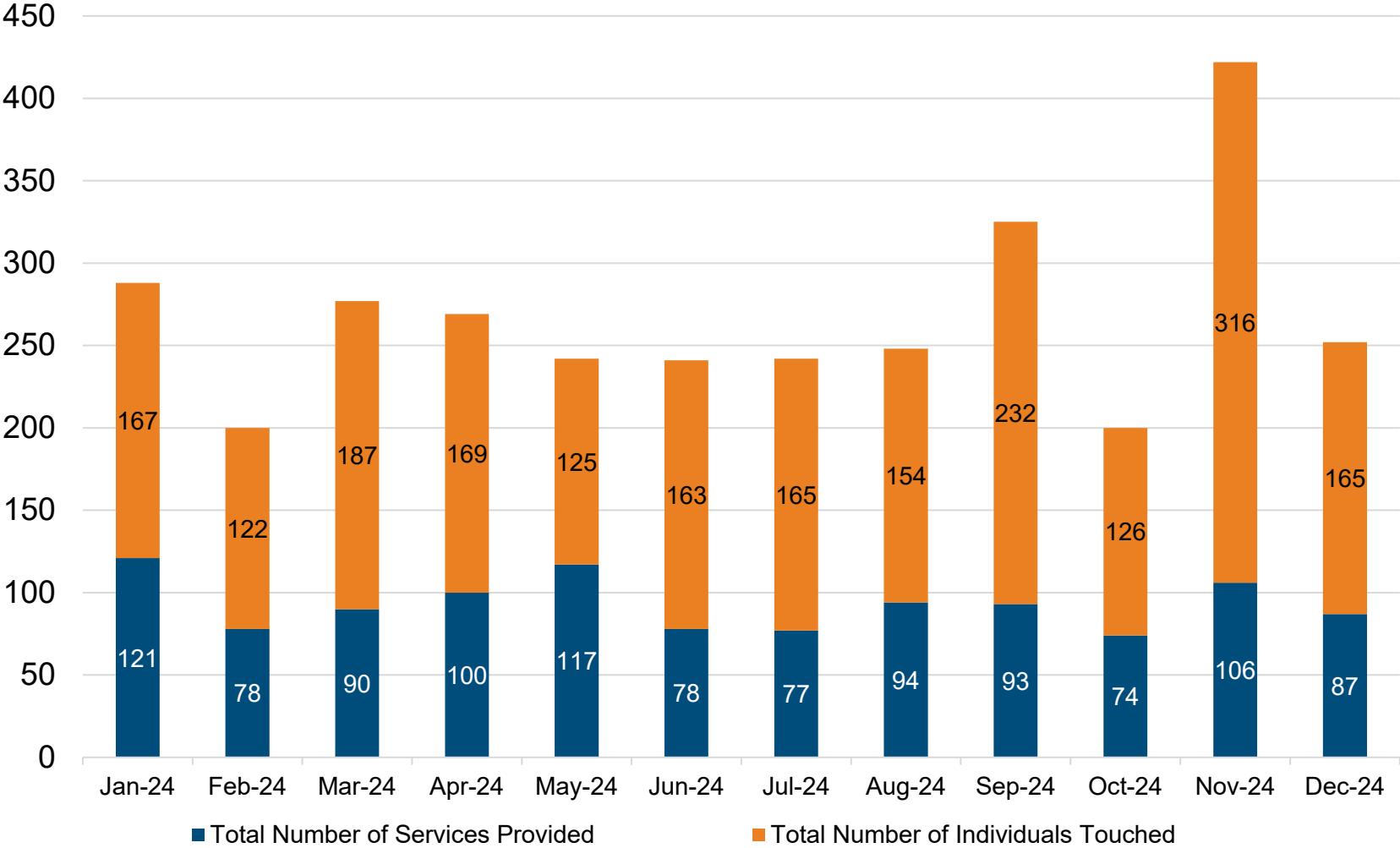
(Reporting: January – December 2024)

SFHSS Employee Assistance Program (EAP)

2024 Highlights:

- ✓ **67% (20) increase in critical incident responses** compared to 2023, with a **287% (302) increase** in the number of people served.
- ✓ **1,115** in the total number of EAP services provided.
- ✓ **75% (2,091) increase in the number of individuals** touched compared to 2023.
- ✓ **208% (40) increase in SFHSS EAP trainings/workshops** provided, serving **795 employees**.
- ✓ **44% (168) increase in organizational consultations** compared to 2023.
- ✓ **489 individual consultations** provided.

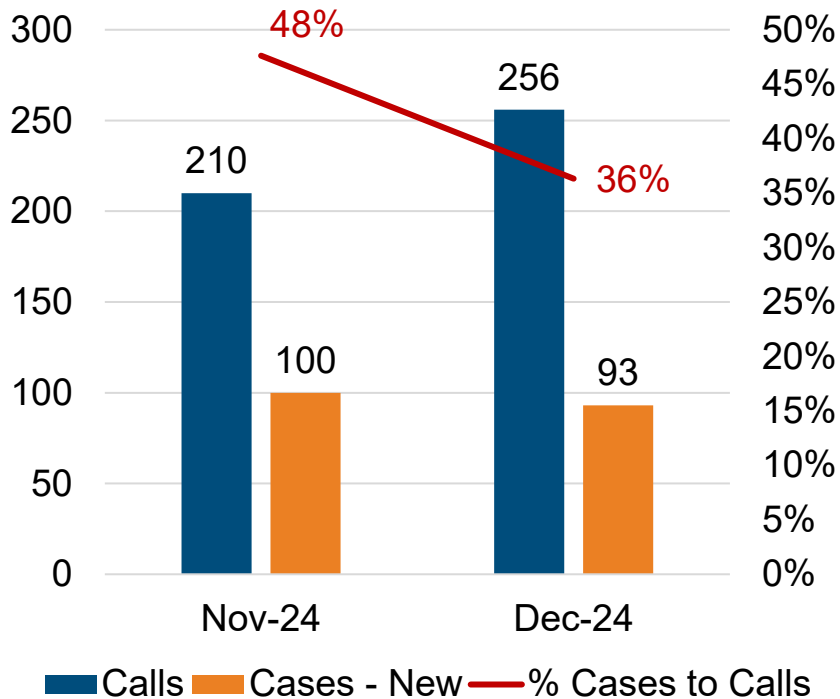
SFHSS EAP: Number of Services and Individuals Served



DECEMBER: Calls/Cases - Internal & External EAP

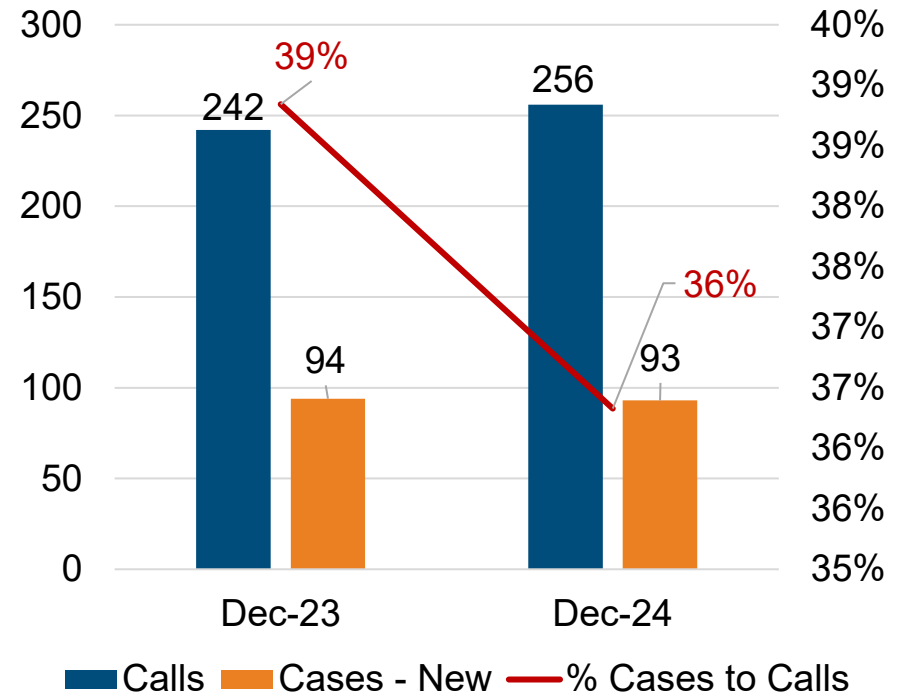
Highlights 2024

- ✓ 22% increase in calls to cases compared to prior month.
- ✓ Overall decrease in calls and cases in December compared to November, same year.

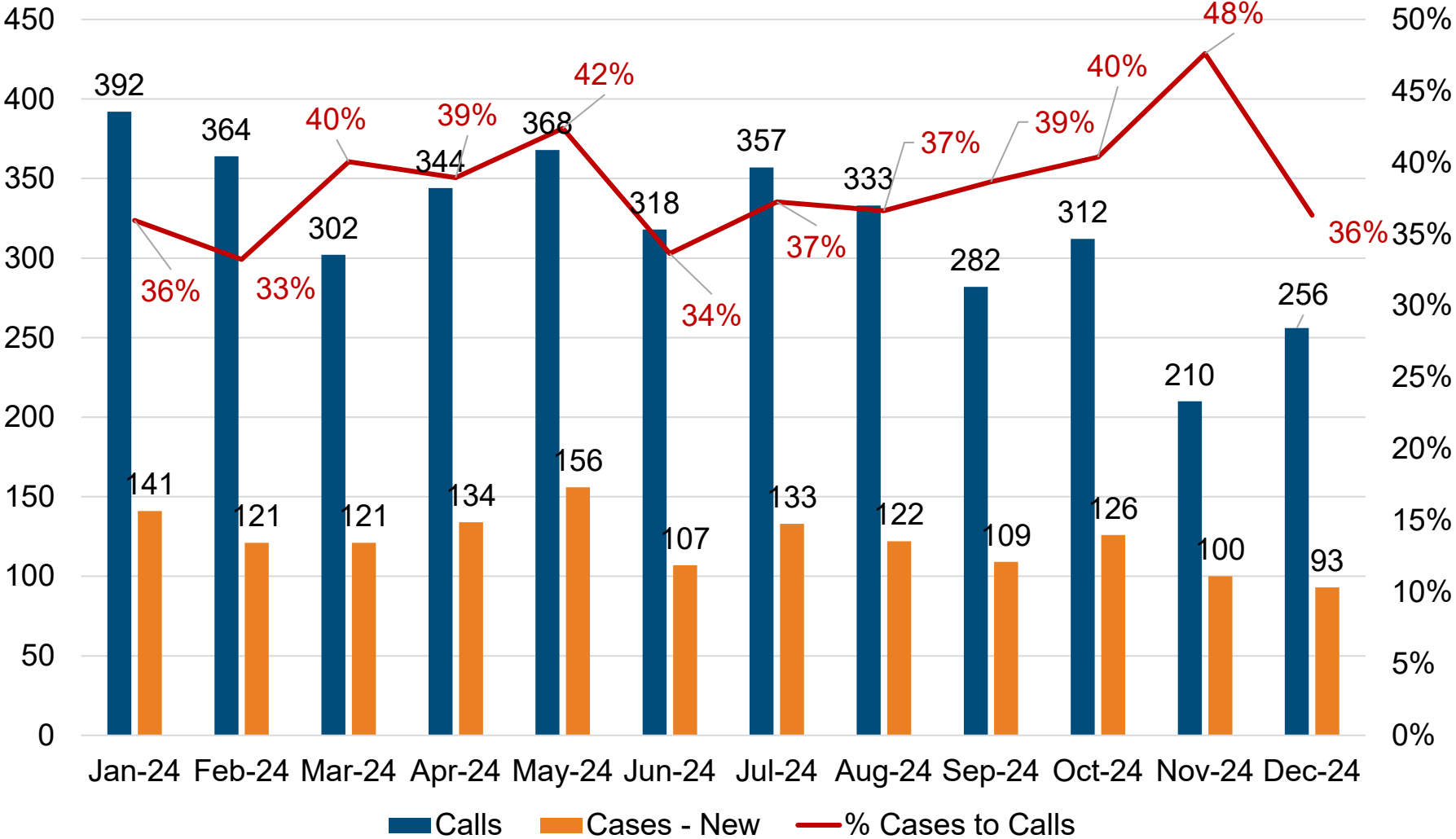


Highlights Year Over Year

- ✓ 6% increase in calls to cases compared to same month prior year.
- ✓ Overall decrease in calls and cases in November compared to October, same year.

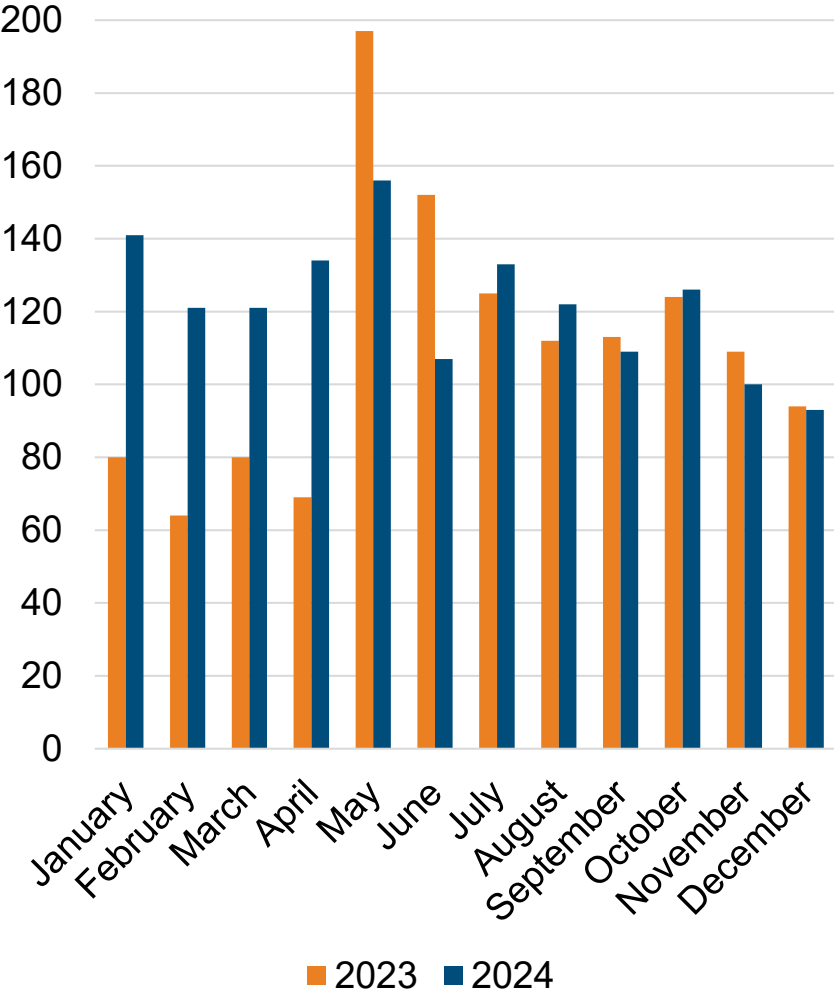


Calls/Cases: 12-Month Period - Internal & External EAP



Calls/Cases: Year Over Year - Internal & External EAP

New Cases



Call Volume

