

MEMORANDUM

DATE: March 9, 2023
TO: Randy Scott, HSB President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: March 9, 2023, Director's Report

HEALTH SERVICE BOARD RESUMES IN-PERSON MEETINGS

For close to three years, special rules necessitated by the COVID-19 public health emergency have governed the meetings of City Policy bodies. The Governor announced that the statewide emergency declared on March 4, 2020, ended on February 28, 2023. The Mayor's orders regarding the conduct of meetings of policy bodies, issued under the mayoral declaration of emergency of February 25, 2020, also ended on February 28, 2023. Board and Commission members are required to attend In-person. For more details please refer to the City Attorney's memo regarding [Legal Rules Governing Remote Participation by Members of Policy Bodies in Meetings Beginning March 1, 2023](#), posted on the City Attorney's website.

The Health Service Board welcomes public participation during public comment periods. There will be an opportunity for general public comment at the beginning of the meeting, and there will be an opportunity to comment on each discussion or action item on the agenda. Routinely, each comment is limited to 3 minutes. For those attending remotely, the Commission will hear up to 30 minutes of remote public comment total for each agenda item. Remote public comment from people who have received an accommodation due to disability will not count toward the 30-minute limit.

SAN FRANCISCO COVID-19

Get vaccinated and get your booster. Protect yourself and those around you from new variants. Vaccines are open to everyone 6 months and older. Bivalent (two-strain) booster vaccines are available now for ages 6 months and older. <https://sf.gov/get-vaccinated-against-covid-19>

SFHSS Communications is working with our vendors to inform our members what COVID-related services are available through the Health Plans going forward.

BLACK OUT NOTICE REMINDER (see attached slides)

Blackout Period Timeframe

- The Blackout Period Competitive bid process for actuarial services and associated health benefit consulting services will commence on December 8, 2022, and conclude after the Health Service Board's final approval of the contract award in June 2023.
- The Blackout Period Annual Rates and Benefits for the 2024 plan year will commence on December 8, 2022, and will conclude after the Board of Supervisors' final approval of the health plan rates and benefits in July 2023.

SFUSD- EMERGENCY STATUS

The San Francisco Unified School District is experiencing payroll system problems which cause some District SFHSS Members to appear ineligible for health benefits. On November 7, 2022, the District declared a Payroll State of Emergency over EMPowerSF, its payroll system. On December 5, the SFUSD Superintendent reached out to SFHSS to convey this sense of urgency and to elicit attention to resolving the health plan enrollment problems that are occurring. SFHSS member Services, Finance,

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Enterprise Systems and Analysts, and Communication staff are working with the District to identify individual problems and resolve them rapidly.

RACIAL EQUITY, DIVERSITY & CULTURAL HERITAGE CELEBRATIONS

March is a month of new beginnings. From Daylight Savings to the first day of Spring, it is a time full of change and celebrations, including Women's History Month, International Women's Day, and Employee Appreciation Day.

The month of March pays homage to women's fight for equity and inclusion stemming back to the suffrage movement in our nation's history. Women's History Month and International Women's Day (IWD) would not be possible without those who united and marched for better labor laws, conditions, and the right to vote. This month, get inspired by [HERstory](#), the San Francisco Public Library's celebration to honor and acknowledge the contributions of women and the experience of being female today. Also tap into the [IWD 2023 Planning Toolkit](#) for guidance and resource to help you celebrate women's achievements, raise awareness about gender inequities, and increase support for women worldwide.

As employees strive to balance both personal and professional lives, we encourage our citywide family to tap into [diverse activities](#) and [support resources](#) offered through SFHSS Well-Being. Topics of focus include healthy lifestyle recommendations, tactics to boost joy through movement, and the power of meditation to support our most valuable asset, our staff, in appreciation of their service to our community. Employee Appreciation Day was created to remind managers everywhere of the importance of thanking their employees when they do good work and SFHSS managers could not think of any action more important right now.

SFHSS staff have consistently demonstrated the values of Compassion and Accountability despite working with a severe staffing shortage and dealing with the extended absences of some of our key staff. On March 2nd SFHSS enjoyed a celebratory potluck, sharing favorite childhood dishes, and making space to embody the values they demonstrate through work every day. SFHSS Leadership will continue to support staff in cultivating personal strength and resiliency in action.

AUDIT PLAN UPDATE

As part of the annual audit plan, the Blue Shield Pharmacy rebate audit for the plan year 2020 was completed on February 3, 2023. Aon conducted the audit and identified an additional \$98K rebate vs the \$4M reported by Blue Shield. We will collect the additional rebate and deposit it into the trust fund.

HEALTH SERVICE BOARD FOLLOW-UP

At THE February 9, 2023 Health Service Board meeting Commissioner Zvanski requested a list of Kaiser Permanente urgent care centers in the peninsula. The Kaiser urgent care locations in this area are:

San Francisco Medical Center
2425 Geary Blvd
San Francisco, CA 94115
415-833-2000

South San Francisco Medical Center
1200 El Camino Real,
South San Francisco, CA 94080
650-742-2000

There are 14 Kaiser urgent care centers in Northern California. Members can search for [urgent care locations](#) on the kp.org website.

**SAN FRANCISCO HEALTH SERVICE SYSTEM
DIVISION REPORTS: March 2023**

HUMAN RESOURCES:

At our request, DHR has added another analyst to our team to assist with recruitment and hiring.

The [Civil Service Commission approved a number of rule changes on January 25, 2023, that should reduce the time to hire](#) (Item# 0255-22-5.)

We are in the negotiation phase of our budget with the Mayors Budget Office. We aim to retain the staffing levels from the current year.

Position Control:

# of active employees	43
# of vacancies	24
• # of departures	0
• # of active recruitment	*11
• # of pre-recruitment analysis	13

(*Sync ups with approved vacancy report)

Welcome:

- 1241 HR Analyst (DHR work order): Kelly Alves

Recruitments:

- 1210 Benefit Analyst (Regular Recruitment): 3
- 1210 Benefits Analyst (Temporary Pending PCS): 2
- 1209 Benefits Technician (Regular Recruitment): 2
- 2822 Health Educator: Pending MBO approval.
- 2594 EAP Counselor: Announcement posted through 3/31/23.

OPERATIONS:

- Member Services staff handled 4,169 calls in February, a 30% increase from January 2023. This increase is the result of coordinated call backs by Member Services who worked overtime on Saturdays to reach members who left voicemail messages during the week.
- 228 virtual member consultations were conducted in February 2023, (227 for Retirees and 1 for Family Status Changes), which is a 1% decrease from January.
- Member Services presents at monthly New Hire Orientations hosted by DHR to ensure new hires can get their questions addressed.
- Member Services staff worked more than 160 hours of overtime in February to reduce the delay in processing member enrollments during this time of low staffing.
- Operations completed an initial audit of sfhss.org for compliance with the Digital Accessibility and Inclusion Standard with recommendations on opportunities to improve accessibility.
- Operations completed user testing for the Retiree Health Benefits Calculator. Final modifications from user feedback are being implemented before the product launch.
- Operations surveyed members who migrated out of Health Net to help identify opportunities to improve the member experience.
- Enterprise Systems and Analytics automated categorization of daily Benefit Administration events to assist Member Services in prioritizing limited resources.

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- Enterprise System and Analytics set up new check scanning equipment for bank transactions.
- Enterprise Systems and Analytics completed the Annual Non-Discrimination testing for the 2023 plan year.
- Enterprise System and Analytics provided necessary datasets to Aon in support of the Rates and Benefits process for the 2024 plan year.
- Communications collaborated with Well-Being and EAP to update the IAFF Center of Excellence for firefighter materials.
- Communications is in the process of redesigning the Annual Report.
- Communications supported Finance in developing the 10-County Report.

FINANCE AND BUDGET

- Rates and Benefits: Completed 10-County survey.
- Budget: Completed budget submission to Mayor.

CONTRACTS

- Completed RFP for First Responder Wellness Resources Mobile Application Developer.
- Developed and executed benefit exception and/or in-network mental health and substance use disorder benefit and access to the International Association of Firefighters (IAFF) Center of Excellence.

WELL-BEING (see attached slides)

- January 2023 is the 4th highest month for call volume since the program launch in 2020 with 503 calls.
- Executed a quarterly Key Player Training, titled “Offering Programs in 2023” with 87 in attendance.

Attachments:

- Black Out Notice
- Well-Being Slides

MEMORANDUM

DATE: December 8, 2022
TO: Randy Scott, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: Notice of the Black-Out Periods

Pursuant to the Board's Policies, the Board must be notified of Blackout Periods. This memorandum shall notify the Health Service Board ("Board") of the San Francisco Health Service System ("SFHSS") Blackout Period in connection with:

1. The competitive bid process for actuarial services and associated health benefit consulting services and the
2. The Annual Rates and Benefits for the 2024 plan year

Prohibited Communications

During these concurrent Blackout Periods, the Board is prohibited from any communications with potential SFHSS service providers on matters relating to SFHSS contracting for actuarial services or health plan benefits and administration, except communications on SFHSS matters during public meets of the Board or Board Committee Meetings.

Communications include face-to-face conversations, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications. Any communications with service providers for reasons unrelated to SFHSS during the Blackout Period must be immediately disclosed in writing to the Executive Director and the Board.

Blackout Period Timeframe

The two blackout periods will overlap.

1. The Blackout Period **Competitive bid process for actuarial services** and associated health benefit consulting services will commence on December 8, 2022, and conclude after the Health Service Board's final approval in June 2023.
2. The Blackout Period **Annual Rates and Benefits** for the 2024 plan year will commence on December 8, 2022, and conclude after the Board of Supervisors' final approval of the health plan rates and benefits in July 2023.

Well-Being Monthly Report

Health Service Board Meeting March 9, 2023

W@W Key Player Training – Offering Programs in 2023

February 2, 2023, 11:00am-12:00pm

We surveyed Key Players in November 2022 to learn more about the different types of training topics they would like to have in order to support their role as Key Players. Most responses wanted to learn more about the different types of well-being activities available and best practices to implement them.

Training Description:

As a Key Player you help to raise awareness, provide resources, and offer well-being programs at the worksite; however, it can be challenging to know what is available to offer. Join us for the Well-Being@Work: Offering Programs in 2023 training, where we will review different types of programs available through the Well-Being@Work program, share best practices on how to make programs relevant for your department, and new well-being offerings in 2023.

Training Objectives:

- Review different types of well-being programs available and how to submit a request
- Highlight new well-being programs and activities for 2023
- Introduce inter-departmental well-being challenge opportunities

Attendance: 87



**WELL-BEING
@WORK**

Calls/Cases: Internal & External EAP

January Highlights:

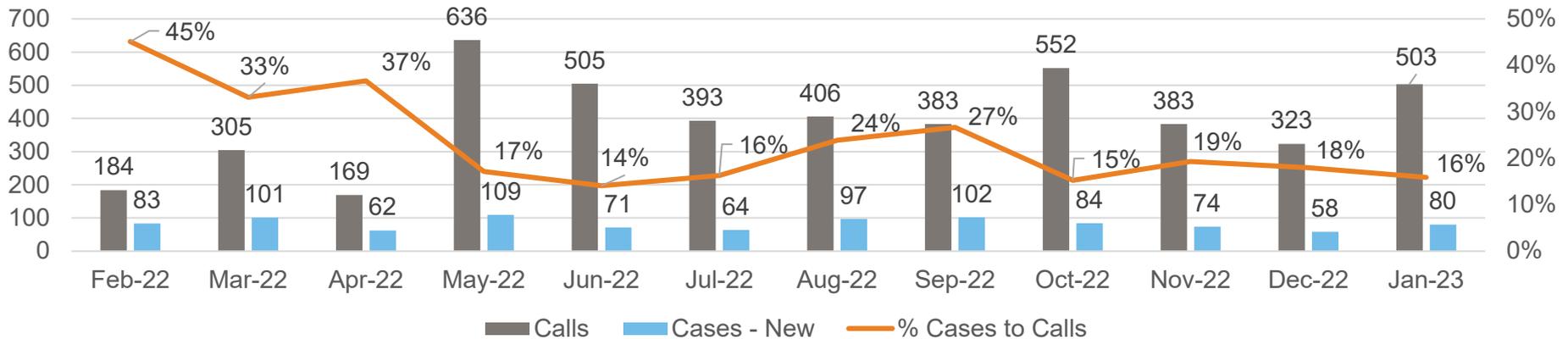
Calls

- January 2023 is the 4th highest month for call volume since program launch in 2020 with 503 calls. Other high call volume months:
 - May 2020: 636 calls
 - October 2020: 552
 - June 2020: 505 calls
- Compared to January 2022: 58% increase in calls
- Up: 36% compared to December 2022

Cases

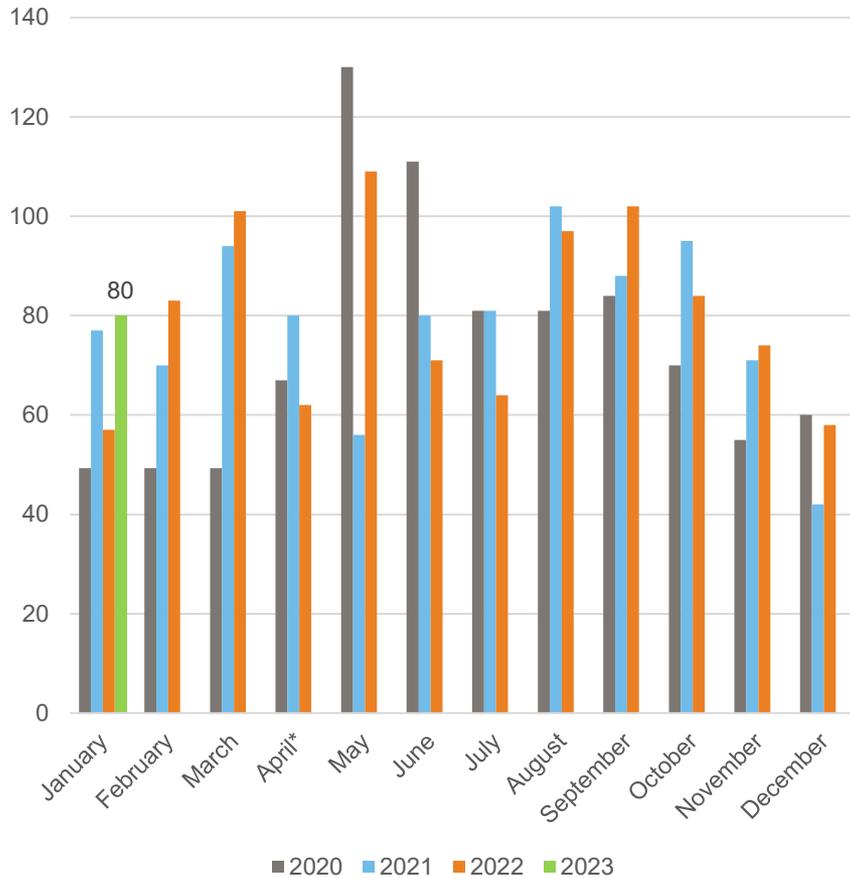
- Compared to January 2022: 29% increase in cases
- Up: 38% compared to December 2022

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



SFHSS EAP (Internal and External): Year Over Year

New Cases



Call Volume

