

ANNUAL REPORT 2020



MISSION STATEMENT

The San Francisco Health Service System is dedicated to preserving and improving sustainable, quality health benefits and to enhancing the well-being of employees, retirees and their families.



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MESSAGE FROM THE EXECUTIVE DIRECTOR

2020 was a year of resilience and flexibility for the San Francisco Health Service System. We started the year focused on tackling the strategic goals, but when the pandemic took hold and our staff, along with all San Franciscans, were asked to shelter-in-place, we shifted our entire operations to work remotely. Some of our staff volunteered or were recruited for Disaster Service Work (DSW) assignments, and we contributed to the City's efforts to slow the spread of the COVID-19 virus.

I'm proud to share SFHSS rose to the challenge brought on by the pandemic by quickly assessing how we could pivot our resources or fast-track already planned projects to support our members' evolving health needs during this challenging time.

2020 Highlights:

Member Services

- Provided 1,090 new hire phone consultations and 5,366 pre-retirement phone consultations.
- Assisted 1,585 members through 6 virtual health fairs and webinars.

ESA

- 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.

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 visitors.

Well-Being & EAP

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

Finance & Contracts

- Hired a new CFO to oversee the Finance and Contracts division.
- Issued five competitive bids or Request for Proposals (RFPs), including new Health Plans for 2022 plan year.

In addition to all the work we accomplished to serve our members and advance our mission, on a department-wide level, we developed our first Racial Equity Action Plan where we surveyed our entire staff, had an honest discussion on Early Experiences with Race and their Vision for an Equitable SFHSS. With all of the disruption brought forth by the pandemic, I'm happy to share SFHSS was able to stay on track to deliver on our strategic goals.

Be well,

Abbie Yant, RN, MA

Executive Director

San Francisco Health Service System



OUR PRIORITIES

SFHSS provides health benefits for the following employers: City and County of San Francisco, San Francisco Unified School District, City College of San Francisco, and the Superior Court San Francisco.

The Executive team (Executive Director, Chief Operating Officer and Chief Financial Officer), work diligently with SFHSS' actuarial consultants to develop and recommend effective planning and implementation strategies to the Health Service Board.

SFHSS' Strategic Plan encompasses the entire framework as a reflection of the internal standards and processes that motivate our staff to deliver the highest standard of member services. Our strategic goals are aimed at providing benefits and services that:

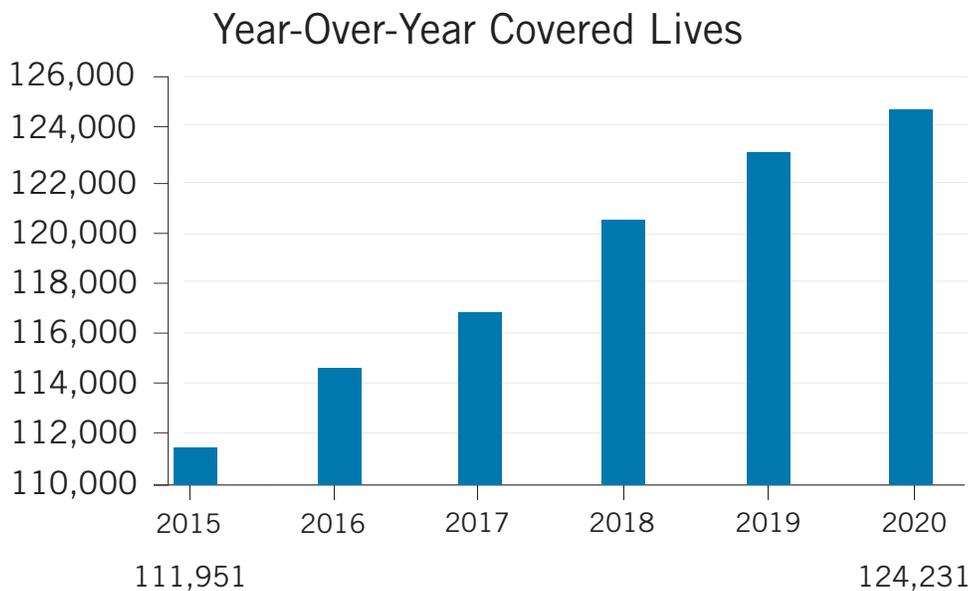
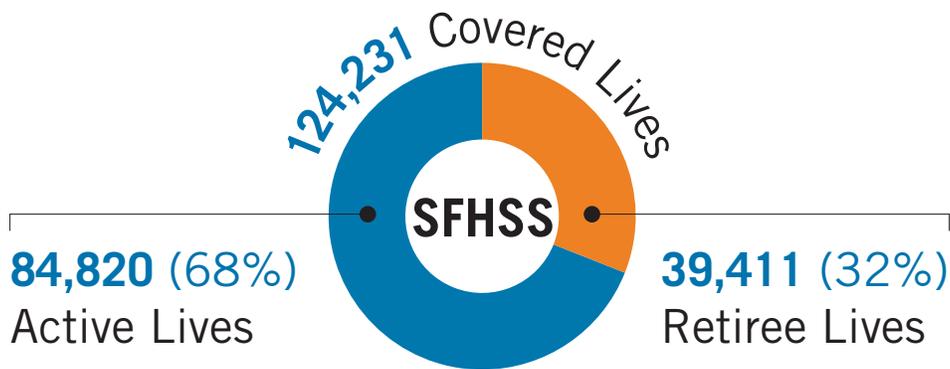
- Are Affordable and Sustainable
- Reduce Complexity and Fragmentation
- Engage and Support
- Provide Choice and Flexibility
- Support Whole Person Health and Well-Being

SFHSS offers:

- Medical Plans
- Dental Plans
- Vision Plans
- Flexible Spending Accounts
- Long-Term Disability Insurance
- Group Life Insurance
- Voluntary Benefits
- Municipal Executive Flex Credits
- Well-Being programs
- Employee Assistance Program
- COBRA

OUR IMPACT

Governed by the Health Service Board, the San Francisco Health Service System designs quality health benefits plans for employees, retirees, and their families, works to contain premium costs, and encourages employees and retirees to choose healthy lifestyles.





MEMBER SERVICES

Member Services provides front-line support to members, including offering in-person consultations, answering in-bound calls, enrollment support at benefits events across the City, and presenting year-round new hire and pre-retirement seminars.

During the Covid-19 pandemic, Member Services pivoted to 100% virtual delivery of services beginning in March 2020 to ensure the health and safety of our members and staff.

Member Services:

- Plays a significant role in benefits administration and customer service strategy including leading the Open Enrollment process annually.
- Understands the important role of customer service and prides itself on being available to members by meeting them at worksites at Open Enrollment events across the City.
- Participates in the Citywide LEAN Process Improvement Initiative, with a focus on enhancing member experience.
- Provided in-person new hire orientations to 129 employees and pre-retirement seminars to 155 employees preparing for retirement.
- Provided new hire phone consultations to 890 members.
- Provided pre-retirement phone consultations to 3,255 members.
- Assisted 1,585 members through 6 virtual health fairs and webinars.
- Advocated for and negotiated carrier policy change to increase access to infertility benefits.
- Implemented IRS temporary pandemic relief guidance enabling all SFHSS members to make mid-year benefit and FSA changes, resulting in 1,759 members using this option in 2020.



Member Services
Team Members

Key Achievements in 2020

↑ **55,018**

Annual member in-take calls (increased from 54,650 in 2019).

↓ **9,562**

Open Enrollment calls answered in October 2020 (decreased from 10,904 in 2019).

↓ **2,698**

Annual in-person consultations (decreased from 14,225 in 2019).

↓ **1,915**

In-bound Open Enrollment application forms processed by November 2020 (decreased from 4,990 in 2019).

ENTERPRISE SYSTEMS & ANALYTICS

Enterprise Systems & Analytics (ESA) has 2 key priorities. ESA ensures the availability of the comprehensive technical infrastructure necessary to SFHSS' essential services. ESA conducts extensive member population analysis to evaluate quality of care, trend cost and utilization, plan design, population health and fulfills annual operational and regulatory reporting requirements.

At the start of the COVID-19 outbreak, ESA prioritized resources to ensure SFHSS' business functions and day-to-day operations continued without disruption.

Key Achievements:

- Rolled out Voice over Internet Protocol (VoIP) telecommunications.
- Supported virtualized Health Service Board meetings.
- Converted to new Cisco Call Management System.
- Supported benefit administration changes as a result of COVID-19 (delinquency processing, IRS approved mid-year changes).
- Deployed laptops for all staff during pandemic.
- Met all normal year deliverables while working remotely.
- Deployed endpoint tools to all remote systems to monitor, detect and contain threats.



Enterprise Systems & Analytics Team Members

2020 Highlights

- Virtualized SFHSS Operations
- Deployed eBenefits for SFUSD
- Launched eBenefits for Qualifying Life Events

Medical Plan Enrollment as of January 1, 2020

56%
69,587

Kaiser Permanente HMO Enrollees

28%
35,326

Blue Shield of CA HMO Enrollees

16%
19,318

UnitedHealthcare PPO Enrollees

MEDICAL PLAN ENROLLMENT

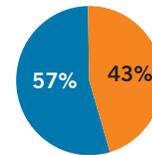
As of January 2020, 124,231 lives were enrolled in SFHSS-administered medical plans across three carriers. SFHSS provides benefits for City and County of San Francisco, San Francisco Superior Court, San Francisco Unified School District and City College of San Francisco employees, retirees and their dependents.

124,231

Member and dependent lives including actives and retirees were covered on the SFHSS medical plans.

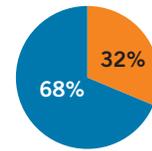
Medical Plans

Employee Lives—Medical	2019	2020	Change
Kaiser Permanente HMO	50,398	51,493	1,095
Blue Shield Access+ HMO	21,026	20,959	(67)
Blue Shield Trio HMO	10,711	10,565	(146)
UHC PPO (City Plan)	1,823	1,783	(40)
UHC Medicare Advantage PPO	19	20	1
Total Employee Lives	83,977	84,820	843
Retirees Lives—Medical	2019	2020	Change
Kaiser Permanente HMO	4,624	4,631	7
Blue Shield Access+ HMO	2,389	2,314	(75)
Blue Shield Trio HMO	1,515	1,488	(27)
UHC PPO (City Plan)	1,178	1,219	41
KP Senior Advantage HMO	13,157	13,463	306
UHC Medicare Advantage PPO	15,707	16,296	589
Total Retiree Lives	38,570	39,411	841
TOTAL LIVES	122,547	124,231	1,684



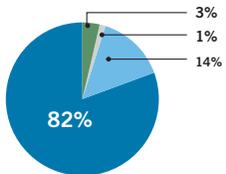
Total Enrolled Lives Member vs. Dependent

Member	71,020	57%
Dependent	53,211	43%
Total	124,231	100%



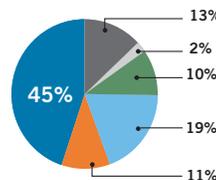
Total Enrolled Lives Active vs. Retiree

Active	84,820	68%
Retiree	39,411	32%
Total	124,231	100%



Total Enrolled Lives by Medical Plan

Kaiser Permanente HMO	56,124	45%
KP Senior Advantage HMO	13,463	11%
Blue Shield Access+ HMO	23,273	19%
Blue Shield Trio HMO	12,053	10%
UHC PPO (City Plan)	3,002	2%
UHC Medicare Advantage PPO	16,316	13%
Total	124,231	100%



Total Enrolled Lives by Employer

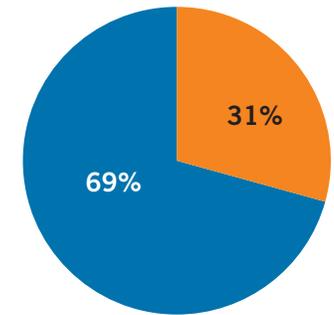
CCSF	101,159	82%
SFUSD	17,531	14%
CCD	4,146	3%
CRT	1,395	1%
Total	124,231	100%

DENTAL PLAN ENROLLMENT

SFHSS administers dental plans for employees and dependents of the City and County of San Francisco and the Superior Court of San Francisco, as well as retirees from all employers. Dental benefits for employees are employer-subsidized. Retiree dental plans do not receive employer subsidy. Premiums are fully paid by the retiree.

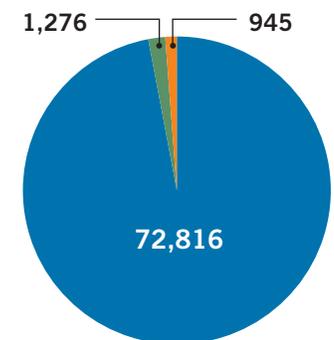
108,013

Member and dependent lives were covered on SFHSS dental plans in 2020.



Dental Plans: Total Enrolled Lives
Active vs. Retiree

Active	75,037	69%
Retiree	32,976	31%
Total	108,013	100%



Employee Enrolled Lives
By Dental Plan

Delta Dental PPO	72,816
DeltaCare USA DHMO	1,276
UHC Dental DHMO	945
Total	75,037

Dental Plans

EMPLOYEES			
City and County of San Francisco Employees Lives by Dental Plan	2019	2020	Change
Delta Dental PPO	71,097	71,962	865
DeltaCare USA DHMO	1,298	1,257	(41)
UHC Dental DHMO	881	940	59
Total Lives	73,276	74,159	883

Superior Court of San Francisco Employees Lives by Dental Plan	2019	2020	Change
Delta Dental PPO	915	854	(61)
DeltaCare USA DHMO	18	19	1
UHC Dental DHMO	13	5	(8)
Total Lives	946	878	(68)

RETIREES			
Retiree Lives by Dental Plans	2019	2020	Change
Delta Dental PPO	29,116	30,493	1,377
DeltaCare USA DHMO	1,527	1,412	(115)
UHC Dental DHMO	1,024	1,071	47
Total Lives	31,667	32,976	1,309

Retiree Members by Dental Plan	2019	2020	Change
Delta Dental PPO	20,342	21,290	948
DeltaCare USA DHMO	1,122	1,031	(91)
UHC Dental DHMO	780	810	30
Total Lives	22,244	23,131	887

VOLUNTARY BENEFITS AND FSA ENROLLMENT

Voluntary benefits offered by SFHSS to City and County of San Francisco and Superior Court of San Francisco employees provide quality coverage at group discounted rates. The premiums for the voluntary benefits are 100% paid for by the employee and are deducted from employee's paychecks.

Voluntary Benefits Enrollment

	2020
Kansas City Life Short-Term Disability Insurance	905
Aetna Supplemental-Term Life Insurance	3,958
LegalShield Legal Plan	1,606
LifeLock Identity Theft Protection	618
Pets Best Pet Insurance	419
Voya Financial Accident Insurance	2,068
Voya Financial Critical Illness Insurance	1,601
Total	11,175

A Flexible Spending Account (FSA) is a tax-favored benefit that allows City and County of San Francisco employees to pay for certain dependent care and healthcare expenses pre-tax. SFHSS members are required to renew their FSA enrollment elections on an annual basis. The FSA program increased by 793 members.

Flexible Spending Account (FSAs) Enrollment

	2019	2020	Change
Healthcare FSA	5,715	6,425	710
Child Care Dependent Care FSA	1,420	1,503	83
Total	7,135	7,928	793

eBENEFITS ONLINE ENROLLMENT

- **eBenefits** represents SFHSS' commitment to providing a secure, fast and convenient method for members to make their benefit elections and changes online using a computer, tablet, mobile device or smart phone.
- Expanded **eBenefits** to include 7,127 SFUSD employees.
- Implemented self-service capability for Retirees and SFUSD employees to register their accounts for the first time.
- Automated extracting supporting documentation uploaded by members into **eBenefits** and transferring the documentation to digital member files.
- Implemented modifications to **eBenefits** to improve user experience.
- Expanded **eBenefits** to include the ability to submit Qualifying Life Events, New Hire and New Retiree events online.
- Configured **eBenefits** to allow members to take advantage of the IRS approved mid-year changes as a result of COVID-19.

70,464

Total member population with year-round access to **eBenefits** (40,071 employees and 30,393 retirees).

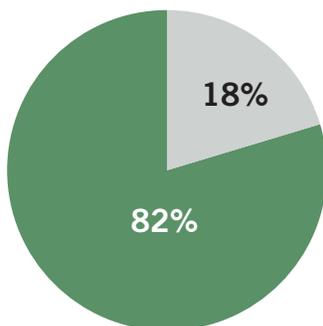
36,056

Active employees provided access to **eBenefits** during Open Enrollment.

8,443

Employee members made benefit elections or changes during Open Enrollment using **eBenefits**, representing 77% of all active employees enrolling.

↑ In 2020, SFHSS received 10,358 Open Enrollment submissions, of which 82% were via **eBenefits** (an increase from the previous of 13,700 Open Enrollment submissions, of which 64% were submitted via **eBenefits**).



eBenefits Adoption Rate - Open Enrollment Submissions using eBenefits

Online Submission	82%
Form Submission	18%
Total	100%

COMMUNICATIONS DEPARTMENT

The Communications Department provides members with comprehensive, healthcare and benefits information during Open Enrollment and throughout the year. We focus on increasing engagement by using a variety of channels and mediums to reach as many members as possible.



Communications Team Members

Key Achievements:

- Created Step-by-Step enrollment instructions to support easier enrollment process for members in 2020 Benefits Guides and Booklets.
- Provided 6 live virtual webinars and Q&A sessions for active employees and retirees during Open Enrollment highlighting benefits and changes for PY2021.
- Created Flexible Spending Account (FSA) video highlighting IRS mid-year health benefits changes for COVID-19 relief.
- Implemented website design improvements providing easier navigation for visitors.
- Developed first responder engagement plan to support their mental health through the Cordico App.
- Promoted new 24/7 EAP services with email campaign in May for Mental Health Awareness Month that drove call volume.
- Promoted **eBenefits** online enrollment with digital documentation and custom web pages.
- Managed production of Open Enrollment materials to 78,000 members while working remotely during shelter-in-place.

Key Achievements in 2020

↑ **732,552**

Total number of page views on sfhss.org (up from 543,560 in 2019).

↑ **158,446**

Total number of page views during Open Enrollment (up from 116,769 in 2019).

3:21 min.

Average amount of time on website per visit.

76,904

Open Enrollment custom packets mailed.

77,024

Confirmation Letters mailed to members.

WELL-BEING

Well-Being serves employees, retirees, spouses/domestic partners, and their dependents. Well-Being has several core functions: Employee Assistance Program (EAP), Well-Being@Work, retiree services, healthy behavior campaigns, challenges, targeted interventions, group exercise classes and managing the Wellness Center.

Supporting members to feel, live, and be Better Every Day, Well-Being raises awareness with programs and services that promote well-being.

2020 Highlights:

- Expanded EAP services with new external vendor to provide 24/7 support to city employees during the pandemic.
- Launched CORDICO Wellness App for Department of Emergency Management, Fire, Police and Sheriff.
- In partnership with YMCA, expanded the CDC Diabetes Prevention Program (DPP) to include retirees, spouses/ domestic partners.
- Implemented CredibleMind, a mental and emotional health web-based resource hub.
- Provided ongoing support to the COVID Command Center (CCC) featuring self-care messages, tools to support Wellness room, mental and physical sound bites for daily staff briefings, digital well-being reminders, healthy food options and more.
- Implemented new EAP data warehouse called Penelope.
- 50% of City departments created a Well-Being Annual Plan.
- Executed 27 worksite flu clinics during a pandemic in partnership with ADM, DHR, DPH.
- Implemented 4-week Work of Art challenge focused on gratitude, resiliency, mindfulness and optimism.



Well-Being & EAP
Team Members

Key Achievements in 2020

6,175

Individuals provided feedback in the COVID-19 Well-Being Survey from 61 departments.

4,883

Employee Assistance Program (EAP) touchpoints (up from 4,139 in 2019).

2,700

Flu Shots administered at 27 worksite flu shot clinics.

887

Individuals engaged in a Worksite Advanced Health Screening.

301

Programs, activities and events offered.

206

Well-Being Champions and Leaders of Well-Being representing 46 City departments (70% of City departments).

262

Organizational departments consultations provided by EAP.

FINANCE DIVISION

SFHSS Finance manages the administration of contracts for benefits that cover the lives of 124,696 SFHSS members including active employees, retirees and their dependents.

Finance performs renewal calculations, pays invoices to both operations and health plan vendors, including health, vision, dental, life, long-term disability, flex benefits, and COBRA.

Key Accomplishments:

- Made 44 payments to vendors totaling \$1.92M of operating budget to ensure no disruptions to SFHSS Operations.
- Continued to comply with the City's prompt payment policy with an average turnaround time of 15 days.
- Made 1,500 payments from the Health Service System Trust Fund, which included 10 Health Plan vendors and members with an average turnaround time of 9 days.
- Ensured 15,000 over-the-counter premium payments, were processed timely to ensure the continuity of members' health benefit coverage.
- Conducted 4,000 premium rate calculations for all employees, encompassing over 100 bargaining units, for Open Enrollment.
- Fast track off budget a new 24/7 Employee Assistance Program to support the increased mental health needs of all employees during the COVID-19 pandemic.
- Received an unmodified opinion on the annual audit finding no deficiencies in internal controls from Macias, Gini, and O'Connell.
- Developed a new methodology for obtaining electronic approvals for both Contracts and Procurement to meet all deadlines.
- Rapidly completed all necessary emergency procurement needs for cell phones and laptops to enable staff to work remotely.
- The Finance Department had two key staff members retire (20% of team) in 2020 and was still able to meet all operating deadlines with no interruptions to normal business operations.



Finance Team Members

Key Achievements in 2020

4,000

Premium rate calculations.

1,500

Payments with an average 9 day turnaround.

15,000

Over-the-counter premium payments.

5

Competitive bids or Request for Proposals (RFP) issued including RFP for non-Medicare plans initiated.

\$1.93M

Worth of inter-departmental work orders maintained across 32 departments.

114

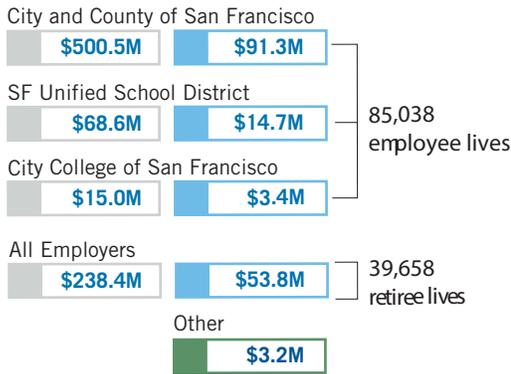
Purchase orders generated.

30

Contracts with 23 vendors administered.

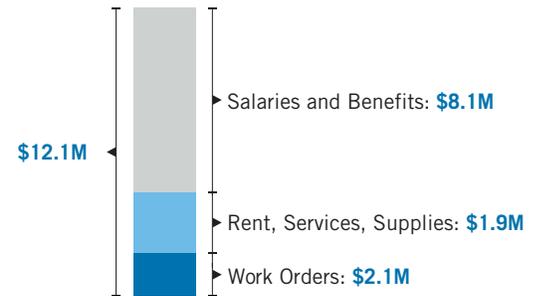
FUNDING AND GOVERNANCE

TRUST FUND CONTRIBUTIONS FY19-20



- Employer Contributions
- Employee/Retiree Member Contributions
- Performance Guarantees, Federal Reimbursements, Interest

ADMINISTRATIVE BUDGET FY19-20



HEALTH PREMIUM COSTS BY VENDOR FY 19-20

Medical Total Spend

Kaiser Permanente HMO: **\$438.7M**
 Blue Shield of CA HMO: **\$320.4M**
 UnitedHealthcare PPO: **\$117.0M**

Other

P&A Group (FSA): **\$12.8M**
 AETNA Long-Term Disability Insurance (LTD): **\$7.0M**
 AETNA Group Life Insurance: **\$1.4M**
 WORKTERRA (Flex Credits): **\$3.0M**

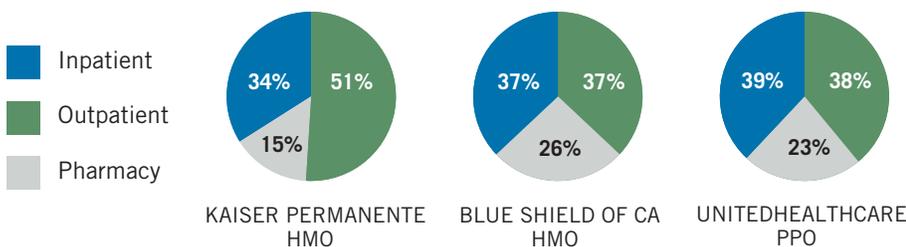
Dental and Vision Total Spend

Delta Dental PPO: **\$55.0M**
 UHC Dental DHMO: **\$0.4M**
 VSP Vision Service Plans: **\$8.3M**

37 PLANS FROM 10 VENDORS

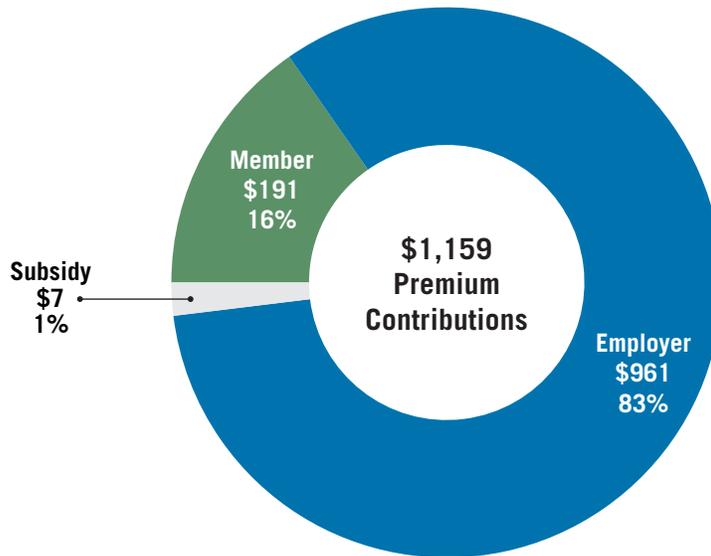
Medical: 11 HMO; 7 PPO
Dental: 3 DHMO; 2 DPPO
Vision: 2
FSA: 2
Group Life Insurance: 5
Long-Term Disability Insurance: 5
COBRA: 1

Non-Medicare Spend by Category



PREMIUM TRENDS

Employer and Member Premiums



Year-over-year aggregate average employer contributions to premiums remained at 83%. Overall member contributions were 16% year-over-year.

Average Monthly Premium Contributions	FY14-15	FY15-16	FY16-17	FY17-18	FY18-19	FY19-20
Average Monthly Member Premium Contribution	\$ 158	\$ 158	\$163	\$173	\$184	\$191
Average Monthly Employer Premium Contribution	\$ 861	\$ 854	\$877	\$914	\$944	\$961
Monthly Trust Fund Premium Subsidy Contribution	\$ 17	\$ 20	\$15	\$11	\$8	\$7
Average Monthly Total Premium Contribution	\$1,036	\$1,032	\$1,055	\$1,098	\$1,136	\$1,159

Data based on total contribution for FY19-20 divided by total members on January 1, 2020.

COST TRENDS

	FY14-15	FY15-16	FY16-17	FY17-18	FY18-19	FY19-20
Combined Contributions (in millions)	\$ 777 +2%	\$ 799 +3%	\$ 846 +6%	\$ 903 +7%	\$944 +5%	\$986 +4%

Data includes total premium costs for Medical, Dental, Vision, Long-Term Disability Insurance, and Voluntary Benefits, as well as Flex Credits and Flexible Spending Accounts (FSAs).

STATEMENTS OF NET POSITION AVAILABLE FOR HEALTH BENEFITS June 30, 2019 and 2020

	2019	2020
Assets:		
Cash and investments held with City and County Treasurer	\$102,303,863	\$126,771,648
Contributions receivable from:		
Employer	20,258,176	20,825,970
Employees	4,153,646	4,447,225
Interest receivable	649,246	382,273
Other assets	3,065,803	2,602,306
Total assets	\$130,430,734	\$155,029,422
Liabilities:		
Reserves for claims – medical, prescription drugs and dental	27,899,063	27,025,266
Health Maintenance Organization, dental, and disability premiums payable	7,280,981	8,711,084
Unearned contributions	3,092,159	3,178,815
Total liabilities	38,272,203	38,915,165
Net assets available for health benefits	\$92,158,531	\$116,114,257

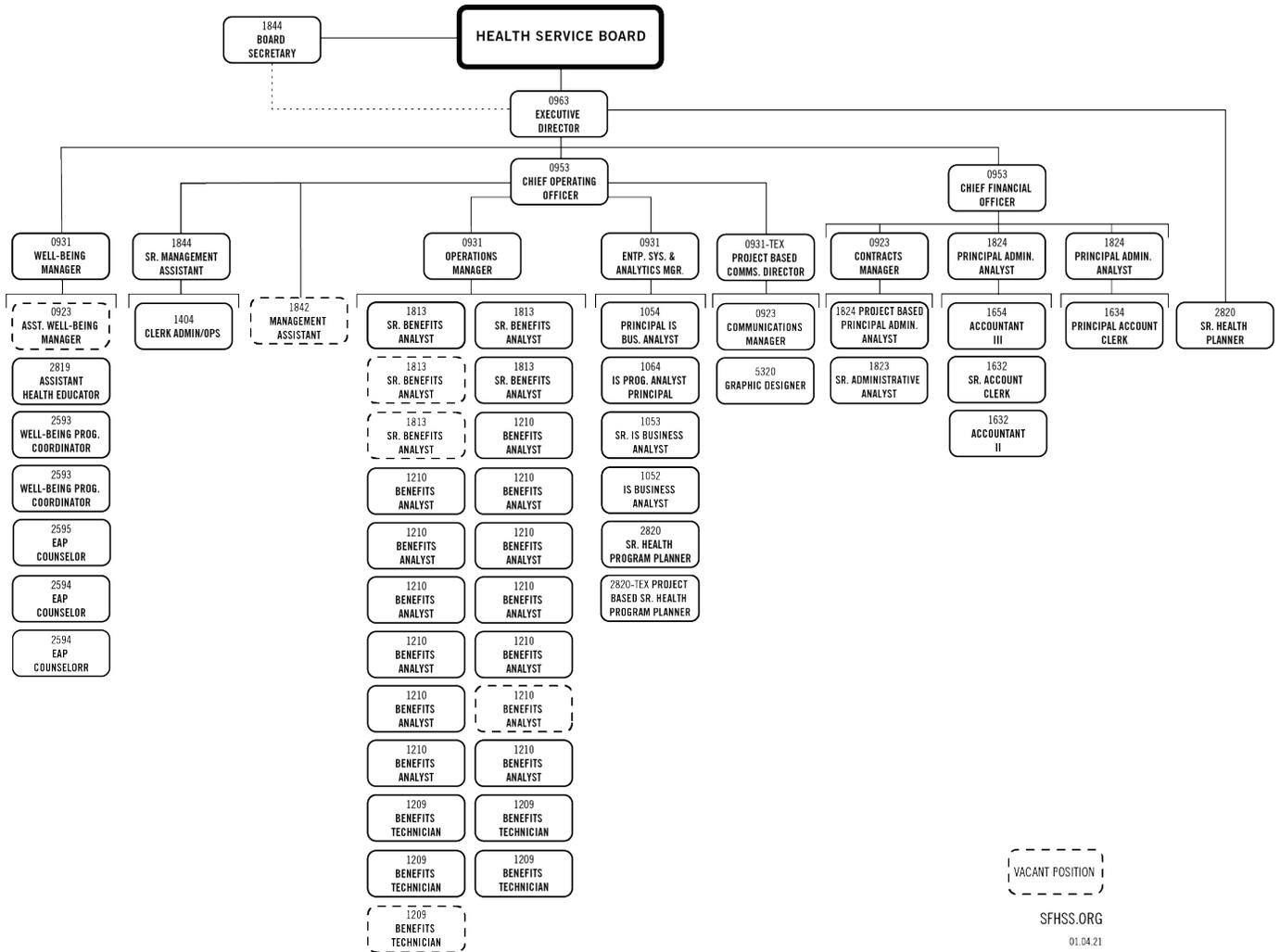
STATEMENTS OF CHANGES IN NET POSITION AVAILABLE FOR HEALTH BENEFITS June 30, 2019 and 2020

	2019	2020
Additions:		
Employee and retiree contributions	\$153,689,075	\$163,084,586
Employer contributions for:		
Active employees	563,558,237	584,176,969
Retired employees	226,277,970	238,356,966
Total contributions	\$943,525,282	\$985,618,521
Plan providers penalties and forfeitures	510,701	318,747
Investment earnings:		
Net increase (decrease) in fair value of investments	887,475	604,625
Interest income	2,030,885	2,266,367
Total investment earnings	\$2,918,360	\$2,870,992
Total additions	\$946,954,343	\$988,808,260
Deductions:		
City Health Plan health benefits	108,978,325	117,234,187
Health Maintenance Organization health benefits	729,838,369	762,137,480
Vision benefits	7,563,412	8,334,377
Dental benefits	62,568,494	54,324,380
Disability and Flexible benefits	23,296,035	22,822,110
Total deductions	\$932,244,635	\$964,852,534
Change in net assets available for health benefits	\$14,709,708	\$23,955,726
Net position:		
Beginning of year	77,448,823	92,158,531
End of year	\$92,158,531	\$116,114,257

To see the accompanying notes, which are an integral part of these financial statements, please visit sfhss.org

ORGANIZATIONAL CHART

SAN FRANCISCO HEALTH SERVICE SYSTEM



SFHSS.ORG
01.04.21

HEALTH SERVICE BOARD

2020 Health Service Board Commissioners

As President, I speak for each Board Member to congratulate the Leadership and Staff of the SFHSS for meeting the challenges of 2020 and continuing the hard work to fulfill our Mission. The 2020 Report shows the considerable success of SFHSS to adapt rapidly to the changing health care landscape while improving visibility and service during a pandemic that has touched the lives of us all. Every SFHSS employee focuses on both components of the challenge: 1. *To ensure access to quality care, with accountability, in response to health problems; and 2. To preserve and improve the well-being of each individual.* Central to this success is responsive and accurate communication with members, as well as health plans and providers. Progress in the five components of the Strategic Plan is data and analytics driven. The enhancements of the phone system and eBenefits are noteworthy. The work undertaken on equity and determinants of health will improve all lives. We thank each SFHSS member and SFHSS employee for their valuable contributions to these shared goals. We wish sustainable and joyful well-being to all.

Stephen Follansbee, MD, HSB President



Stephen Follansbee, MD, President

Mayoral Appointee
Current Term:
May 2020–May 2025

Retired Physician



Chris Canning, Vice President

Elected Commissioner
Current Term:
May 2019–May 2024

*SFPD Lieutenant
San Francisco Police Department*



Randy Scott

City Controller Appointee
Current Term:
May 2015–May 2025

*Chief Human Resources Officer
Institute on Aging*



Karen Breslin

Elected Commissioner
Current Term:
May 2019–May 2024

*Retired Adult Probation Officer
City and County of San Francisco*



Claire Zvanski

Elected Commissioner
Current Term:
May 2020–May 2025

*Retired
Municipal Transportation Authority
City and County of San Francisco*



Mary Hao

Mayoral Appointee
Current Term:
May 2019–May 2024

*Director of Human Resources
County of Marin*



Dean Preston

Board of Supervisors Appointee
Current Term:
January 2020–Ended February 2021

*District 5 Supervisor
San Francisco Board of Supervisors*



ABOUT US

SFHSS Member Services

Call Center:

Main: (628) 652-4700
Toll-free: (800) 541-2266
Fax: (628) 652-4701

Mailing Address:

San Francisco Health Service System
1145 Market Street, 3rd Floor
San Francisco, CA 94103

SFHSS Well-Being

Well-Being:

Main: (628) 652-4650
Fax: (628) 652-4701
well-being@sfgov.org

Employee Assistance Program (EAP):

Main: (628) 652-4600
Toll-free: (800) 795-2351
Fax: (628) 652-4701
eap@sfgov.org

Mailing Address:

SFHSS Wellness Center
1145 Market Street, Suite 100
San Francisco, CA 94103

Visit us online at sfhss.org/contact-us.

SFHSS Leadership Team

Abbie Yant, *RN, MA*
Executive Director

Mitchell Griggs
Chief Operating Officer

Larry Loo
Chief Financial Officer

Holly Lopez
Health Service Board Executive Secretary

Carrie Beshears
Well-Being Manager

Rin Coleridge, *MS, CHPSE*
Enterprise Systems & Analytics Manager

Carol Karimi, *CFRE, CMP*
Communications Manager

Sioban O'Connor
Quality Consultant

Leticia Pagán, *MS, CHES*
Senior Health Program Planner

Brian Rodriguez, *PMP*
Project Manager & IS Administrator

Jessica Shih
Communications Director

Michael Visconti, *Esq.*
Contracts Manager

