



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

**Abbie Yant, MA, RN**  
Executive Director  
Health Service System

**Natalie Ekberg, M.P.A.**  
Executive Secretary

TEL (415) 554-1727  
FAX (415) 554- 1721  
[sfhss.org](http://sfhss.org)

### **HEALTH SERVICE BOARD MEETING** **SPECIAL MEETING: SFHSS WEBSITE ORIENTATION**

#### **MINUTES**

Thursday February 5, 2019, 2:00 p.m.  
SFHSS Wellness Center Conference Room  
1145 Market Street, 1<sup>st</sup> Floor  
San Francisco, CA 94103

#### **1. CALL TO ORDER:**

#### **2. ROLE CALL**

President Karen Breslin- Present  
Vice President Stephen Follansbee, M.D.- Present via Webinar  
Commissioner Wilfredo Lim- Present via Webinar  
Commissioner Sharon Ferrigno- Present via Webinar  
Commissioner Randy Scott- Excused  
Supervisor Rafael Mandelman – Excused

#### **3. PRESENTATION OF SFHSS WEBSITE; DEVELOPED BY KANOPI STUDIOS: (Discussion)**

President Breslin welcomed the presenters, the members, and the vendors who were in attendance. President Breslin asked the SFHSS staff to begin their presentations.

The Website Orientation consisted of three sections. The first portion of the presentation was presented by Brian Rodriguez, SFHSS Project Manager & IS Administrator. He shared the history of the project from the conceptual process to the planning of the website development. Following this presentation, the HSB Board Secretary, Natalie Ekberg, gave a live demonstration of the Board Pages on the website. The conclusion of the presentation was given by, Carol Karimi, SFHSS Communications Manager, consisted of a live demonstration of the homepage features, an overview of the medical plan pages, the retiree pages, and the news/blog upgrades.

#### **PUBLIC COMMENT:**

There were several comments and suggestions offered during the Website Presentation. Please see the table below to review the comments and suggestions.

<b>Name of Participant</b>	<b>Suggestion</b>
Commissioner Lim	<ul style="list-style-type: none"> <li>• Suggested that the Retiree Check List be made more visible as a full list on the Retiree Pages</li> <li>• Noted that not all the Plan Documents are listed when searched for in the “Search Bar” particularly when the year or plan was selected from the filter</li> <li>• Noted that the Enrollment forms, when selecting the “Exit” box in the top corner of the pages, brought the user to the myhss.org website</li> <li>• Suggested that the City College page offered more details about the Dental Options</li> <li>• Suggested that the “Change of Address” form have information added to it that explained how this request was processed</li> </ul>
Commissioner Follansbee	<ul style="list-style-type: none"> <li>• Suggested that each Commissioner have their assigned Committee listed on the Board Commissioner’s Page</li> <li>• Suggested that important dates be listed on the “Homepage” or within the E-News/Blogs (E.G. DEVA Updates)</li> <li>• Suggested that the E-News sign up page be added to the top of the Homepage, or added to the Homepage’s Carousel</li> <li>• Suggested that COBRA information is added to our Homepage for easy access</li> </ul>
Mike Clarke, Aon	<ul style="list-style-type: none"> <li>• Inquired on the timeline Board Documents would be retained on the website- Mr. Clarke wondered if the Website Management team would be removing the previous year’s Board materials within any specific timeline. *The Board Secretary noted that this was a discussion she and Website development team would need to plan for moving forward. At this time the Board Secretary stated that the materials would live on the website indefinitely until she could confirm a retention timeline.*</li> </ul>

At the end of the presentation it was noted that all of these comments, suggestions, and concerns would be shared with the entire website development team. The Website Development team stated that they would be collecting and reviewing ongoing comments and feedback regarding various components of the website’s content and function. As these comments and feedback are gathered they will be analyzed continuously, and website adjustments will be made based on the level of importance or required function needs.

**4. OPPORTUNITY FOR THE PUBLIC TO COMMENT ON MATTERS WITHIN THE BOARD’S JURISDICTION: (Discussion)**

PUBLIC COMMENT: There were no public comments.

**5. OPPORTUNITY TO PLACE ITEMS WITHIN THE BOARD’S JURISDICTION ON FUTURE AGENDAS: (Discussion)**

PUBLIC COMMENT: There were no public comments.

**6. ADJOURNMENT: 3:05 pm**

## Summary of Health Service Board Rules Regarding Public Comment

- Speakers are urged to fill out a speaker card in advance but may remain anonymous if so desired.
- A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction as designated on the agenda.

Health Service Board and Health Service System Web Site: <http://www.sfhss.org>

### Disability Access

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART Station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are: #42 Downtown Loop, and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

In order to assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

### Knowing Your Rights Under the Sunshine Ordinance

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

### Lobbyist Registration and Reporting Requirements

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site [www.sfgov.org/ethics](http://www.sfgov.org/ethics).

### Summary of Health Service Board Rules Regarding Cell Phones and Pagers

- The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings.
- The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room.
- The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule.

The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code.

If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Laini K. Scott at (415) 554-1727 or email [Natale.Ekberg@sfgov.org](mailto:Natale.Ekberg@sfgov.org).

The following email has been established to contact all members of the Health Service Board: [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org).

Health Service Board telephone number: (415) 554-0662