



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

Mary Hao
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Art Howard
Vice President

Jack Cremen
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Supervisor Matt Dorsey
District 6
Commissioner

Diana Guevara
Commissioner

Gus Vallejo
Commissioner

Fiona Wilson, MD
Commissioner

Rey Guillen
Executive Director
Health Service System

Holly Lopez
Executive Secretary

TEL (628) 652-4646
<http://www.sfhss.org/>

HEALTH SERVICE BOARD

MEETING MINUTES

Thursday, November 13, 2025, 1:00 p.m.
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

and

VIRTUAL PRESENTATION BY SFGOV TV and Webex

Remote Meeting Access

The Health Service Board welcomes public participation during public comment periods. There will be an opportunity for the public to comment at the beginning of the meeting and on each discussion or action item on the agenda. Each comment is limited to 3 minutes, and the Chair may, at their discretion, limit public comment to less than 3 minutes per member of the public. 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. Remote viewing may not be available due to technology outages.

Watch at 1:00 p.m. on November 13, 2025 (via SFGovTV schedule)

Click the link to join the meeting – [November 13, 2025 HSB Regular Meeting WebEx link](#)

Public Comment Call-In: 415-655-0001 / Access Code: 2662 728 7464 Webinar Password: 1145

Listening to the meeting via phone

1. Dial into **415-655-0001** and then enter **access code** 2662 728 7464#, then # again
2. Press *3 to enter the Public Comment queue, and you will hear the prompt, “You have raised your hand to ask a question; please wait to speak until the host calls on you.” When the system message says, “Your line has been unmuted,” - **THIS IS YOUR TIME TO SPEAK.**
3. You will be muted when your time to speak has expired.

Watching the meeting on WebEx

1. Join via hyperlink [November 13, 2025 HSB Regular Meeting WebEx link](#)
2. Webinar Password: 1145
3. **Click on the Raise Hand Icon** to be placed in the queue to speak. A raised hand will appear next to your name. When you are unmuted in the system, a request to unmute will appear on your screen, please select unmute to speak.
4. When you are unmuted in the system, a request to unmute will appear on your screen, please select unmute to speak. Once you hear me say “Welcome Caller,” you can begin speaking.
5. When your time has expired, you will be muted. Please click on the Raise Hand Icon to lower your hand.

Members of the public are encouraged to state their name clearly, although you may remain anonymous. You will hear an audible warning when you have 30 seconds remaining. When your 3 minutes have ended, you will be placed back on mute.

Best Practices when Calling in for Public Comment:

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole; do not address individual Commissioners

Written Public Comment

Persons unable to attend the meeting may submit written public comments regarding an agenda item. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. Written public comments expected to be part of the official record should be submitted to the Board email, health.service.board@sfgov.org and **received by 4 p.m. on Wednesday, November 12, 2025**, before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be forwarded to Board members, and the Board Secretary will note on the record during the specific agenda item that the Board received written public comment on that item and will include that note in the meeting minutes. In the body of your email, indicate the meeting date and the particular agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

1. **CALL TO ORDER:** 1:02 p.m.

2. **ROLL CALL:**

President Mary Hao- Present
Vice President Art Howard- Excused
Commissioner John Cremen- Present
Supervisor Matt Dorsey- Present
Commissioner Diana Guevara- Present
Commissioner Gus Vallejo- Excused
Commissioner Fiona Wilson, MD.- Present

3. **GENERAL PUBLIC COMMENT - This is an opportunity for members of the public to comment on any matter within the Board's jurisdiction that is not on the agenda, including requesting that the Board place a matter on a future agenda.**

PUBLIC COMMENT:

Teresa Palmer, CCSF Retire Geriatrician-Laguna Honda Hospital, expressed concern for San Francisco patients were being transferred to lower-quality out-of-town nursing homes and that patients were pressured to leave hospitals without being told of their rights to appropriate placement or covered extra days. They asked for a work group—including the Hospital Council, Laguna Honda, other nursing homes, the Board of Supervisors, and the Health Service System—to create solutions. Fred Sanchez, Protect Our Benefits, RECCSF, CARA, expressed concern that an elderly patient, who has long relied on regular knee injections, has been unable to get them approved under the new Blue Shield coverage. The authorization has been stuck in “pending” status for months despite assurances of a seamless transition, causing significant stress that led her to visit the emergency room. Fred Sanchez also agreed with the public comment by Teresa Palmer.

Juanita Stockwell, Retired Police Officer, Vice President of Police Officers Association, the Veterans Police Officer Association, expressed concern that Delta Dental is requiring patients to pay upfront before receiving care, creating financial hardship for retirees on fixed incomes. Attempts to resolve the issue have gone nowhere, and dentists are also frustrated by Delta Dental's cost-cutting demands, prompting the request for intervention from the Health Board.

John Jimenz, Volunteer at Laguna Honda, expressed concern for concern the shortage of available beds at Laguna Honda, resulting in San Francisco residents—especially longtime local workers—being transferred far away, making family visits difficult. The speaker stressed the need to open the 100–150 beds that could potentially be made available.

Anonymous, Teacher at San Francisco Community College, expressed concern that San Francisco residents who need nursing home care are being transferred to out-of-city facilities—such as in Oakland—where the quality of care may be poorer and visits from friends and colleagues become difficult, leading to delayed or inadequate care.

WRITTEN PUBLIC COMMENT:

Teresa Palmer, CCSF Retire Geriatrician-Laguna Honda Hospital, submitted public comment on the same topic as her in-person public comment.

Janet Fowler, San Francisco Resident and City Retiree (City College-ESL), requested the Health Service System make it a goal to stop out-of-county transfers of San Francisco residents who need nursing home care. She requested the Health Service Systems reach out to Laguna Honda leaders, the Hospital Council, and the San Francisco Log Term Care Ombudsman to form a working group to prevent out-of-county transfers.

William Shoaf, expressed concern that San Francisco's lack of local skilled-nursing placements—combined with insurance barriers—forces elderly residents into out-of-county facilities, endangering

their health and contributing to premature deaths.

REGULAR BOARD MEETING MATTERS

4. APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)

[See pdf of September 11, 2025, HSB Regular Meeting Minutes Approved](#)

Commissioner Cremen moved to approve September 11, 2025, Health Service Board Regular Meeting Minutes. Commissioner Wilson seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Dorsey, Guevara, Hao, and Wilson

Noes: None

ACTION: The Health Service Board unanimously approved the September 11, 2025, Health Service Board Regular Meeting Minutes.

5. PRESIDENT'S REPORT: (Discussion)

President Hao thanked the Health Service staff for their excellent work during open enrollment, acknowledging it as an all-hands effort and expressing appreciation for their work before, during, and after the period.

PUBLIC COMMENT: None

6. DIRECTOR'S REPORT: (Discussion)

[See pdf of the November 13, 2025, Director's Report](#)

Rey Guillen, SFHSS Executive Director, presented the following items:

- Budget Planning
- Response to Inquiry from Board of Supervisors
- Commission Streamlining Task Force
- Black-Out Notice
- Follow-up From Prior Health Service Board Regular Meeting
 - Retiree Dental Concerns
- Personnel Updates

President Hao asked about declining metrics in the Operations Dashboard—specifically rising abandonment rates and slower answer times despite improvements in average handle time and first-contact resolution. Member Services Manager Olga Stavinskaya-Velazquez explained that abandonment rates had risen because staff were spending more time resolving issues on the first call and because open enrollment brought a surge of infrequent callers. She noted that trends might stabilize after November and December and confirmed that the team tracked how long callers wait before abandoning, with recent averages ranging from four to seven minutes.

PUBLIC COMMENT:

Dr. Theresa Palmer, expressed concern that the Streamlining Committee allowed elected but not appointed representatives to be removed for misbehavior, questioned why qualifications were desirable but not mandatory, and warned that unchecked mayoral appointments could undermine

the Board's quality and oversight, emphasizing the need to support qualified, caring members in the future.

Fred Sanchez, Protect Our Benefits, questioned who has the authority to fire the Executive Director, expressed concern about removing specific qualifications—such as having a doctor on the Health Service Commission—and suggested that eliminating these requirements seemed inappropriate and undermined the Board's expertise.

Executive Director Rey Guillen explained that a process was being developed for removing elected officials. He noted that the Streamlining Commission was reviewing all Boards to ensure adequate representation, and stated that while specific qualifications were preferred, seats might be filled by candidates with related experience if no one met the exact requirements.

7. SFHSS FINANCIAL REPORT AS OF SEPTEMBER 30, 2025: (Discussion)

[See the pdf of the SFHSS Financial Report as of September 11, 2025 memo](#)

[See the pdf of the SFHSS Financial Report as of September 11, 2025 presentation](#)

Teresa Tan, SFHSS Chief Financial and Affordability Officer presented the following items:

- SFHSS Financial Report Highlights
- Employee Benefit Trust Fund
- Healthcare Sustainability Fund
- General Fund Administrative Budget
- Audit Updates

No Board discussion on this item.

PUBLIC COMMENT: None

8. ANNUAL AUDIT REPORT: (Action)

[See the pdf of the MGO Audit Results Presentation Year End 6-2025](#)

[See the pdf of the MGO SFHSS Financial Statements Year End 6-2025](#)

[See the pdf of the MGO Required Communications with Those Charged with Governance Year End 6-2025](#)

Teresa Tan, SFHSS Chief Financial and Affordability Officer, Craig Harner, MGO, and Yia Yiang, MGO

- Audit Results
- Internal Controls and Compliance
- Required Communications

Commissioner Wilson asked whether this was the first time the auditors had been used. Craig Harner responded that they had been auditors since 2020. Commissioner Wilson then commented that audits are interesting and stressful, praised the excellent results, and noted that no major changes were needed, encouraging continuation of current practices.

Commissioner Wilson moved to approve the Annual Audit Report. Commissioner Cremen seconded the motion.

PUBLIC COMMENT:

Fred Sanchez, Protect Our Benefits, asked what the acronym MGO stands for.

VOTE: Ayes: Cremen, Dorsey, Guevara, Hao, and Wilson

Noes: None

ACTION: The Health Service Board unanimously approved the Annual Audit Report.

9. SAN FRANCISCO HEALTH SERVICE SYSTEM ANNOUNCEMENT OF ACTIVE SELF-FUNDED PPO DENTAL REQUEST FOR APPROVAL FOR PLAN YEAR 2027: (Discussion)
[See the pdf of the SFHSS Announcement of Active Dental RFP](#)

Michael Visconti, SFHSS Contracts Administration Manager, presented the following items:

- Introduction
- Goals and Objectives
- Non-Financial Evaluation Categories
- Scope of Procurement
- Minimum Qualifications
- 2025 SFHSS Active PPO Dental Survey
- Evaluation Panel
- Technical and Financial Analysis
- Scoring
- Schedule

President Hao asked if the MCA/MPA model puts in and out of network on equal footing because there is ceiling for in-network for the claim amounts they can submit, and then there is no ceiling for out-of-network. Michael Visconti said no, the MCA/MPA model states in advance the maximum amount that the plan will pay for out-of-network, so that it is stable and known.

Commissioner Cremen thanked the team for maintaining high standards and asked whether those standards would limit the number of insurance companies that could apply and how many might qualify. Michael Visconti explained that they had already reached out to insurance companies to inform them about the presentation, provided links to their page, and reminded them of permitted communications, noting he would discuss the blackout notice in more detail in the next agenda item.

President Hao asked about supporting out-of-network choice and whether it was linked to the MAC/MPA requirement. Michael Visconti explained that it was connected but aimed to let members choose out-of-network while ensuring the process is transparent and members know what to expect to pay.

Commissioner Wilson asked whether the 30% out-of-network rate was high and if it had changed over time. Michael Visconti replied that participation had been fairly consistent year over year, with little growth, which helps RFP respondents bid more easily and contributes to receiving a large number of bids despite high standards.

President Hao asked whether the 30% out-of-network usage reflected members who simply prefer out-of-network dentists or members who stayed with longtime dentists who later left the network. Michael Visconti explained that survey data (in the presentation appendix) showed members often choose dentists based on proximity or longstanding relationships, and many stay with their dentist even when that provider leaves the network, which is a common industry trend.

Commissioner Wilson observed that many dentists still operate as small, independent practices

and often maintain long-term patient relationships, noting that dental history does not transfer as easily as medical records. She said this explains why members stay with their dentists, but added that people are frustrated by what feels like an increasing share of the bill they must pay.

PUBLIC COMMENT: None

10. BLACKOUT PERIOD NOTICE NOVEMBER 13, 2025, THROUGH JUNE 2026: (Action)
[See pdf of the Black-Out Period Notice, November 13, 2024, through June 2025](#)

Michael Visconti explained that this was the second blackout notice of the rates and benefits cycle, with the first tied to the active FSA COBRA RFP. He stated that the new blackout notice would begin immediately and remain in effect until both the dental RFP and the SFHSS annual rates and benefits process for the 2027 plan year were completed. Visconti reminded the Board that unauthorized communications are prohibited under the Governance policy, noting that such communications can occur in many forms and must be immediately disclosed in writing to the Executive Director and the Board so they can be forwarded to the contracts team. He also reiterated that all RFP questions must be submitted in writing and publicly posted to ensure transparency and accountability.

Supervisor Dorsey moved to approve the Blackout Notice starting November 13, 2025 through June 2026. Commissioner Guevara seconded the motion.

PUBLIC COMMENT:

VOTE: Ayes: Cremen, Dorsey, Guevara, Hao, and Wilson

Noes: None

ACTION: The Health Service Board unanimously approved the Blackout Notice starting November 13, 2025 through June 2026.

GOVERNANCE COMMITTEE MATTERS

The Governance Committee met on November 6, 2025. The Committee Chair will give a brief update on matters discussed and/or recommendations made by this committee. The committee reviews, develops, and oversees governance policies and practices of the Health Service Board.

11. REVIEW AND APPROVE THE SFHSS RULES AND SECTION 125 CAFETERIA PLAN FOR PLAN YEAR 2026 REVISIONS: (Action)
[See pdf of SFHSS Rules and Section 125 Cafeteria Plan PY2026 Revisions Presentation Final](#)
[See pdf of the SFHSS Rules and Section 125 Cafeteria Plan PY2026 Revisions Summary](#)
[See pdf of the SFHSS Rules PY2026 Revisions Redlined](#)
[See pdf of the SFHSS Section 125 Cafeteria Plan PY2026 Revisions Redlined](#)

No Board discussion on this item.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Dorsey, Guevara, Hao, and Wilson

Noes: None

ACTION: The Health Service Board unanimously approved the SFHSS Rules and Section 125 Cafeteria Plan for Plan Year 2026 revisions.

12. INITIATE PUBLIC EMPLOYEE EVALUATION OF SFHSS EXECUTIVE DIRECTOR 2025: (Action)

[See pdf of the Performance Evaluation of SFHSS Executive Director 2025 Presentation](#)

[See pdf of the Performance Evaluation of SFHSS Executive Director 2025 Timeline](#)

[See pdf of the Performance Evaluation of SFHSS Executive Director](#)

Name of Employee and Position: Rey Guillen, SFHSS Executive Director

Committee Chair Wilson said that the Governance Committee had discussed when to reconsider the Executive Director's measurement tool but chose to keep the current tool for this year, given that it is the new Director's first year and his tenure began in April. She said the key question now is which staff should evaluate the Executive Director, noting that several leadership roles have recently changed, including a new Chief Financial and Affordability Officer (CFAO) who started on October 27, 2025 and a new Chief Operating and Experience Officer (COXO) recently promoted. Committee Chair Wilson suggested the Board discuss which internal HSS staff participate in the evaluation. President Hao suggested this year be a pilot, in which managers below the COXO and CFAO complete the evaluation for the Executive Director and then the Board could assess to keep that model going forward or revert back to the COXO and CFAO only next year. Committee Chair Wilson wondered which managers. Executive Rey Guillen said that would include:

- Rin Coleridge, former Director of Enterprise System and Analytics
- Olga Stavinskaya-Velasquez, Member Operations Manager
- Jessica Shih, Communication Director
- Michael Visconti, Contract Administration Manager
- Carrie Beshears, Well-Being Manager

Chair Wilson wondered if this would conflict with the Health Service Board's Policy 204: SFHSS Executive Director Performance Evaluation Policy. Board Secretary Lopez said she would confirm if this would conflict with the Board's policy. Chair Wilson said it would be reasonable to include the manager level in the Executive Director's evaluation process, assuming there were no issues with the Governance requirements.

Commissioner Guevara moved to approve the 2025 SFHSS Executive Employee Performance timeline, evaluation tool, and require the full Board and the SFHSS management team to complete the evaluation of the Executive Director. Commissioner Cremen seconded the motion.

PUBLIC COMMENT:

Fred Sanchez, Protect Our Benefits, agreed with the motion to include the management team in the review process and wondered if the submissions would be anonymous.

VOTE: Ayes: Cremen, Dorsey, Guevara, Hao, and Wilson

Noes: None

ACTION: The Health Service Board unanimously approved the 2025 SFHSS Executive Employee Performance timeline, evaluation tool, and require the full Board and the SFHSS management team to complete the evaluation of the Executive Director.

1145 MARKET STREET 3RD FLOOR, SAN FRANCISCO, CA 94103

13. INITIATE ANNUAL HEALTH SERVICE BOARD SELF-EVALUATION: (Action)

[See pdf of the HSB Self-Evaluation for Plan Year 2025 Presentation](#)

[See pdf of the HSB Self-Evaluation for Plan Year 2025 Timeline](#)

[See the pdf of the HSB Self-Evaluation for Plan Year 2025](#)

Commissioner Wilson explained that the Governance Committee met on November 6, 2025, reviewed the evaluation survey, and planned to make a small edit for the current cycle while undertaking a broader refresh of the tool in the coming year. Secretary Lopez reported that the Committee approved edits to two questions, replacing the word “establish” with “provides feedback,” clarifying that the Board does not establish goals for HSS divisions but instead reviews goals presented by staff and provides feedback on them.

Commissioner Cremen moved to approve the Health Service Board Annual Self-Evaluation tool edits and timeline. Commissioner Guevara seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Dorsey, Guevara, Hao, and Wilson

Noes: None

ACTION: The Health Service Board unanimously approved the Health Service Board Annual Self-Evaluation tool and timeline.

REGULAR BOARD MEETING MATTERS

14. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES: (Discussion)

Denise Rodriguez from Kaiser Permanente informed the Board of an upcoming Medicare formulary change effective January 1, 2026. She explained that Kaiser regularly reviews its formularies to meet federal requirements, align with market practices, and support long-term plan sustainability. Beginning in January, certain HIV medications with negotiated monthly costs above \$950 will be reclassified as Tier 5 specialty drugs. For SFHSS members—who have a specialty drug benefit—the cost share will be 20% for a 30-day supply, capped at \$100 per month. She noted that Medicare Part D has a \$2,100 out-of-pocket maximum, after which members pay nothing for medications. Impacted members will receive direct mail notices and can work with Kaiser care teams on clinical and financial options.

President Hao asked what members currently pay, and Denise Rodriguez responded that the current copay is \$15 for up to a 30-day supply. Commissioner Cremen asked if this change applies only to HIV drugs costing \$950 or more per prescription, and Rodriguez affirmed this. Commissioner Wilson asked how many HIV drugs would move to Tier 5, and Romero Salas, Director of California Hawaii Group Medicare, replied that the number had changed but initially included about 11 drugs, offering to provide the full list. Commissioner Cremen requested the list, and Salas agreed to provide it.

Liz Knappe from Blue Shield of California provided several updates to the Board. She reported that in October, Blue Shield reached a new multi-year agreement with Sutter Health, extending the current contract and ensuring seamless access to Sutter doctors, clinicians, and nurses while supporting care coordination, quality, affordability, and the overall health care experience. She also noted that Blue

Shield's Medicare PPO star rating improved from 2.5 to 3.5 stars, highlighting the organization's focus on performance improvement and quality care despite anticipated pressures from new membership in the upcoming measurement year.

Knappe then addressed a member communication mistakenly sent by Providence Health Plan to Medicare retirees in Humboldt, Napa, and Sonoma counties, which stated that their current Medicare plan would no longer be available. She clarified that this letter was not sent by Blue Shield and does not affect SFHSS Medicare retirees covered by Blue Shield, explaining that SFHSS retirees can use any provider regardless of network status. Blue Shield has shared the communication with SFHSS staff and customer service to handle any inquiries. President Hao asked if Blue Shield or Providence would proactively reach out to retirees in those counties to clarify that their coverage was unaffected. Knappe responded that Blue Shield could generate a report and reach out to those members proactively. Hao agreed that would be helpful. Commissioner Wilson followed up, referencing earlier public comments about a retiree who passed away after an out-of-county transfer. She suggested that Blue Shield return to a future meeting to provide more detail on contracting with in-county rehab and Skilled Nursing Facilities to clarify what is available for SFHSS members. Knappe agreed to provide that information at a future meeting. President Hao requested that Blue Shield provide a copy of the notice sent to members in those counties to Executive Director Guillen so that everyone would have the same information.

PUBLIC COMMENT:

Teresa Palmer, noted the importance of understanding whether the recent HIV high-cost increases include long-acting injections used to prevent and treat HIV, as these are critical for preventing illness and death. She raised the topic to discuss barriers to keeping city retirees in San Francisco and suggested examining why these transfers occur, how to inform members, and how to improve the process, recommending that both insurers be invited to a future meeting with advance notice to provide data and discuss solutions.

15. ADJOURNMENT: 2:52 p.m.

Health Service Board and Health Service System Website: <https://www.sfhss.org/>

Summary of Health Service Board Rules Regarding Public Comment

1. There will be an opportunity for 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. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
2. A member of the public has up to three (3) minutes to make pertinent public comments; the Chair has the discretion to limit public comment to less than 3 minutes per member of the public.
3. Public Comment can be given in-person, remotely, or written.
4. Members may submit their comments by email to health.service.board@sfgov.org by 5 p.m. the day before the meeting start time. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. All comments received by the deadline will be forwarded to Board members and the Board Secretary will note on the record during the specific agenda item that the Board received written public comment on that item and will include that note in the meeting minutes. In the subject line of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.
5. Remote public comment from people who have received accommodation due to disability will not count toward the 30-minute limit.

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>.

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 outlined in Chapter 67A of the San Francisco Administrative Code.

Disability Access and Accommodation

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 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. To obtain a disability-related modification or accommodation, including auxiliary aids or services, to participate in the meeting, please contact Holly Lopez, at 628-652-4646 at least 48 hours before the meeting, except for Monday meetings, for which the deadline is 4:00 pm the previous Friday.

City Hall Room 416 is wheelchair accessible. There are elevators and accessible restrooms located on every floor. **Wheelchair-accessible entrances are located on Van Ness Avenue and Grove Street. Please note the wheelchair lift at the Goodlett Place/Polk Street is temporarily not available.** After multiple repairs that were followed by additional breakdowns, the wheelchair lift at the Goodlett/Polk entrance is being replaced for improved operation and reliability. We anticipate having a functioning lift after the completion of construction in May 2025.

This meeting will be broadcast and captioned on SFGovTV. Remote public participation is available upon request for individuals who cannot attend in person due to disability. Making a request to participate remotely no later than one (1) hour prior to the start of the meeting helps ensure the availability of the meeting link. Sign Language Interpretation is also available upon request. If requesting remote Sign Language Interpretation, please submit an accommodation request a minimum of 4 business hours prior to the start of the meeting. Allowing a minimum of 48 business hours for all other accommodation requests (for example, for other auxiliary aids and services) helps ensure availability. To request an accommodation, please contact Holly Lopez, holly.lopez@sfgov.org, 628-652-4646.

To access the meeting remotely as an accommodation, please use [November 13, 2025 HSB Regular Meeting WebEx link](#) or call 415-655- 0001. Please find instructions at the beginning of this agenda for how to use WebEx for the purposes of remote public comment.

Sensitivity to Chemical-based Products

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.

Location of Materials

If any materials related to an item on this agenda have been distributed to the Health Service Board after the 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 Holly Lopez at 628-652-4646 or email holly.lopez@sfgov.org. The following email has been established to contact all members of the Health Service Board: health.service.board@sfgov.org.

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 <https://sfethics.org/>

ChatGPT and Microsoft CoPilot AI were used to summarize and clarify discussion points in the meeting minutes.