



## RESOLUTION COMMENDING BART DUNCAN FOR EXEMPLARY SERVICE ON BEHALF OF THE HEALTH SERVICE SYSTEM

WHEREAS, J. Bart Duncan became the first Executive Director in June 2005 of the newly independent City and County of San Francisco Health Service System department created by Proposition C passed at the November 2008 election; and

WHEREAS, J. Bart Duncan commenced to build a solid administrative team committed to the highest standards and best business practices to establish exemplary customer services; and

WHEREAS, J. Bart Duncan restored member faith in the Health Service System, especially by involving members in decision-making panels for improving and enhancing member services; and

WHEREAS, J. Bart Duncan streamlined the operations in member services and never lost sight of the member as his and the Health Service Board's most important client; and

WHEREAS, J. Bart Duncan demystified the finances and trust fund of the Health Service System by developing a reserve policy and also a special plan funding policy to assist the Board in its decision-making to protect the trust fund for members; and

WHEREAS, J. Bart Duncan created a marketing and communications program, established the [myhss.org](http://myhss.org) website for members, and encouraged new and innovative communication instruments for Open Enrollment; and

WHEREAS, J. Bart Duncan established the Annual HSS Health Fair, now in its fourth year, to provide free flu shots and expanded health information for all members, active and retired; and

WHEREAS, J. Bart Duncan created the groundbreaking Dashboard Project that tracks vendor contracts and manages contract performance and guarantees to bring health care benefits delivery to the highest level possible in the industry; and

THEREFORE, be it resolved, that J. Bart Duncan be thanked for his years of service to the City and County of San Francisco (including his service in the City Attorney's Office) and its employees, active and retired; and,

BE IT FURTHER RESOLVED, that the Health Service Board officially commends J. Bart Duncan for his outstanding regard and exemplary service to members of the Health Service System during his tenure as Executive Director.

\_\_\_\_\_  
Scott Heldfond, President  
Health Service Board

Date: \_\_\_\_\_

## **CERTIFICATION**

I hereby certify that I perform the functions of the Secretary of the Health Service Board, and that the above Resolution was duly adopted and approved by the Health Service Board at a properly noticed meeting on October 8, 2009.

---

Laini K. Scott