DATE: March 4, 2020
TO: Scott Heldfond, Chair and Members of the Health Service System Board

FROM: Catherine Dodd PhD, RN
Director HSS
RE: March Board Report

Board Operations

- Reviewed Governance manual and made recommendations to Committee.
- Staffed Governance Committee meeting.

HSS Personnel

- Vendor Contract Manager offer declined.
- New COO starts April 19

Presentations/Member Meetings

- SEIU COPE meeting

Operations

- HSS staff have corrected hundreds of addresses, hopefully, this will be measured in fewer returned open enrollment packets.
- New phone hours are working well.
- Participated in eMerge training evaluation.
- Open Enrollment: reviewed and re-reviewed letters, member guides – made changes to rate pages and letters emphasizing that rates are subject to approval of Board of Supervisors because of current labor negotiations which may affect rates. Met with Blue Shield again re: transition to MAPD communications with members and training for HSS staff. Met with EBS and FBMC.

Rate Setting

- Met with Supervisor Avalos and aide to Supervisor Mirkarimi to explain Rate setting process.
- Presented 10-County Survey and Rate Package at Board of Supervisors Budget meeting and was well received. (Examiner article)
- Attended Board of Supervisors meeting March 2 with 10-0 passage on first reading.

Meetings with key departments

- Met with Mayor's Budget Staff, Retirement and DHR.
- Met with Risk Management re: contract language.

CCSF Department Head Meeting

- Attend meeting regarding budget deficit and planning for layoffs and reinstatements to 37.5 hour work week.