

SAN FRANCISCO

HEALTH SERVICE SYSTEM

Affordable, Quality, Benefits & Well-being

Website Redesign Technology Assessment

V 2.0

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.rollingorange

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I. Current Situation

The current myhss.gov website was created in 2006 with minor design and structural updates spaced out over the past 10 years. The site does not use a content management system: content updates are made using basic HTML coding techniques, managed mostly by a single webmaster. Content is updated regularly, but not frequently, on an as-needed basis, particularly in anticipation of annual open enrollment activity.

The site does not take advantage of modern responsive coding techniques and thus the design and content layout does not render elegantly on mobile devices (smartphones and tablets). Mobile device usage currently accounts for approximately 20% percent of all traffic on the site and is expected to increase, based on industry wide trends.

The site is hosted off site at Network Associates. HSS has not experienced significant or prolonged problems with site performance or availability.

Google Analytics indicates approximately 11,000 sessions per month, more than 7,400 unique users and 33,800+ page views per month. Bounce rate (the measurement of the percentage of people who leave the site after a single page view or interaction) is slightly above 41%, which is average for an informational site such as myhss.org.

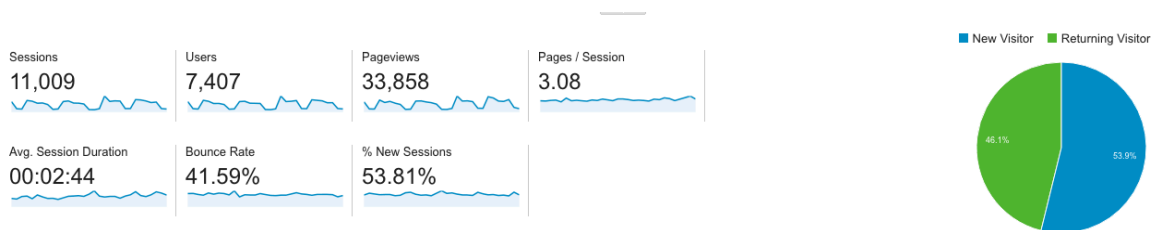


Fig A. August 1- Aug 31, 2016 Google Analytics Dashboard for myhss.org

II. Proposed Content Management System

Following the lead of the San Francisco Department of IT, and guidance of the City's new Digital Services Strategy (<http://digitalservices.sfgov.org/>) HSS is looking to adopt the Drupal content management framework for their new site. Several San Francisco City departments—including the Municipal Transportation Agency, the Assessor's Office, the Police Department and the Arts Commission, among many others—have already chosen Drupal to drive their next-generation websites.

A. About Drupal

Drupal is an open source content management system built on PHP. Government agencies around the world have adopted Drupal due to the many advantages that come with using this platform. According to drupal.org, the U.S. Government accounts for over 350+ websites leveraging the Drupal platform. Among other sectors such as higher education, non-profit, and media publishing, Drupal has become a key component to the digital success of organizations.

Many organizations use Drupal specifically for the content editor experience it provides, however the real power of using Drupal is found when the need arises to integrate third party systems into a central platform. Many organizations adopt best of breed systems that have primarily one focus, such as Salesforce, YouTube, and Workterra. It is important that the central content system (Drupal) is able to integrate with such third party systems. These integration points are the strength of using the Drupal CMS. The extensibility of the Drupal API allows easy integration with 3rd party systems without needing to change the core Drupal application.

From the user perspective, it is no longer enough just to publish content on your website. Users choose to consume content on the platforms they are already on, whether it is an iOS device, Facebook, or some other medium across the Internet of Things. Using the powerful content modeling tools within Drupal, providing content for specific platforms such as a native mobile app or third party website is not a problem. Your content is not stuck within HTML pages that can't be used in other systems. Drupal's content model allows for semantic meaning so that content can be reused in another form if needed.

The most valuable asset to Drupal is the open source community. Drupal is a highly adopted system and has many active users contributing to the platform, including large national brands and government agencies. Adopting the open source platform has many organizational benefits:

- Security updates and feature updates are free (within supported versions).
- No licensing costs to use Drupal each month.
- The organization owns the platform; you are free to extend the platform as you desire. Your content is not stuck in a system you have no control over.

- No vendor lock. Many Drupal practitioners to choose from should you decide to move on.

B. Drupal 7 vs. Drupal 8

Both Drupal 7 and Drupal 8 are viable platforms to build the new Health Service System website on. **We recommend projects that are scheduled to launch within the next 6 - 8 months time should be built on the Drupal 8 platform.** Projects that have a tighter deadline would likely be more suited for Drupal 7.

Drupal 8 comes with many new features under the hood. Drupal 8 has adopted a standards-compliant approach to software development not otherwise seen in previous versions of Drupal. What this means to organizations that adopt Drupal 8 is that it will become easier to find new developers to support existing Drupal 8 applications, whether the developer has a specific focus on Drupal or not. The paradigm of Drupal 8 has shifted to embracing widely known software development standards that exist in many "modern" frameworks.

There are several advantages to adopting Drupal 8 early in the release cycle. Drupal 8 was released November 2015. Based on previous major Drupal releases, it typically takes one year for developers to begin adopting the platform: HSS is on the cusp of that threshold. If the HSS site is developed on Drupal 7 and launched in 6 months, the law of diminishing returns could be experienced much sooner as the Drupal community momentum shifts to Drupal 8. There will be fewer contributed modules, fewer developers, and fewer eyes on Drupal 7 sites as time goes on.

The Drupal community and security team ensure that Drupal is secure for the latest 2 major releases of Drupal. Based on the staying power of previous Drupal release cycles, we estimate that Drupal 7 will be fully supported thru 2019, at which time HSS should update the platform to stay up-to-date with security patches and feature updates. Total cost of ownership is lower building on Drupal 8, as there will not be the need to rebuild the platform in 3 years when Drupal 9 is released and Drupal 7 becomes unsupported.

The developer experience and user experience is greatly improved in Drupal 8. Drupal 8 core now contains many of the contributed modules required to build most Drupal 7 sites. With many of the modules now included within Drupal core, there will be less dependence on community contributed and custom code, which translates to less support time needed from your development partner to maintain contributed/custom code. Drupal core code is meticulously supported by the core maintainers, leading to quality code being introduced to the HSS platform as security and feature releases are applied to the website.

C. Proposed Drupal Module Stack

Modularity is one of the key advantages of the Drupal CMS. As opposed to traditional software platforms which pack lots unnecessary functionality onto a single platform, Drupal installations can be deployed efficiently, implementing only modules that are necessary for each unique website. Based on our understanding of your needs, we recommend the adoption of the following modules for use on the new HSS website:

1. Core Modules

Drupal core consists of essential modules that most sites need to get started. The HSS site will utilize the following core modules:

- CKEditor (WYSIWYG editor)
- Date
- Entity Reference
- Link
- Views

2. Community Contributed Modules

Contributed modules extend and/or enhance Drupal core to add more sophisticated features and functionality. These modules are purpose-built by Drupal developers and “contributed” back to Drupal’s open source community. Based on HSS technology requirements, we recommend the adoption of the following contributed modules:

- Address
- Calendar
- CTools
- Entity API
- File Field Sources
- Instagram Block (Photo Gallery?)
- Panels
- Panelizer
- Paragraphs
- Search API
- Video Embed Field
- Webform
- Workbench
- Workbench Moderation

3. Custom Modules

Requested functionality will also necessitate the development of custom modules that are specific to HSS’ specific needs. The Rolling Orange team recommends development of the following custom modules.

- HSS Blocks (Defines block plugins for embeds such as Brainshark, ExactTarget, etc.)
- Live Agent (update from D7)

D. Drupal Hosting Options

The San Francisco Department of IT (DoIT) recently administered an open Request for Qualifications process to identify vendors that meet the City's strategic needs for Drupal hosting. This process identified the following companies:

1. Acquia (www.acquia.com)

Acquia is a software-as-a-service company co-founded by Dries Buytaert, the founder and lead developer of the Drupal CMS. Based in Boston MA and with offices around the globe, Acquia employs ~800 people and is the largest provider of Drupal hosting and affiliated services. Acquia currently hosts the SFMTA and SF Office of the Assessor-Recorder websites.

2. Blackmesh (www.blackmesh.com)

Based in Ashburn, Virginia, Blackmesh offers hosting solutions—including managed and remote hosting, cloud-based services, automated backups, upgrades, remote server management, network infrastructure, and code building. Blackmesh service offerings also include managed Drupal hosting. Blackmesh currently hosts the SF.gov website.

3. San Francisco Department of IT

In addition to offering recommendations for third party hosting, DoIT also provides basic hosting for City departments. While this option would likely be the most cost-effective, it also comes with limitations:

- Sites must utilize Drupal 7 (Drupal 8 is not on the near-term roadmap)
- Sites must use module stack pre-defined by DoIT (which will limit functionality)
- Site must use the SF.gov theme (design framework and page structures)

For these reasons, the DoIT hosting solution is not good fit for the proposed redesign of myHSS.org.

Both Acquia and Blackmesh offer compelling services that would serve HSS well. Both vendors offer high-availability, performance, and support plans that will meet your needs. With final approval of our technical specification, we can negotiate with these vendors to determine which of these two makes the most sense from both a cost and quality-of-service standpoint.

III. Requested Site Features and Functionality

During the course of our Inception Phase, Rolling Orange has identified the following technical features and functionality requirements for the proposed redesigned website:

A. Content Management System

Rolling Orange recommends Drupal 8 (see Section II, above)

B. Mobile-first/Responsive

Recognizing that the Internet is increasingly experienced through mobile and tablet devices, the new site must render in a variety of different sizes and form factors. A responsive design that adapts to different devices is a must-have.

C. Live Agent Chat

HSS is interested in looking into the possibility of adding a Live Agent Chat feature to the website. There is a Drupal 7 module that integrates Live Agent into the module stack and a Drupal 8 version is anticipated.

D. Leave Tool

HSS is interested in exploring an interactive feature (“tool”) that takes users through a logic flow to make sure they understand all issues surrounding leaves of absence. This tool will help users understand how paid and unpaid leaves of absence would impact their benefits.

E. Content Moderation and Fine Grained Editorial Access

The new site will employ a flexible workflow system. Editors can be restricted to creating new content and editing existing content in Draft mode. Once edits are complete, the editor moves the content from Draft to Needs Review. Publishers can then review content and either send it back to Draft mode for additional edits, or publish it live on the site. If needed, additional moderation states can be added to the default Draft, Needs Review and Published states. Roles can be added and configured if needed through the Drupal UI as well. Each role can also be granted access to specific areas of the site. For example, an editor may have access to only edit meetings, while another may only edit benefits.

F. Intelligent Search Results (faceted, Google Custom Search vs. Apache Solr)

Giving users the ability to find relevant content easily and quickly is one of the most important new features on the site. There are three primary ways to achieve this, however the technologies that are available are dependent in part on the hosting provider.

1. Filterable Views - lists of content that can sorted and filtered by terms and fields associated with that content. For example, Board Meetings could be filtered to show only those that include Financial Reports.

2. Tagging - tagging content helps to classify and categorize content, and vocabularies of tags can span different content types. For example, a user might be able to see all blog posts and basic pages tagged with Vision Care, if those content types share the vocabulary that contains that term.
3. Search - richer and more targeted search results may be one of the most important new features of the site. The technologies that can be used will depend on what features are supported by the hosting provider.
4. Apache Solr provides a deep integration with Drupal's Search API. Search administrators can finely tune search weighting by content type and field. Solr also supports easy-to-set-up faceted search that allows users to further refine search results.
5. Google Custom Search Engine is widely used, and is currently being used on the site. If the chosen host does not support Solr, better search results can be produced by using the Drupal Google CSE module and the metatags module. Both of these more deeply integrate CSE into the site using Drupal's Search API.

G. Calendar (for repeating events, e.g. member seminars)

A more advanced, filterable calendar will help users find what they are looking for more quickly and easily: events at specific locations, events that meet specific areas of interest, etc. Editors need to be able to create repeating events.

H. Photo Gallery

Editors and content creators need a way to upload images into individual photo galleries, and have those galleries displayed in an attractive way that also meets web accessibility requirements.

I. Ability to add self-help videos

Staff would like to easily add self-help videos to pages. One of the easiest ways to do this is to use the YouTube CKEditor plugin, which would allow videos to be placed anywhere on the page. There is also a media field for Drupal that accepts URLs from many leading streaming providers. We would recommend using a streaming provider such as YouTube or Vimeo to host videos as opposed to using progressive downloading of video files and hosting them on the site. For example, the US Health and Human Services department has a well-developed YouTube channel that exists entirely outside of the HSS.gov site, but with videos that are still integrated within the site. (<https://www.youtube.com/user/USGOVHHS>).

J. Panels / Panelizer / Paragraphs

A key feature for the new site will be a strongly defined look and structure that promotes accessibility and "findability" of content. Using carefully thought out

structured content, defined as content types in Drupal, the system will guide content creators in generating content optimized for discovery and searchability. However, the system also needs to be flexible enough to give content creators the ability to produce variations or entirely new constructs without requiring new code. These variations can include new ways to structure content within a page, create variations of individual instances of content types, and even entirely new pages.

Panels is a popular contributed suite of Drupal modules that will manage and support the creation of page layouts. These layouts are typically used for the home page, landing pages and “one-off” special pages. Each page is divided into regions, into which content and lists of content can be dropped. The selection of the base layout and the organization of the content within each region are both managed through a UI.

Panelizer is a companion module that extends the power of Panels to content types, taxonomy terms and more. A content type, e.g. Events, can have a default panelized layout assigned to it. For example, in addition to the Event descriptive body and date content, related events and related documents can be added to the page as well so that all events show these features. A content creator has the option to add features to specific event pages—a sign up button in the right column, for example—that would appear on only that page. These modifications are all done through the Panels UI.

A “What You See Is What You Get” (WYSIWYG) editor is typically a feature of each content type. This is where content creators will usually place most of the content for the page. There will be occasions when a content creator will want to add a feature to the page that is too complicated to do within the confines of the WYSIWYG editor: for example, an offset styled numbered list for step-by-step instructions, accordions, or more complex image and text combinations. The Paragraphs module provides an easy way for content creators to add predefined features like these. New Paragraph types can be created and added to pages. Depending on the features and required styles, these may or may not require additional coding.

In all cases, new variations and layouts would inherit the look and feel of the existing site. This allows content creators to focus on relating information rather than on designing web pages.

K. Archived Content

Content that will not be re-written will be recreated on the new site (primarily Meeting Archives and Committee Meetings) using the new content types. If a copy of the old site is required, it may be hosted on a sub-domain of the new site (e.g. archive.myhss.org).

L. Cataloguing eNews

There are a few ways this can be achieved. Salesforce's ExactTarget does have an API. Additional time would be required to review how HSS is currently using ExactTarget. If ExactTarget maintains a list of past eNews emails, and the API allows access to them in html, then a module could be written for Drupal that automatically connects to ExactTarget, extracts the latest eNews email, then creates a record on the new site. Alternatively, the email html output could be copied manually into a WYSIWYG source field of a basic page or a new eNews content type. The latter method wouldn't require custom programming, and would work regardless of the platform used to send email.

IV. Content Types

In modern content management systems documents, events and even physical objects can be modeled in the system as Content Types. Once entered into the system, content types can be listed and filtered on any field associated with the content type, and can provide rich detail pages when appropriate. Content types also assist in discoverability and SEO. The following is a list of the content types we have identified for this site (note that these are documented in greater detail in the approved Content Model deliverable):

A. Basic Page

A flexible, generalized page type: most content in the site will use this content type. Content editors may also easily add step-by-step instructions and FAQs to basic pages.

B. Blog Post

An article that will be added to the blog roll, with the most recent content listed first. Blog posts may be authored by different people, and may be categorized with one or more terms.

C. Benefit

Describes the benefits and plans provided by different vendors to current and past employees. Each benefit will contain references to PDF files containing details from the vendor.

D. Board Meeting

A record of past board meetings, including the meeting agenda, approved minutes and notices from the meeting as PDF attachments.

E. Committee Meeting

A record of past committee meetings, including the agenda and attached documents.

F. Employee Group

Describes the benefits and plans different types of employees and past employees are eligible for. This will be used to group lists of available plans.

G. **Event**

Events, meetings, and other gatherings. Events may have an optional end time, and may be repeating. Events may be featured so they can appear on the home page or other landing pages.

H. **News**

A link to an external news source. The link includes a publish date for the linked news item, the source of the news items and the title.

I. **Web Form**

An online form. Users will submit data using the form, and admins will be able to view and export submitted form data.

V. Integrations & Supporting Technologies

HSS currently relies on the following technologies to support its operations. While current plans do not include deep integration into these systems, it is likely that the current web and brand redesign efforts will impact these tools as well. Understanding the entire HSS technology “ecosystem” will allow us to make informed decisions that will help us plan for now and in the future.

A. Salesforce CRM (No direct integration: Link out to this system.)

B. ExactTarget (also Salesforce) and Survey Monkey for email news & surveys (Transfer existing capabilities to new site; look for opportunities to style consistent with Website).

C. PeopleSoft Self-Service Portal (Future, possible native design)

D. Workterra: Volunteer benefits enrollment (Link out to resource look to apply HSS brand elements and styling where appropriate.)

E. Video: YouTube & SFGovTV (Embed YouTube where appropriate, link out to SFGovTV for Board Meetings)

F. Tableau visualization: These can be embedded into pages on the site using an iframe, like the following:

```
<iframe  
src="http://public.tableausoftware.com/views/public\_exercise/Dashboard1?:showVizHome=no&embed=true" width="645" height="955"></iframe>
```

Note that a special, more permissive text format is required in Drupal that allows iframe and embed tags. Access to these types of text formats is usually granted to publishers or admins.

G. Animations: (HSS evaluating BrainShark, which can be embedded into Drupal pages similar to YouTube videos. Note that Adobe Flash animations are discouraged, since they are not supported on most mobile devices).

H. Links to External Resources: Drupal's WYSIWYG editor will allow editors to create links. An "additional resources" field that accepts one or more links can also be added to any content type during development.

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<u>Location</u>	<u>Level</u>	<u>Title</u>	Action: Keep as-is, Improve, Remove, Consolidate	Notes -- SF HSS
http://www.myhss.org/	0	San Francisco Health Service System - Health Benefits - Employees and Retirees		
http://www.myhss.org/benefits/	1	San Francisco Health Service System - Employee and Retiree Health Benefits	Improve	Feels flat/outdated.
http://www.myhss.org/benefits/blue_shield.html	1	San Francisco Health Service System - Medical Benefits - Blue Shield HMO	Improve	Will need to remove medicare plans
http://www.myhss.org/benefits/ccsf_other_benefits.html	1	San Francisco Health Service System - Active City Employees - Life Insurance Disability Insurance	Improve/Consolidate	Would be nice if you could select union to view coverages/related documents
http://www.myhss.org/benefits/ccsf.html	1	Health benefits information for San Francisco City employees.	Improve	Page is too general, does not help an employee visiting site for specific reason (marriage, etc.)
http://www.myhss.org/benefits/city_plan.html	1	San Francisco Health Service System - Medical Benefits - City Plan PPO	Improve	Will need to incorporate UHC NPRO under this title
http://www.myhss.org/benefits/cobra.html	1	San Francisco Health Service System - COBRA Benefits	Improve	Should link out to P&A website
http://www.myhss.org/benefits/delta_care_usa.html	1	San Francisco Health Service System - Dental Benefits - DeltaCare USA	Improve	Still lists 2015 plan documents
http://www.myhss.org/benefits/delta_dental.html	1	San Francisco Health Service System - Dental Benefits - Delta Dental PPO	Improve	
http://www.myhss.org/benefits/eap.html	2	San Francisco Health Service System - Well-Being		EAP Site
http://www.myhss.org/benefits/flexible_credits.html	2	San Francisco Health Service System - Management Cafeteria Plan - EBS Flexible Credits	Improve	Should say the consultations are by phone. Will need to link to workterra at later date.
http://www.myhss.org/benefits/fsa.html	1	San Francisco Health Service System - Flexible Spending Accounts - Active City Employees	Improve	Needs to include FSA limitations
http://www.myhss.org/benefits/kaiser_permanente.html	1	San Francisco Health Service System - Medical Benefits - Kaiser HMO	Improve	
http://www.myhss.org/benefits/management_cafeteria.html	1	San Francisco Health Service System - Health Benefits - Management Cafeteria Plan	Improve	Page is too general, does not help an employee visiting site for specific reason (marriage, etc.)
http://www.myhss.org/benefits/pacific_union.html	1	San Francisco Health Service System - Dental Benefits - Pacific Union Dental	Improve	
http://www.myhss.org/benefits/retirees.html	1	San Francisco Health Service System - Health Benefits - Retirees	Improve	Page is too general, does not help an employee visiting site for specific reason (marriage, etc.)
http://www.myhss.org/benefits/sfccd.html	1	San Francisco Health Service System - Health Benefits - SFCCD	Improve	Page is too general, does not help an employee visiting site for specific reason (marriage, etc.)
http://www.myhss.org/benefits/sfusd.html	1	Health benefits information for SFUSD employees	Improve	Page is too general, does not help an employee visiting site for specific reason (marriage, etc.)
http://www.myhss.org/benefits/uhc_nppo.html	1	San Francisco Health Service System - Medical Benefits - UnitedHealthcare NPRO	Improve	Needs to be fleshed out, page could promote retiree wellbeing activities
http://www.myhss.org/benefits/vsp.html	1	San Francisco Health Service System - Vision Benefits - VSP	Improve	Needs to be fleshed out, page could promote flex spending accounts
http://www.myhss.org/events/	1	Health Service System - City & County of San Francisco		
http://www.myhss.org/events/open_enrollment.html	1	San Francisco Health Service System - Events - Open Enrollment	Improve	
http://www.myhss.org/events/PhotoArchiveApril2008.htm	3	San Francisco Health Service System - Events - Photo Archive - April 2008	Remove	Could create a template for archives for historical documents/data.
http://www.myhss.org/events/PhotoArchiveApril2009.htm	2	San Francisco Health Service System - Events - Photo Archive - April 2009	Remove	Could create a template for archives for historical documents/data.
http://www.myhss.org/events/PhotoArchiveApril2010.htm	2	San Francisco Health Service System - Events - Photo Archive - April 2010	Remove	Could create a template for archives for historical documents/data.
http://www.myhss.org/events/PhotoArchiveOctober2008.html	3	San Francisco Health Service System - Events - Photo Archive - October 2008	Remove	Could create a template for archives for historical documents/data.

http://www.myhss.org/events/PhotoArchiveOctober2009/	3	San Francisco Health Service System - Events - Photo Archive - October 2009	Remove	Could create a template for archives for historical documents/data.
http://www.myhss.org/events/PhotoArchiveOctober2010/	2	San Francisco Health Service System - Events - Photo Archive - October 2010	Remove	Could create a template for archives for historical documents/data.
http://www.myhss.org/events/PhotoArchiveWellnessWeek/	1	San Francisco Health Service System - Events - Photo Archive - Wellness Week 2014	Keep as-is	Look for new template for photo stream
http://www.myhss.org/events/seminars.html	1	San Francisco Health Service System - Events - Member Seminars	Keep as-is	
http://www.myhss.org/finance/	1	San Francisco Health Service System - Finance		
http://www.myhss.org/finance/annual_report.html	1	San Francisco Health Service System - Annual Report - 2015	Improve	use new logo change photo (See right)
http://www.myhss.org/finance/annual_report314.html	2	San Francisco Health Service System - Annual Report - 2013-2014	Improve	use new logo change photo
http://www.myhss.org/finance/annual_report1415.html	2	San Francisco Health Service System - Annual Report - 2015	Improve	use new logo change photo
http://www.myhss.org/finance/demographics.html	1	San Francisco Health Service System - Finance	Improve/Move	demographics could be made more interesting. does not belong under Finance. Perhaps under an "about HSS tab"
http://www.myhss.org/finance/demographics2015.html	2	San Francisco Health Service System - Finance	Improve/Move	demographics could be made more interesting. does not belong under Finance. Perhaps under an "about HSS tab"
http://www.myhss.org/finance/demographics2016.html	2	San Francisco Health Service System - Finance	Improve/Move	demographics could be made more interesting. does not belong under Finance. Perhaps under an "about HSS tab"
http://www.myhss.org/finance/finance_archive.html	1	San Francisco Health Service System - Finance - Archive	Keep as-is	under administration tab
http://www.myhss.org/finance/financial_statements.html	1	San Francisco Health Service System - Finance - Audited Financial Statements 2014-2015	Keep as-is	under administration tab
http://www.myhss.org/finance/financial_statements1314.html	2	San Francisco Health Service System - Finance - Audited Financial Statements 2012-2013	Keep as-is	under administration tab
http://www.myhss.org/finance/financial_statements1415.html	2	San Francisco Health Service System - Finance - Audited Financial Statements 2014-2015	Keep as-is	under administration tab
http://www.myhss.org/member_services/	1	San Francisco Health Service System - Member Services		
http://www.myhss.org/member_services/alerts.html	2	San Francisco Health Service System - Member Services - News Alerts	Improve	is not updated enough; needs to be more dynamic (is currently just text)
http://www.myhss.org/member_services/change_in_status.html	2	San Francisco Health Service System - Member Services - Change in Employment Status	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/changing_benefit.html	2	San Francisco Health Service System - Member Services - Changing Benefit Elections	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/eligibility_rules.html	2	San Francisco Health Service System - Member Services - Eligibility Rules	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/eupdates.html	1	San Francisco Health Service System - Register for Eupdates	Keep as-is	
http://www.myhss.org/member_services/hours.html	1	San Francisco Health Service System - Member Services Hours	Update	Page is very bland
http://www.myhss.org/member_services/imputedincome.html	2	San Francisco Health Service System - Member Services - Imputed Income	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/index.html	1	San Francisco Health Service System - Member Services	Improve	Sends to top 10 topics
http://www.myhss.org/member_services/key_contacts.html	1	San Francisco Health Service System - Member Services - Key Contacts	Improve	Can be dynamic based on what the user is looking for. Should include COBRA info
http://www.myhss.org/member_services/leaves_of_absence.html	2	San Francisco Health Service System - Member Services - Leaves of Absence	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/liveworkrules.html	2	San Francisco Health Service System - Member Services - Live or Work Plan Area Rules	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/make_a_payment.html	2	San Francisco Health Service System - Member Services - Make a Payment	Improve	Main reason for the majority of member calls
http://www.myhss.org/member_services/map.html	1	San Francisco Health Service System - Map and Directions	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/medicare_and_you.html	2	San Francisco Health Service System - Medicare & Your HSS Benefits	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/mission.html	1	San Francisco Health Service System - Mission Statement	Keep as-is	
http://www.myhss.org/member_services/new_employees.html	2	San Francisco Health Service System - Member Services - New Hires	Improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/new_retirees.html	2	San Francisco Health Service System - Member Services - Approaching Retirement	improve	page contains important information, but is a wall of text.
http://www.myhss.org/member_services/newhires/index.html	1	San Francisco Health Service System - New Hires - Orientation	improve/remove	not sure if this is used very much
http://www.myhss.org/member_services/newhires/newhire.html	2	San Francisco Health Service System - New Hires - Orientation	improve/remove	page is a list of weblinks
http://www.myhss.org/member_services/newhires/newhire.html	2	San Francisco Health Service System - New Hires - Orientation	improve	Needs to be updated for 2017 at year end
http://www.myhss.org/member_services/newhires/newhire.html	2	San Francisco Health Service System - New Hires - Orientation	Improve	Needs to include more recent articles
http://www.myhss.org/member_services/newsroom.html	1	Newsroom	Improve	Needs to be updated for 2016-2017 in September, or model into a web page template
http://www.myhss.org/member_services/rules.html	1	San Francisco Health Service System - Member Services - Rules	Keep as-is	web page template
http://www.myhss.org/well-being/	1	San Francisco Health Service System - Well-Being	Improve	Announce current campaign and work as a jumping off for all other content
http://www.myhss.org/well-being/colorful-choices.html	2	San Francisco Health Service System - Colorful Choices	Improve	Colorful Choices, what do we do with old campaigns? We need to keep the resources and data, not sure how to handle
http://www.myhss.org/well-being/colorful-faq.html	3	San Francisco Health Service System - Colorful Choices	Improve	
http://www.myhss.org/well-being/colorful-fruit-and-veggie.html	3	San Francisco Health Service System - Colorful Choices	Improve	

http://www.myhss.org/well-being/colorful-instructions.htm	3	San Francisco Health Service System - Colorful Choices	Improve	Consider redesigning based on the updated brochures for employees and supervisors
http://www.myhss.org/well-being/eap.html	1	San Francisco Health Service System - Well-Being	Improve	
http://www.myhss.org/well-being/index.html	1	San Francisco Health Service System - Well-Being		
http://www.myhss.org/search/sitemap.html	1	San Francisco Health Service System - Site Map		
http://www.myhss.org/downloads/forms_guides/2016_CC	3	Benefits at a Glance	Keep as-is	needs to be updated for 2017 at year end; content to extract and changed into a web page
http://www.myhss.org/downloads/forms_guides/2016_CC	2	2016 Employee Premium Rates	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Col	2	2016 COBRA Active Employee Rates	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Enr	2	2016 Enrollment Form	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Enr	2	2016 Municipal Executives Enrollment Form	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Enr	2	2016 Enrollment Form (no Medicare)	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Enr	2	2016 Enrollment Form (with Medicare)	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Enr	2	2016 City College Enrollment Form	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Enr	2	2016 SFUSD Enrollment Form	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Gu	2	2016 Benefits Guide	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Gu	2	2016 Municipal Executives Benefits Guide	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Gu	2	2016 Retiree Benefits Guide	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Gu	2	2016 City College Benefits Guide	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Gu	2	2016 SFUSD Benefits Guide	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Liv	3	Live or Work Rule Member Certification	Keep as-is	
http://www.myhss.org/downloads/forms_guides/2016_Liv	3	Plan Year 2016 Live/Work Enrollment Application	Keep as-is	
http://www.myhss.org/downloads/forms_guides/2016_Mg	2	2016 Municipal Executives Premium Rates	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_Ret	2	2016 Retiree Premium Rates	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_SF	2	2016 City College Premium Rates	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/2016_SF	2	2016 SFUSD Premium Rates	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/AetnaLife	2	Enroll or Change Beneficiary	Keep as-is	may be updated at a later time
http://www.myhss.org/downloads/forms_guides/dp2016.pdf	3	myhss.org/downloads/forms_guides/dp2016.pdf	Keep as-is	needs to be updated for 2017 at year end
http://www.myhss.org/downloads/forms_guides/HSS_Auto	3	HSS Auto-Pay Form	Keep as-is	
http://www.myhss.org/downloads/member_services/SixTH	1	Six Things about Benefits	Keep as-is	
http://www.myhss.org/downloads/plans/2015_EOC_BSC_N	3	Blue Shield Access: HMO Evidence of Coverage January-December 2016	Keep as-is	blue shield early retiree eoc 2015 - remove?
http://www.myhss.org/downloads/plans/2015_EOC_Delta	2	Evidence of Coverage	Keep as-is	delta care active eoc 2015 - remove?
http://www.myhss.org/downloads/plans/2015_SOB_Delta	2	Summary of Benefits	Keep as-is	delta care active spd 2015 - remove?
http://www.myhss.org/downloads/plans/2016_EOC_BlueS	2	Evidence of Coverage 65 Plus	Keep as-is	blue shield 65+ spd to be removed at a later date
http://www.myhss.org/downloads/plans/2016_EOC_BSC_N	2	Evidence of Coverage Access+	Keep as-is	blue shield access + COB spd - to be removed at a later date
http://www.myhss.org/downloads/plans/2016_EOC_BSC_N	2	Evidence of Coverage	Keep as-is	blue shield access + spd
http://www.myhss.org/downloads/plans/2016_EOC_CityPL	2	Evidence of Coverage	Keep as-is	city plan medicare retiree - to be removed at a later date
http://www.myhss.org/downloads/plans/2016_EOC_Delta	3	Evidence of Coverage	Keep as-is	delta care active spd
http://www.myhss.org/downloads/plans/2016_EOC_Delta	2	Evidence of Coverage	Keep as-is	active delta dental spd
http://www.myhss.org/downloads/plans/2016_EOC_Delta	2	Evidence of Coverage	Keep as-is	delta dental retiree spd
http://www.myhss.org/downloads/plans/2016_EOC_Kaiser	2	Evidence of Coverage	Keep as-is	kaiser medicare retiree spd
http://www.myhss.org/downloads/plans/2016_EOC_Kaiser	2	Evidence of Coverage	Keep as-is	kaiser early retiree spd
http://www.myhss.org/downloads/plans/2016_EOC_UHC	2	Evidence of Coverage	Keep as-is	city plan early retiree spd
http://www.myhss.org/downloads/plans/2016_EOC_UHC	2	Evidence of Coverage	Keep as-is	uhc ma nippo eob
http://www.myhss.org/downloads/plans/2016_EOC_UHCD	2	Evidence of Coverage	Keep as-is	pacific union dental active/cobra eoc
http://www.myhss.org/downloads/plans/2016_EOC_VSP.p	2	Evidence of Coverage	Keep as-is	pacific union dental retiree eoc
http://www.myhss.org/downloads/plans/2016_FedSBC_Bli	3	SBC	Keep as-is	VSP eoc
http://www.myhss.org/downloads/plans/2016_FedSBC_Ka	3	SBC	Keep as-is	blue shield fed sbc
http://www.myhss.org/downloads/plans/2016_FedSBC_UH	3	SBC	Keep as-is	kaiser fed sbc
http://www.myhss.org/downloads/plans/2016_SOB_BlueS	2	Summary of Benefits 65 Plus	Keep as-is	UHC fed SBC
http://www.myhss.org/downloads/plans/2016_SOB_BlueS	2	Summary of Benefits Access+	Keep as-is	blue shield 65+ to be removed at a later date
http://www.myhss.org/downloads/plans/2016_SOB_BlueS	2	Summary of Benefitspdf	Keep as-is	blue shield access + blue shield early retiree

http://www.myhss.org/downloads/plans/2016_SOB_CityPL	2	Summary of Benefits	Keep as-is	City Plan Medicare - to be replaced at a later date
http://www.myhss.org/downloads/plans/2016_SOB_CityPL	2	Summary of Benefits Out of Area	Keep as-is	UHC Medicare out of area
http://www.myhss.org/downloads/plans/2016_SOB_Delta	3	Summary of Benefits	Keep as-is	deltacare sob
http://www.myhss.org/downloads/plans/2016_SOB_Kaiser	2	Summary of Benefits	Keep as-is	kaiser medicare retiree
http://www.myhss.org/downloads/plans/2016_SOB_UHC	2	Summary of Benefits	Keep as-is	kaiser early retiree
http://www.myhss.org/downloads/plans/2016_SOB_UHC	2	Summary of Benefits Out of Area	Keep as-is	city plan ppo (early retiree/active)
http://www.myhss.org/downloads/plans/2016_SOB_UHC	2	Summary of Benefits	Keep as-is	UHC out of area
http://www.myhss.org/downloads/plans/2016_SOB_UHCD	2	Summary of Benefits	Keep as-is	will be updated at later date
http://www.myhss.org/downloads/plans/2016_SOB_VSP_e	2	Summary of Benefits	Improve	pacific union dental brochure/sob
http://www.myhss.org/downloads/plans/2016_SOB_VSP_r	2	Summary of Benefits	Keep as-is	typos (sudent)
http://www.myhss.org/downloads/plans/2016DeltaDental	2	Summary of Benefits	Keep as-is	retiree vision sob
http://www.myhss.org/downloads/plans/2016PAGroupFSA	2	Summary of Benefits	Keep as-is	active delta dental sob
http://www.myhss.org/downloads/plans/Aetna_Life.pdf	2	P&A Group FSA	Keep as-is	retiree delta dental sob
http://www.myhss.org/downloads/plans/Aetna_LTD_180D	2	Read this summary overview for all life insurance plans.	Keep as-is	fsa brochure
http://www.myhss.org/downloads/plans/Aetna_LTD_90Da	2	LTD Plan Document 180-Day	Keep as-is	life insurance brochure
http://www.myhss.org/downloads/plans/Aetna_LTD.pdf	2	LTD Plan Document 90-Day	Keep as-is	ltd 180
http://www.myhss.org/downloads/plans/AetnaBasicLifeIns	2	LTD Insurance Overview	Keep as-is	ltd 90
http://www.myhss.org/downloads/plans/AetnaBasicLifeIns	2	MEA Plan Document	Keep as-is	ltd brochure
http://www.myhss.org/downloads/plans/AetnaBasicLifeIns	2	Court Attorneys Plan Document	Keep as-is	basic life insurance
http://www.myhss.org/downloads/plans/AetnaBasicLifeIns	2	Court Reporters/Local 21 Plan Document	Keep as-is	basic life insurance
http://www.myhss.org/downloads/plans/AetnaBasicLifeIns	2	IETPE Local 21 Plan Document	Keep as-is	basic life insurance
http://www.myhss.org/downloads/plans/AetnaBasicLifeIns	2	MAA Plan Document	Keep as-is	basic life insurance
http://www.myhss.org/downloads/plans/AetnaBasicLifeIns	2	SEAM Plan Document	Keep as-is	basic life insurance
http://www.myhss.org/downloads/plans/AetnaBasicLifeIns	2	Teamsters 856 Plan Document	Keep as-is	basic life insurance
http://www.myhss.org/downloads/plans/CityPlanForeignCl	2	Foreign Medical Claim Form	Keep as-is	basic life insurance
http://www.myhss.org/downloads/plans/CityPlanRxClaimF	2	Rx Reimbursement (No Medicare)	Keep as-is	will be removed at later date
http://www.myhss.org/downloads/plans/CityPlanRxMailCl	2	Rx Reimbursement (Medicare)	Keep as-is	
http://www.myhss.org/downloads/plans/PAGroupDebitCar	2	U.S. Medical Claim Formpdf	Keep as-is	
http://www.myhss.org/downloads/wellness/2016_05_Mea	2	Use this form to request an FSA debit card.	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/2016_06_Cale	2	What to do When I Retire	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/2016_06_Coal	2	Printable version of this months schedule	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/2016_06_Food	2	Wellness Coaching	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/2016_06_Food	2	Healthy Food on a Budget	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/2016_06_Grou	2	Food Demo: 5 Ingredients or Less	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/2016_06_Mea	2	Small Group Coaching	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/2016_06_Plan	2	Meal Planning	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/2016_06_Stre	2	Introduction to Plant Based Eating	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/ClassRules.pdf	2	Stress Management	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/EAP_All_Servic	2	HSS Wellness Center Class Rules	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
	2	Download a flyer about EAP services.	Improve	Will be replaced by more current events. Put into a template that will have rotating events.

http://www.myhss.org/downloads/wellness/EAP_Personal	2	EAP Personal Wellness Seminars	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/EAP@Work_S	2	EAP @Work Seminars	Improve	Will be replaced by more current events. Put into a template that will have rotating events.
http://www.myhss.org/downloads/wellness/NonViolent_C	2	Crisis Intervention Training pilot program	Improve	Will be replaced by more current events. Put into a template that will have rotating events.