Date: March 22, 2018
To: Joint Labor-Management Benefits Committee
From: Staff
Subject: LIVEwell Wellness Program Update

RECOMMENDATION
That the JLMBC (1) approve an expenditure of up to $25,000 from the Employee Benefits Trust Fund Wellness sub-account to participate in a Joint LA City/LA County Family Fitness Event in October 2018; (2) approve proposed 2018 Annual Employee Wellness Survey; and (3) receive and file staff report regarding LIVEwell Wellness Program (LIVEwell) developments, updates, and activities.

DISCUSSION
This month’s report addresses the following:

A. Engagement Plan & Events Update
B. 2018 Annual Employee Wellness Survey
C. Request for Proposal Update

A. Engagement Plan & Events Update

Education Classes and Webinars
February is National Heart Health month so the LIVEwell monthly education email, webinar and education classes were centered on this topic. Wellness staff offered one Healthy Heart Webinar in February; 57 employees participated in the session. At the same time, to continue the Diabetes Awareness effort started in November 2017, a class on that topic was launched at three City locations (City Hall, Public Works Building, and Figueroa Plaza). Those classes will continue at the remaining locations in March. Staff continues to work with stakeholders to promote all events. See Attachments A-D for materials.

Staff is working on adding events to the 2018 calendar, including the Vision Popups clinics. Those will most likely take place in the fall. For the period January 1-February 15, 2018, 17 classes have been held at eight locations, with 263 employees having attended these classes. Following is the chart showing the distribution of attendees by location:
WalkPlus 2017 All City Event
As reported in JLMBC Report 17-45 (October 2017 Wellness Program Updates), a total of 421 teams and 2,251 individuals registered for the WalkPlus 2017 all City event, exceeding staff’s goal of 2,000 employees. Library (10.5%), Personnel (9.8%), and Airports (7.4%) had the highest share of total participants. All City unions were represented with EAA (35.5%), AFSCME (31%), and SEIU (8.6%) comprising the largest shares of participants overall.

2,251 Participants
72% Logged 3+ days/week
52% Achieved the Goal!

*As of February 15, 2018
The program proved very successful at encouraging physical activity/exercise participation throughout the challenge. Here are the results:

- **Over half or 52%** of all participants **achieved the six-week long goal** of 300 virtual miles.
- **72%** of participants logged steps for **at least 3 days per week** throughout the challenge.
- **57%** of participants logged steps for **at least 5 days per week** throughout the challenge.
- **37%** of participants logged steps for **every one of the 42 days** of the challenge.
- **298 participants, or 13% overall, logged no steps.**

Physical activity and quality of life were also successfully improved. Prior to the challenge, participants indicated they were getting three days of physical activity/exercise per week on average. Following the challenge, participants increased activity to an average of 4.3 days per week, a 43% increase. In addition, 75% of participants who took the evaluation survey said that they had more energy to do the things they enjoy.

City Council WalkPlus Event
The Council WalkPlus competition concluded on February 11 with all 15 Council Offices participating. Out of the 335 total Council Office staff, 248 (74.08%) participated in the competition logging their daily physical activities for the four weeks of competition for a total of 56,914 virtual miles. Council District 10, “Team Wesson,” finished in 1st place with a team average of 16.6 daily virtual miles, and Council District 1, “Team Cedillo,” finished in 2nd place with a team average of 14.6 daily virtual miles.

Joint LA City/LA County Family Fitness Event
Staff has developed a relationship with LA County which has shared its expertise and best practices based on their successful wellness program. LIVELwell has the opportunity to partner with LA County to co-sponsor a joint family fitness event on Saturday, October 13, 2018 at Griffith Park. The four-hour annual event, sponsored by Anthem, is free for employees who can each bring up to 15 guests.

LA County has a robust, popular schedule of activities (see Attachment E for a previous LA County event flyer) that support all four of the core LIVELwell Building Blocks, with dancing, walking, hiking, massage, yoga, nutritional counseling, flu shots and even a 5K race. Staff believes LIVELwell would benefit greatly from collaborating with LA County to host the event. The benefits of collaboration include:
• Expanding the LIVEwell program with value-added activities that should attract new employee participants who haven’t yet tried a LIVEwell event.
• Providing an opportunity for employees to learn and try healthy practices in a friendly environment.
• Encourage family participation and family support of healthy lifestyle changes.
• Foster a culture of wellness among City employees.
• Promote and provide additional access to carrier resources.
• Grow LIVEwell brand awareness and recognition.
• Gather additional insights into what program elements, in this case weekend family events, promote employee participation and help achieve program goals.

LA County will manage the event, produce the event materials, and book all of the vendors. LIVEwell will promote the event to City employees, provide staff support for the event, host a reception booth, and provide LIVEwell materials and wellness merchandise. JLMBC committee member Matthew Rudnick provided a Recreation & Parks contact who confirmed that with the City’s sponsorship, the cost to rent the space would be waived, leaving just the cost of park staff.

All remaining costs for the event will be divided evenly between the two agencies. The estimated cost to the LIVEwell program of participating in the event is $20,422.50. Details regarding these costs are provided in Attachment F. The estimated cost assumes attendance of 750 City employees and guests. Actual costs may be somewhat higher or lower depending on actual event participation. Since the City has not previously participated in an event like this, projecting attendance is challenging. 750 participants represent what staff regards as an optimistic projection of attendance. Lower participation will result in lower costs. Staff recommends that the JLMBC approve an expenditure of up to $25,000 out of the Employee Benefits Trust Fund Wellness Reserve Account to participate in a Joint LA City/LA County Family Fitness Event in October 2018. This amount should be adequate to cover all costs. If costs are lower, the amount paid will not exceed actual costs incurred. In the unlikely event that participation is significantly higher and additional funding is needed, staff will return to the JLMBC with an additional funding request.

B. 2018 Annual Employee Wellness Survey

Goal & Objectives
In 2017 the LIVEwell Wellness Program conducted its first member survey, which provided critical information about member behaviors, perceptions, and preferences. As a follow-up, staff proposes conducting a 2018 Employee Wellness Survey to gauge the progress of the LIVEwell Wellness Program in terms of driving awareness and utilization. In addition, the survey will deepen understanding of member health and wellness interests, practices, and preferences in order to refine program elements, better engage employees, support participation and achieve behavioral change. Specific objectives include:
• Benchmarking 2018 survey data against 2017 survey data to assess progress and pinpoint opportunities for improvement, including:
  o Determining if wellness awareness, interest level, and readiness has improved.
  o Assessing the degree to which member health and wellness practices have changed.
  o Determining if the content has been meaningful.
• Documenting and investigating current health behaviors in more depth, particularly preventative practices, and identifying obstacles to behavior change.
• Identifying additional topics, programs, or activities that would motivate participation.

As a result, staff recommends that the JLMBC approve the proposed 2018 Annual Employee Wellness Survey (Attachment G).

Key Survey Topics (see draft survey for details)
The survey will address the key topics listed below:

• “Demographics” (age, gender, marital status, children, ethnicity, shift, City department and MOU)
• Health interest/priority and health status
• Habits (exercise, diet/eating, sleep)
• Frequency of prevention visits/health monitoring habits (annual exams)
• Wellness program awareness as well as participation history
• Wellness program topics/interests

Approach & Timeline
The following is the proposed approach and timeline for conducting the survey.

• Participants: Civilian Keeping LAWell Benefits Members
• Length: maximum of 15 minutes, with 24 – 36 questions, depending on the complexity of the questions.
• Methods: Online survey using Survey Monkey. A printed hard copy survey will be provided to targeted departments with large field populations as well as upon employee request.
• Timeline: The survey will be open April 16th – 22nd with actual availability through April 29th in case more time is needed to solicit participation (see following chart for details - all dates are week beginning days or Sundays).
• Survey Communication and Distribution:
  o Step 1: Outreach (memos, emails, newsletters) to key stakeholders, e.g., HR Liaisons
  o Step 2 (week of April 8th):
    ▪ Email to union leaders with postcard and printable survey.
    ▪ Email to all city (postcard).
    ▪ Mail postcards to all members - with link to survey and option to request a survey by mail.
    ▪ Email HR liaisons of target field departments, e.g., GSD and Rec & Parks for printable survey.
    ▪ Post postcard on Keeping LAWell website.
  o Step 3 (mid-week April 15th) – send all City email reminder.
## Survey Development and Implementation Timeline Overview:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop survey plan.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop and test survey.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obtain approval (JLMBC meeting 3/1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop email invite and postcard mailer.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send postcard to print shop.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proof postcard.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan printable copy distribution.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide postcard to GSD.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GSD mails postcards.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare and send email to Union Leaders.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send email to depts with printable surveys.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send email invite to members/conduct survey</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post invite on websites.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send reminder(s).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Analyze results.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Write report.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present/distribute results.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## C. Request for Proposal Update

In staff’s report to the JLMBC at its February 8, 2018 meeting, staff indicated that the JLMBC’s Wellness Subcommittee was being convened to review certain information relative to service proposals received in response to the JLMBC’s Request for Proposal (RFP) for Wellness administration/engagement and website/data management services. The Wellness Subcommittee met on February 13, 2018 with Personnel Department staff, Wellness Executive Advisor Joan Centanno, and Robin Rager of Keenan and Associates. The Subcommittee was provided summary information regarding vendor responses as that information related to the design of contracted services for the LIVEwell program. Staff received constructive feedback from the Sub-Committee and is finalizing its recommendations to the full JLMBC for its April 5, 2018 meeting.

Submitted by: _________________________________
Leo Reyes

________________________________
Joan Centanno

Approved by: _________________________________
Steven Montagna