Date: July 5, 2018
To: Joint Labor-Management Benefits Committee
From: Staff
Subject: LIVEwell Wellness Program Update

RECOMMENDATION
That the JLMBC receive and file staff report regarding LIVEwell Wellness Program (LIVEwell) developments, updates, and activities.

DISCUSSION
This month’s report addresses the following:
A. Engagement Plans & Events Update
B. 2018 Annual Employee Wellness Survey Summary Report
C. Wellness Service Provider Update

A. Engagement Plan & Events Update

(1) Education Classes, Clinics, and Webinars

April was National Stress Awareness Month. The LIVEwell Wellness Program addressed the topic in a number of ways. April’s Webinar addressed Stress Management. Staff developed and sent three all-City emails, including the Monthly Webinar reminder, Monthly Education Topic (on Breathing), and the April Clinic Schedule (Attachments A-C). 57 employees attended the webinar.

Staff also worked with Anthem to conduct Chair Massage Clinics at six City locations. Anthem provided 2-3 masseuses per location, depending on the anticipated number of participants. Employees who participated in the Chair Massage Clinics were very positive about the event. Below is an email from one of the participants.

“THANKS TO CITY’S WELLNESS PROGRAM! Robert gave the massage and in that little time made a difference. You know, we get all get crazy busy at work that you put off taking breaks, forget to drink and then one day you feel this pain on your shoulder and back. IT REALLY HELPED...I GOT OUT OF THAT CONFERENCE ROOM FEELING MORE RELAXED, REJUVENATED AND MOST ESPECIALLY FEELING APPRECIATED BY THE CITY FOR PROVIDING THE MASSAGE, AND THE BEST MASSAGE THERAPIST.”
In May, staff scheduled an Anthem class called “Finding Happiness in a Busy World.” This class was designed to reduce stress by helping employees identify what makes them happy. Staff sent an all-City email with the schedule of these classes (Attachment D).

Also in May, staff celebrated National Women’s Health Week May 13-19, 2018, [https://www.womenshealth.gov/nwhw](https://www.womenshealth.gov/nwhw) with a webinar dedicated to that topic. A Monthly Webinar reminder all-City email was sent (Attachment E) and the session was attended by 37 employees. Webinars are recorded so that employees unable to attend the session can also review the content at the LIVEwell Intranet page at http://per.lacity.org/bens/livewell.html.

At the same time, staff launched a Stairwell Campaign to encourage employees to take the stairs when possible. Staff sent an all-City email (Attachment F) and created and distributed a kit with three different promotional posters for City locations to post in their buildings (Attachment G).

Finally, the Vision Pop-Up Clinics are now scheduled. EyeMed gave the City five total clinics/weeks. Staff reached out to several departments to offer the clinics and booked the four locations below, with a possible fifth one in November. Each clinic is one week long. Hours vary by clinic as staff is testing earlier and later appointments to see what suits employees best.

- July 16 – July 20, 2018: City Hall/City Hall East
- July 23 – July 27, 2018: Garland Building
- July 30 – August 3, 2018: Public Works Building
- August 6 – 10, 2018: Figueroa Plaza

(2) Event Participation by Location

For the period April 1st – May 31st 2018, 14 classes and clinics were held at nine locations, with 389 employees having attended those events. The chart below shows attendees by location.
(3) City Council WalkPlus

As reported to the JLMBC in March, the LIVEwell Wellness Program held a City Council Team Walking Challenge in January-February 2018. Personnel General Manager Wendy Macy presented the City Council Challenge Trophy to the winning team, Team Wesson Council District Number 10, at the City Council Meeting on May 1, 2018. City Council President Herb J. Wesson Jr. accepted the trophy and his team joined him at the podium. President Wesson made favorable comments similar to those provided in his WalkPlus Post-Event Evaluation below.

“One of my staff members mentioned to me that the competition was a win-win situation regardless of where we’d place in the standings. My staff did group walks and rode bikes together. We inspired each other to max out our number of steps each day. I had walking meetings where constituents would come in to meet with me and we’d walk around the block proving you can be both productive and healthy. Even though the competition is over, I am grateful that a significant amount of staff members will continue to be encouraged to walk a minimum of 10-12K steps a day.”

(4) LIVEwell Wellness Festival

The Employee Benefits LIVEwell Wellness Festival, held June 26th from 11:00 a.m. to 1:00 p.m., was a huge success. Approximately 900 City employees attended, well past initial projections of approximately 500-600. 133 participants received biometric screenings. A variety of vendors, partners, City departments, and subject matter experts such as the American Diabetes Association participated in the event. There were 25 booths designed to maximize the employee experience (Attachment H). Attachment I provides a complete list of activities, which included:

- Health and Dental Screenings
- Eye Condition Exams
• Chair Massages
• Fitness Challenge with Recreation & Parks
• Animal Services – dog adoptions plus information on adoptions, volunteering, and pet care
• Stamp Collector Game to encourage employees to visit all booths
• Games, Prizes and Raffles at numerous booths
• Photo Booth
• DJ spinning live music

• Wellness-themed giveaways

Feedback from participants was extremely enthusiastic, with many expressing appreciation for the support, information, and activities provided through the event.

Promotional Efforts - Festival promotions began with an all-City “Save The Date” email on May 16th. Staff developed an early registration site in order to obtain an estimate of participation. Registration was not required to attend the festival, but those who registered became eligible to win a 26” mountain bike. An all-City email invitation was sent the week prior to the Festival (Attachment J).
Staff worked with Mayor Garcetti’s office to obtain his endorsement for the festival. A special all-City email (Attachment K) including that content was sent on June 21st.

In addition, to further promote the event and demonstrate leadership support, staff obtained a City Council Proclamation for June 26, 2018 as LiVEwell Wellness Day. The Proclamation presentation took place on June 22, 2018 with Councilmembers Ryu and Koretz sponsoring. Each Councilmember spoke of the City Council’s commitment to the program and employees. They encouraged employees to take advantage of the many Wellness resources available to them. Personnel Department General Manager Wendy Macy discussed the magnitude and breadth of LiVEwell Wellness Program events to date. She then introduced JLMBC members Tony Royster and Marleen Fonseca who talked about the positive impact of the program based on their unique perspectives. Also supporting the presenters at the podium were JLMBC members Norma Gutierrez and Matthew Rudnick.

(5) Joint Los Angeles County Family Fitness Event

Staff continues its work on developing its next major endeavor, the October 13, 2018 Los Angeles County Family Fitness joint event in Griffith Park. Most recently, staff confirmed participation from both Anthem and Kaiser to have booths for City employees at the event. Staff is also developing the 5K “fun run” for the event day. Staff will lead the run the day of the event.

B. 2018 Annual Employee Wellness Survey

The survey launched on April 23rd and was originally scheduled to close on April 29th. The survey was extended to May 13th to allow for more employee participation. Staff also allowed additional time for departments to mail in hard copy surveys. The survey closed on June 8th.

To encourage participation, staff sent several communications (Attachments L-P), including mailing postcards to member homes and all-City emails. Staff also sent an email to City department liaisons
and all union leaders with the postcard and printable survey. The survey link was posted on the Keeping LAwell website.

A total of **3,200** completed surveys were received, of which 3,063 (96%) were online and 137 (4%) were hard copy surveys. The total exceeded staff’s primary goal of 1,400 survey responses.

**Attachment Q** provides a summary of Employee Wellness Survey results. Staff will convene the Wellness Subcommittee to present the survey insights and data in detail.

**C. Wellness Services Administrator Implementation Update**

On May 3, 2018, the JLMBC adopted staff’s recommendation to select Limeade as the City’s first Wellness Services Administrator. Staff has been working with Limeade on an implementation plan, including developing a contract and a timeline for implementing Limeade services. Because Limeade’s administration will rely on an eligibility file to be provided by the City’s Third-Party Administrator (TPA), and because the LAwell Program will be changing its TPA effective April 1, 2019, it expected that the launch of Limeade’s services will occur on or around that date. Further updates will be provided on a monthly basis as discussions and implementation review continue.

Submitted by: __________________________________________
Isaias Cantu

______________________________________________________
Joan Centanno

Approved by: __________________________________________
Steven Montagna
What’s stressing you out?

Learn how to identify your sources of stress and effective strategies to manage stress.

Join the Stress Reduction Webinar tomorrow April 4th at 12:00 p.m.

Registration is not required so click here to join the webinar and enter password livewell2018. All employees are welcome!
Address your Stress. Take a Breath!
Breathing exercises are one of the most popular stress relievers because: they work quickly; you can do them anywhere; they take very little practice to master; and they’re free!

6 Steps to Belly Breathing

STEP 1  
Sit in a Comfortable Position

STEP 2  
Close Your Eyes

STEP 3  
Breathe In Slowly and Count to Five

STEP 4  
Feel Your Belly Fill with Air

STEP 5  
Breathe Out Slowly Through Your Mouth

STEP 6  
Repeat the Cycle Five Times
**It’s National Stress Awareness Month!**

Massage therapy can reduce stress and pain while improving both mood and sleep quality.

**Sign up for a free Stress Buster Chair Massage today!**

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**Space is limited. Make an appointment today by clicking on the links above where you will find detailed instructions. Be sure to arrive on time for your appointment and bring your City ID to check in. Each massage is about 5-10 minutes, depending on the number of participants.**
What is the key to happiness?

Join this fascinating class on how to find happiness in a busy world. Discuss the meaning of happiness and look at ways you can cultivate happiness in your life. Learn practical activities that you can do on a daily, weekly, or monthly basis to boost your happiness.

All Anthem and Kaiser members are eligible.

Click here to register for the class

Classes

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Join us for a Women’s Health Webinar!

Join us for a special lunchtime Women’s Health Webinar tomorrow at 12:00 p.m. Pacific Time. This one hour seminar, dedicated to female employees, is designed to help women identify steps to take to enjoy a healthy life and reduce risks specific to women. This is a live session where participants can ask questions anonymously via the online chat feature.

Registration is not required, so just click here to join and enter password livewell2018.

A Men’s Health Webinar was held in November 2017. Click here for a recording of that session.
Small steps can make a big difference. Take the stairs!

**WHY TAKE THE STAIRS?**
- It doesn’t take a lot – just two flights per day – can make a difference
- Burns more calories per minute than walking or jogging
- Helps control weight and builds muscle tone

**AND IT’S EASY!**
- It’s free
- Stairs are everywhere
- No special skills or equipment needed
- It’s easy to build into your life and make a habit
- You can do it in small segments throughout your day

Start slow and always talk to your doctor first.
Small steps can make a big difference. Take the stairs!

**WHY TAKE THE STAIRS?**
- It doesn’t take a lot – just two flights per day – can make a difference
- Walking up stairs burns 5 times more calories than riding an elevator
- Burns more calories per minute than walking or jogging
- Helps control weight and builds muscle tone

**AND IT’S EASY!**
- It’s free
- Stairs are everywhere
- No special skills or equipment needed
- It’s easy to build into your life and make a habit
- You can do it in small segments throughout your day

Start slow and always talk to your doctor first.
No time for the gym? “Stair machines” are everywhere!

Start slow and always talk to your doctor first.
Walking up stairs burns 5 times more calories than riding an elevator!

Start slow and always talk to your doctor first.
Welcome to the LIVEwell Wellness Festival!
Experience the resources and meet the teams that are here to support your wellness needs. Take part in the many free activities highlighted below. Flip this over and you’ll find the event map. Enjoy, and thanks for coming!

### Games, Raffles & Prizes
- Play the **Stamp Collector’s Game** for $100 gift cards and a Mountain Bike prize with a card from Check In Booths #1-2.
- Play games at the dedicated LIVEwell **Game Arena** (Booth #25).
- Take the **Simple Fit Challenge** from Rec & Parks at Booth #3.
- Take the **sodium challenge** at the American Heart Association’s Booth #9.
- Play **corn hole** for prizes at Deferred Comp’s Booth #11.
- Get a **cinch bag** from LACERS’s Booth #12.
- Test your **trivia** knowledge for prizes at Delta Dental’s Booth #14.
- Enter to win: a **cookbook** from Weight Watcher’s at Booth #6; a **portion control plate and cookbook** at the American Diabetes Association’s Booth #10; and a **lunch bag** at MHN’s Booth #17.
- Play **Jenga** at Vivity and HEAL’s Booth #18.
- Win **movie passes** at COMMUTEwell’s Booth #23.

### Services
- Capture the fun with your friends at the **Photo Booth** near the DJ spinning live music.
- Learn your **body fat percentage** at 24 Hour Fitness’ Booth #5.
- Get a **health check** with a screening at Kaiser’s Booth #7.
- Get a quick, painless **dental screening** at Delta Dental’s Booths #14-15.
- Get a quick **eye condition exam** at EyeMed’s Booth #16.
- Get a **Stress Buster Chair Massage** at Anthem’s Booth #20.
- Meet an **adoptable dog** plus learn about volunteering and pet care at Booth #22.
- Get a City discount on a **Metro Bike Pass** at Booth #23.
- Load your **Metro or Transit pass** at LADOT’s table by Booth #23.

You’ll want to visit each booth for giveaways too!
You’re invited to the
2018 LIVEwell Wellness Festival

Tuesday, June 26, 2018
11:00 a.m. – 1:00 p.m.
City Hall East, South Plaza

Come to the LIVEwell Wellness Festival to take advantage of the many free, fun and relaxing activities, games, giveaways and more! No registration is needed to attend the festival, but we encourage you to register to be entered to win a 26” 21-speed bike, loaded with great mountain bike features. We look forward to seeing you there!

Click here by June 8th for a chance to win the bike!
Mayor Eric Garcetti and the Personnel Department invite you to attend the City’s Wellness Festival on June 26, 2018! Come and learn about the LIVEwell Wellness Program and its variety of practical wellness tools, activities, and resources to inspire, support, and empower you to achieve a healthy lifestyle, both at work and at home. There will also be opportunities to experience wellness services with massages, fun activities, wellness prizes and giveaways. We hope to see you there!

June 26, 2018
City Hall East, South Plaza
11:00 a.m. to 1:00 p.m.

“Los Angeles is the greatest city in the world — and every day we are working to also make it the healthiest. The Wellness Festival is a wonderful resource in our work to forge healthier habits, and I encourage you to attend this event because a healthy City Hall is a strong City Hall.”

Mayor Eric Garcetti
Tell us what you think!

The City’s Wellness Program is for you. We would like to learn about the types of activities and information that would best support you with your health and wellness. Please tell us what you think by completing the survey. It is completely voluntary and confidential.

Respond by April 29th, 2018

The survey is open from Monday, April 23rd through Sunday, April 29th at 9:00 p.m. Pacific Time. It will take about 10 minutes to complete. Thank you for your participation!

Not able to take the survey online?
Call 213-978-1619 or email LIVEwell@lacity.org to request a printed version. Please provide your full name and mailing address, and we will mail a survey to you.

Please take the survey by April 29th by visiting: https://www.surveymonkey.com/r/lawellness2018
Note: the link is case-sensitive.
Joint Labor-Management Benefits Committee
City of Los Angeles
200 N. Spring Street, Room 867
Los Angeles, CA 90012

How can we help?
How can we help support your wellness?

Click here to take the 2018 Employee Wellness Survey and tell us what you think.

The survey is open now until Sunday, April 29th at 9:00 p.m. Pacific Time. It is completely anonymous and should take about 10 minutes to complete. Thanks for your participation!
We’re listening

Please [click here](#) to take the wellness survey and tell us what you think.

The confidential survey is open now until Sunday April 29th at 9:00 p.m. Pacific Time. It should take no more than 10 minutes to complete.

*Not able to take the survey online? Email [LIVEwell@lacity.org](mailto:LIVEwell@lacity.org) or call 213-978-1619 to request a printed version. Please provide your full name and mailing address, and we will mail a survey to you.*

*Thanks for your participation!*
Wellness Survey Extended: Now open through May 6th, 2018

The City’s Wellness Program is for you! Let us know what activities and information would best support your health and wellness. Please click here to take the wellness survey, which is completely voluntary and confidential. It will take less than 10 minutes to complete.

Not able to take the survey online?
Call 213-978-1617 or email LIVEwell@lacity.org to request a printed version. Please provide your full name and mailing address, and we will mail a survey to you.

Thank you for your participation!
Interested in another team challenge or walking program? Now is your chance to tell us.

Please [click here](#) to take the wellness survey. The confidential survey is open until Sunday May 6th at 9:00 p.m. Pacific Time. It should take about 10 minutes to complete.

Not able to take the survey online? Email [LIVEwell@lacity.org](mailto:LIVEwell@lacity.org) or call 213-978-1617 to receive a printed copy. Please provide your full name and mailing address so we can send it to you.

*Thanks for your participation!*
**2018 WELLNESS SURVEY OVERVIEW**

**2018 Employee Wellness Survey Background & Objectives**

This year’s survey built on the previous year survey as part of the Wellness Strategic Plan. The 2017 survey results helped build the foundation of the LiVEwell Wellness Program as an employee-centered program, including the brand identity, communication modes, participation preferences, and core building blocks. The insights also guided the development of targeted marketing, communications, resources and activities that would engage employees, encourage participation, and achieve healthy behaviors.

The 2017 survey established a baseline on key data points in order to benchmark and measure wellness program progress going forward. To that end, staff focused the 2017 survey on topline learnings across a variety of topics while only going into detail on Nutrition and Exercise, planning to dig deeper on additional topics in subsequent years. Specific objectives included:

- Deepening the understanding of member health and wellness interests, practices and preferences, in order to refine the wellness program elements, better engage employees, encourage participation, and achieve behavioral change.
- Benchmarking the 2018 survey data versus the 2017 Employee Wellness Survey data to pinpoint successes and opportunities for improvement.
- Documenting and investigating current health behaviors in more depth, particularly preventative practices and obstacles to behavior change.
- Identifying additional topics or activities that would spark and motivate participation.
- Obtaining more candid employee feedback through open-ended questions.

**2018 Employee Wellness Survey Design**

The survey included 36 questions, but not all survey participants were required to answer all 36 questions. Several questions were dependent upon the employee’s answer to a previous question. The 36 questions were distributed as follows.

- Seventeen multiple choice questions were “tracking” questions or those that should be repeated with each survey as they allow the City to monitor key data and progress, e.g., demographics, wellness practices, and program awareness.
- Eighteen questions were new to the survey this year.
  - Per the research objectives, new questions probed deeper into behaviors relating to preventative exams and program participation.
In addition, some questions were designed to gather the reasons behind employee behaviors for the first time.

Employees were also allowed to write in their responses to open-ended questions.

One optional question gave employees the opportunity to express interest in championing the wellness program by providing their contact information.

The 2018 Employee Wellness Survey addressed the following key topics. Those that were new to the survey in 2018 are noted as such.

- **“Demographics”** (age, gender, marital status, children, ethnicity, shift, city department and MOU)
- Health interest, status, and goals
- Current practices in exercise, nutrition [New: servings of fruits and vegetables], and sleep
- [New] Frequency of prevention visits including annual/semi-annual exams (physical, dental and vision) and the reasons behind those behaviors
- Wellness program awareness and LiVEwell brand recognition
- [New] Wellness program participation: reading emails; attending classes, and health screening clinics; and participating in the walking challenge
- [New] Reasons behind wellness program participation or lack of participation
- [New] Wellness program satisfaction (employees who have participated only)
- Likelihood of participation and [New] the reasons behind not participating
- New wellness program topics/interests that the employee might like
- [New] participation mode (class, webinar, or video on demand) preference

2018 Employee Wellness Survey Participants

The survey received a comprehensive representative sample of employee members.

- **Overall:** There were 3,200 total participants, where 2,892, or over 90%, completed the entire survey which was even better than the 2017 survey result of 87%. This sample is statistically representative of the employee member population.

- **Departments:** All departments were represented with the largest share of total participants coming from the Airports (13.7%), followed by the Library (13.6%), Bureau of Sanitation (7.6%), Recreation & Parks (5.2%), and Personnel (5%).
• **Unions:** All of the labor unions were represented, with the largest share of total participants coming from AFSCME (28.4%) followed by EAA (28.2%) and SEIU (15.1%).

• **Shifts:** The survey received a larger response from non-daytime shift employees. They accounted for 13% of the total completed surveys versus 10% in 2017.

Participants were given the option to choose “I prefer not to answer” for the demographic questions, yet few (2%-7%) did, which was the same as 2017. The survey received a diverse demographic sample of employee members with a small shift in each factor below.

• **Age Groups:** The largest group was the 45-54 band (28.8% vs 30.4% in 2017) with those ages 55-64 now second (21.8% vs 21.6% in 2017) and 35–44 year dropping to third (21.5% vs 22.1% in 2017).

• **Gender:** This year 58.8% of participants were female vs over 59% in 2017.

• **Marital Status:** This year 52.2% were married/domestic partner vs almost 53% in 2017.

• **Children:** Almost 53% of participants have children vs 56% in 2017.

• **Ethnicity:** Participant ethnicity shifted with Hispanic or Latino now the highest (28.7% vs 28.1%), White (27.5% vs 28.6%), Asian (19% vs 20.7%), Black or African American (16% up from 13.9%), Native Hawaiian or Other Pacific Islander (2.7% vs 2.8%), and American Indian or Alaska Native (1.6%, up from 1.3%).

Also of note, more employees reported accessing the internet via phones (74.5% vs 71.1%) and via a wristwatch (5.7% vs 3.6%) compared to 2017.

**2018 Employee Wellness Survey Key Findings**

**Summary of Key Findings**

• A 98% increase in program awareness and a 61% increase in LIVEwell brand recognition helped shift employee focus to their wellness.

• Exercise is moving in the right direction with an increase in both employees who are getting the recommended amount of exercise and those exercising regularly.

• More employees than last year are getting less than the recommended sleep.

• Nutrition is an area where employees, like most Americans, continue to need support.
• To increase preventative exams, more employees need to understand and appreciate the overall health implications of those practices.

• According to employees, their wellness program participation varied from 16% to 21% depending on the activity/event, which is a strong result for the first year, particularly given the limited resources, no social media presence, and no website.

• Employees listed a number of activities they were interested in for future wellness activities, with the top results including a weight loss program.

**Detailed Key Findings**

• **A 98% increase in program awareness and a 61% increase in LIVEwell brand recognition helped shift employee focus to their wellness.**

  ✷ Only 19.6% of employees had no awareness of the program this year versus 38.9% in 2017. That means that the program has achieved the initial goal of 80% awareness, with an increase of almost 19 percentage points in just one year.

  ✷ In addition, now almost 58% of employees know the LIVEwell brand name. That’s a considerable 61% increase over last year, when it was about 36%.

  ✷ Employees are also less satisfied with their current state of health, which may be attributed to the awareness brought to it and the information shared about wellness/good practices. In addition, the share of employees that said they had health issues but weren’t interested in making changes dropped by 33.3%.

  ✷ Employees have also shifted from thinking about making changes to being in the process of making changes (38.5%).

• Implications:

  ✷ Awareness is the first step in change/adopterion so the wellness program should continue efforts to grow awareness to increase employee participation in wellness programs and motivate behavior change. Constant vigilance through regular communication keeps wellness and healthy behaviors top of mind for employees.

  ✷ Brand names provide the opportunity to put meaning behind the name with ideally positive connotations. If employees automatically associate the LIVEwell brand name with positive emotions and results, the program will earn loyal participants. Adding a targeted tagline based on employee needs seems to have helped. Continuing to communicate the brand and its purpose will drive participation.
Since the 2017 survey, staff implemented pilot programs that began to change behaviors and it seems to be working. Expanding or fine-tuning program activities as well as localization of events will continue to improve results, as discussed later in this report.

- **Exercise is moving in the right direction with an increase in both employees who are getting the recommended amount of exercise and those exercising regularly.**
  - The share of employees (44.5%) that exercise the recommended 20 minutes at least three times per week grew to 45.1%.
  - It seems that the wellness program also inspired some of those who do not exercise regularly to start. The share of employees that said they’re exercising but not regularly dropped from 32% to 30%.
  - However, there were more employees who said that they don’t have money to join a gym (from 3% in 2017 to 3.9% this year) and a slight shift in those who said they don’t have enough time to exercise (from 14.6% in 2017 to 15.3% in 2018).

- **Implications:**
  - Emphasizing physical activity, particularly with practical tips that employees can incorporate into their regular day, such as the May *Take the Stairs* Campaign, will continue to support active employee lifestyles.
  - The wellness program often gets feedback that employees want a City gym or gym discounts and the survey results captured those interests. Staff has also learned that few employees seem to be aware that the carrier benefits include fitness discount programs.
    - Both carriers recently switched to a new program called Active & Fit. That program offers a low monthly fee of $25 and no contracts at hundreds of participating fitness centers.
    - Both carriers now using the same program should reduce confusion and make it easier to communicate the program to employees.
    - LIVEwell and CHOOSEwell should promote the new program. Anthem and Kaiser should also promote Active & Fit. Staff requested that they both distribute program flyers at the LIVEwell Wellness Festival.
More employees than last year are getting less than the recommended sleep.

- The CDC reports that 1/3 of all adult Americans don’t get enough sleep. In 2017, the same share, or 32.5%, of City employees weren’t getting enough sleep. However, according to the 2018 Employee Survey, 37.4% of employees reported getting less than six hours of sleep per night.

- Implications:
  - Sleep, stress, mental health, and physical health are all tied together. When they do not get enough sleep, 21% of adults report feeling more stressed.
  - Also, stress is widely believed to be the cause for most diseases. In addition to feelings of listlessness, chronic sleep deprivation can contribute to health problems, from obesity to high blood pressure. A research team at Carnegie Mellon University, in 2012, showed for the first time that the effects of stress can promote the development and progression of disease. So, not only is it important for employee emotional health, it’s important for their physical health.
  - Stress and a lack of sleep contribute to mental health issues since sleep allows our brains to recharge and our bodies to rest. Mental Health is a growing concern in the United States and has been identified by Anthem as the top condition for their City members. Employees are concerned about it, too, since the 2017 Employee Wellness Survey outcome resulted in mental health having the fourth largest share of employees saying that they include it in their wellness definition.
  - Since sleep and stress are closely connected, continuing to provide stress management support like previous campaigns Sleep Tips, Managing Holiday Stress, and Breathing Techniques, plus activities like the Chair Massage Clinics and Stress Reduction Webinar, would be beneficial.
  - Communicating and promoting EAP program resources more often through LIVEwell, CHOOSEwell and the carriers should also be helpful.
  - According to the City’s Deferred Compensation Plan Administrator, Voya, 53% of American workers reported having financial stress. Piloting more financial wellness programs, in conjunction with the RETIREwell Team, Voya, and perhaps LACERS could help identify additional meaningful ways to mitigate stress and promote sleep for City employees.
• **Nutrition is an area where employees, like most Americans, continue to need support.**

  - The 2018 Employee Wellness Survey established a benchmark for nutrition. Eating a diet rich in fruits and vegetables daily can help reduce the risk of many of the leading causes of illnesses/chronic conditions and death, including heart disease, Type 2 Diabetes, some cancers, and obesity. The amount of fruits and vegetables eaten each day is a good wellness behavior to measure and the 2018 Employee Wellness Survey asked about it.

  - The idea of “serving sizes” can be confusing and inconsistent so a more meaningful measure, one used by ChooseMyPlate.gov, is the number of cups of fruits and vegetables eaten per day. Just one in 10 adults meets the federal fruit or vegetable recommendations, according to a 2017 study published in CDC’s Morbidity and Mortality Weekly Report (MMWR). Depending on their age and sex, federal guidelines recommend that adults eat at least one and a half to two cups of fruit and two to three cups of vegetables daily. Yet, in 2015, just 9% of adults met the recommendations for vegetables and only 12% of adults met the recommendations for fruit.

  - City employees fare somewhat better. While most employees (98.4%) reported that they are eating some fruits and vegetables, just 16.3% of employees are getting the recommended number of cups of fruits and vegetables per day. While that surpasses the national average, it still means that almost 84% aren’t getting enough to help prevent illness.

• **Implications**

  - Previous CDC studies have found that high cost, limited availability and access, and perceived lack of cooking/preparation time can be barriers to fruit and vegetable consumption.

  - Staff has implemented several programs (classes, webinars and education emails) to help employees with cooking and preparation, but this needs to continue. Information on helping families shop and properly storing fruits and vegetables will be helpful.

  - Besides educational emails, staff has planned webinars and cooking demonstrations to help employees easily prepare healthy meals and snacks for themselves and their families.
• To increase preventative exams, more employees need to understand and appreciate the overall health implications of those practices.

❖ Nearly 71% of employees said they get an annual physical each year, which may not be consistent with carrier utilization results. Nearly one-third are not getting an annual exam at all. Of those who don’t, most (56.7%) don’t place an importance on it and 23.8% think that they don’t need one because they’re already healthy or there’s nothing wrong. Few noted fear (5.7%) or cost (3.2%) as reasons why they don’t get exams.

❖ Almost 57.6% of employees report getting dental exams twice a year, which is close to the dental carrier’s utilization data. Another 21% get an exam once a year while 4% never do. Of those who don’t, most (44.8%) don’t place an importance on it and 26% think that they don’t need one because they’re already healthy or there’s nothing wrong. Some also noted cost (18.7%) or fear (10.5%) as reasons why they don’t get exams.

❖ Over 63% of employees reported getting a vision exam once a year which is higher than the carrier utilization data. At the same time, almost 37% said they don’t. Of those that don’t, 51.6% feel that they don’t need one while 32.2% don’t see it as important. Almost 13% forget, while 7.8% find it too expensive. Just 0.5% of employees are afraid of getting an exam.

❖ Implications:

☆ Educating employees on the importance of regular exams will help promote change. Employees seem to be unaware of the fact that preventative exams can tell them much more about their health than just the basic diagnosis of e.g., cavities, a need for glasses, etc. Detailing the benefits of regular exams, even for those who are “healthy” or think nothing is wrong, should produce results.

☆ Getting employees to preventative exams may be the biggest challenge. They are not considered “users” of those services and non-users are typically the most difficult to convert to users.

■ For example, it is typically easier to get someone who gets a dental exam once per year to increase that to two times per year, than it is to get someone who never goes to get an exam. It takes more research, time, and engagement to make it happen.
The upside (cost savings) is huge. The wellness provider Limeade has had success converting non-dental exam users so the City should benefit from their expertise.

In the City’s case, overcoming cost as an issue for that segment of employees who view it as an impediment to getting an exam is relatively easy since City benefits provide two cleanings per year for free. Communication is key and the City, including CHOOSEwell, has implemented campaigns and webinars to help educate employees.

Reminders (from LI VEwell, CHOOSEwell, and carrier partners) would help the segment of employees who say that they forget to get their preventative exams.

Those who “feel like it’s a hassle” would benefit from communications that highlight convenience aspects of carrier services and City programs.

According to employees, their wellness program participation varied from 16% to 21% depending on the activity/event, which is a strong result for the first year, particularly given the limited resources, no social media presence, and no website.

According to industry resources and wellness providers interviewed by the City, wellness program participation ranges from 10% - 25% yet it can take years to achieve the higher participation rates. The City has done very well in its first year.

Seventy-four percent of employees said that they were very or somewhat likely to participate in the wellness program. That is a decrease from 85.9% in 2017. The majority (57%) of those not likely to participate in the program said that they are too busy at work to do so. At the same time, another 431 employees indicated an interest in helping promote the wellness program.

Almost 62% of employees read at least some of the wellness emails where 91.4% found them at least somewhat helpful, while 46% overall said very/helpful. Of those who didn’t read any emails, only 7% said it was because the topic wasn’t important to them.

Over 16% of employees attended some wellness classes. About 0.4% of employees are “heavy” users of the wellness classes, having attended more than eight classes while 1.3% could be considered “medium” users. Ideally, the program would have a larger share (20%) of employees who attend classes more often (heavy and medium users).

Consistent with registration numbers, 21.1% of employees said they participated in the WalkPlus Program. See below for reasons behind those that didn’t.
Just 7% of employees got a health screening through a wellness clinic. However, 20.8% said they get their health screenings elsewhere. That is supported by Kaiser’s Utilization Report where they noted that there was an increase in their member screenings, saying that the wellness program’s “getting through about screenings.”

The most common reasons for not participating were not receiving the information, not knowing about the event, and being too busy.

☆ Of the employees who didn’t read the emails, 35.6% didn’t receive them and 15.3% said they were too busy to read them.

☆ Of the employees who didn’t attend classes, 27% said they didn’t know about them; of those who didn’t attend classes, 32.6% said it was because they were too busy with work.

☆ For those who didn’t participate in the walking program, 44% said they didn’t know about it and 21.4% of employees said they were too busy to participate in the walking program.

☆ For those who didn’t get a screening, 41.6% didn’t know about them and 12.2% were too busy.

Implications

☆ Emails are hitting the mark overall with being helpful and having content that the employees are interested in. The strategy (addressing the four Building Blocks of wellness in a fun, inspiring, and contemporary way, avoiding medical language) should continue and there is room for improvement. It would be beneficial to get at least 50% of the employees to indicate that the emails are very/helpful (known as the “Top Two Box” or best result in research).

☆ Staff has only received a few emails from employees asking to be removed from the distribution list, suggesting that the frequency (about three times per month with more for special events like the Wellness Festival) of communication is not too much.

☆ A decrease in likelihood of participating in the program is expected. The novelty wearing off or actual event locations being out of reach may have contributed to that decrease. Still, as the program localizes more, the likelihood to participate should recover some.

☆ Increasing participation means reaching more employees and getting them to participate in the program. At the same time, building the wellness culture and communicating management support will take time.
Without onsite events and communications to support them, employee awareness of the wellness program seems to be lessened. Staff is hoping to add the Central Library for Flu Shot Clinics and Health Screening Clinics in October and November, respectively.

Emails can get lost in the shuffle and go unnoticed. As the employee population continues to evolve in terms of demographics (e.g., more millennials), technology usage, and more, the program should continue to evolve. The wellness program should test alternative methods of communication, including social media, LIVEwell website postings (once the site is built), texting, and mobile app(s) to see if they help reach more employees and/or get the employee’s attention. Once the wellness provider is in place, alternative communication methods will be available.

Also, 16.2% of employees said that location is why they didn’t attend classes. It’s also possible that emails are ignored by some employees because the event location is not near them. Decentralizing the program and using the wellness provider to conduct workshops in varied City departments and buildings will be the key to employee commitment long term. Localizing wellness programs and team challenges will build the wellness culture, community and employee commitment. Then, they should notice communications more and have time for participation.

- Employees listed a number of activities they were interested in for future wellness activities, with the top results including one that the City is currently not offering - a weight loss program.
  - Employees are interested in a variety of programs with walking and exercise classes topping the list. Employees also listed weight loss, which the wellness program currently doesn’t have.
  - Almost 89% of employees are interested in wellness classes with the largest share (42%) preferring in-person classes. Still, 35.9% of employees prefer to watch a recording and 10.9% will attend a webinar.

- Implications
  - Continuing to focus on walking activities like the WalkPlus Program and Walking Meetings will support the employee interest in that type of activity.
  - The wellness program can help meet the need for exercise classes by communicating the Active & Fit carrier program, as noted earlier.
The City should consider offering some type of weight loss program. While the LIVEwell program included a Weight Management Class and Webinar, employees want to have dedicated weight loss support. Having Weight Watchers participate in the 2018 LIVEwell Wellness Festival is a first step. Staff can explore a program like that.

Wellness programs require variety because employees have different learning styles. Offering different modes of learning (class, webinar, and on demand) is beneficial because it satisfies the needs of different employee segments.