Joint Labor-Management Benefits Committee (JLMBC)
COMMITTEE REPORT 20-03

Date: February 4, 2020
To: JLMBC
From: Staff
Subject: LIVEwell Program Update – December 2019 to January 2020

RECOMMENDATION
That the JLMBC receive and file the report regarding LIVEwell Program activities and updates for December 2019 to January 2020.

DISCUSSION

A. Engagement and Activities Update

(1) Communications

On December 3, 2019, Employee Benefits Division (EBD) staff released the December 2019 monthly LIVEwell Program Newsletter (Attachment A) via Citywide email. The newsletter’s theme was the holiday season and highlighted various activities in the LIVEwell.la online platform that members could participate in to reduce stress and maintain a healthy work-life balance during the busy holiday season. The newsletter also promoted the December yoga classes at various City locations. The monthly LIVEwell.la monthly testimonial featured a group of employees from the Library Department who participated in a wall sit group challenge and shared that they greatly enjoy the competitive aspect of LIVEwell.la.

On January 3, 2020, staff released the January 2020 monthly LIVEwell Program newsletter (Attachment B) via Citywide email. The newsletter’s theme was welcoming the New Year and encouraging employees to create positive habits in the new decade. The newsletter also highlighted the community feed of LIVEwell.la where employees were encouraged to share their New Year’s resolution with their peers using the hashtag #mywellbeingresolution. The newsletter also continued to promote the January yoga classes at various City locations. The monthly LIVEwell.la testimonial featured an employee speaking positively about the gamification of tasks within LIVEwell.la and the ability of the LIVEwell.la mobile app to sync with a smart device to track the employee’s exercise regime making it very easy to build positive habits and earn fun prizes for achieving wellness goals.
(2) Regular Events: Classes, Clinics, and Webinars

Classes
In December 2019 and January 2020, staff coordinated the LIVEwell Program’s inaugural yoga classes at 10 City locations. A total of 15 yoga classes were held in December 2019 and January 2020. The yoga classes are the first series of physical activity classes that the LIVEwell Program will be bringing onsite to various City locations in response to a large number of City employees requesting physical activity classes in the 2019 Employee Wellness Survey. Employees who attended the yoga class engaged in a variety of beginner yoga stretches and mindful meditation practices. A total of 337 employees attended the yoga classes. The chart below indicates the distribution of attendees by location. Staff plans to schedule Zumba classes at various City locations in May 2020.
Webinars
In December, staff coordinated a Mindful Meditation webinar which provided employees tips and techniques for mindfulness, meditation, relaxation, and breathing. The webinar was attended by three employees. Staff is currently reviewing and evaluating the attendance of the webinars held in 2019 to determine the value of continuing them and alternative options for providing the same information in a more efficient manner such as via short video clips that could be housed on LIVEwell.la or on the LIVEwell Program website.

(3) Special Events

LIVEwell Local
In a continuing effort to increase enrollment on the new LIVEwell.la online wellness platform and engage City employees with the various resources offered by the LIVEwell Program, EBD staff and onsite engagement specialists from Limeade continue to visit directly with employees at various City locations. Staff and Limeade onsite engagement specialists participated in seven LIVEwell Local events during December 2019 and January 2020.

- On December 18, 2019, staff hosted a table at the Department of Recreation and Parks’ Cabrillo Aquarium during its annual employee holiday breakfast. Staff interacted with 30 employees and registered 12 employees on LIVEwell.la. The Cabrillo Aquarium is a new location for the LIVEwell Program and staff plans to schedule future LIVEwell Program activities at that location including a massage clinic in February.

- On January 9, 2020, staff participated in a Library Managers’ meeting at the Mid-Valley Regional Library and met with 14 Principal Librarians to provide an overview of the various services and resources the LIVEwell Program has to offer to its employees. Staff also provided an overview of
LIVEwell.la and encouraged the Principal Librarians to register their staff on the online platform. Staff established a working relationship with the Library Managers to coordinate future LIVEwell Program classes and clinics in the Valley region.

- On January 16, EBD staff was invited by the City Administrative Officer (CAO), Rich Llewellyn, to present to the staff of the CAO the City’s Employee and Family Assistance Program (EFAP) and the LIVEwell Wellness Program. Mr. Rich Llewellyn strongly endorsed both programs and encouraged CAO employees to take advantage of the many resources of the EFAP including work-life resources (e.g. legal and financial education), convenience services (e.g. travel support, event planning, and finding household service providers), and confidential counseling services; and to enroll in LIVEwell.la online wellness platform allowing employees to earn points and rewards for completing wellness-related activities. The presentation included an easy stretching practice to use throughout the workday. Staff interacted with about 90 employees and registered about 50 employees on LIVEwell.la.

- In December 2019 and January 2020, staff participated in four new hire benefits presentations for new City employees at the Police Department and Department of Public Works – Engineering. Approximately 125 employees attended the new hire benefits presentations. Staff provided information on the many resources available through the LIVEwell Program and encouraged employees to enroll into the LIVEwell.la online wellness platform.

**Mayor’s Cabinet Presentation**

Staff, in consultation with the Mayor’s Office, assisted in developing a presentation on the City’s health and wellness programs for the City’s departmental General Managers at the Mayor’s Cabinet meeting held on December 16, 2019. Personnel Department General Manager, Wendy Macy delivered the presentation and encouraged General Managers to create, endorse, and publicize a culture of wellness in their departments, including promoting enrollment in the new LIVEwell.la online wellness platform and sharing this vision with departmental supervisors. The Mayor also encouraged General Managers to actively engage the resources of the City’s health and wellness programs, including the Employee and Family Assistance Program (EFAP) to promote employee health and wellness within their departments. Subsequently, the Mayor is planning on releasing a video to all City employees promoting employee health and wellness programs and encouraging civilian employees to enroll and use the new LIVEwell.la online wellness platform to set and track health and wellness goals, earn points and rewards, and support other City employees in their wellness journeys.
(4) Engagement Results

In fiscal year 2019-20, staff has set goal of 10,000 total member engagements. As of January 30, 2020, total fiscal year 2019-20 member engagements is **4,287**, which is on pace to meet the current fiscal year 2019-20 goal.

(5) 2020 LiVEwell Program Strategic Plan

As previously reported to the Committee, staff will present the 2020 LiVEwell Program strategic plan in conjunction with the 2019 annual employee wellness survey results at the Wellness Subcommittee meeting which is anticipated to be scheduled in February 2020.

B. Wellness Online Member Platform LiVEwell.la User Registrations Update

Staff and the City’s onsite engagement specialists from Limeade continue to actively employ various communication channels and outreach activities to communicate the value of LiVEwell.la to employees (i.e., What’s in it for me?) and register employees onto the new LiVEwell.la online wellness platform. Staff was very active staffing tables through LiVEwell Local and at the yoga classes held in December 2019 and January 2020. Staff also utilized the picnic blanket incentive to encourage employees to register their account on LiVEwell.la. This technique has proven to be remarkably successful in increasing user account registrations. In January 2020, the total number of LiVEwell.la user registrations surpassed a milestone of 2,000 user registrations. As of January 24, 2020, total LiVEwell.la user registrations is **2,001** which represents: 1) a 13% increase from staff’s last update on user registrations as of November 26; and 2) seven percent of eligible City employees.

![LiVEwell.la User Registrations](image-url)
Growing LIVEwell.la as a central hub for wellness activities, events, and engagement is a permanent and ongoing mission for EBD staff and Limeade’s onsite engagement specialists. As such, staff in consultation with Limeade, developed the attached fiscal year 2019-20 goals and strategies for measuring member engagement and utilization of LIVEwell.la (Attachment C) that was presented to the Committee at its December 5, 2019 meeting. Currently, staff anticipates that the LIVEwell Program menu for 2020 will provide sufficient engagement opportunities to meet the three metric goals by the end of the fiscal year.

Submitted by: _________________________________
Leo Reyes, Senior Personnel Analyst I

Submitted by: _________________________________
Jenny M. Yau, Senior Personnel Analyst II

Approved by: _________________________________
Steven Montagna, Chief Personnel Analyst
Simplify the Season with LIVEwell.la!

‘Tis the season to be stressed out? According to a survey by the American Psychological Association, 38 percent of people said their stress levels increase during the holidays. Over-commitment, over-spending, and trying to maintain work-life balance were all cited as sources of stress. Simplify the season with these LIVEwell.la activities:

• “Set Boundaries” – 25 points
• “Sleeping Enough?” – 25 points
• “Curb Overeating During the Holidays” – 100 points

Visit LIVEwell.la on your browser, or download the Limeade app on your smartphone and use code COFLA.

It seems like sweets and treats are lurking around every corner during the holidays. Looking for a way to satisfy your sweet tooth without the guilt? Head over to the Community Feed for the latest recipe from the LIVEwell.la team-baked apples and pears with almonds. While you’re there, share your own healthy holiday recipe!

While the holidays are typically thought of as a joyful and happy time, for many people the holidays can be stressful or challenging. The City’s Employee and Family Assistance Program (EFAP) is here to help. Information is available on sleep, resiliency, and financial fitness, among dozens of other topics. The EFAP is available to all members of the LAwell Benefits Program, including family members. Visit your EFAP for these and many other resources. All services are completely confidential and voluntary.

The practice of yoga is a great way to increase physical, mental, and emotional wellbeing. Cities that do not have a link between yoga and smoking cessation, weight loss, decreased depression and anxiety, as well as pain management for chronic disease. Join LIVEwell this month at one of six locations for a yoga class, detailed below, and add “Starting a Yoga Practice” or “Continuing a Yoga Practice” to your LIVEwell.la plan for 25 points!

What’s Happening in Wellness

Questions? Contact support@limeade.com

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The practices of yoga and mindfulness have become more popular in recent years, and because of voluntary participation in any off-duty recreational, social, athletic, charitable or fundraising activity which is not part of the employee's work-related duties.*

Snacks are awesome! They bridge the gaps between our meals, provide us with a little mental reset, and can oftentimes lead to a healthier weight. The key is to snack strategically. The perfect snack follows a simple formula: Protein + Produce. This will give you carbs for quick energy and protein and for sustaining that energy. This snack combo is also easy to pack and take to work. Head to the community feed at LIVEwell.la for 20 healthy snacks perfect for your workday!

Explore What's Possible with LIVEwell.la

Visit LIVEwell.la on your smartphone and use code COFLA.

Upcoming Wellness Events

Yoga and Mindfulness Practice

The practices of yoga and mindfulness have become more popular in recent years, and because of that, the environment inside some yoga studios can be intimidating for newcomers. Join the LIVEwell team in a yoga and mindfulness class geared towards beginners! All levels are welcome to join the class; however, it's important that participants can sit comfortably on the floor for several minutes at a time, are free from recent injury, and change into clothes that allow for movement. All participants will receive a LIVEwell yoga mat they can take with them after the class!

Smaller practices of yoga and mindfulness can be done anywhere, whether at work or at home. The key is to start small and continue your practice regularly. The new year is a great time to make a commitment to your wellness.

What's Happening in Wellness

January 2020

New Decade, New Possibilities!

The new year can be an exciting time, brimming with the promise of fresh starts and new beginnings. Whether the new year has you feeling totally inspired or a tad overwhelmed, LIVEwell.la has the tools to help you make — and keep — your well-being resolutions for 2020!

Experts suggest keeping it simple. Start by taking on one new positive habit. Once you decide what that is, hop over to the community feed and share using the hashtag #mywellbeingresolution. Sharing your resolution is one of the best ways to hold yourself accountable. Try these activities inside LIVEwell.la:

• Take on a New Positive Habit – 25 points
• WellCheck Questionnaire – 200 points
• Share Your Wellbeing Resolution with #mywellbeingresolution – 10 points

Join the resolution and participate in activities that help you improve your wellness.

LIVEwell.la: The best ways to hold yourself accountable. Try these activities inside LIVEwell.la

EARN YOUR BRAGGING RIGHTS & REWARDS

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Stand Up and Be Counted!

Samantha English, Personnel Analyst, Client Services at LDOT, shares her experience with LIVEwell.la

“I am really enjoying the new LIVEwell program! I am a big fan of ‘gamifying’ tasks. It makes my goals seem more attainable. Having the app sync to my smart watch really helps in tracking my exercise regime. Plus, the new app really helps build positive habits and having fun prizes gives me something to look forward to. I’m looking forward to crushing it this new year!”

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## Fiscal Year 2019-20 Goals & Strategies

<table>
<thead>
<tr>
<th>Category</th>
<th>Metric</th>
<th>Goal</th>
<th>Strategies</th>
<th>Status</th>
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<tbody>
<tr>
<td><strong>Participation:</strong></td>
<td><strong>LIVEwell.la user registrations</strong></td>
<td>• Achieve 10% of eligible population registering on LIVEwell.la</td>
<td>• Incentives for registration – gift card drawing, free gift for all new registered users&lt;br&gt; • LIVEwell monthly newsletter feature&lt;br&gt; • Tabling at LIVEwell events (clinics, classes, webinars, festivals, department meetings, new hire orientations)&lt;br&gt; • Citywide email, department intranet posting, City departments poster blitz</td>
<td>As of 1/24/20: 2,001 registered users (7% of eligible population)&lt;br&gt;Goal on pace to be reached</td>
</tr>
<tr>
<td><strong>Participation:</strong></td>
<td><strong>LIVEwell.la WellCheck questionnaire completion</strong></td>
<td>• Achieve 50% of registered users completing LIVEwell.la WellCheck questionnaire</td>
<td>• Incentives for completing WellCheck questionnaire – gift card/prize drawing, free gift, points incentive on LIVEwell.la&lt;br&gt; • Targeted LIVEwell.la emails and reminders&lt;br&gt; • LIVEwell.la member engagement campaign</td>
<td>As of 1/24/20: 708 registered users have completed the WellCheck questionnaire (35% of registered users)&lt;br&gt;Goal on pace to be reached</td>
</tr>
<tr>
<td><strong>Participation:</strong></td>
<td><strong>LIVEwell.la activity participation</strong></td>
<td>• Achieve 65% of registered users participating in a LIVEwell.la activity</td>
<td>• Implement featured activity strategy for remainder of fiscal year including group Citywide challenges on LIVEwell.la&lt;br&gt; • Extra points incentive for completing first activity&lt;br&gt; • Targeted LIVEwell.la emails and reminders&lt;br&gt; • LIVEwell.la member engagement campaign</td>
<td>As of 1/24/20: 1,125 registered users have participated in a LIVEwell.la activity (56% of registered users)&lt;br&gt;Goal on pace to be reached</td>
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