



Better Every Day.

# 2017 Well-Being Report

February 8, 2018

Stephanie Fisher, Well-Being Manager

# Our Team

## 8 Full-time Employees

- 0931 Well-Being Manager
- 0923 Health Promotion and Well-Being Coordinator
- Two 2593 Well-Being Program Coordinators
- 2595 Senior Employee Assistance Program (EAP) Counselor
- Two 2594 EAP Counselors
- 1842 Well-Being Management Assistant

## 3 Part-time Employees

- Three 9910 Well-Being Interns



# Our Services

1. Well-Being@Work
2. Member Communications
3. Campaigns & Challenges
4. Employee Assistance Program (EAP)
5. Pilot & Targeted Programs
6. Catherine Dodd Wellness Center

# Well-Being@Work

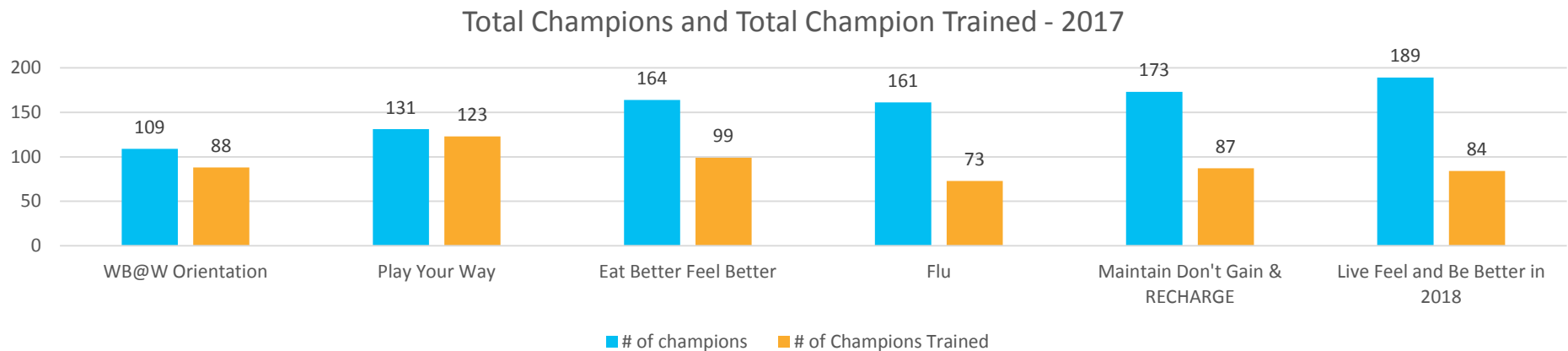
Well-Being@Work provides leaders and Champions with the resources and recognition they need to create and support a culture of well-being for all employees. Departments are encouraged to address healthy behaviors and emotional well-being in the workplace as well as demonstrate their organization's commitment to employee well-being.

The Well-Being@Work framework expanded the existing worksite well-being services which consists of a Champion network, campaigns/challenges, and onsite activities to also include the following new components:

- Department Leads for Well-Being
- Awards
- Spotlights
- Grants

# Well-Being@Work: Champion Engagement

- 189 Champions
- 45 departments have Champion(s)
- 51% of departments have a 1:100 Champion:employee ratio or less
- 59% of Champions attend training regularly
  - There were 7 training topics in 2017 (See below)
  - 6-12 trainings were offered for each topic both at HSS and onsite at various departments



# Well-Being@Work: Leadership Engagement

In 2017, a new role, Department Lead for Well-Being was introduced as part of the Well-Being@Work framework in response to an expressed need for more leadership involvement. This role is in addition to the Champion role.

The Department Lead for Well-Being is a person with access to leadership and executives in the department. Responsibilities include:

- Meet with HSS Well-Being Team and Champion(s) to develop the department's plan for well-being
- Serve as the point of contact for Champions who need leadership support, including support with Grants
- Help implement the department's plan for well-being
- Coordinate periodic department well-being communications

There were 23 Department Leads for Well-Being representing 20 departments in 2017.

# Well-Being@Work: Awards & Spotlights

In 2017, departments were offered two ways to be recognized for their efforts related to employee well-being: Well-Being@Work Awards and Spotlights.

- Awards are provided to departments who develop and execute on a plan to address organizational commitment, healthy behaviors, and emotional well-being.
- Spotlights highlight individuals, groups, and programs that support well-being in the workplace. These allow sharing of effective and creative execution of well-being in the workplace with other departments and Champions.

## 2017 Well-Being@Work Award Ceremony

- Departments will be recognized on February 7 at the first annual Well-Being@Work Award Ceremony

# Well-Being@Work: Awards & Spotlights

## Awards

- There are three Award levels: Taking Off, Flying, and Soaring
- 5 departments earned Flying Awards in 2017
- 14 departments earned Soaring Awards in 2017

## Spotlights

- 35 departments are being spotlighted for a well-being program that they offered at the worksite
  - There are a total of 75 Program Spotlights from 2017
- 11 individuals received a Spotlight



# Well-Being@Work: Grants

## Description

In 2017, a new funding opportunity known as Well-Being@Work Grants was provided to departments to support employee well-being. Grants provide a funding source for materials that make the environment more supportive of well-being. Grants are approved based on

1. Potential impact to employee well-being
2. Availability of funds
3. Department need

49 Grants were awarded to 16 departments

Over \$210,000 of funding awarded

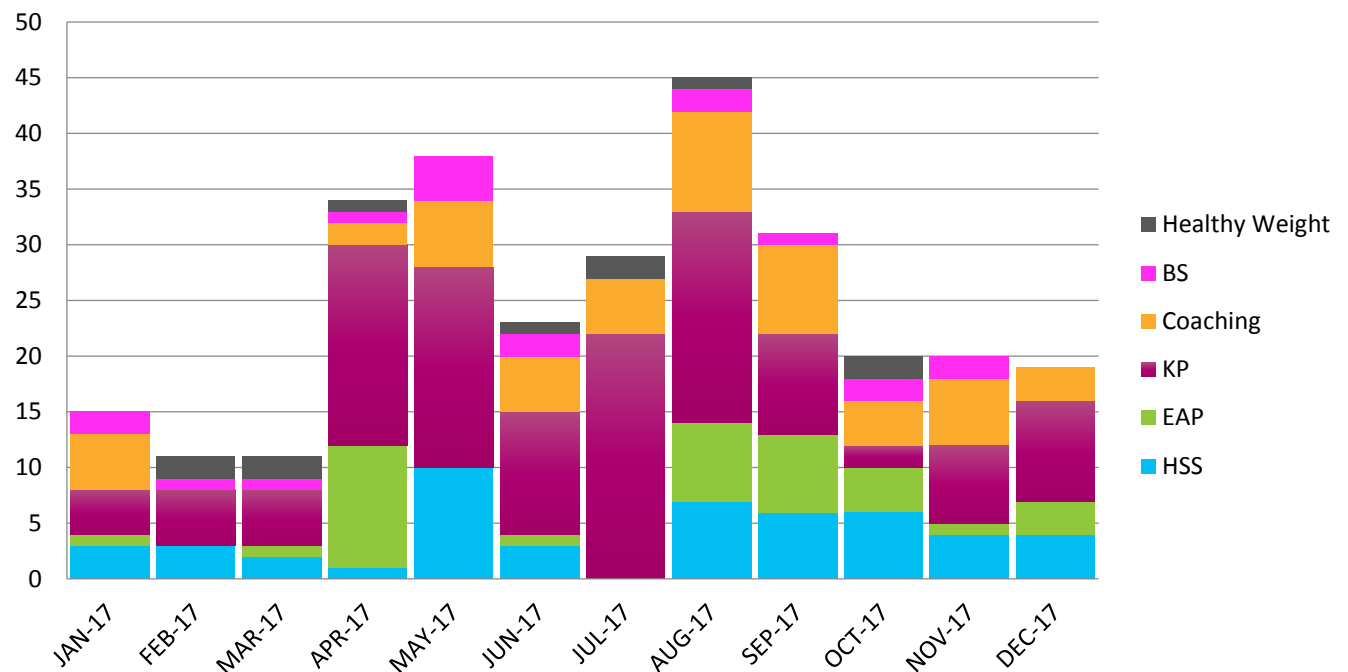
Examples of the types include:

- Exercise equipment
- Ergonomic equipment
- Water units
- Fruit delivery
- Blood pressure machines

# Well-Being@Work: Activities: Seminars, Screenings, Coaching

- 285 onsite activities\* and 10 Healthy Weight Program cohorts were offered in 2017
- 15% increase in activities offered compared to 2016
- 50% increase in EAP seminars
- 20% increase in Well-Being Team presentations

Number of Onsite Activities by Type and Month, 2017



\*This does not include the 26 flu shot clinics

# Well-Being@Work: Activities: Onsite Group Exercise

In 2017, SFHSS partnered with REC to expand group exercise classes offered at departments

- 1155 classes were taught by REC at City departments in 2017\*
  - 986 classes (85%) were funded by SFHSS
- 12,048 visits to classes
  - 11,325 visits (94%) to classes funded by SFHSS
- 10 people on average in a class

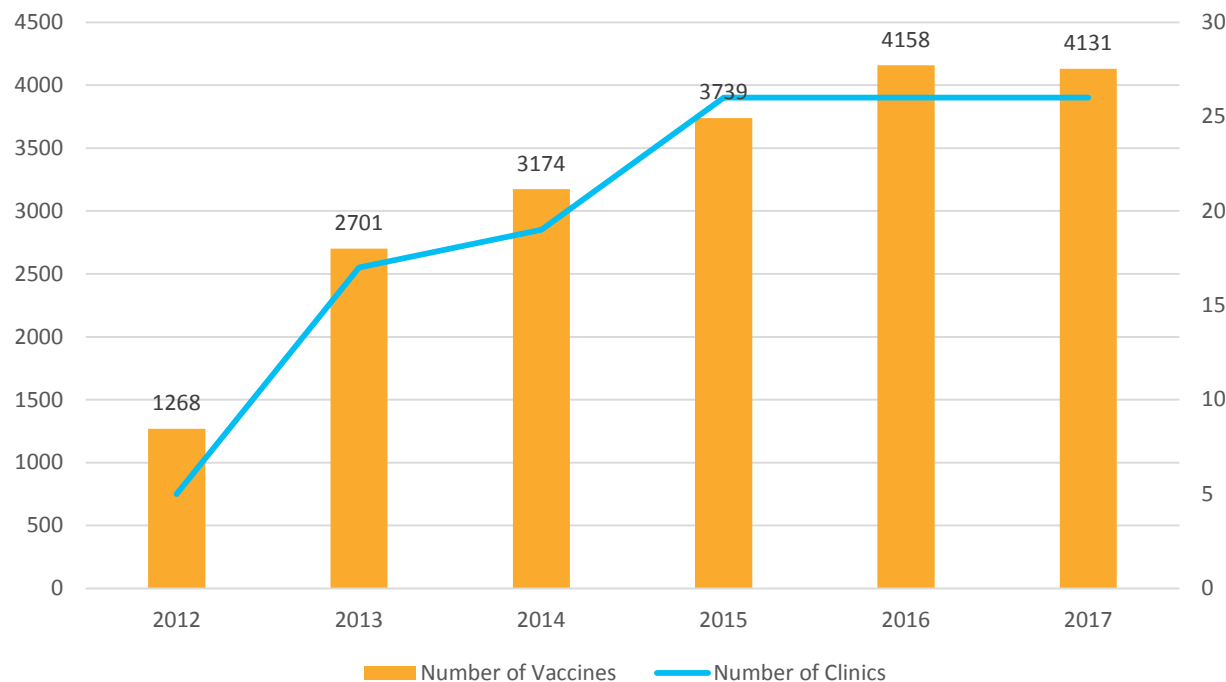
\*This does not include classes at the Catherine Dodd Wellness Center

	Total Classes	Total Participants	Average Participants
POL Homeland Security	6	14	2
PUC Hetch Hetchy*	17	64	4
CPC 1650	28	128	5
HSA 1650	38	240	6
WAR	40	173	4
HSA 3120	43	269	6
PRT 40*	49	128	3
JUV	51	402	8
SFPW Cesar Chavez	95	449	5
PUC 750 Phelps*	97	512	5
DBI	128	1013	8
PRT 1*	151	1223	8
DEM	202	747	4
City Hall	210	6686	32

# Well-Being@Work Activities: Flu Shot Clinics

- 26 clinics
  - 13 events combined with Open Enrollment
- 4131 vaccinations
  - 5% Retirees
  - 88% CCSF employees
  - 49% BSC members
  - 42% KP members
  - 6% UHC members
- 159 average people/clinic
- In addition to the clinics, educational materials were distributed at worksites, to retirees via mail, and via City-wide email and the enews

Flu Shot Clinic Total Vaccines and Number of Clinics 2012-2017



# Member Communications: Better Every Day

Better Every Day is the SFHSS Well-Being tagline. It was developed to unite all well-being communications under one umbrella.

It was introduced throughout 2017 in the following ways:

- City-wide email and enews article included the compilation video
- Updated well-being landing page, a mission page, and a videos page
- Poster campaign
- Better Every Day booklets
- Giveaway items, staff t-shirts, and tablecloths

The campaign features 5 CCSF employees and 1 retiree



# Member Communications: Materials

## Electronic Communications

### New Videos

- 7 Better Every Day videos
- Breathing video
- Stretching video

### New Webpages

- Better Every Day
- Healthy Start
- Play Your Way
- Eat Better, Feel Better
- RECHARGE

### Enews

## Print Communications

### New Print Materials

- Better Every Day Booklet
- EAP 101 Booklet

New Templates (PPT, handouts, flyers, letterhead, email header/foots) for

- Better Every Day tagline
- EAP
- Catherine Dodd Wellness Center

# Member Communications: 2017 Campaigns

Each campaign has its own unique resources that generally fall into the following areas:

## Electronic

- Enews articles
- Promotional emails
- Educational emails
- Webpages

## Print

- Promotional Materials
  - Posters, desk drops
- Educational Materials
  - Pocket guides, cards, handouts

## 2017 Campaigns

### New

- Healthy Start
- Better Every Day
- Play Your Way
- RECHARGE
- We're Here for You

### Updated

- Eat Better, Feel Better
- Don't Let the Flu Get You Down
- Maintain, Don't Gain



# Campaigns and Challenges

- 5 healthy behavior campaigns
- 4904 registrants

## 3 department-led campaigns

- Healthy Start
- Maintain, Don't Gain
- RECHARGE

## 2 City-wide campaigns

- Play Your Way
- Eat Better, Feel Better





# Campaigns and Challenges



## Description

The New Year, often times can lead to unrealistic goals and expectations for change. This can lead to feelings of failure after only one month.

This year— members were encouraged to skip the lofty goals. Instead, HSS Well-Being provided tools to jumpstart the New Year with Healthy Start resources. These resources promoted goal setting for healthy habits that members could then practice all year long. Through February and March members were asked to *initiate, motivate,* and *maintain* a routine of healthy choices.

## Participation

- 209 members participated

## Results from Post-Survey Respondents

- On average, participants tried 5 tips (out of 12), found 5 tips helpful, and would use 4 tips again.
- 82% of respondents said they would 'Yes, absolutely' participate again

# Campaigns and Challenges



## Description

**Play Your Way Campaign** encouraged and inspired more physical activity. Components of this included: onsite activities at the departments, resources on sfhss.org, education sent in the HSS enews and City-wide emails.

**Play Your Way 30-Day Challenge** was a 6-week challenge created to help encourage participants to incorporate physical activity into their day by committing to one of two goals: increase physical activity or meet the physical activity recommendations (30 minutes or 7,500 steps on 5 or more days each week for 30 days). Participants could choose to measure physical activity in minutes or steps. Participants were encouraged to choose activities that were most meaningful to them with a strong emphasis on “doing it your way”.

## 30-Day Challenge Participation

- 2,208 members participated
- 1,069 participants (48%) completed the post-survey

## Results from Post-Survey Participants

- 62% said it helped create a consistent habit of moving more
- 40% reported more energy
- 27% said it helped with weight management

# Campaigns and Challenges



**BOOST YOUR ENERGY,  
VITALITY, AND JOY.**

## Description

### **Eat Better, Feel Better Campaign**

encouraged and inspired consumption of at least 5 servings of produce daily. Components of this included: onsite activities at the departments, resources on sfhss.org, education sent in the HSS enews and City-wide emails.

**Colorful Choices Challenge** was a 6-week challenge created to help participants increase their produce consumption. Participants could track online or from their phones.

## Colorful Choices Challenge Participation

- 1817 participants
- 159 teams

## Results from Post-Survey Participants

- 72% increase in participants who ate at least 3 servings of vegetables a day
- 69% increase in participants who ate at least 2 servings of fruit a day
- 13% increase in energy
- 9% increase in workplace support
- 10% increase in quality of life

# Campaigns and Challenges

TAKE A MINUTE TO



RECHARGE

## Description

RECHARGE a collection of resources to promote emotional well-being and stress management through relaxation techniques and include breathing and/or stretching. It included an 8-week email campaign.

## Participation

- 307 participants
- 67 post-survey respondents

## Results from Post-Survey Participants

- 79% will continue to use the skills learned
- 66% reported that the RECHARGE program helped to manage stress
- High levels of stress were 13% lower than registered participants
- High ability to manage stress was 23% higher than registered participants

# Campaigns and Challenges:



## Description

Maintain, Don't Gain is an email-based campaign to support those interested in maintaining their weight during the holidays. Champions were also encouraged to host onsite events. A website with educational content was also available.

## Participation

- 363 registered participants
- 95 post-survey respondents (29%)

## Results from Post-Survey Participants

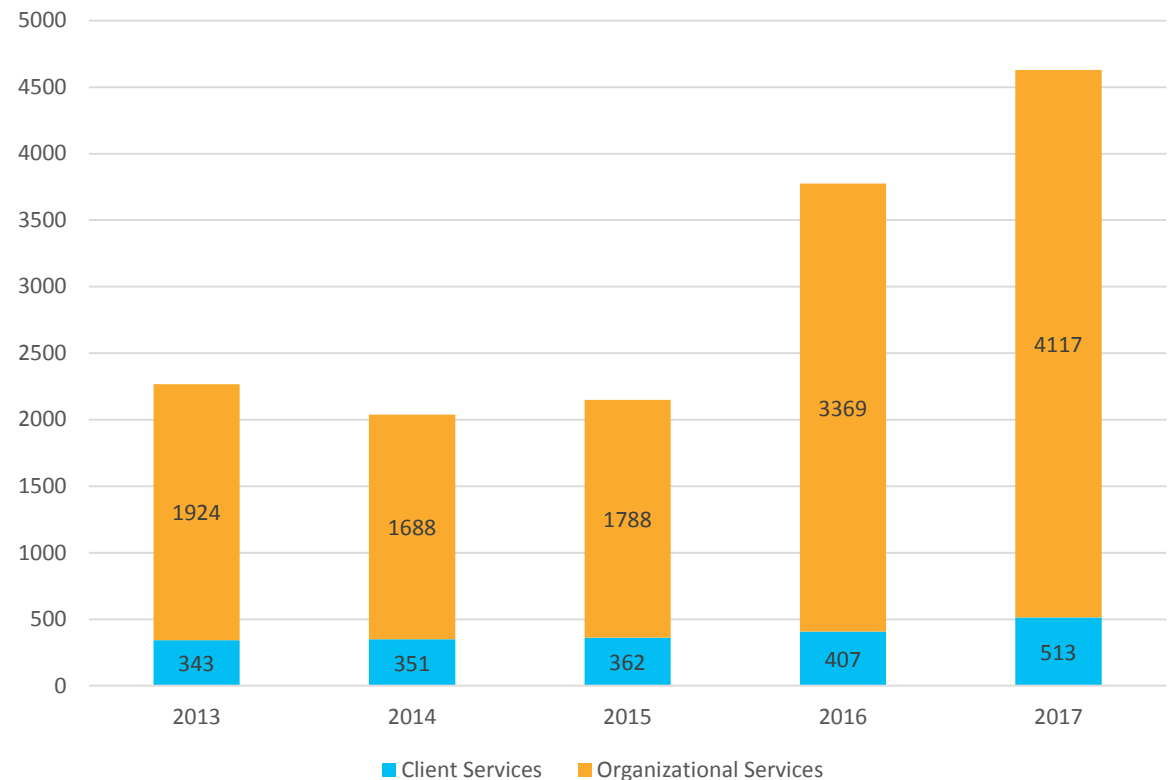
- 86% maintained or lost weight
- Average weight loss for all those who tracked was -1.125 pounds.
- 71% agreed or strongly agreed that “This challenge improved my ability to maintain my weight during the holidays”



# Employee Assistance Program (EAP)

- 4630 employees were served by EAP in 2017. This is a 23% increase from 2016, and a 47% increase compared to 2013-2015).
- 513 employees accessed client services while the additional 4117 participated in organizational well-being services.
- This is 1543 employee contacts/counselor.

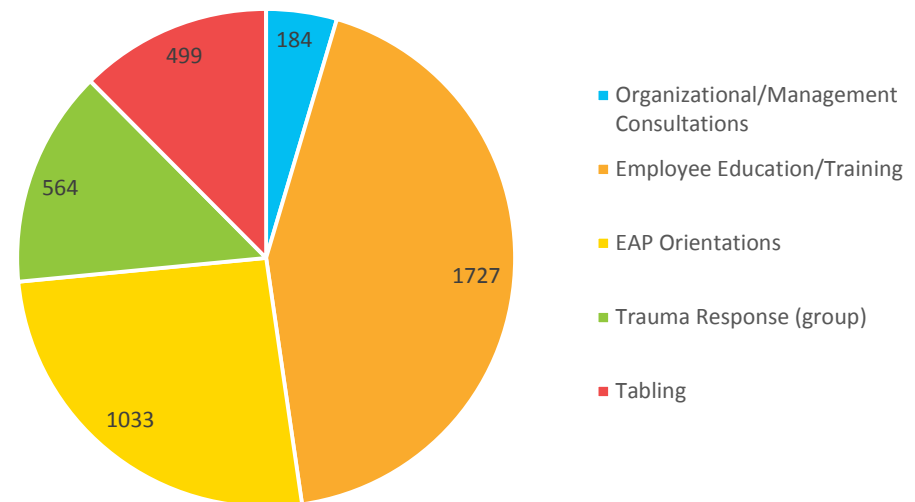
Total EMPLOYEE CONTACTS by Year and Service Type



# Employee Assistance Program (EAP): Organizational Well-Being Services

- 353 organizational services provided, 6% increase from 2016
- 4117 people served by organizational services, 22% increase from 2016
- 103 employee education/trainings served 1727 people
- 30 trauma responses served 564 people, this is four times the number of responses in 2016 and nine times the number of people served

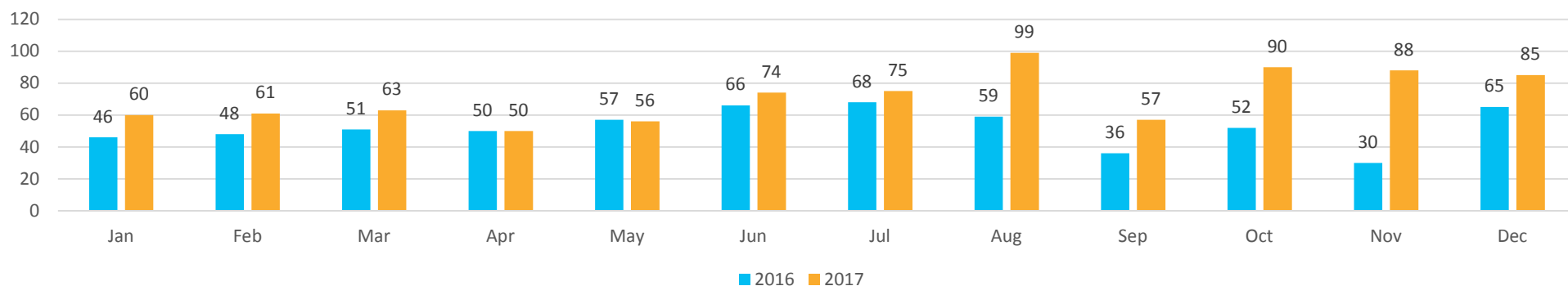
Percentage of People Served by EAP by Type of Service, 2017



# Employee Assistance Program (EAP): Counseling Services

- Work-related problems are the most common reason for visiting the EAP (35% of visits, a 6% decrease from 2016).
- Monthly participation in counseling was higher in 11 out of 12 months, however trends from January-July were similar in both years.
- The major difference appeared from August to December where almost 2x as many clients were seen. During this timeframe, there were many national tragedies. Additionally, EAP sent three City-wide emails to remind members of its services especially in light of the various tragedies.

Number of Clients by Month 2016 vs. 2017





# Employee Assistance Program (EAP):



## Description

The We're here For You campaign was a new promotional campaign developed to inform both employees and managers/supervisors about the variety of services available through the Employee Assistance Program.

## Materials include:

- Emails
- Posters directed at employees
- Handout directed at managers

## Implementation

1. Champions and Department Leads were provided the materials in the June training
  - 19 departments promoted the We're Here For You Campaign to employees by sending out emails throughout their department locations and posting the posters
  - 19 departments promoted the We're Here For You Campaign to managers by distributing the Manager's Handout
2. EAP sent three City-wide emails
3. Materials were shared with HR professionals at the monthly meeting

# Pilot Programs: Diabetes Prevention Program Research Study

158 study participants recruited and randomized into two arms:

Online DPP – 80

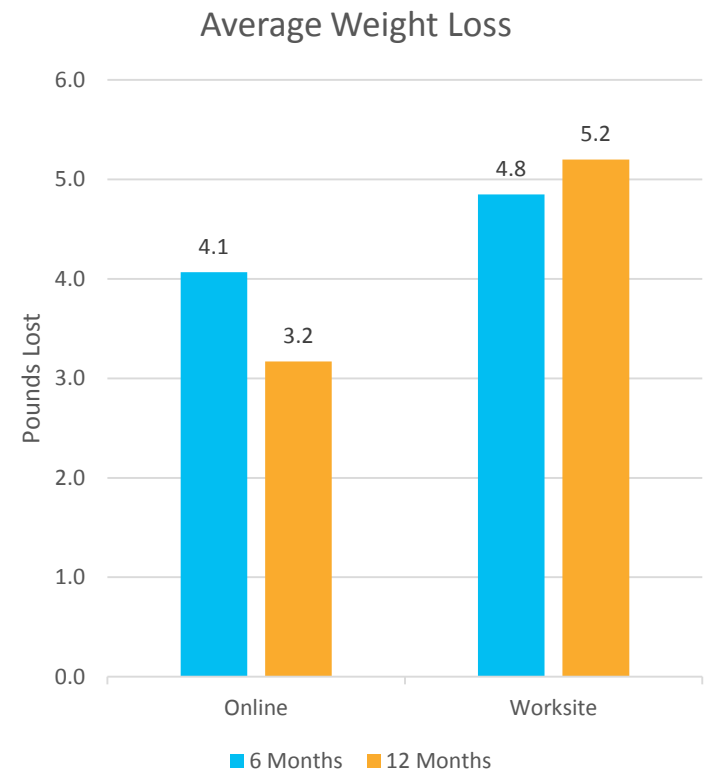
Worksite DPP – 78

Percentage of those who lost weight

- Online DPP – 63%
- Worksite DPP – 66%

Weight loss at 6 and 12 months

- At 6 months
  - Online DPP – 4.1 lb. loss
  - Worksite DPP – 4.8 lb. loss
- At 12 months
  - Online DPP – 3.2 lb. loss (+0.9 lbs)
  - Worksite DPP – 5.2 lb. loss (-0.4 lbs)



# Pilot Programs: MyBrainSolutions

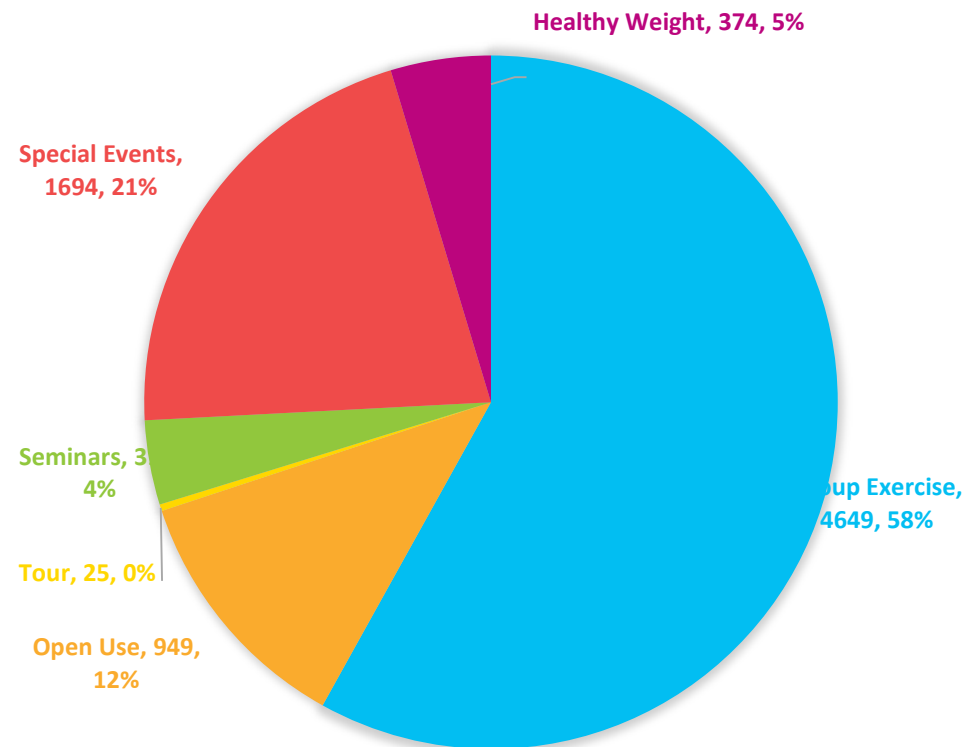
MyBrainSolutions (MBS) is an online tool that focuses on improving brain health in the areas of thinking, feeling, emotion and self-regulation. The program helps to increase resilience, reduce stress, increase positivity, achieve focus and boost memory.

- Pilot timeline: Six months
- Pilot launch dates:
  - Group 1 - October 2017 – March 2018
    - Call Centers (Department of Emergency Management and SFHSS)
    - Retirees
  - Group 2 - December 2017 – June 2018
    - Safety (Police and Sheriff)
    - Health Service Agency (HSA)

# Catherine Dodd Wellness Center

- 8001 visits
- 667 average visits/month
- 274 unique visitors/month
- 58% of visits for group exercise
- 21% of visits for Special Events
- 12% of visits for Open Use
- 5% of visits were for the 2 Healthy Weight Programs

PERCENTAGE OF VISITS BY TYPE, 2017



# Catherine Dodd Wellness Center

- 16 special events – 1689 visits
  - 3<sup>rd</sup> Anniversary and Naming Celebration
  - Play Your Way Week
  - Salsa Thursday
  - Health Screenings
  - Wear Red Day
- 2 donation events
  - 187 pairs of shoes collected
  - 62 coats were collected



# Detailed Reports

## 2017 Well-Being@Work Report

- <http://sfhss.org/well-being/downloads/2017well-beingatworkreport.pdf>

## 2017 Campaign and Challenge Reports

- <http://sfhss.org/well-being/downloads/2017campaignreport.pdf>

## 2017 Catherine Dodd Wellness Center Report

- <http://sfhss.org/well-being/downloads/2017wellnesscenterreport.pdf>

## 2017 Employee Assistance Program Report

- <http://sfhss.org/well-being/downloads/2017EAPreport.pdf>