

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

MEMORANDUM

DATE: February 9, 2017
TO: Randy Scott, President, and Members of the Health Service Board
FROM: Catherine Dodd PhD, RN
Director HSS
RE: Board Report: January 9, 2017 to February 3 2017

HSS Personnel

- Our new Communications Manager, Pamela Johnson, began February 6. She comes to us from MTA. She has had her own public relations firm and will most certainly be a great addition to HSS.
- New benefits technician (1209) will start mid-February. We have 1 benefits analyst (1210) position open.
- We continue to keep two positions open for salary savings.

Operations

- January calls increased 31% from same time last year. High call volume is expected the first month of the new plan year; however, this exceptional increase was due issues at Blue Shield with HSS' 2017 enrollments.
- Operations worked closely with EBS on the first payroll deduction file for voluntary benefits - additional work was needed in order for file to be accepted but deductions were processed in time for payroll.
- Member Services along with EBS enrolled all new members of the Board of Supervisors and the new San Francisco Chief of Police.
- All paper member files are being boxed for delivery to our imaging vendor for conversion to digital format. There will be approximately 825 banker boxes of files for scanning.
- UHC had staff onsite the first two weeks of January to facilitate questions about the New City Plan. It was very helpful.

Data Analytics:

- The project to digitize all member records is underway! A site-visit at the vendor was completed to assess their HIPAA compliance. An initial test was performed to ensure the master index, image quality and inbound file to our enterprise content management (ECM) system met the requirements.
- Plan year system modifications continue to be the largest impact to the teams' resources. Programming and testing continue on deduction reconciliation reports, deduction outbound interfaces, vendor payment files and inbound actuals interface files which were all impacted by the split carrier enrollment. Additional files which do not have a member impact will also need remediation due to the split carrier change. While some programs have taken a significantly longer time to remediate and have extended beyond the deadlines, behind the

scenes, the Data Analytics team has worked diligently initiating back-up plans so that at no time have any of our processes or members been impacted. Vish Shenoi and Alona Bumanlag are to be commended on the herculean effort required to support this plan year's programming changes. Work also continues on the outbound eligibility file for voluntary benefits. The inbound payroll deduction file for voluntary benefits has now processed for two pay periods, but file testing and remediation was required.

- The annual demographics report was produced. Producing this report required significant contributions from three staff members. Special recognition goes to Sharmini Bhatnagar for deriving all the numeric values and generating the visuals and to Dana Lui for improving the presentation of the report's layout and formatting it to be compliant with HSS' visual brand guidelines.

Finance

- Finalized FY 2016-17 and FY 2017-18 budget request for the Healthcare Sustainability Fund (\$3.00) and the General Fund Administrative Budget for approval by the Health Service Board
- Submitted first payment for ACA Transitional Reinsurance Contribution for CY 2016 totaling \$40,138.20
- Continued preparation for the citywide financial system replacement by participating in user testing and the Controller's working group on updating the Accounting Policies and Procedures

Contracting and Vendor Management

- Completed the informal bid for the 2017 Physical Activity Campaign
- Continued working with internal subject matter experts on drafting the scope of work for the upgrading of the website, the RFP will be issued in February

Wellness

In January, the Well-Being Team

- Worked to finalize the new Well-Being@Work structure for 2017 and website
- Worked on a new tagline and mission for Well-Being at HSS
- Sponsored 10 onsite events at departments
- Counseled 60 people over 84 hours (EAP)
- Provided organizational well-being services to 180 people (EAP)
- Launched the Healthy Start Campaign

In this month's Well-Being Report, you will find the Worksite Well-Being 2016 report and 2017 Planned Initiatives and Programs:

http://myhss.org/well-being/downloads/2016_Worksite_Well-Being_Report.pdf

2016 Highlights Include:

- Hosted the first annual Champion Appreciation Event.
- Supported 241 Champions.
- Doubled the number of Champion Communities to 10.
- The first-ever nutrition challenge was offered and exceeded participation in the previous years' physical activity challenge by 6%: 2,039 employees participated compared to 1,923 in the 2015 Shape Up Walking Challenge.
- The first-ever HSS-led physical activity challenge exceeded past challenge participation by 22%: 2,342 employees and family members participated.
- The flu program continues to grow every year with the largest number of vaccinations yet: 4158. The number of clinics remained the same: 26.
- A new healthy holiday campaign addressed stress, relaxation, and weight management for the first time. There were 629 participants for Maintain, Don't Gain. There were 824 participants for 12 Days of Relaxation.
- There were a total of 175 activities (seminars, coaching, and screenings) that took place at the worksite. This is a 52% increase from 2015.
- Healthy Weight Series pilot was a success and will be a new program in 2017.
- Diabetes Prevention Program research study completed recruitment with 156 participants. The research will conclude in the summer of 2017.

2017 Planned Initiatives and Programs Include:

- Well-Being@Work
- Launching of a new tagline and mission for well-being
- City-wide campaigns
 - Healthy Start Campaign
 - Spring Physical Activity Campaign & Challenge
 - Summer Nutrition Campaign & Challenge
 - Fall Flu Prevention Campaign & Onsite Clinics
- Off-the-shelf campaigns
 - Relaxation
 - Volunteering
 - Maintain, Don't Gain
 - Did You Know Campaign for EAP

- Pilot Programs
 - Healthy Weight Series
 - Diabetes Prevention Program Research Study (will conclude in summer of 2017)

Directors Meetings/Presentations/Misc.

- Met weekly with Aon Hewitt, including renewal strategy and forecasting agenda for the rest of 2017
- Several meeting with Blue Shield including Medical and Pharmacy Utilization Review
- Several meetings with CFO and Managers regarding the budget
- Meeting with Controller, DHR and Wellness manager Presented to MEA leadership course
- Participated Kaiser Periodic Utilization Review meeting
- Met with City Attorney re: materials requested by Sutter for law suit
- Worked with Wellness and Graphic Designer and consultant of tagline for Wellness
- Spoke at DHR/MEA leadership class
- Presented “Seven years of rate reductions” at ABL (Adaptive Business Leaders in Health)
- Attended Mayor Lee’s meeting with community leaders and key departments on ACA implementation
- Spoke at Robert Wood Johnson Health Policy conference with David Lansky on Value Based Payment
- Met with Director of National Committee to Preserve Medicare and Social Security regarding forecast for Medicare
- Participated in two conference calls with SF Health Network and Blue Shield and UCSF regarding adding OB, Acute Rehab, and Acute Trauma Rehab provided by Zuckerberg San Francisco General Hospital to the Blue Shield/ Hill Physicians network
- Attended Kaiser Total Health Forum
- Participated in Hill Physicians ACO quarterly review. This is a very successful partnership!
- Presented at SF Retiree quarterly meeting
- Had phone follow-up planning meeting with Engagement Consultant
- Met with Mayor’s policy and budget staff

Unum Settlement

On March 19, 2014, in response to a premium audit by the Health Service System of the Unum Long Term Care policies numbers 520231 and 549327, Unum offered to compensate the City and County of San Francisco for premiums allegedly paid in excess of the then-contracted rates, with a settlement offer of five hundred seventy one thousand seven hundred fifty-three dollars and sixty-eight cents (\$571,753.68) (“Settlement Payment”). In December of 2016, HSS wrote to Unum accepting the settlement offer, and in January of 2017, HSS received a check from Unum

in the amount of the full Settlement Payment. This amount aligns with the estimated amount paid by the City in excess of the contracted premium rates as of 2014. HSS is working with the Controller's Office to distribute the settlement to the departments that were impacted by the overpayment.

Federal Update

Secretary

On Wednesday, February 1, 2017, the United States Senate Finance Committee, consisting of 26 members, voted 14-0 along party lines to advance President Trump's nomination for Secretary of the Department of Health and Human Services, Rep. Tom Price (R-GA). Senate Democrats previously delayed a vote on the confirmation and boycotted the hearing, requiring the Senate Finance Committee to suspend its rule requiring at least one Democratic member to be present for a quorum, in order to advance the nomination. A vote in the full Senate on Price's nomination is forthcoming (date TBD). Price has vowed to scale back much of the federal government's role in health care in favor of a free-market framework built on privatization, more flexibility for states, and tax code changes *including a cap on the employee tax exclusion for employer-provided coverage*. Price's vision includes repealing the ACA and reducing Medicare and Medicaid spending. This would have a significant consequence on employers because costs would be shifted to them.

Price is unlikely to support the continuation of the Centers for Medicare and Medicaid Innovation, which are experimenting with payment reform, because he does not support limiting physician discretion in any way.

Pharma

After meeting with pharma lobbyists, Trump drops promise to negotiate drug prices. **I'll oppose anything that makes it harder for smaller, younger companies to take the risk of bringing their product to a vibrantly competitive market. That includes price-fixing by the biggest dog in the market, Medicare, which is what's happening.** But we can increase competition and bidding wars, big time.

"So what I want, we have to get lower prices, we have to get even better innovation and I want you to move your companies back into the United States. And I want you to manufacture in the United States. **We're going to be lowering taxes, we're going to be getting rid of regulations that are unnecessary.**"

In addition, Trump [picked an HHS Secretary who's opposed price negotiations](#), and other ideologically orthodox Republicans to run Medicare and Medicaid and his Office of Management and Budget

Repeal and Replace:

From KFF report:

Top Republicans (Senator Hatch and Senator Alexander) in Congress are starting to talk more about trying to "repair" Obamacare, rather than simply calling for "repeal and replace." There's good reason for that. The repair language was discussed by Republicans during their closed-door policy retreat in Philadelphia last week as a better way to brand their strategy. Some of that discussion flowed from views that Republicans may not be headed toward a total replacement,

said one conservative House lawmaker who didn't want to be identified. House Speaker Paul Ryan remains committed to a wholesale repeal and replacement.

From Mercer:

Two Senators Susan Collins and Bill Cassidy would let states choose their own path.

Four strategies are emerging to repair the ACA. The first deal with insurance: tighten verification of eligibility to enroll and receive a government subsidy, expand the age category ratios for insurance company pricing (this would allow 50-65 year old pricing to increase dramatically, it's currently capped by the ACA, tighten the grace period for non-payment of insurance premiums and continue the commitment to the pre-existing condition ban.

The continued confusion is causing insurers to leave the market place.

Mergers

The consolidation among the biggest health insurance players that seemed so inevitable not long ago may fizzle into a series of smaller deals aimed at growing market share in Medicare and Medicaid plans. Aetna's \$37 billion play for Humana, announced 19 months ago, appeared to be on its deathbed last week. A federal judge issued an order blocking the transaction, agreeing with the U.S. Justice Department's arguments that allowing it to happen would harm consumers in the Medicare Advantage and individual insurance markets. (Livingston, 1/28)

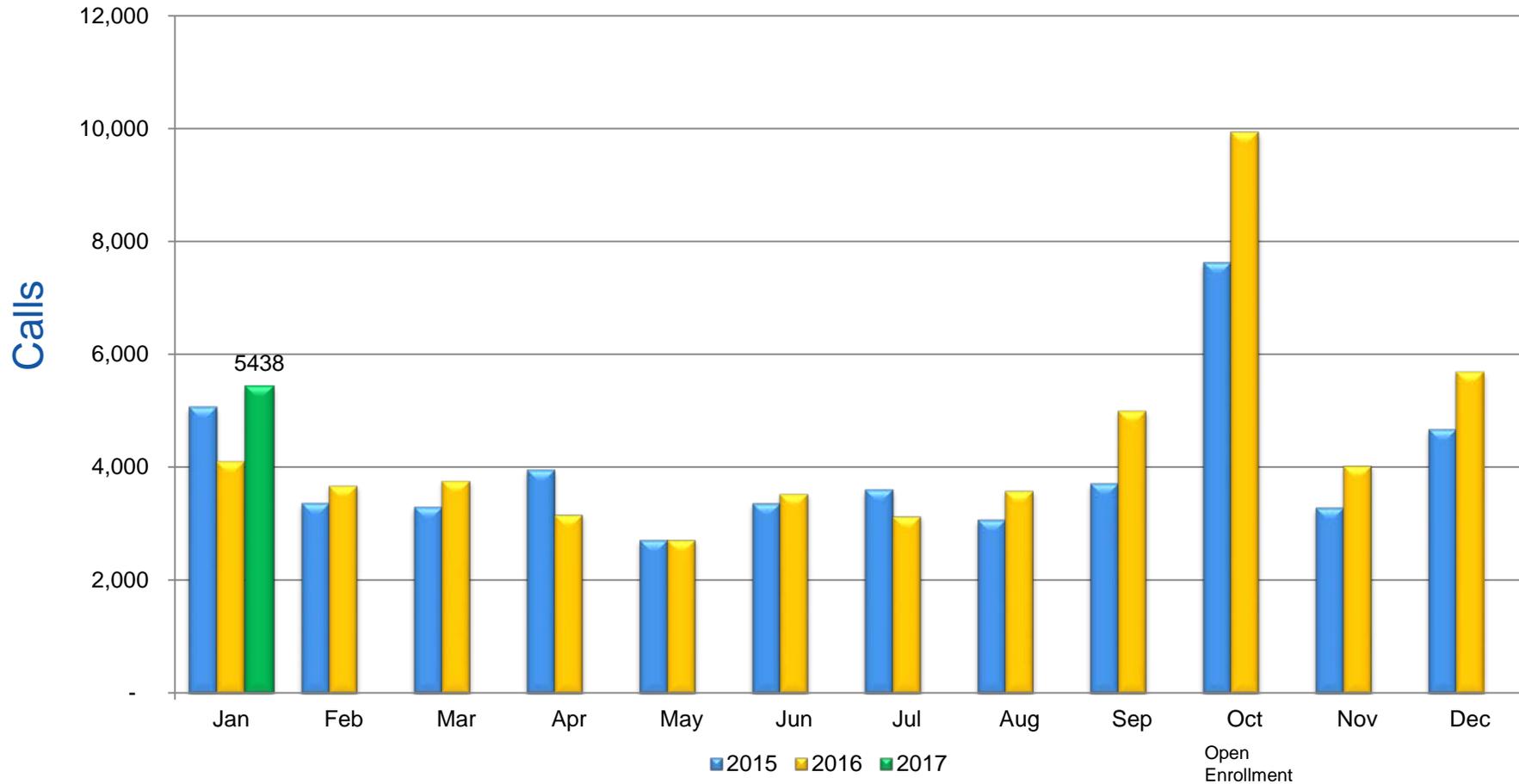
Continued uncertainty predicted (from Oliver Wyman)

- 1) **Value-based reimbursement** (higher quality and greater transparency) likely to continue but at a slower pace. MACRA, which passed as a long-term solution to Medicare increases for physicians (among other things) was supported by Democrats and Republicans. Studies over the past two years demonstrated that value-based pilot projects such as Patient Centered Medical Homes and the Medicare Shared Savings Program have reduced costs and either maintained or improved quality. Even the bill passed numerous times by the US House to repeal the ACA did not include any mention of repealing these initiatives. In addition, payers are integrating population health strategies into their care management efforts such as targeted care management programs, HSS was ahead of the curve with our ACOS.
- 2) **It's about the consumer** Cost sharing will continue and will shape the market. The new Congress remains committed to Consumer Directed Health Plans (CDHP aka HDHPs) (more than 60 % of large employers now offer a consumer directed health plan). The mechanism is likely through a Medicaid Health Savings Account HSA and through loosening policies surrounding employer-sponsored HSAs. (see comments below on HSAs)
- 3) **Mergers/acquisitions** focus will shift to acquisition of capabilities, including care delivery e.g. UHC recently purchased Surgical Care Affiliates, Aetna and Allina Health announced they were launching a jointly owned health plan company that would offer commercial products in 2018 and Medicare and other products to follow in 2018. Also anticipate payer-provider collaboration. *Like Sutter Health +.*
- 4) **Digital Health Startups will have to work harder** due to environmental uncertainty. It's an opportunity for a buyer's market. These will change plan designs. E.g. Castlight acquired Jiff a digital health benefits platform.
- 5) **Pharma** no certainty. Hopefully Value-based drug reimbursement will finally go from concept to reality. Public input will be essential. *Pharma accounts for the majority of HSS rate increa*

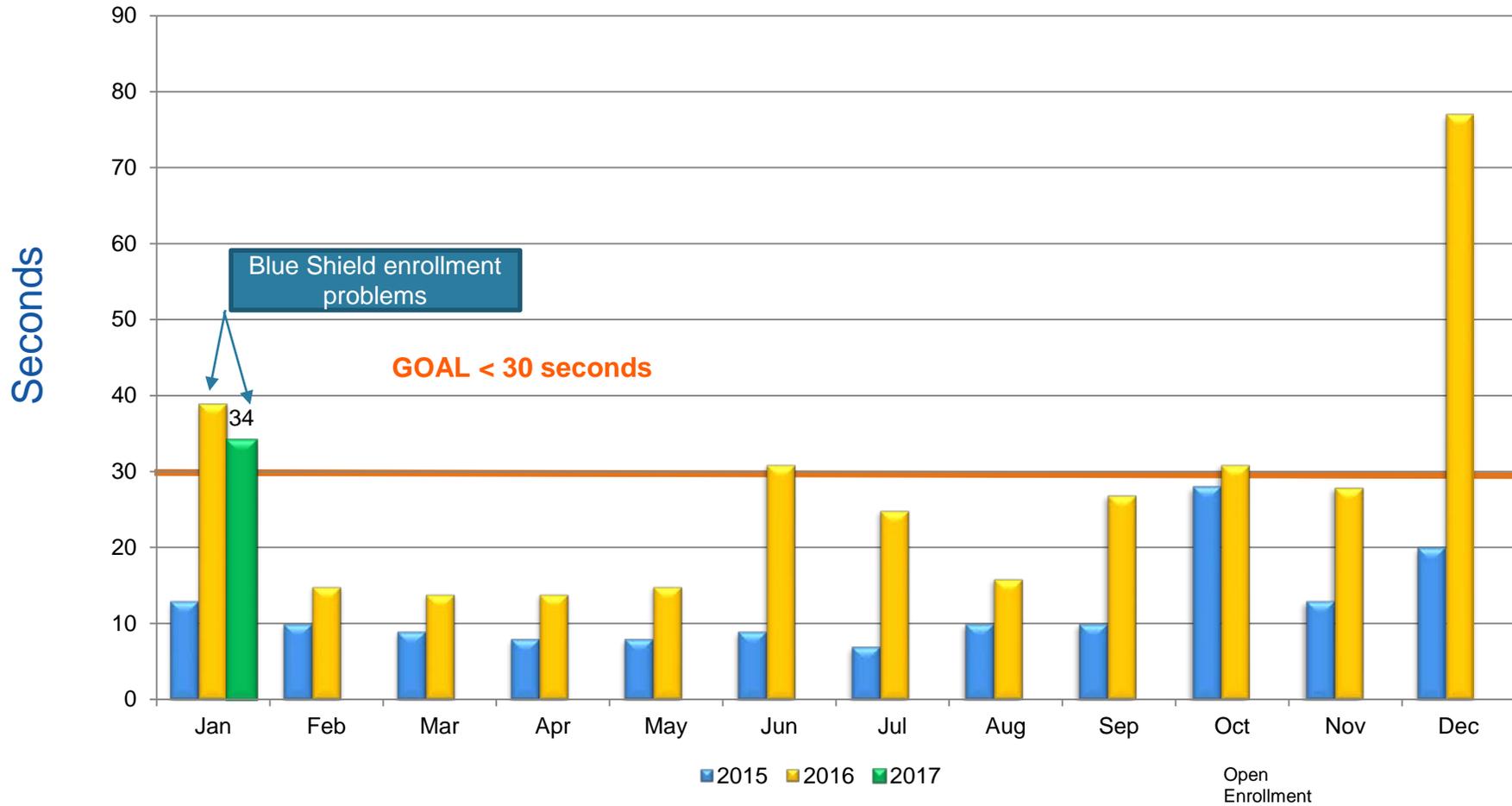
Calls and Office Visits: January 2017

- Calls and In-person Assistance total:
 - Inbound calls: 5,438 answered calls (31% ↑ from 2016)
 - Speed of answer: 34 seconds (12% ↓ from 2016)
 - Abandonment rate: 1.9% (105 Calls)
 - In-person assistance: 1,338 members (17% ↑ from 2016)

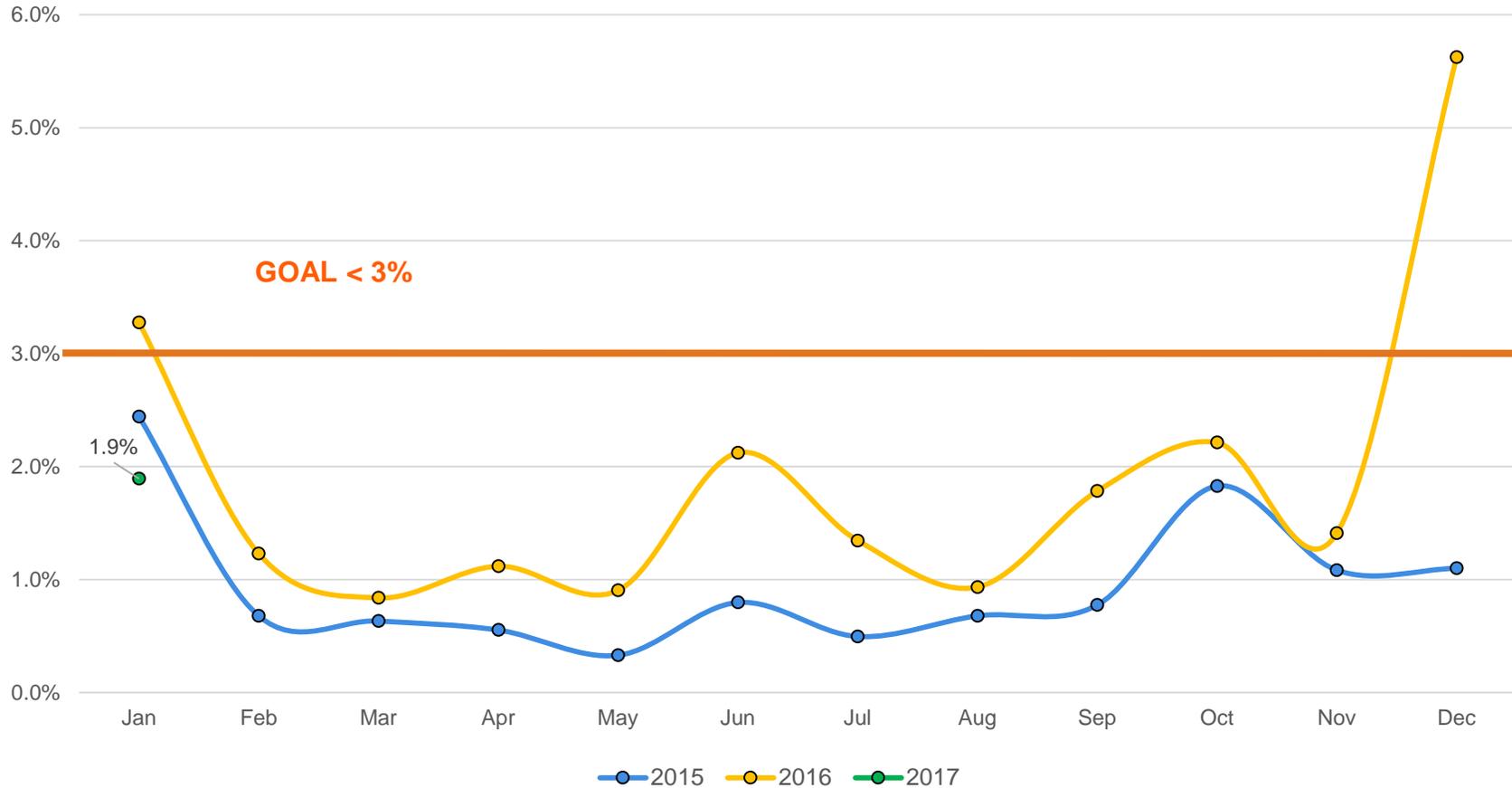
Inbound Calls: January 2017



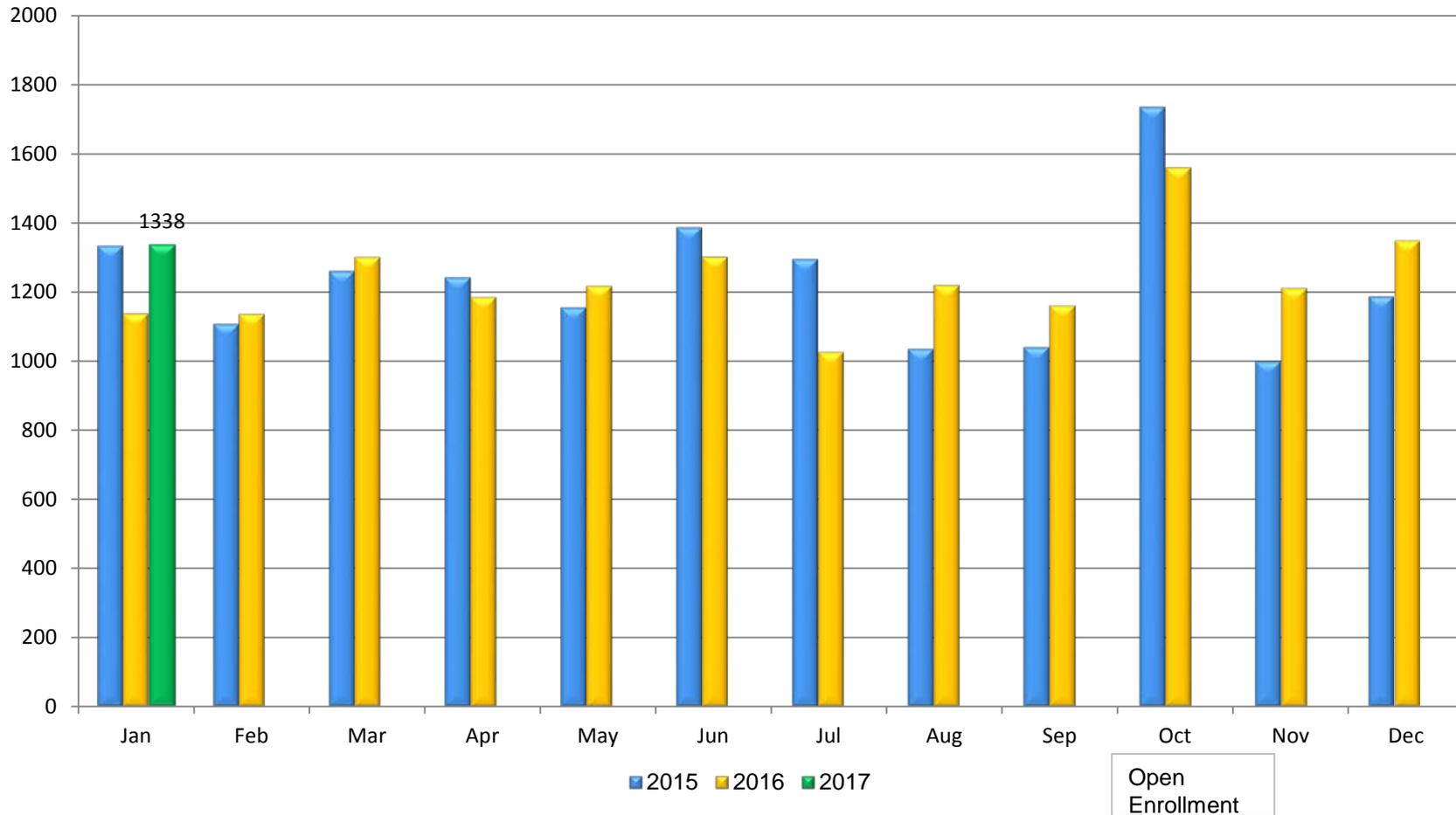
Call Speed of Answer: January 2017



Abandonment Rate: January 2017



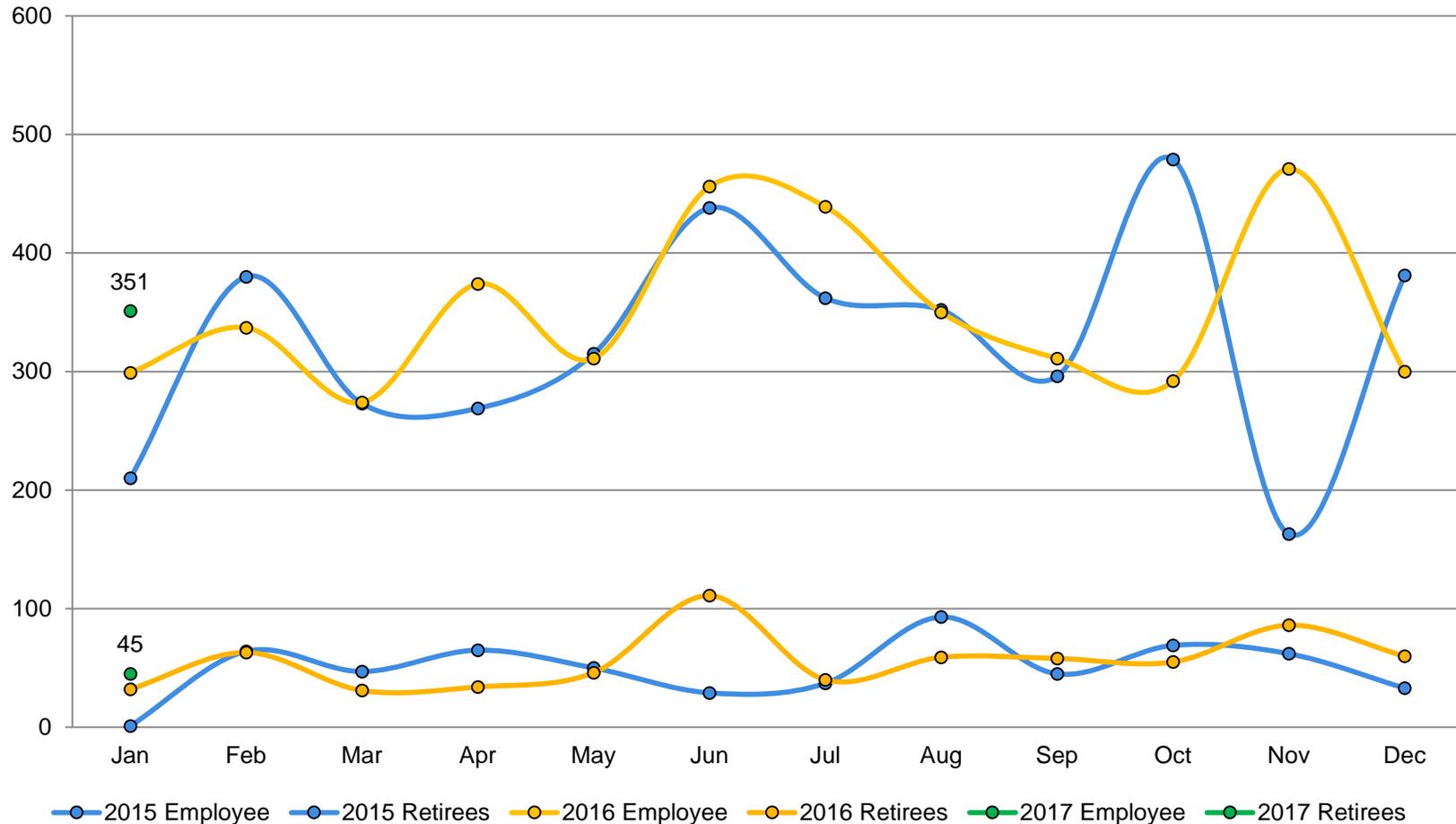
In-person Assistance: January 2017



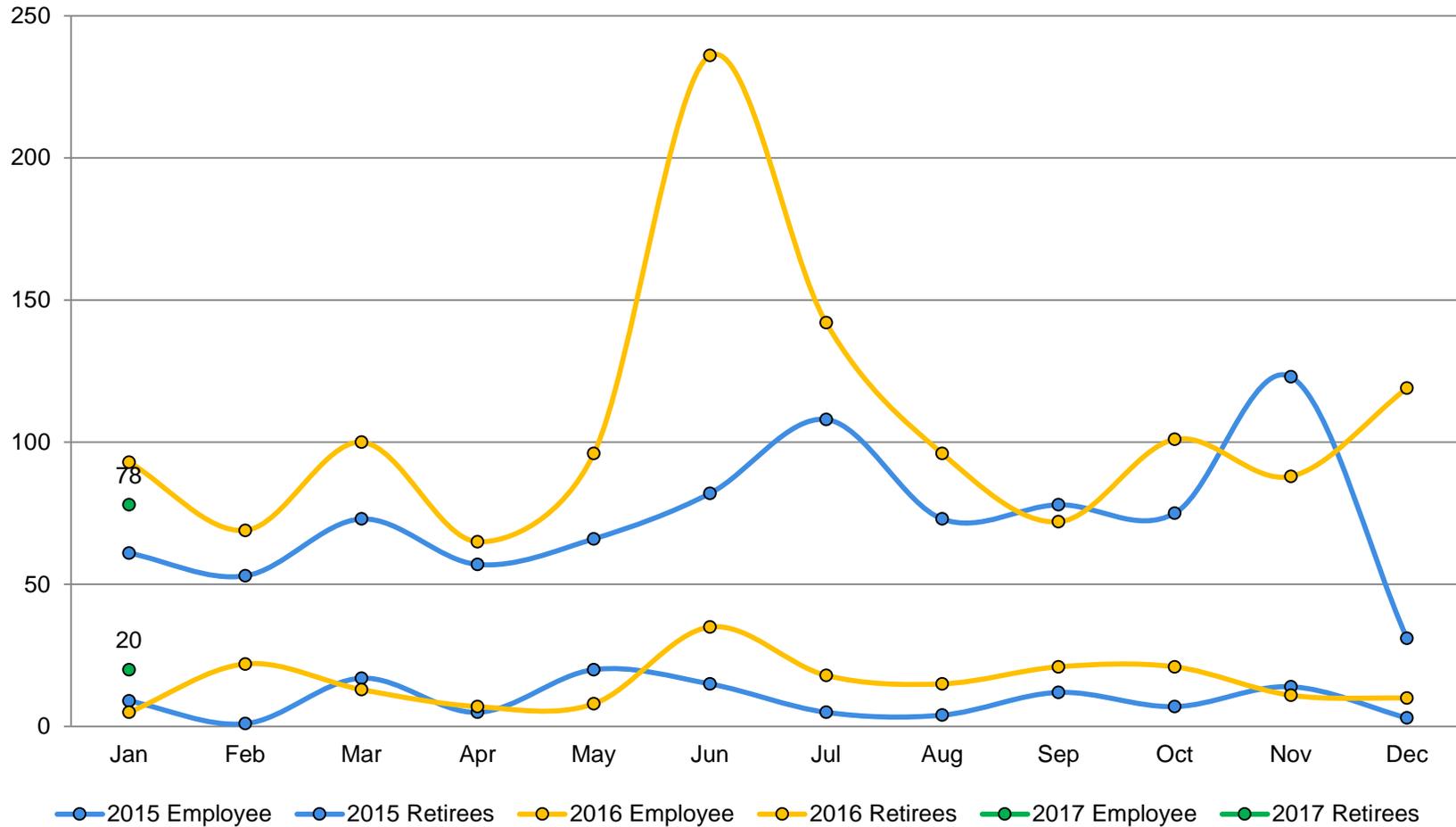
Delinquencies & Terminations: January 2017

- Delinquency Notices Sent
 - Employees: 351
 - Retirees: 45
- Termination Notices Sent
 - Employees: 78
 - Retirees: 20

Delinquency Notices: January 2017



Termination Notices: January 2017



2017 Enrollment Issues at Blue Shield

- On the first day of the 2017 plan year, 1/3/2017, HSS member services received calls from Blue Shield members demonstrating dependents in Medicare split family coverage showing as uncovered at point of service when attempting to fill prescriptions.
- Conversations with Blue Shield that day led to the discovery that their enrollment system could not handle non Medicare dependents with Medicare subscribers covered under a different plan. Blue Shield had confirmed prior to start of new plan year that these members were appropriately enrolled.
- 1/4-5/2017, Blue Shield advised that all eligibility had been manually updated and pharmacy enrollment system was updated as well.
- 1/6/2017 HSS started receiving calls from other members (not Medicare split families) were being denied services. Conversations with Blue Shield led to the discovery that an incorrect group number was sent on our eligibility file and they had been working directly with the Controller's office to get a replacement file.
- 1/10 – 27/2017 HSS meets with Blue Shield account management in an attempt to coordinate an audit of all enrollments. Until the audit was completed on the 27th, member calls regarding service denial due to the above two issues continue at HSS.

Data Analytics Management Report

February 09, 2017

PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

New Plan Year Modifications:

- Completed programming and testing of the following outstanding items:
 - Deduction Changes
 - Deduction reconciliation reports
 - Deduction outbound interfaces
 - Overage dependents reports
 - Vendor payment files
 - Inbound actuals payment files

- These inbound / outbound files exist for multiple pension systems and employers and each require updating based on the plan year changes. While all plan year system modifications have not yet been completed, all processes have moved forward successfully.

- Provided additional audit queries to Operations to identify and correct enrollment errors

PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

New Plan Year Modifications:

- Completed processing of initial inbound voluntary benefits payroll deductions
- Completed round 2 of testing for the outbound voluntary benefits eligibility file

DATA ANALYTICS

- Prepared 2017 Annual Demographics Report
- Fulfilled ad-hoc data requests in support of dependent verification
- Provided census data to actuary to develop HVI index

IT INITIATIVES

File Room Digitization is underway!

- Provided master index file to vendor
- Performed on-site visit of vendor to assess HIPAA compliance
- Added legacy document type in the content management system
- Performed initial test with vendor

Updates for myhss.org

- Posted all board meeting materials
- Relocated various well-being content and initiated appropriate redirects

Cyber Security

- Replaced door badging system to remediate identified system weakness from security scans conducted in December
- Completed National Institute of Standard and Technology (NIST) security assessment.
- Attended on 1/31 Multi-State Information Sharing and Analysis Center (MS-ISAC) monthly Webcast
- Reviewed HIPAA compliance using Google Apps for SFUSD

Finance and Contracting Activities Update

Finance and Accounting

- Completed the FY 2017-2018 and FY 2018-2019 Budget preparation for the General Fund Administrative budget and the Healthcare Sustainability Fund
- Finalized City Plan PPO claims experience for CY 2016
- Submitted first payment for ACA Transitional Reinsurance Contribution for CY 2016 totaling \$40,138.20
- Continued preparation for the citywide financial system replacement by participating in user testing and the Controller's working group on updating the Accounting Policies and Procedures

Contracting and Vendor Management

- Completed the informal bid for the 2017 Physical Activity Campaign
- Continued working with internal subject matter experts on drafting the scope of work for the upgrading of the website, the RFP will be issued in February

2016 WORKSITE WELL-BEING ANNUAL REPORT SUMMARY

Find the complete report: http://myhss.org/well-being/downloads/2016_Worksite_Well-Being_Report.pdf

Champion Program

The Well-Being Team

- Hosted the first annual Champion Appreciation Event.
- Supported 241 Champions.
- Doubled the number of Champion Communities to 10.
- Offered three major training topics (nutrition, physical activity, flu/healthy holidays). 29 trainings were offered: 12 were offered at the Champions' work locations. The rest were in-person at HSS or webinars. On average 41% of Champions attended trainings on the three major topics.
- Created a structure that supports Champions and leaders in creating a culture of well-being in the workplace through resources and recognition. This structure is called Well-Being@Work and launches in the first quarter of 2017 through a new website, myhss.org/well-beingatwork.

City-wide Programs

Nutrition Program: *eat better, FEEL BETTER* Campaign & Colorful Choices Challenge

- The first-ever nutrition challenge was offered and exceeded participation in the previous years' physical activity challenge by 6%.
- 2039 employees participated compared to 1923 in the 2015 Shape Up Walking Challenge.
- *“The Colorful Choices Program was awesome! The healthy competition and team atmosphere really motivated me to eat as healthy as possible. The 6-week program/competition was just long enough for me to form healthy eating habits that no longer require conscious decisions! I naturally gravitate to more healthy options now. I’ve had noticeably more energy since starting the colorful choices program. Can’t wait to continue the healthy eating journey!”*
- Champions organized a variety of creative activities to encourage produce consumption: Find them here: <http://myhss.org/well-being/downloads/2017ColorfulChoicesChampionStories.pdf>.
- Find the complete Nutrition Program Report: http://myhss.org/well-being/downloads/2016_Nutrition_Report.pdf

City-wide Programs

Physical Activity Program: Move More, Feel Better Campaign & Get Fit on Route 66 Challenge

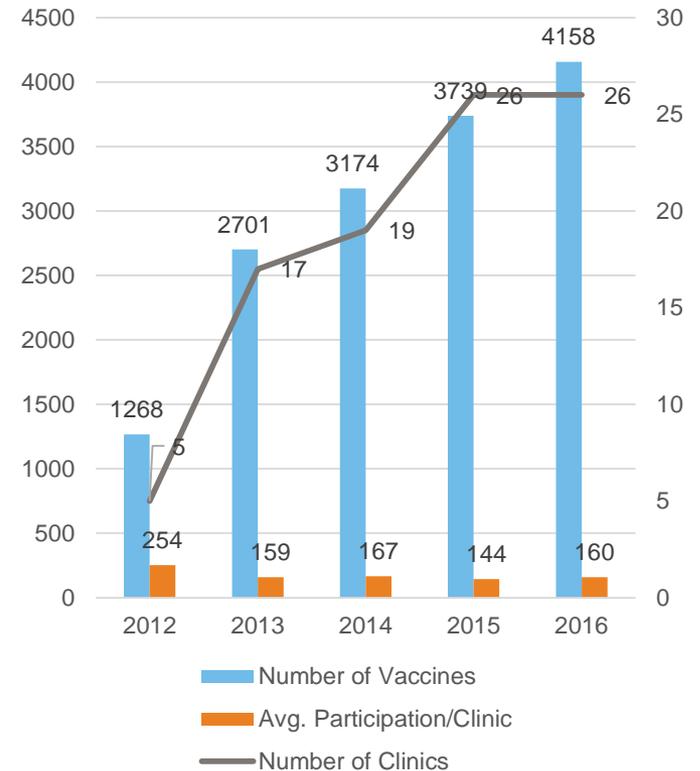
- Participation exceeded past challenge participation by 22%:
- 2,342 employees and family members participated, compared to the 1,923 participants enrolled in the Shape Up Challenge.
- Get Fit on Route 66 also attracted many new participants as 68% had not participated in the previous Shape Up movement challenge.
- *“I had a nagging knee injury and was required to take the last year off impact exercise. I gained a lot of weight due to not working out. With starting walking in the Route 66 plan, I have been able to start rebuilding my fitness and lost 10 pounds very quickly.”*
- Champions organized a variety of creative activities to encourage physical activity. Find them here: <http://myhss.org/well-being/downloads/2017PhysicalActivityChampionStories.pdf>
- Find the complete Physical Activity Program Report: http://myhss.org/well-being/downloads/2016_PhysicalActivityReport.pdf.

City-wide Programs

Flu Shot Program (campaign and onsite clinics)

- The flu program continues to grow every year with the largest number of vaccinations yet: 4158. The number of clinics remained the same: 26.
- Champions worked hard to coordinate the 26 clinics and spread the word about the importance of flu vaccination. Find them here: <http://myhss.org/well-being/downloads/2017FluChampionStories.pdf>.
- Find the complete Flu Program Report: http://myhss.org/well-being/downloads/2016_FluShotClinicReport.pdf.

Flu Shot Clinic Participation
2012-2016



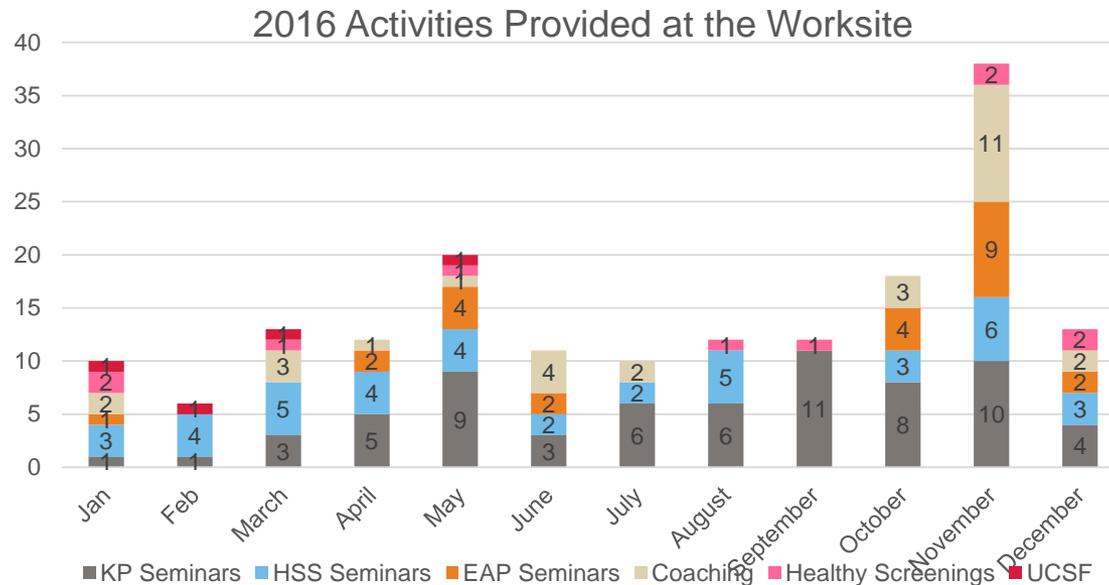
City-wide Programs

Healthy & Happy Holidays: Maintain, Don't Gain and 12 Days of Relaxation Email Campaign Pilots

- A new healthy holiday campaign addressed stress, relaxation, and weight management for the first time.
- There were 629 participants for Maintain, Don't Gain.
- There were 824 participants for 12 Days of Relaxation.
- Champions organized a variety of creative activities to encourage healthier choices during the holidays. Find them here: <http://myhss.org/well-being/downloads/2017HolidayChampionStories.pdf>.
- Find the complete Healthy & Happy Holidays Report: http://myhss.org/well-being/downloads/2016_HealthyHappyHolidaysReport.pdf.

Onsite Activities

- There were a total of 175 activities (seminars, coaching, and screenings) that took place at the worksite. This is a 52% increase from 2015.
- We facilitated relationships between 7 departments and REC to provide 13 group exercise classes in the workplace.



Pilot Programs

- Healthy Weight Series pilot was a success and will be a new program in 2017.
 - *“Thank you so much for providing these types of programs at work.”*
 - Find the complete Healthy Weight Series Pilot Report:
http://myhss.org/well-being/downloads/2016_HealthyWeightReport.pdf.
- Diabetes Prevention Program research study completed recruitment with 156 participants. The research will conclude in the summer of 2017.

2017 WORKSITE WELL-BEING PLANNED INITIATIVES & PROJECTS

Well-Being@ Work

Well-Being@Work provides leaders and Champions with the resources and recognition they need to create and support well-being for all employees.

Resources: Activities & Grants

- Make it easier than ever to create a healthier workplace.

Recognition: Awards & Spotlights

- Recognize Champions and leaders who make employee well-being their mission.

myhss.org/well-being@work will launch in February 2017.

SAN FRANCISCO HEALTH SERVICE SYSTEM

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WELL-BEING@WORK

HOW IT WORKS

ORGANIZATIONAL COMMITMENT: This award category focuses on leadership engagement in the form of supporting Champions, promoting Well-Being@Work programs.

HEALTHY BEHAVIOR: This award category focuses on leadership engagement in the form of supporting Champions, promoting Well-Being@Work programs.

EMOTIONAL WELL-BEING: This award category focuses on leadership engagement in the form of supporting Champions, promoting Well-Being@Work programs.

RESOURCES: Activities help Champions to provide programs and activities that can help in raising awareness and promoting organizational commitment, healthy behaviors, and emotional well-being at the workplace.

RECOGNITION: Activities help Champions to provide programs and activities that can help in raising awareness and promoting organizational commitment, healthy behaviors, and emotional well-being at the workplace.

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ACTIVITIES & GRANTS | **AWARDS & SPOTLIGHTS** | **LEARN MORE**

City-wide Programs

Develop a new tagline and mission that serves to unite all well-being initiatives (coming 2/2017). Create a campaign to launch the tagline.

HSS Well-Being is here to help our members (employees, retirees, and family members) **feel, live, and be Better Every Day**. We encourage and facilitate well-being by raising awareness, providing programs, services and tools, and striving to create a supportive workplace culture.

When we focus on well-being....

- **Today** we feel immediate benefits, like more energy and more happiness. We are more engaged and productive at work and play.
- **Tomorrow** the daily benefits accumulate to better our health by helping us avoid chronic conditions and injury.
- **In the future**, the quality of our life in retirement is improved.

To be Better Every Day, we support members to **Live Healthy, Feel Good, and Get Care**.

The screenshot shows the San Francisco Health Service System website. The header includes the organization's name and a search bar. The main navigation menu has tabs for Member Services, Benefits, Events, Well-Being (selected), Board, and Finance. Below the navigation, there's a search bar with the text "How can we support your Well-Being today?". To the right, it displays the "Avg. Employee Well-Being Score: 74/100 (+6 compared to CA)".

The main content area is divided into several sections:

- Live Healthy:** Features a large green graphic with the text "Better Every Day." and a "Learn More" link. Below it are three colored bars (yellow, blue, red).
- Feel Good:** Includes a "Fitness Discounts" link and an image of a person running.
- Get Care:** Includes a "Contact EAP" link and an image of a person sitting at a desk.
- Today's Classes:** Lists classes for Monday through Friday, including Yoga, Total Body Toning, Zumba, and Soul Line Dancing, each with a "Location" link.
- Popular Links:** Lists links for EAP, Find Your Well-Being Champion, Employee Fitness Center Discounts, Flu Information, and Read the January Enews.
- Healthy Habits:** Features a "Kickstart 2017" campaign with a "Healthy Start" graphic and a "More" link.

City-wide Programs

Continue to offer campaigns and challenges City-wide as a way to create momentum for well-being in the workplace.

- Winter Healthy Start Campaign
- Spring Physical Activity Campaign & Challenge
- Summer Nutrition Campaign & Challenge
- Fall Flu Prevention Campaign & Onsite Clinics

Provide “off the shelf” campaigns/challenges that departments/Champions can implement when is best for their department and allows additional well-being topics to be addressed.

- Relaxation
- Volunteering
- Maintain, Don't Gain
- Did You Know Campaign for EAP

Create a consistent process to report back to Champions and leaders on activities, challenges and City-wide campaigns.

Pilot Programs

- Pilot at least one new initiative annually as pilots provide valuable feedback for the program.
- Analyze Diabetes Prevention Program study results to determine how/if the program should be made available in the future.

WELL-BEING MONTHLY REPORT

JANUARY 2017 REPORT

Healthy Start Launched

- All HSS members were invited via the enews to participate in Healthy Start. Participants will receive a series of emails with educational resources.
- Champions and the Wellness Center will also be providing onsite activities to help members make a healthy start!
- <http://myhss.org/well-being/healthystart.html>

WHAT IS HEALTHY \equiv **START**?

The New Year often leads to unrealistic goals and expectations. Changes take 8-12 weeks to become habits we keep. Kickstart your New Year by initiating, motivating, and maintaining a healthy behavior that you can make a habit in 2017. *Get started today!*



Initiate

Set a SMART goal to start your year off right:

- SMART Goal Worksheet
- Breaking Bad Habits

Learn about the resources to help you with your healthy start toward goals focused on:

- Weight Loss and Nutrition
- Physical Activity
- Emotional Well-Being

Stay inspired with these 3 tips:

- Find Your Why
- Make a Plan
- Social Support

Motivate

Stay on Track:

- Healthy Start Strategies
- CDC Healthy Living Resources

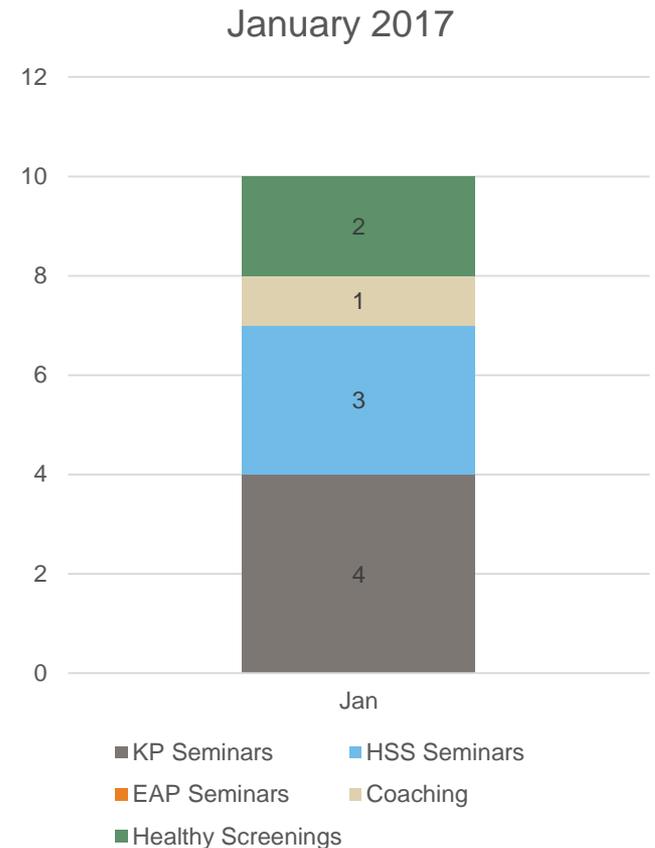
Celebrate & Congratulate:

- Celebrate Small Wins

Maintain

Onsite Activities

- Champions hosted 10 different onsite events in January.
- Some events were associated with the end of the Maintain, Don't Gain challenge.



Employee Assistance Program: Organizational Well-Being

EAP provided organizational services to 180 employees during January 2017

- 5 orientations to 96 employees
- 10 organizational consultations for 10 employees
- 8 employee trainings for 70 employees
- 2 mediations for 2 sets of employees
- EAP refreshed the EAP orientation presentation for employees and created an orientation for supervisors and managers

Employee Assistance Program: Counseling Update

EAP provided 84 hours of counseling to 60 clients in January.

- 24 new clients compared to an average of 25 new clients/month in 2016
- 36 continuing clients compared to an average of 52 clients/month

