


MEMORANDUM

March 21, 2019

TO: Health and Human Services (HHS) Committee
Government Operations and Fiscal Policy (GO) Committee

FROM: Linda Price,  Legislative Analyst

SUBJECT: **Update – Employee Wellness Program**

PURPOSE: Receive annual update, no votes required

Today, the Joint HHS & GO Committee will receive an update from the Office of Human Resources (OHR) on the Employee Wellness Program.¹ Those expected to participate in this worksession include:

Karen Plucinski, Acting Director, OHR
Liliana Rojas, Wellness Program Manager, OHR

Montgomery County Employee Wellness Program

The County's employee wellness program, "LiveWell–Better You. Better Us." was officially launched on September 10, 2015. This was following the 2011 report of the Task Force on Employee Wellness and Consolidation of Agency Group Insurance Programs.² LiveWell is the Montgomery County Government joint labor-management employee wellness program. This will be the fourth update to the Joint Committee since the launch of the employee wellness program for Montgomery County Government employees.³ The presentation slides for this update are attached at © 1-24.

The mission of the LiveWell program is to cultivate a culture of wellbeing through holistic programs, resources, and policies that empower employees to lead a healthier lifestyle. The program

¹ Keywords: #LiveWell, employee wellness program, Virgin Pulse

² The Wellness Committee of the Task Force recommended that all five agencies should develop and implement agency wellness programs working within the collective bargaining process as applicable.

³ The joint Committee met on October 15, 2015, February 9, 2017, and February 8, 2018.

focuses on seven dimensions of wellbeing, which include emotional, financial, intellectual, physical, occupational, social, and spiritual wellness.

LiveWell includes an incentive program offered through Virgin Pulse that awards up to \$350 annually to program participants. The Employee Assistance Program, disease prevention and management programs, as well as movement classes, wellness workshops, monthly newsletters, weekly messages, and the Wellness Champions program are additional components of LiveWell. The County also offers discounts for Capital Bikeshare and the Total Rec and Family All Pool passes provided by the Department of Recreation. CareFirst, United Healthcare, and Kaiser Permanente offer discount programs for health-related products and services.

This year's wellness update includes 2018 data on prevalence and costs for the top five health conditions affecting active employees and their dependents across all three insurance carriers (see © 20). Variations in reporting by the insurance carriers have created challenges in providing this information in previous updates. However, OHR will continue to collect this information to measure the effectiveness of the incentive program and identify target areas to focus on.

Enrollment in the Virgin Pulse program has increased from an initial rate of 48% of eligible employees to 60%. However, engagement has stayed under 50% since the program was first implemented (see © 12). In 2018, the goal for engagement was to increase to 60%. For 2019, the goal for engagement has been lowered to 55%. **The Joint Committee may wish to receive more information from OHR on factors that have kept engagement around 50% and the initiatives planned or in place to increase engagement in the Virgin Pulse program.**



State of Wellbeing: 2018

Karen Plucinski, Acting Director, OHR

Liliana Rojas, Wellness Program Manager, OHR



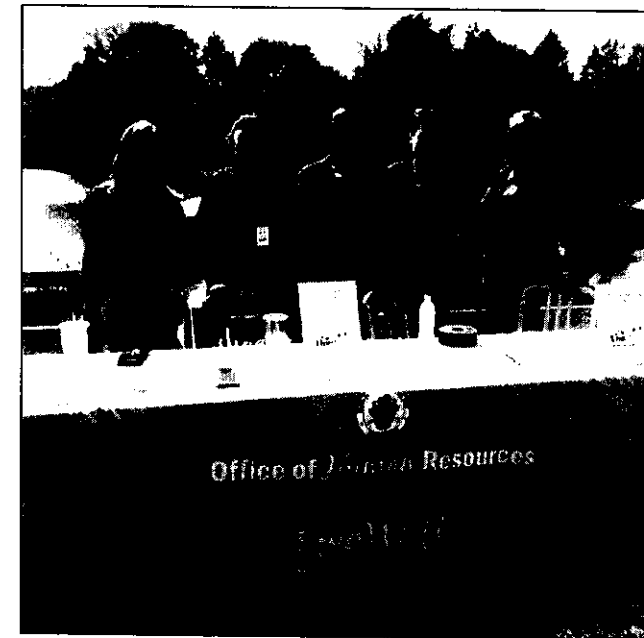
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Agenda

- Welcome and Introductions
- LiveWell Framework
- Goals/Objectives
- LiveWell Events/Highlights
- Virgin Pulse Data
- Health Claims Data
- Employee Assistance Program
- Awards and Recognition



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About LiveWell

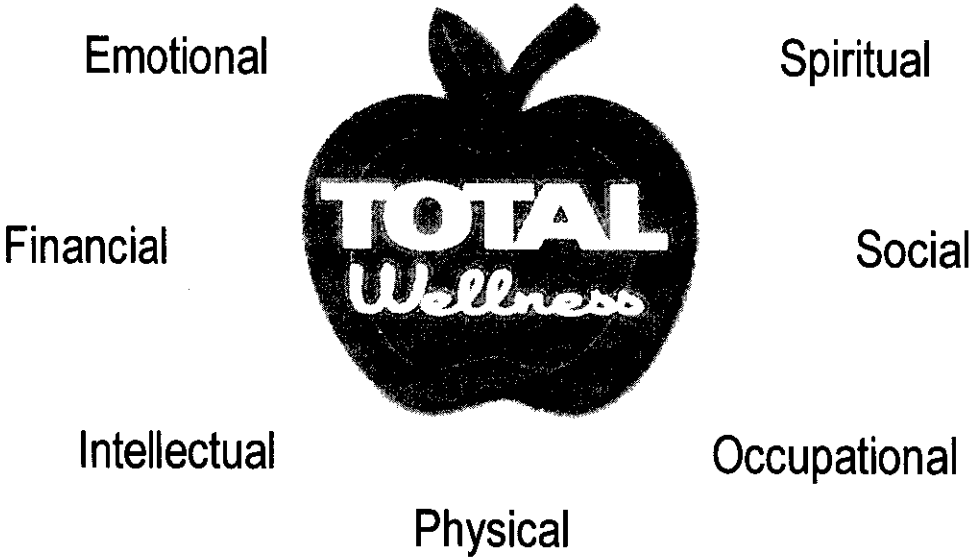
- LiveWell is the Montgomery County Government joint labor-management employee wellness program.
- The LiveWell mission is to cultivate a culture of well being through holistic programs, resources, and policies that empower employees to lead a healthier lifestyle, focusing on seven dimensions of well being.
- LiveWell programs are open to insurance-eligible Montgomery County Government and participating agency employees.
- Currently being negotiated for FOP members.



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Wellness is more than fitness.



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Framework: Foundation

Leadership Support

Visible, tangible support at all levels of the organization, particularly by executive leadership, MLS and front-line supervisors

Communication

Brand-driven program marketing and education on healthy choices, wellness programs and resources

Incentives

Drive & thrive through strong, comprehensive incentive structures that reward healthy behaviors and encourage engagement

Wellness Ambassadors & Champions

Personal programmatic touches that bring wellness 'home' and promote social marketing



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2019-2020 Goals and Objectives

- Mental health – stigma, prevention, guidance
- Collaborations with stakeholders – Public Safety Agencies, high-stress departments
- Risk Management/Occupational Medical Services (OMS) – reduce injuries, workers' compensations
- “Sitting is the New Smoking” campaign
- Preventive care to continue to reduce healthcare costs
- Social Wellness – correlated to mental health



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Health Insurance Wellness Credits

CareFirst, Kaiser Permanente, and United Healthcare provide Montgomery County Government with wellness credits based on yearly enrollment. Wellness credits are utilized to enhance the wellness program and provide activities throughout the year:

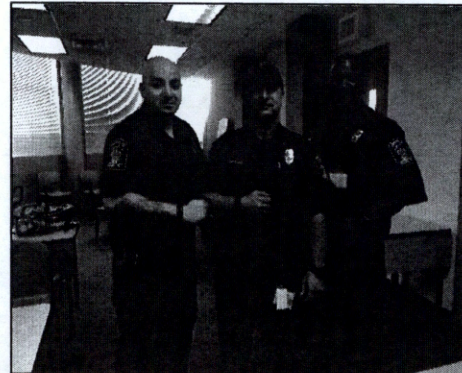
- Health education workshops
- Disease management programs
- Special events
- Champion programs
- Health screenings
- Promotional material



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2018 Events

- 139 total events throughout the County
- 5210 participants
- Different Wellness Dimension Topics



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LiveWell Highlights



New Employee Orientation Presentation

- Wellness presentation for all new employees

Leadership Presentations

- Department Supervisors/Managers
- Senior Management Team (SMT) Meeting
- Department Wellness Service Request Form

Resources

- Live Webinars and Webinar Library

New Partnerships (focusing on high stress level departments)

- Emergency Communications Center/311 Call Center
- Fire and Rescue
- Animal Services
- Department of Corrections and Rehabilitation – Stress Management Program
- Bus Operators and Highway Services – Transportation Depots
- Department Staff Day Events
- Participating Agencies



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LiveWell Highlights (cont.)

Employee Assistance Program Presentations

- Information on all services provided by ComPsych
- Increased Utilization above National Book of Business

Disease Prevention/Management Programs

- Diabetes
- Weight Management
- Stress Management
- Smoking Cessation

Special Events

- Celebrate You!
- Out of the Darkness
- Monthly Health Observances Events

Social Media Connection

- Facebook
- SharePoint

New Program coming in March

- BurnAlong Platform – online portal accessible to all MCG employees
- Physical fitness classes available 24/7
- Ability to connect online with co-workers, friends or family
- Promote fitness to all levels and interests

2019 Health Observances Calendar

Month	National Observance
January	Reflect, Renew, Revive
February	Heart Health
March	National Nutrition Month
April	Stress Awareness
May	Mental Health Month
June	Safety month
July	National Recreation/Park Month
August	Community Social Responsibility
September	Healthy Aging
October	Domestic Violence Month
November	American Diabetes Month
December	Beat Winter Blues

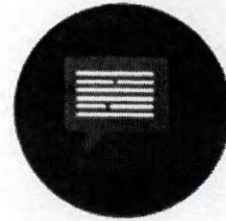


BurnAlong

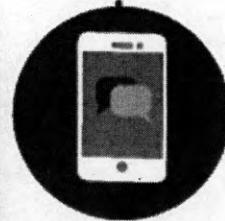
Are You Ready to

FEEL THE
BURN?

Welcome to
BURNALONG



It's all about choice.
Choose what you love with 1,000+ classes across 30+ categories including cardio, mindfulness, stress and much more. Classes taught by certified professionals with new classes and programs added daily.



Make it social.
Workout on your own or have your co-workers join in on a virtual group class. Help motivate each other and have fun from any location.



Take it anywhere!
Have 5 minutes before your meeting for a quick stretch, or 20 minutes after work? Play classes from your phone, computer, or tablet anytime and anywhere to help you fit in fitness!



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	October 2016	October 2017	October 2018	October 2019
Enrollment	48%	53%	60%	Goal: 65%
Engagement	49%	47%	49%	Goal: 55%

Montgomery County Government is above Virgin Pulse's Book of Business



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Health Station Locations

- Executive Office Building, Office of Human Resources
- Public Safety Headquarters, Cafeteria
- Occupational Medical Services, Lobby
- Crabbs Branch Depot, Fleet Lounge
- 1401 Rockville Pike, 3rd floor, Mail Room
- Department of Liquor Control, Training Room
- Department of Permitting Services, 2nd floor
- MCEFCU Germantown Campus



ENROLLMENT DASHBOARD

60% OF ELIGIBLES HAVE ENROLLED IN VIRGIN PULSE

56% GOVERNMENT

▲ 5%

YEAR ENROLLMENT CHANGE

5,650

MEMBERS

3%

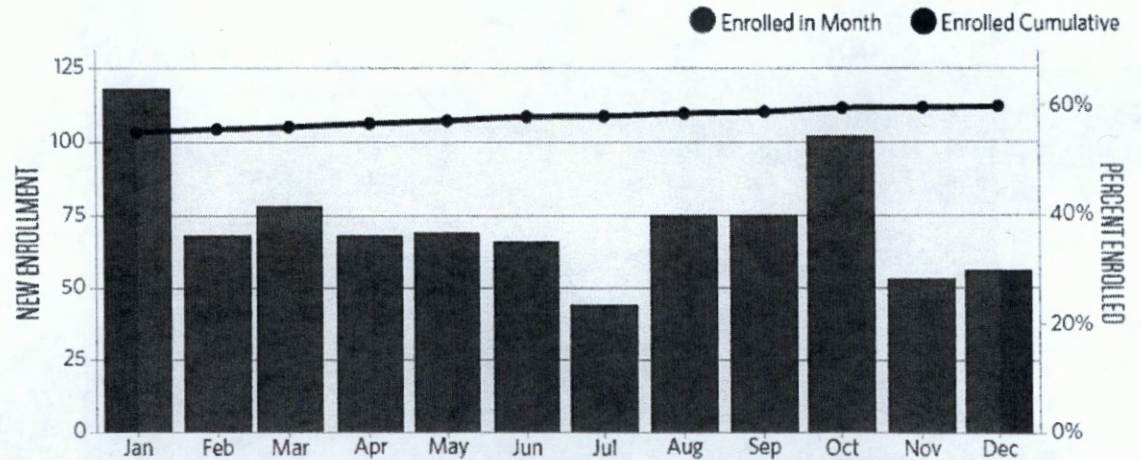
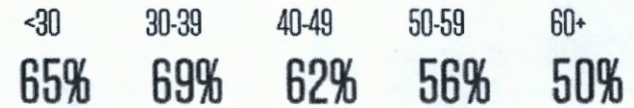
LOWER EMPLOYEE ATTRITION RATE BY THOSE USING THE VIRGIN PULSE PLATFORM

SOURCE: Periodic eligibility files

GENDER ANALYSIS



AGE PROFILE ANALYSIS



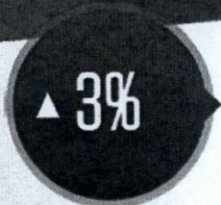
PHYSICAL ACTIVITY DASHBOARD

45% AVERAGE MONTHLY ACTIVITY USAGE

Average Monthly Activity Usage

Government: 42%

BOB: 45%



CHANGE IN ACTIVITY USAGE THIS YEAR



78% Members ever connecting an activity tracker

37% Members first connecting an activity tracker this year



93% Members selecting activity as an interest



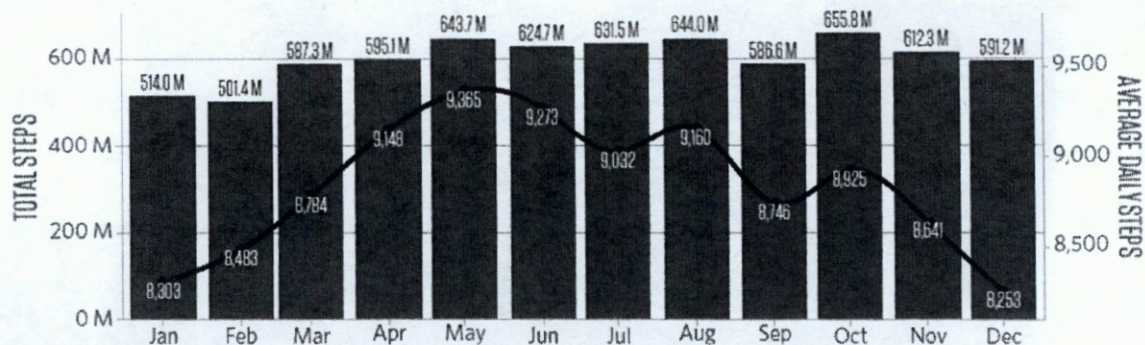
MEMBERS ACHIEVING RECOMMENDED LEVEL OF ACTIVITY



AVERAGE DAILY STEP COUNT

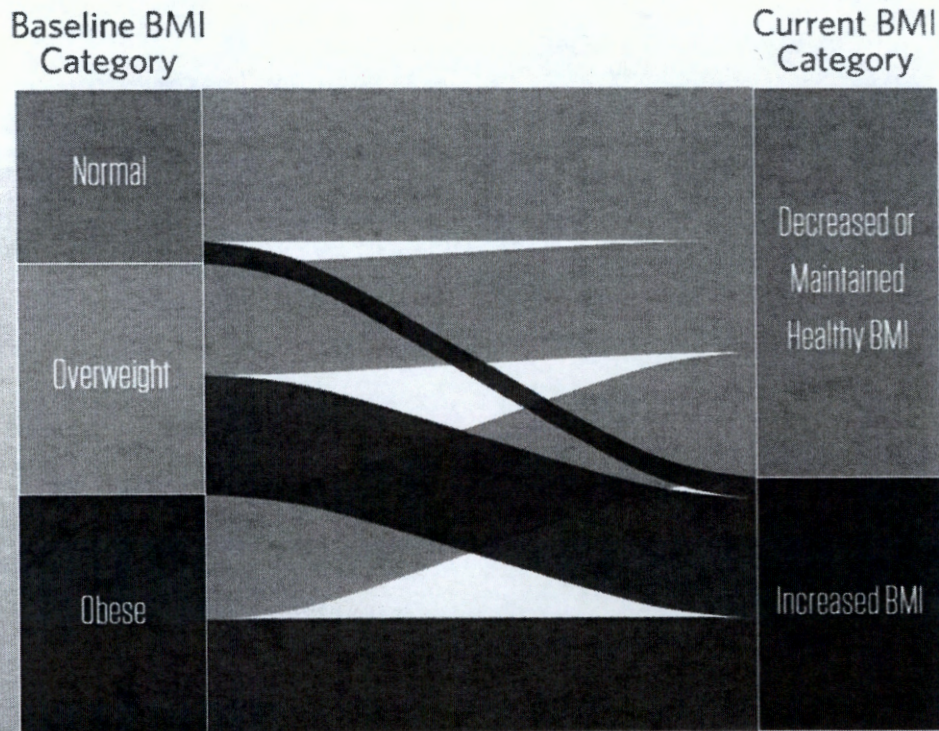
TOTAL ANNUAL STEPS: 7,187,541,080

● Total Steps ● Average Steps Per Day



SHIFTS IN BMI

61% OF MEMBERS DECREASED OR MAINTAINED HEALTHY BMI



High Risk, Obese
Government: 49%
BOB: 50%



53%

OF HIGH-RISK, OBESE PEOPLE
LOST WEIGHT SINCE JOINING

48%

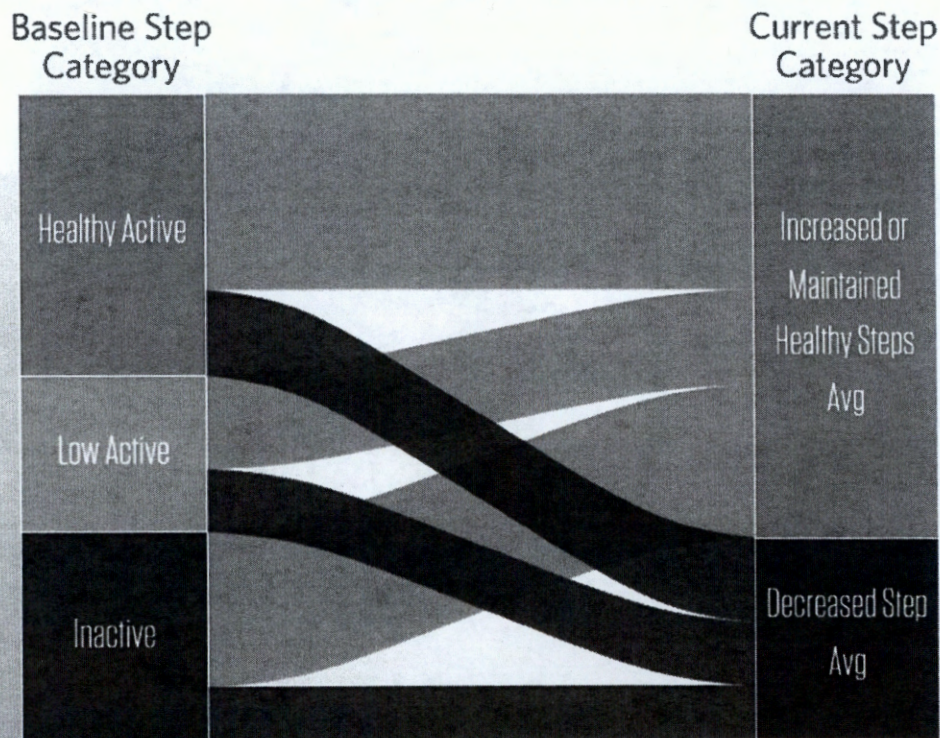
OF OVERWEIGHT PEOPLE LOST
WEIGHT SINCE JOINING

88%

OF NORMAL WEIGHT PEOPLE
ARE MAINTAINING THEIR
HEALTHY LEVELS

SHIFTS IN ACTIVITY

69% OF MEMBERS INCREASED OR MAINTAINED HEALTHY STEPS AVG



High Risk, Inactive
Government: 70%
BOB: 69%



74%

OF HIGH-RISK, INACTIVE
PEOPLE ARE MORE ACTIVE
SINCE JOINING

60%

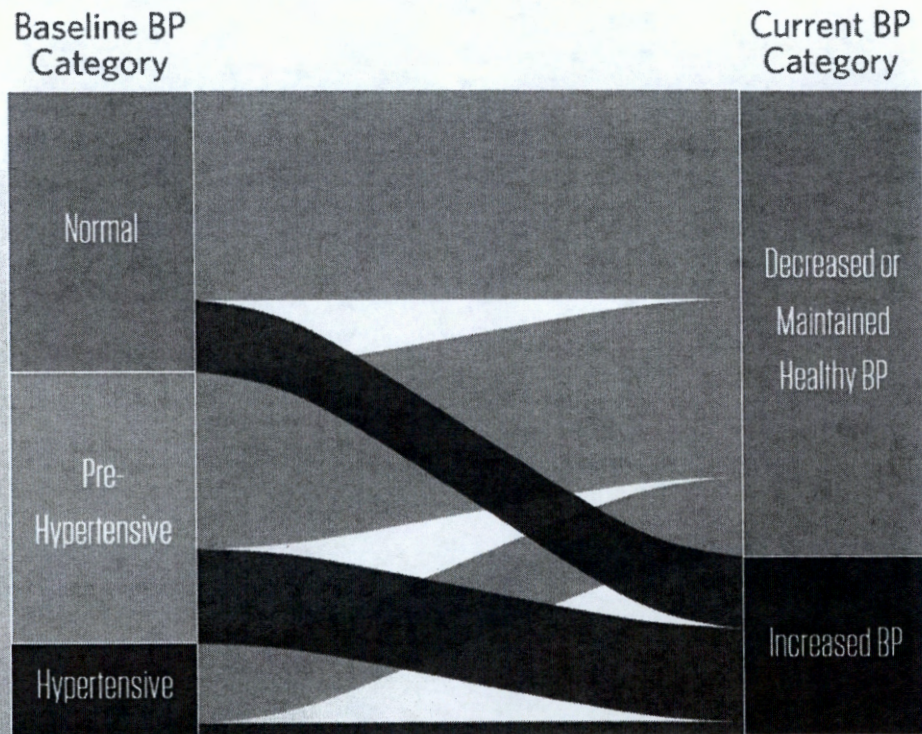
OF INSUFFICIENTLY ACTIVE
PEOPLE ARE MORE ACTIVE
SINCE JOINING

70%

OF ACTIVE PEOPLE ARE
MAINTAINING THEIR HEALTHY
LEVELS

SHIFTS IN BLOOD PRESSURE

72% OF MEMBERS DECREASED OR MAINTAINED HEALTHY BP



High Risk, Hypertensive

Government: 86%

BOB: 84%



85%

OF HIGH-RISK, HYPERTENSIVE PEOPLE REDUCED THEIR BP SINCE JOINING

66%

OF PRE-HYPERTENSIVE PEOPLE REDUCED THEIR BP SINCE JOINING

74%

OF NORMAL BP PEOPLE ARE MAINTAINING THEIR HEALTHY LEVELS

New Wellbeing Topics: Safety & Sustainability

\$62B

Workplace Safety

paid by US companies per year for workplace injuries

New "Staying Safe" topic

- Added to Focus pillar
- 200 new daily cards
- 30 new habit trackers and challenges

93%

Sustainability

of CEOs believe sustainability is important to the future success of their company

New "Acting Sustainably" topic

- Added Drive pillar
- 100 new daily cards
- 30 new habit trackers and challenges

Available Summer 2019, included in platform fees



2018 Top Five Health Conditions

Active Employees and Dependents

UnitedHealthcare		
Category	Prevalence	Paid Amount
Respiratory System	2245	\$1,424,621
Nervous Sys Sense Organs	1753	\$2,102,668
Musculo CNCTV Tissue	1710	\$2,688,802
Circulatory System	1259	\$2,122,489
Genitourinary System	1125	\$1,045,900

Kaiser Permanente		
Category	Prevalence	Paid Amount
Infection / Inflammation	1,379	\$1,091,222
Mental Health	703	\$1,225,254
Hypertension	627	\$293,581
Diabetes	301	\$408,423
Cardio Vascular Health / Disease	211	\$482,276

CareFirst		
Category	Prevalence	Paid Amount
Bone and Joint Disorders	2,059	\$1,372,272
Hypertension, Chronic Maintenance	1,665	\$1,175,920
Spinal and Back Disorders, Low Back	1,380	\$1,356,136
Depression	1,083	\$2,275,227
Osteoarthritis, Except Spine	666	\$1,732,943



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Top Issues – Employee Assistance Program (EAP)

Top Three Presenting Issues

- **EAP:** Psychological, Substance Abuse, and Stress
- **Guidance Resources Online:** Personal Growth, Marriage and Relationships, and Consumer Issues
- **FamilySource®:** Elder Care, Child Care, and Event Planning
- **LegalConnect®:** Divorce / Separation, Child Custody, and Civil
- **FinancialConnect®:** Credit Card Debt, Income Tax Issues, and Mortgages & Other Debt

Client Status & Gender

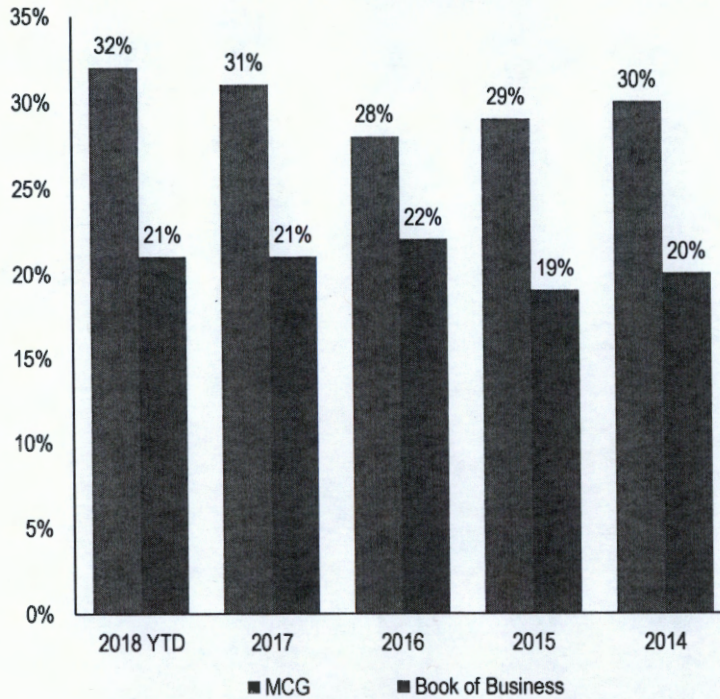
- 89% Employees / 11% Family
- 52% Female / 47% Male / 2% Unknown

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— The GuidanceResources Company® —



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EAP Program Utilization Year-Over-Year Comparison



Observations and Comments

- Consistent strong utilization, year after year, well above Book of Business (BoB).
- 11% over BoB for 2018 YTD – MCG highest utilization yet!



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Achievements and Recognition



Well-Being 100 Award (October 2018)

This national award honors those who "make wellness happen" for an organization—the innovators, motivators and gamechangers who have what it takes to engage their employee population to be healthier. Presented to Lili Rojas as outstanding Top 20 Wellness Professionals in the Country.



Health at Work Award™ – Gold Award (September 2018)

This award, sponsored by ComPsych, selects winners based on their wellness program's comprehensiveness, delivery, promotion, participation rates and results achieved.



Alliance for Workplace Excellence – Health and Wellness Award (June 2018)

This award recognizes employers who provide innovative programs for employee health and wellness.



Healthiest Maryland Businesses – Silver Award (June 2018)

This award highlights exemplary accomplishments in worksite health promotion, and is the state's initiative to support healthy workplaces. Recognition criteria are based on the Centers for Disease Control and Prevention (CDC) Workplace Health Model.



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Thank You!



- Questions?
- Thank you for your partnership in helping us promote wellbeing across the County.



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