

---

## 2016 Wellness Center Activities Summary

---

### Highlights

- 7730 visits in the year (decreased 5% compared to 2015)
- Averaged 644 visits/month (decreased 5% compared to 2015)
- 84% of participants used the Wellness Center for group exercise
- 7 special events were offered including two flu shot clinics, Move More, Feel BETTER Week, biometric screening and more.

### Wellness Center: 2015 Compared to 2016

- 5% decrease in visits to the Wellness Center
- 4% increase in group exercise participation at the Wellness Center
- 14% increase in the number of group exercise classes and the number of seminars at the Wellness Center
- 12% decrease in average monthly seminar participation
- 45% decrease in coaching participation

Wellness Center Participation	2015	2016
Total Visits	8136	7730
Average Visits/Month	678	644
Wellness Center Group Exercise: Total Classes	491	563
Wellness Center Group Exercise: Total Visits	6367	6636
Wellness Center Group Exercise: Visits/Month	531	553
Seminars: Total Classes	48	55
Seminars: Total Visits	593	528
Seminars: Visits/Month	46	44
Coaching: Total Visits	273	151
Coaching: Average Visits/Month	17	13
Special Events: Total Visits	313	58
Special Events: Visits/Month	26	5

### City Hall: 2015 Compared to 2016

- 25% increase in group exercise participation
- 5% increase in the number of classes

City Hall Participation	2015	2016
City Hall Group Exercise: Total Classes	186	196
City Hall Group Exercise: Total Visits	4934	6153
City Hall Group Exercise: Visits/Month	411	512

### Wellness Center Participation

- 7,730 visits during 2016, with an average of 644 per month.
- Peak participation/month was reached in August with 928 visits.

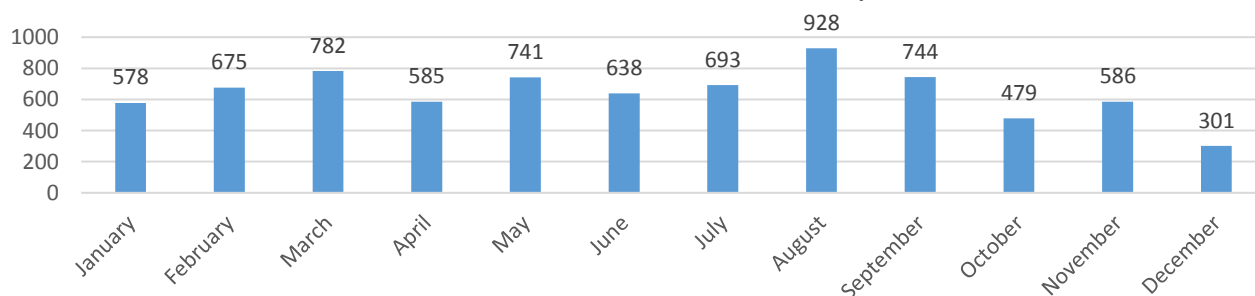
These counts do not include individuals who come to the Wellness Center for Employee Assistance Program (EAP) counseling, Open Enrollment, flu shot clinics, or non-wellness related activities, such as department staff meetings and New Employee Orientations (NEOs). Participation numbers for the annual report run from January through December 23.

August experienced the most participants: This can be primarily be attributed to the special events offered as part of Move More, Feel Better Week. October and December had the lowest number of visits because many services are canceled due to Open Enrollment and the holidays.

Participation in 2016 is lower than 2015. Possible reasons include:

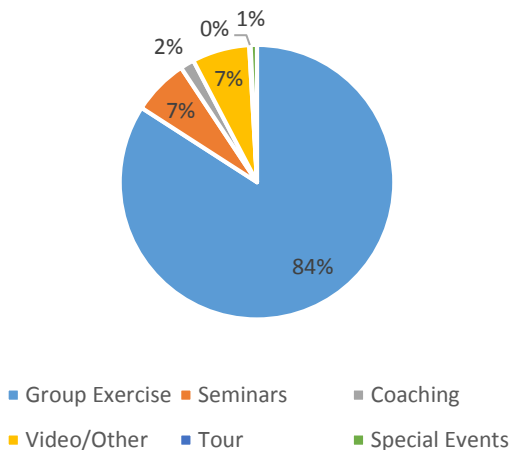
- Low participation in coaching that resulted in its cancelation for two months.
- Cancelations in October and December.
- Lack of a Fitness Fair or similar event to boost participation.
- Fewer special events, especially special events where participation was recorded.

Wellness Center: 2016 Total Participation



- 84% of visits to the Wellness Center were for group exercise.
- Special event and coaching participation decreased since 2015.

2016 Wellness Center: Percent of Visits by Activity



## 2016 Goals and Outcomes

1. Increase the annual visits to 9000.
  - 2016 ended 15% short of this goal with a total of 7730 visits.
2. Increase the percentage of visits for activities other than group exercise to 25%.
  - 16% of visits were for non-group exercise activities.

Possible enhancements in 2017 related to these goals are increasing special events and continuing to find the right assortment of seminars to maximize participation.

## 2016 Recommendations and Outcomes

### Group Exercise

1. Pilot 1:00 classes to accommodate more participants during the lunch hour (many 12:00 classes are reaching capacity).
  - Four 1:10 classes are offered weekly. They allow for more different types of classes to be available during lunch and have helped with crowding during the noontime classes.
2. Focus promotional efforts on classes that serve those new to exercise or those who need modification as well as on classes that address strength and flexibility.
  - A primary objective behind the Move More, Feel Better week of activities was to provide more opportunities to teach members about strength and stretching. Sessions include: Free Weight Demonstrations, Ball Demonstrations, Strength Training Basics, Stretching & Relaxation for the Workstation, Exercises for the Workstation, and Move More, Feel Better.

### Seminars

1. Offer regular mental well-being seminars through the expanded EAP.
  - EAP worked on updating the majority of its presentations in 2016. At the end of the year, the Making Work, Work series was very popular.
2. Offer seminars for managers to help improve well-being in the workplace.
  - This activity has not begun.
3. Pursue relationships with non-profit organizations to provide seminars.
  - The American Heart Association offered two well-attended presentations in 2016.

### Open Wellness Center Use

1. Promote Wellness Center use on break times and from 1:00-2:00.
  - With the growing group exercise class size and diversity, the 1:00 timeframe has largely been consumed by group exercise classes.
  - The Move More, Feel Better week activities in August will promote 10:00 and 3:00 breaks as an opportunity to learn about Breathing Techniques, Meditation Made Easy, and Stretch it Out. Additionally, demonstrations of exercise equipment at 11:30 will facilitate use of the facility during Open Hours.

### Wellness Coaching

1. Promote coaching as a compliment to challenges and seminars.
  - Coaching as part of a New Year's Resolution promotion was successful in attracting participants, but they didn't convert to consistent participation.

- Coaching was heavily promoted as a compliment to the Colorful Choices challenge, however participation did not increase.
2. Have the coach facilitate group sessions on specific topics.
    - This pilot started in June and resulted in an increased number of participants in coaching overall, however this did not continue when offered in July or in November.

### **Special Events/Programs**

1. Host three large-scale events that are highly promoted in the Civic Center area to attract new users.
  - We hosted a biometric screening in March. However, participants were not tracked uniquely to know if new individuals came to the Wellness Center for the first time.
  - Two Flu clinics offered: 121 were vaccinated in October and 55 vaccinated in November
  - During Open Enrollment in the last week of October over 400 individuals visited the health fair and 700 visited Member Services on the first floor.
2. Offer at least five activities, such as donation drives and awareness-raising activities.
  - Heart health was promoted in February through a Wear Red to Zumba event, 30 employees attended.
  - A Shoe Drive in April collected over 150 pairs of shoes.
  - Visits to the Wellness Center doubled during Move More, Feel Better Week in August. 84 more individuals came compared to the week prior. Move More, Feel Better week was our annual Open House event to encourage new individuals to use the Wellness Center.
  - Move More Feel Better Celebration in September had 58 attendees.
  - One Warm Coat donation in December collected over 40 coats.
3. Explore offering Open Houses and tours regularly.
  - Tours was a component of the Move More, Feel Better program offered in August.
  - Two departments, REC and RET took advantage of bringing their teams to the Wellness Center. More opportunities like this should be promoted.
4. Host the Getting in Balance study.
  - Balance in Getting in study recruitment took place in February and participants in the in-person group meeting regularly at the Wellness Center.

### **General**

1. Increase opportunities for member feedback.
  - EAP created an ongoing online client satisfaction survey.
  - Surveyed of retirees who attended the RECCSF is planned to determine the types and times of classes they would like at the Wellness Center.
2. Explore participant tracking and scheduling software options.
  - This activity begun at the end of 2016 and a new tracking system is in place. A full year of tracking will take place starting 2017.

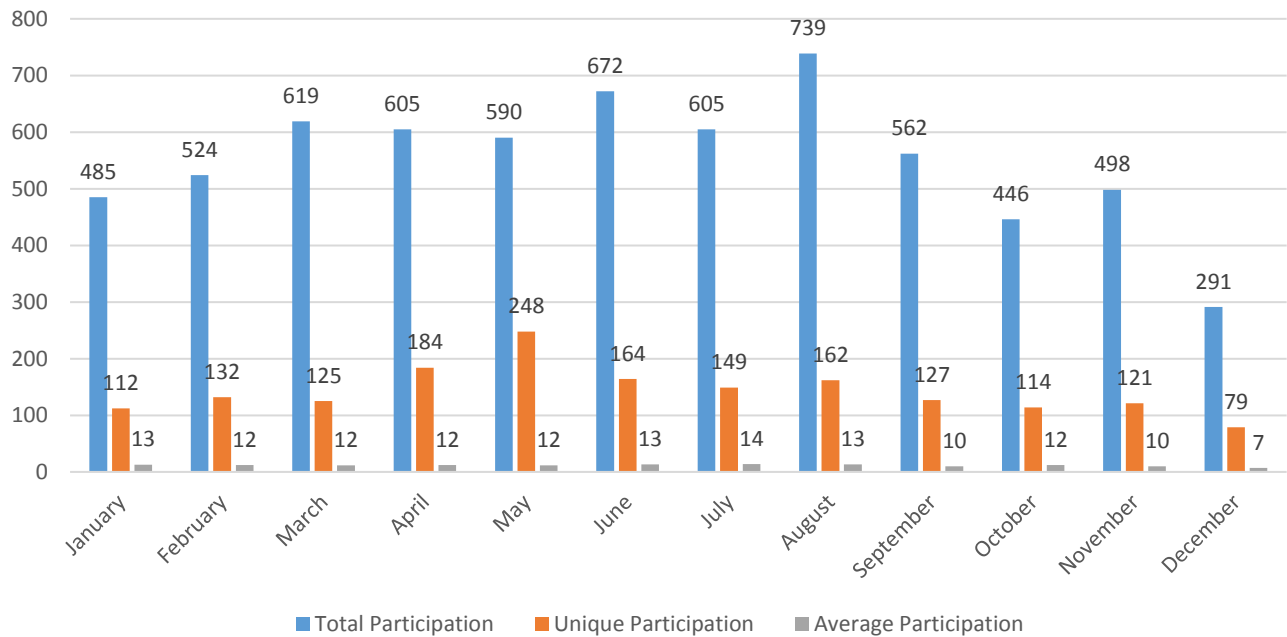
# 2016 Wellness Center Activities Detailed Report

## Group Exercise - Wellness Center

### Highlights

- Averaged 47 classes/month (increased from 41 in 2015)
- 6636 visits were for group exercise between January and December 23, 2016 (increased from 6367 in 2015)
- Averaged 553 visits/month (increased from 531 in 2015)
- Averaged 12 participants/class (decreased from 13 in 2015)
- Averaged 143 unique participants/month

Wellness Center: Total, Unique and Average Participation in Group Exercise Classes by Month

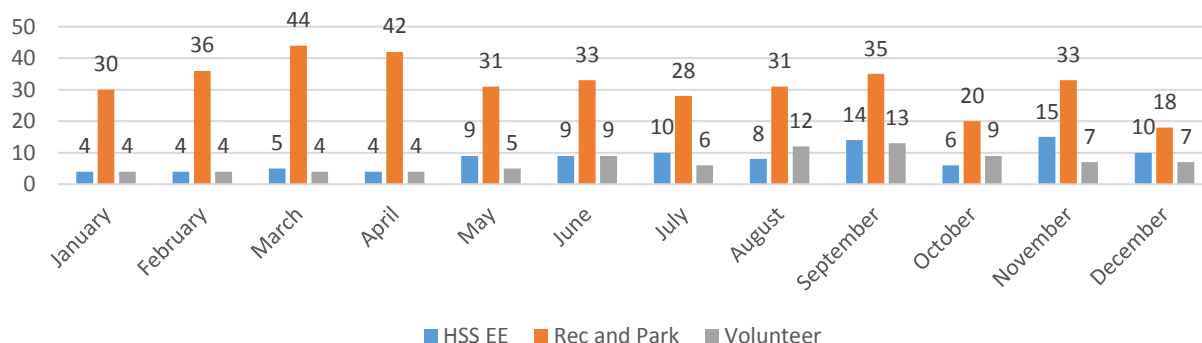


### Group Exercise Class Providers

- 68% of classes were taught by REC
- 17% were taught by HSS
- 15% were taught by a volunteer

Group exercise classes at HSS are generally taught by three different providers, REC, HSS employees and CCSF Employee volunteers. HSS and REC continue to have a strong partnership therefore with a majority of the group exercise classes were taught by REC (68%).

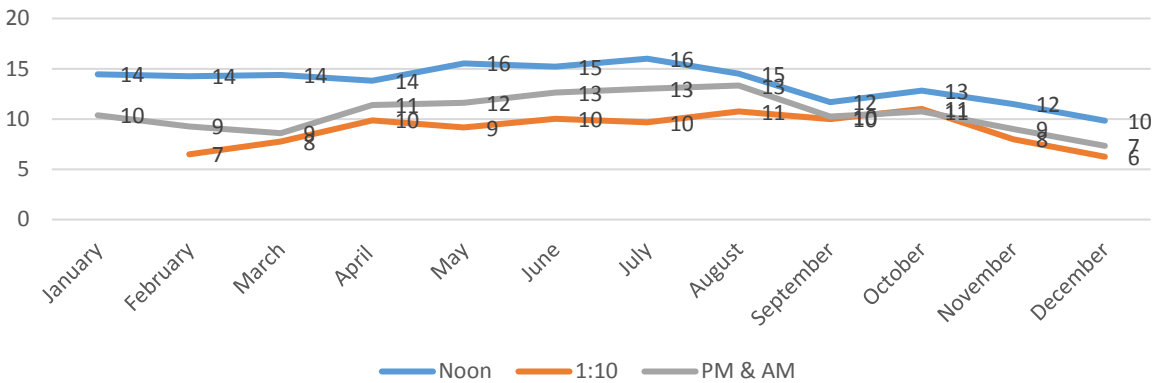
## Wellness Center: Number of Classes Taught by Provider and Month



### Classes by Time of Day

- The noontime classes continue to have higher participation than all other classes offered with 14 participants per class on average.
- The PM & AM classes are the next highest participating group of classes with 11 participants per class on average.
- The 1:10 pm classes were introduced in 2016 and have been very successful with an average of 9 participants per class on average.
- Participation trends are higher from May through August.
- There was a decrease in the number of classes offered during December when compared to December of 2015. This was due to the holiday and instructor cancelations.

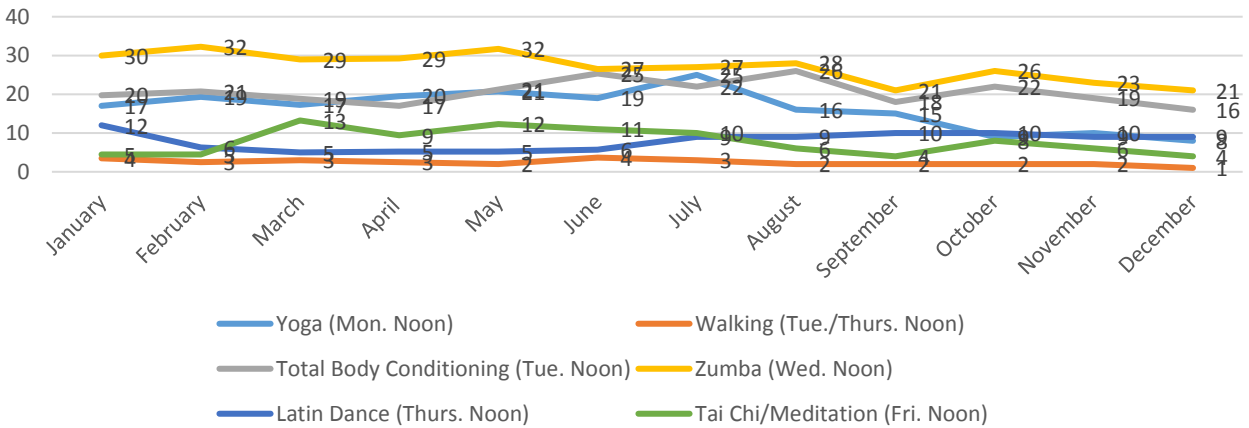
### Group Exercise Class Participation Average by Time of Day Class Offered



#### Noontime Classes

- Zumba at noon represents the highest number of average participants per class (27).
- Total Body Conditioning averaged 20 and Yoga averaged 16.

### 2016 Wellness Center: Noon Group Exercise Class Average Participation by Class

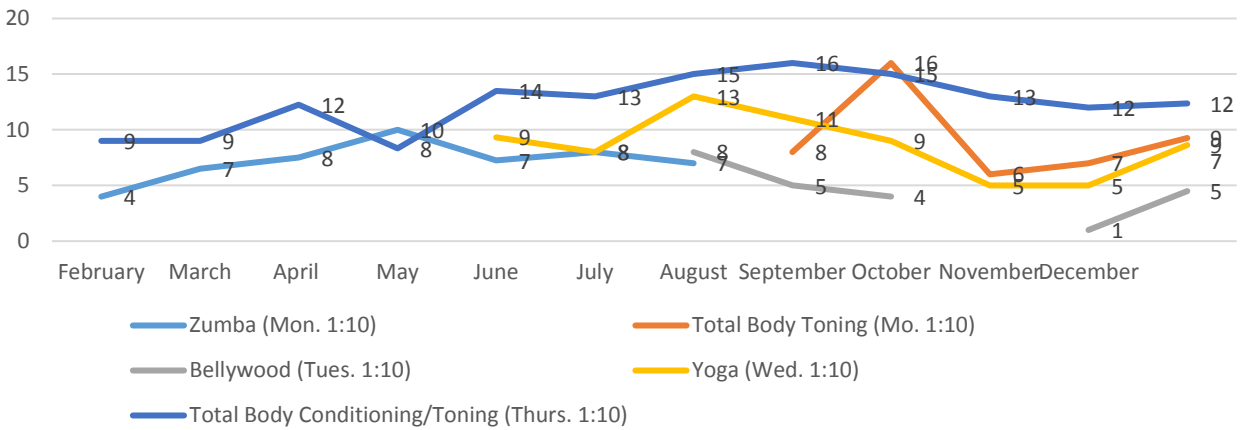


#### 1:10 PM Classes

Due to the popularity of the two 1:10 pm classes added at the beginning of 2-16, two additional classes were added at 1:10 pm.

- The Total Body Conditioning/Toning class on Thursdays yields the highest average participation (12/class)
- Zumba was replaced with Toning when an instructor was unable to be identified.

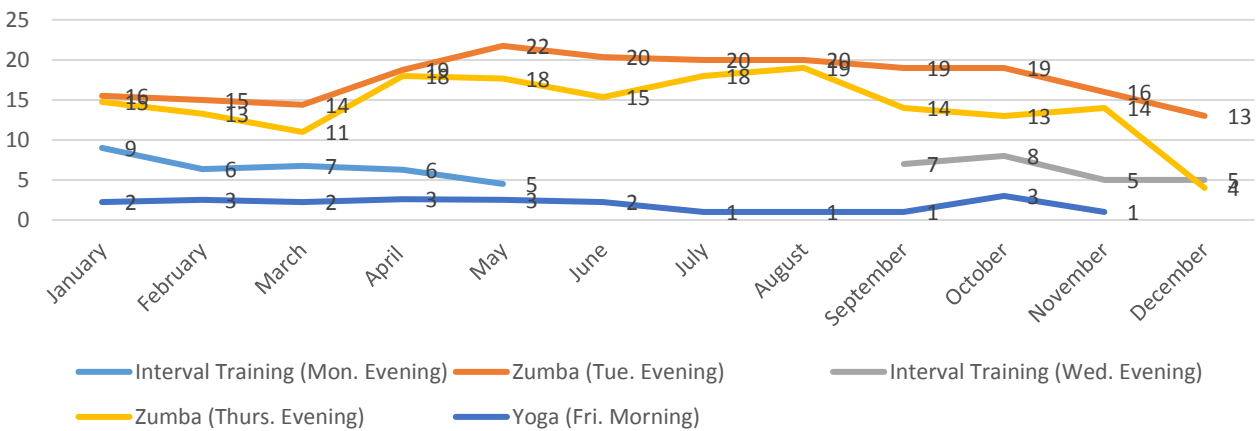
### 2016 Wellness Center: 1:10 pm Group Exercise Class Average Participation by Class



#### PM & AM Classes

- The PM classes continue to represent the second highest participation on average with 11 participants per class.
- Zumba averages 12 people which is double the other classes.
- Due to the low participation in the Yoga AM class it was canceled starting in December.

### 2016: Wellness Center: PM & AM Group Exercise Average Participation by Class





## Group Exercise at City Hall

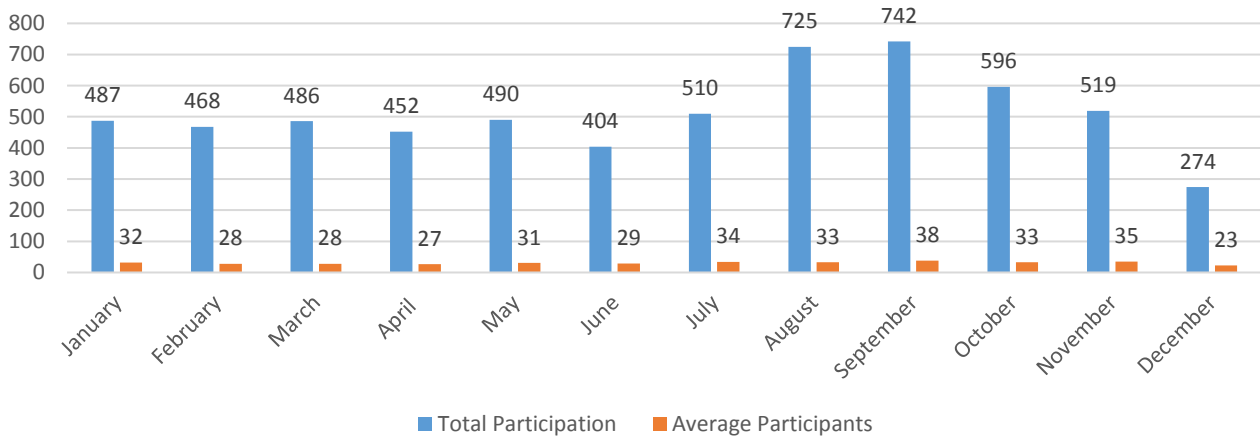
### Highlights

- Averaged 16 classes/month (remained the same compared to 2015)
- 6153 visits were for group exercise between January and December 23 (increased from 4934 in 2015)
- Averaged 513 visits/month (increased from 411 in 2015)
- Averaged 31 participants/class (increased from 27 in 2015)

### Total and Average Participation

- There was a peak in participation during the months of August through November.
- September represented the highest month of participation with 742 and an average of 38 participants per class.

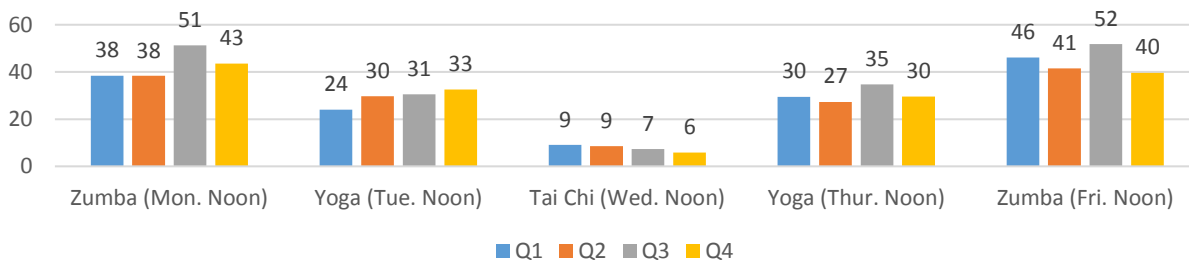
City Hall: 2016 Total and Average Participation in Group Exercise Classes by Month



### Class Averages by Class

- Zumba on Monday (47) and Friday (46) continue to be the highest participating classes at City Hall.
- Yoga on Tuesdays and Thursday averaged the same participants per class (32).
- Tai Chi saw a small but steady decrease in participation from the beginning of the year to the end of the year.

City Hall: Group Exercise Class Average Participation by Class by Quarter

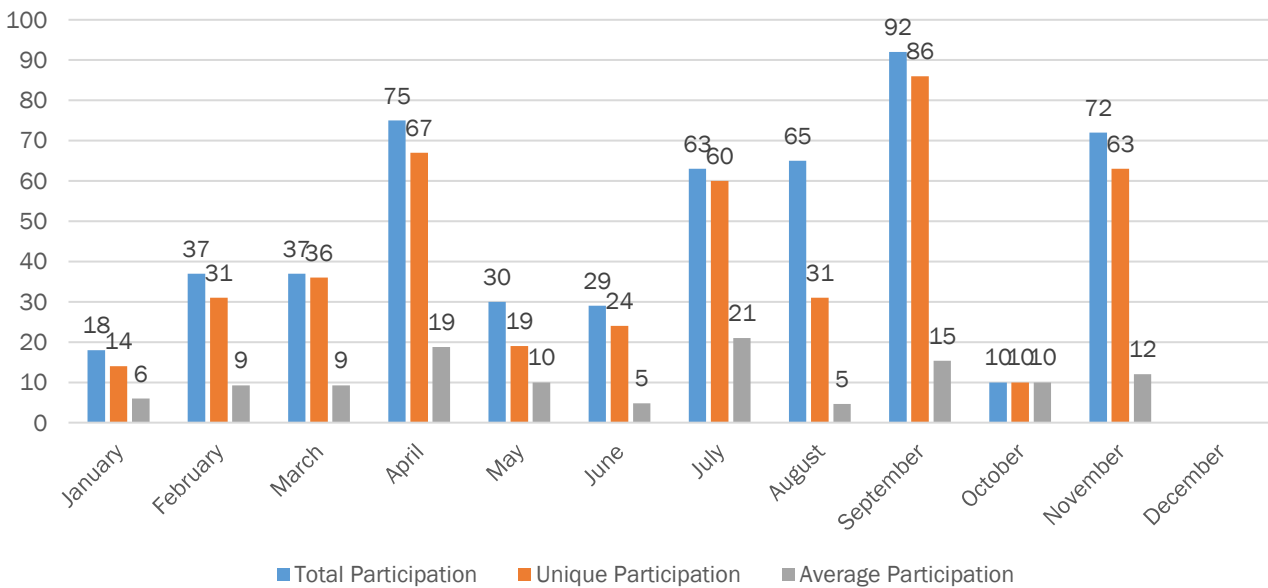


## Interactive Seminars and Series

### Highlights

- 55 seminars (increased from 48 in 2015)
- 528 visits were for seminars (decreased from 593 in 2015)
- Averaged 40 unique participants each month (decreased from 46 in 2015)
- Averaged 11 participants/seminar (decreased from 14 in 2015)
- Average satisfaction score of 4.5 (90%)
- Seminars that has the most participation included the Retirement seminar with 33, Retirement Readiness seminar with 21 participants, two Life Care Planning seminars with 24 and 20 participants, Kitchen Medicine with 20 participants, and the Back Injury Prevention seminar with 20 participants.
- Move More @ Work on 8/6 and, Basics of Strength Training on 8/5 (5.00), Mindful Movements (4.90), Active Parenting: Parenting Styles (4.87), Healthy Holiday Substitution Food Demo (4.86), Holiday Stress, Chair Yoga (4.80), and Kitchen Medicine (4.83) had the highest satisfaction scores.
- There were a limited number of seminars offered in October due to Open Enrollment events and no seminars were offered in December.

Wellness Center: 2016 Interactive Seminar - Total, Unique & Average Participation



Month	Topic	Presenter	Participation	Satisfaction Score	Percent Satisfied
<b>January</b>	Why Eat Breakfast?	KP	8	4.66	93%
	Get Moving	KP	5	4.30	86%
	Healthy Habits	KP	5	4.60	92%
<b>February</b>	Stress Management for the Heart	EAP	5	4.32	86%
	Heart of the Matter	KP	7	4.76	95%
	Retirement Readiness	Prudential	21	4.37	87%
	Fitting Fitness at Work	KP	4	4.47	89%
<b>March</b>	Market Volatility	Prudential	4	4.25	85%
	Getting Healthy Sleep	KP	15	4.28	86%
	Stress and Nutrition	EAP	3	4.40	88%
	Food Demo	KP	15	4.35	87%
<b>April</b>	Kitchen Medicine	KP	20	4.65	93%
	Retirement	Prudential	33	4.01	80%
	Savvy Grocery Shopping	KP	17	4.26	85%
	Cube Moves	KP	5	4.72	94%
<b>May</b>	Importance of Strength Training	KP	14	4.35	87%
	Five Bucket Principles	UHC	8	4.26	85%
	Stress Management	EAP	8	3.88	78%
<b>June</b>	Managing Emotions	EAP	3	4.67	93%
	Stress Management	EAP	1	3.60	72%
	Healthy Food on a Budget	UHC	7	4.57	91%
	Meal Planning	KP	3	4.53	91%
	Plant Based Eating	KP	6	4.60	92%
	Five Ingredients Cooking	KP	9	4.56	91%
<b>July</b>	Back Injury Prevention	DPH	20	<b>4.68</b>	94%
	Mindfulness for Stress Reduction		21	<b>4.23</b>	85%
	Kitchen Medicine	KP	11	<b>4.87</b>	97%
<b>August</b>	MMFB Overview	HSS	6	<b>4.35</b>	87%
	Move More @ Work (8/4)	HSS	5	<b>4.71</b>	94%
	Move More @ Work (8/6)	HSS	1	<b>5.00</b>	100%
	Wellness Benefits 101	HSS	2	<b>4.50</b>	90%
	Healthy Snacking Food Demo	HSS	12	<b>4.35</b>	87%
	Basics of Strength Training (8/1)	HSS	5	<b>4.20</b>	84%
	Basics of Strength Training (8/5)	HSS	3	<b>5.00</b>	100%
	Chair yoga	HSS	8	<b>4.80</b>	96%

	Everyone Move more Everyday	HSS	3	5.00	100%
	*Finding Your Motivation	HSS			
	Mindful Movements	HSS	4	4.90	98%
	Active Parenting: Parenting Styles	EAP	4	4.87	97%
	*Active Parenting: Discipline & Consequences	EAP	4		
	*Active Parenting: Control vs. Influence	EAP	3		
	Active Parenting: Problem Prevention Talks	EAP	5	4.36	87%
<b>September</b>	Life Care Planning	KP	20	4.52	90%
	MWW - Stress Management	EAP	6	4.36	87%
	MWW - Dealing with Difficult People	EAP	13	4.49	90%
	MWW - Communication Skills	EAP	10	4.60	92%
	MWW - Managing Emotions	EAP	12	4.36	87%
	Getting Healthy Sleep	KP	5	4.64	93%
<b>October</b>	*Chair Yoga	HSS	10		
<b>November</b>	Holiday Stress	EAP	2	4.80	96%
	Back injury Prevention	DPH	5	4.30	86%
	Food Demo: Health Holiday Substitution	KP	10	4.86	97%
	Kitchen Medicine	KP	20	4.80	96%
	Life Care Planning Part 1	KP	24	4.40	88%
	Life Care Planning Part 2	KP	11	4.33	87%

\*Missing data.

## Wellness Coaching

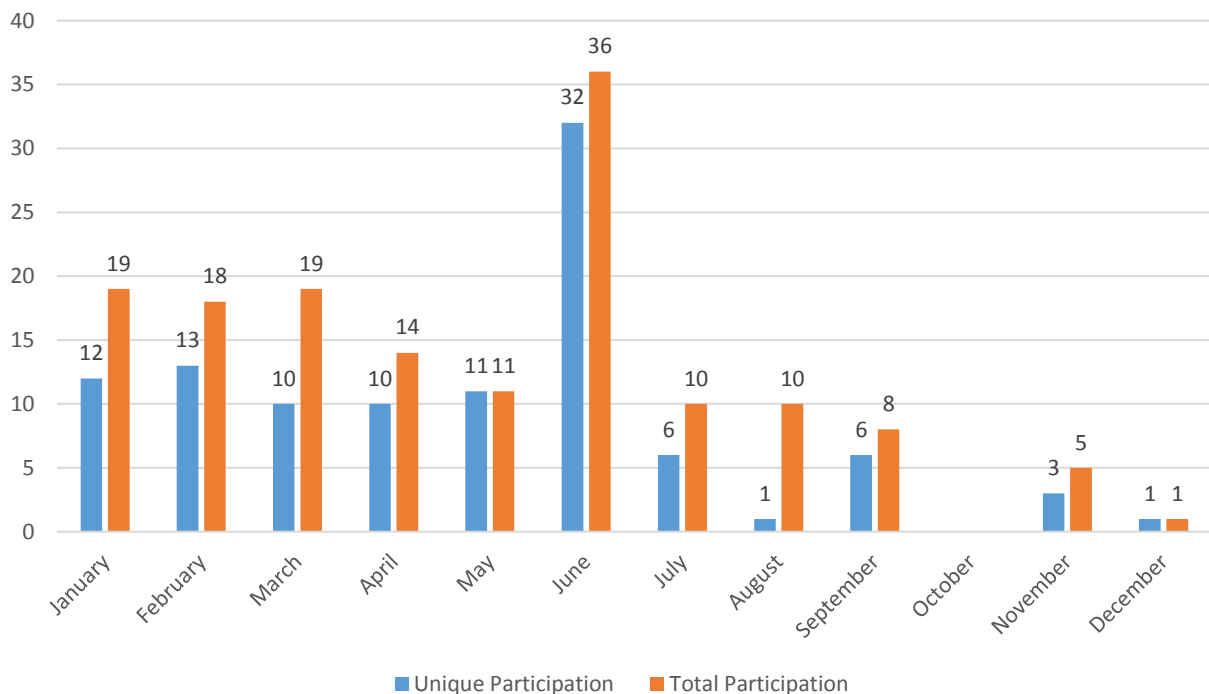
### Highlights

- 34% of available appointments were scheduled (compared to 47% in 2015).
- 151 visits were for coaching for 2016, with 128 visits for one-on-one coaching and 23 visits for small-group coaching in June.
- Averaged 14 visits/month for coaching (decreased by 6 when compared to 2015)
- Averaged 10 unique participants (decreased by 5 when compared to 2015)
- There were three small group coaching efforts: June-July, August-September, November-December. The initial pilot was very successful at increasing coaching participation.

### Participation

- There was an increase in participation in June due to the launch of the small group coaching pilot in June.
- Coaching was not offered in October due to the Open Enrollment events at the Wellness Center.
- Coaching will be offered intermittently in 2017 due to low participation.

Wellness Center: Wellness Coaching  
Total and Unique Participation



**Coaching Capacity**

- 82% of schedule appointments showed up for their appointment. This increased by 3% when compared to 2015.
- 4% of scheduled appointments were canceled.

2016 Wellness Coaching: Capacity Percentages

