



# 2014 Well-being Assessment Results

Prepared by Stephanie Fisher, Wellness Manager  
Health Service System

## Introduction

Recognizing the important role the work environment plays in well-being and how personal well-being impacts work performance, the Mayor’s Office, Controller’s Office, Human Resources, and the Health Service System (HSS) came together to create a well-being program. The goals of the program are to improve the well-being and health outcomes of employees while managing the rising costs of healthcare, worker’s compensation, and disability. The CCSF Well-being Program, spearheaded by HSS, strives to make it easier for employees to be well by:

- Bringing well-being activities to the workplace
- Offering free and discounted well-being services
- Building a culture of well-being at work that supports healthy choices.

## 2014 Well-being Assessment (WBA)

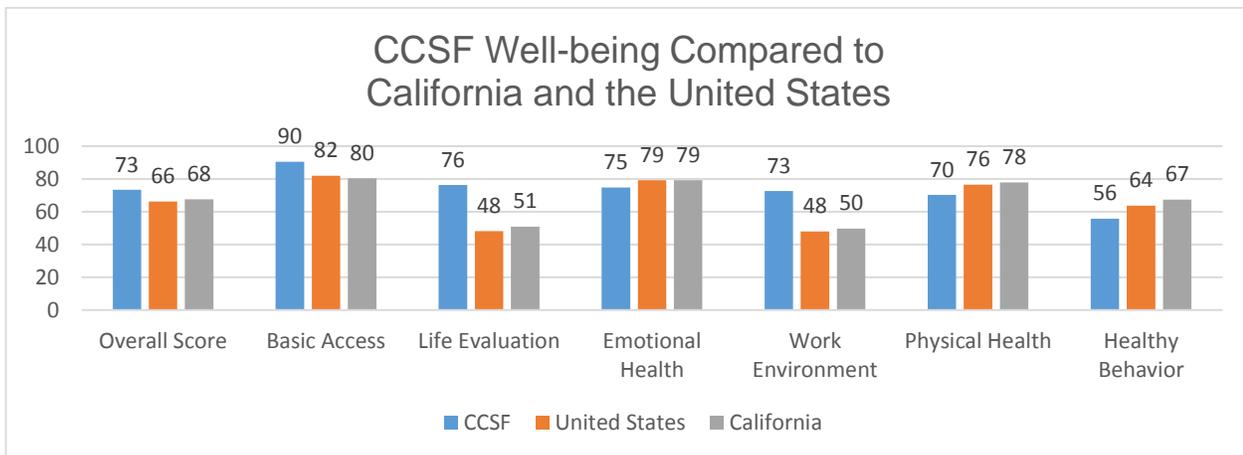
To launch the program in late 2014, the City offered the Well-being Assessment (WBA) to all employees. The WBA captures more than physical health, it examines how relationships, the work environment, individual choices, and access to healthcare all influence well-being.

22% of City employees completed the WBA in 2014 and provided a baseline measure of well-being for the City. The following report presents the results. The 22% of employees self-selected to participate, thus the results may not be representative of the whole City. However, the results do provide the first insight into the well-being of the City’s employees and will be used as a baseline to measure the progress of the CCSF Well-being Program and to direct resources for well-being activities. Comparison to national and California scores (collected as part of the Gallup Well-being Index) are provided. Comparison to 2015 Well-being Assessment results will provide an indication of changes in the well-being of the City over time. This report provides summary results for all of CCSF: No individual information is shared.

## Summary Results

The Well-being Assessment summarizes all the questions into seven scores which are compared to benchmarks for the nation and California provided by the Gallup Well-being Index.

- CCSF’s overall score is 73 out of 100: It is 5 points higher than the California average.
- CCSF excels in three areas compared to CA: Basic Access (+10), Life Evaluation (+25), and the Work Environment (+23).
- CCSF scored lower in three areas compared to CA: Emotional Health (-4) , Physical Health (-8), and Healthy Behaviors (-11).



*Note: The results in this report provide a baseline. They are summarized responses from the 22% of City employees who participated in the 2014 Well-being Assessment.*

## Results by Score

**Overall Score** takes each of the six domain scores (Life Evaluation, Emotional Health, Physical Health, Healthy Behavior, Work Environment, and Basic Access) and provides an overall average of the scores. Each domain is equally weighted.

73

+5

compared to  
CA

**Basic Access** addresses the essential things that people need to thrive: nutritious food, health care, and a safe, satisfying place to live — and the financial resources to access them.

- 86% are satisfied with the area where they live
- 100% have health insurance
- 93% have a personal doctor
- 86% have been to a dentist in the past year

90

+10

compared to  
CA

**Life Evaluation** considers both the present and the future.

- 42% feel their current life rates 80% or higher
- 73% feel that they will rate 80% or higher in the next 5 years
- 78% are satisfied professionally and personally

76

+25

compared to  
CA

**Emotional Health** describes the feelings that people all over the world have every day: happiness, sadness, anger, joy, stress, worry, frustration, etc.

- 50% feel their emotional health rates 80% or higher
- 36% experienced a major personal loss (job, divorce, death of a close family member) in the past year
- 10% screened positive for depression: 12% of those reported being in counseling

75

-4

compared to  
CA

**Work Environment** relates to your work and work environment. It explores overall job satisfaction, from the employee and supervisor relationship, to job fulfillment.

- 79% are satisfied with the work they do
- 73% get to use their strengths every day
- 65% report that the supervisor creates an open and trusting environment

73

+23

compared to  
CA

**Physical Health** considers how the physical body functions on a daily basis. It evaluates energy level, impact of diseases or chronic conditions and any day-to-day chronic pain.

- 36% feel their physical health rates 80% or higher
- 82% had enough energy to get things done yesterday
- Most commonly reported conditions include allergies (37%), high blood pressure (17%), high cholesterol (15%), asthma (12%), and chronic back pain (11%)

70

-8

compared to  
CA

**Healthy Behaviors** describes your lifestyle habits, otherwise known as the little health decisions that you make every single day. It focuses on your eating habits, whether or not you smoke, and how often you exercise.

- 6% report tobacco use
- 30% meet the physical activity recommendations (30+ minutes of moderate activity on 5 or more days or 20+ minutes of vigorous activity on 3 or more days)
- 17% have eaten at least 5 fruits and vegetables daily during the last week

56

-11

compared to  
CA

## Key Health Behaviors

HSS has traditionally organized its services into four key pillars: Prevention, Movement, Nutrition, and Peace of Mind. The following provides some highlighted results from the Well-being Assessment in each of these areas as well as employee perspectives on organizational support.

### PREVENTION

- 36% experience neck or back pain, 27% experience knee or leg pain
- 59% had a flu shot in the past year
- 83% are up-to-date on their colon cancer screening
- 86% are up-to-date on their breast cancer screening
- 90% are up-to-date on their cervical cancer screening
- 6% report tobacco use

60%

Feel work support them in making physical health improvements (i.e. quitting smoking or losing weight)

### PEACE OF MIND

- 65% want to better cope with stress
- 78% are satisfied professionally and personally
- 44% worried about money yesterday
- 37% experienced feelings of stress yesterday
- 36% have experienced one or more major losses in the past year
- 51% usually meet the sleep recommendation (7+ hours/night)
- 10% screened positive for depression (only 12% of those are in counseling)
- 23% care for an elderly or disabled family member

49%

Feel work would support them in making emotional health improvements

*Note: The results in this report provide a baseline. They are summarized responses from the 22% of City employees who participated in the 2014 Well-being Assessment.*

## MOVEMENT

- 78% want to increase their physical activity
- 30% meet the physical activity recommendations (30+ minutes of moderate activity on 5 or more days or 20+ minutes of vigorous activity on 3 or more days)
- 90% have access to a safe place to exercise

52%

It is easy to get exercise during the workday

## NUTRITION

- 17% meet the fruit and vegetable recommendation (at least 5 servings daily)
- 73% want to eat more fruits and vegetables
- 93% have access to fresh fruits and vegetables where they live
- 53% ate healthy (eating the number of calories needed to maintain a healthy weight, eating a diet low in fat) yesterday
- 67% want to lose weight

75%

It is easy to eat fruits, vegetables, and other low-fat food at work

## 2015 Key Initiatives to Promote Employee Well-being

The 2015 initiatives to promote employee well-being expand on the existing wellness services offered by the health plans and HSS. Information about existing resources are available at [myhss.org/well-being](http://myhss.org/well-being). The following outlines the three key initiatives in 2015 to expand the employee well-being program.

### Champion Network

Champions are employees with a passion for wellness who have supervisor approval to use 4-8 work hours monthly to help build a culture of well-being. Champions' primary role at this stage is communication: They communicate department needs to HSS and they communicate about available resources to employees. Over 150 Champions have been recruited across the City.

### Targeted Programs

- **Diabetes Prevention Program** – As part of a new research study, the Health Service System is partnering with the Division of Research at Kaiser Permanente to offer lifestyle programs to employees who are at risk for type 2 diabetes (approximately 1 in 3). Losing weight, eating better, and becoming more active can reduce the risk. Recruitment for the study will start at work locations across the City this summer.
- **Nonviolent Crisis Intervention Training Pilot** – Developed by the Crisis Prevention Institute, Inc. and implemented by the CCSF EAP counselors, this training is appropriate for employees who may come into contact with confrontational, disruptive, or potentially violent clients, patients, customers, employees, or members of the public in the course of their job duties. It includes proven techniques for the prevention, de-escalation and safe management of difficult behavior

when personal safety is threatened. Pilot participants will receive this training at half the cost, only \$50.

- **Crisis Response Package (CRP)** – CRP is a combination of EAP services (Psychological First Aid, Critical Incident Stress Debriefings, and Resiliency Support Groups) aimed to help employees and their supervisors who work in consistently high-stress situations prevent the negative consequences of chronic stress.

### Well-being Activities at Work

- **DHR's Encouraging Wellness Activities Memo** – DHR released a memo in January encouraging departments to support wellness activities by allowing flexible schedules and outlining appropriate use of sick, vacation, and other leave types for wellness activities.
- **Biometric Screenings & Seminars** – these services help raise awareness about a variety of health and well-being topics including cardiovascular risk, weight loss, healthy eating, motivation, and physical activity. They are available for Champions to bring on-site to their departments. HSS helps the Champions coordinate and covers the cost of these programs.
- **Emotional Health Seminars** – leveraging internal EAP resources as well as relationships with UCSF and KP, HSS works with Champions to offer a variety of seminars on topics such as communicating for conflict, stress management, resiliency, work/life balance, and dealing with difficult people. Bringing EAP counselors to the worksite for these presentations also expands employee exposure to the range of services offered by EAP.
- **Shape Up Walking Challenge** – this physical activity program encourages departments to form teams and track their physical activity. Champions are encouraged to offer activities (resources provided by HSS) to support employees being active during the workday as part of this initiative.
- **Wellness Coaching** – these interactive individual sessions can focus on physical activity, weight loss, nutrition, and stress management. HSS helps the Champions organize and promote the service and covers the cost.
- **Group Exercise** – having partnered with SF Recreation and Parks Department (REC), HSS has been expanding onsite group exercise classes to more departments around the City. HSS supports interested departments with logistics, promotion, and coordinating the work order with REC.
- **Healthy Holiday Program** – to help employees keep their well-being top of mind during the busy end of the year, HSS will support Champions with a variety of resources to encourage healthy living during the holidays.
- **Flu Shot Clinics** – building on several years of growth with the flu shot program, HSS looks to expand the number of clinics and employees vaccinated in 2015.
- **HSS Wellness Center** – the Wellness Center provides wellness coaching, group exercise, seminars, and special events primarily to employees in the Civic Center area. It serves as a pilot location for many HSS initiatives.

## Looking Forward

The Well-being Assessment results where CCSF is most likely to demonstrate differences in the near future are:

- Factors related to the organization's support of well-being
- Participation in physical activity.

These areas were addressed across the City in 2015 through the Champion Network and the Shape Up Walking Challenge initiative.

The targeted programs will collect specific data to address the potential impact of these interventions on workplace stress and diabetes prevention.

Based on the 2014 WBA results, areas for program expansion include greater opportunities to address sleep, financial health, and nutrition. Additional data sources including claims data, worker's compensation data, employee feedback, and department feedback will also need to be considered.