

Date: February 7, 2019  
 To: JLMBC  
 From: Staff  
 Subject: **LIVEwell Program Update**

**JLMBC MEMBERS:**  
Employee Organizations  
**David Sanders, Chairperson**  
 Paul Bechely  
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**Wendy G. Macy, Vice-Chairperson**  
 Neil Guglielmo  
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 Tony Royster  
 Matthew Rudnick

## **RECOMMENDATION**

That the JLMBC receive and file staff report regarding LIVEwell Program developments, updates, and activities.

## **DISCUSSION**

### **A. Engagement Plan & Events Update**

#### **(1) Communications**

October 2018 was dedicated to prevention with communications, clinics, and the monthly webinar addressing Flu Shots and Breast Cancer Awareness. Continuing with the Prevention Wellness Building Block in November 2018, Health Screening Clinics were held and a Back Care webinar taught employee participants how to protect, strengthen, and maintain a healthy back. December focused on Stress Management with communications, classes, and the monthly webinar. The webinar, called Relaxation Techniques for Managing Stress, provided stretching, relaxation, and nutrition tips. Also, communications for the 2019 *Feel Like A Million* Program began with a postcard mailed to members and an all-City email sent to promote registration (**Attachment A-J**).

#### **(2) Regular Events: Education Classes, Clinics, and Webinars**

##### Education Classes

As noted above, October and November were prevention clinics so the only education class was December's "Mood & Food." The purpose of the class was to help employees identify triggers and develop skills to manage emotional eating. Staff worked with Anthem to develop the presentation for that class as well as a Mindful Eating Wallet Tip Card that was distributed to participants. The classes began on December 4<sup>th</sup> with nine City locations in total. Participation details will be provided later in the report.

### Clinics

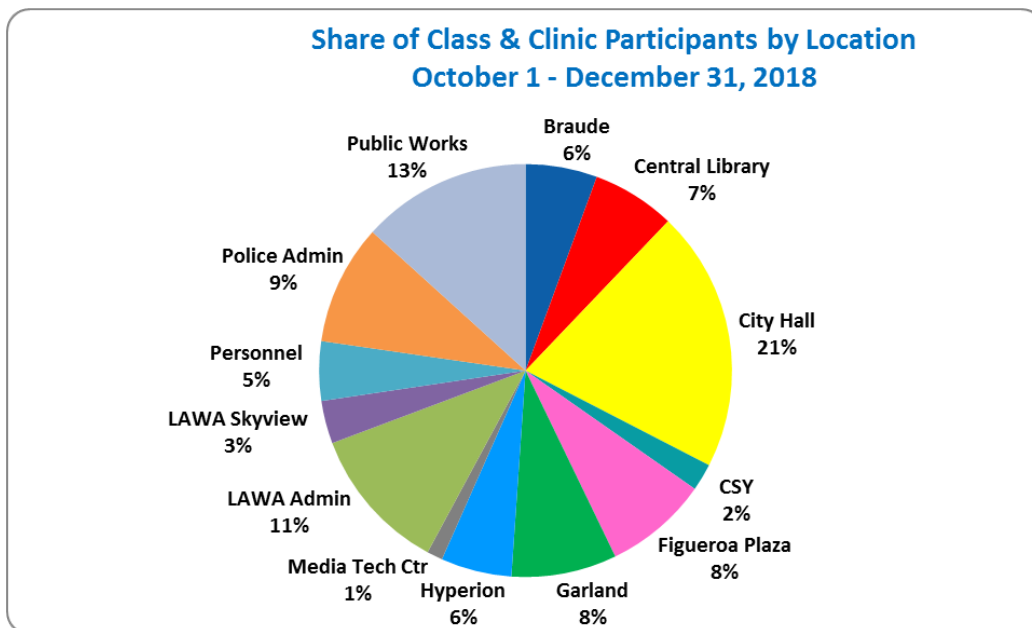
The LIVEwell Program expanded the Flu Shot Clinics to 11 City locations in October 2018 where 776 employees were immunized. That was a 110% increase over 2017 when 370 employees were immunized at six locations. The increase was due in part to additional locations, yet five repeat locations saw an increase in flu shot participation over the previous year, ranging from 11% to 69% increases. New locations included the Central Library, Recreation & Parks Central Service Yard, Los Angeles World Airport (LAWA) Administration West building, the Marvin Braude building, and the Garland building.

The 2018 Health Screening Clinics took place in 12 City locations with 491 employees participating, resulting in a 60% increase over the previous year when 325 employees received health screenings at eight City locations. The increase was due in part to additional locations, yet four of the repeat locations saw an increase in health screening participation over the previous year, ranging from 8% to 58% increases. New locations included the Central Library, Central Service Yard, the Marvin Braude building, and the Garland building.

Finally, there was one additional Vision Pop-Up Clinic in November. It took place at City Hall East for one week where 52 employees received an exam.

### Participation by Location

For the period October 1 – December 31, 2018, 35 classes and clinics were held, with 1,613 employees having attended those events. Following is the chart showing the distribution of class and clinic attendees by location:



### Webinars

In November, Kaiser helped employees learn how to protect, strengthen, and maintain healthy backs through posture, positioning, stretches, and gentle exercises. The **Back Care Webinar** was attended by **112** employees.

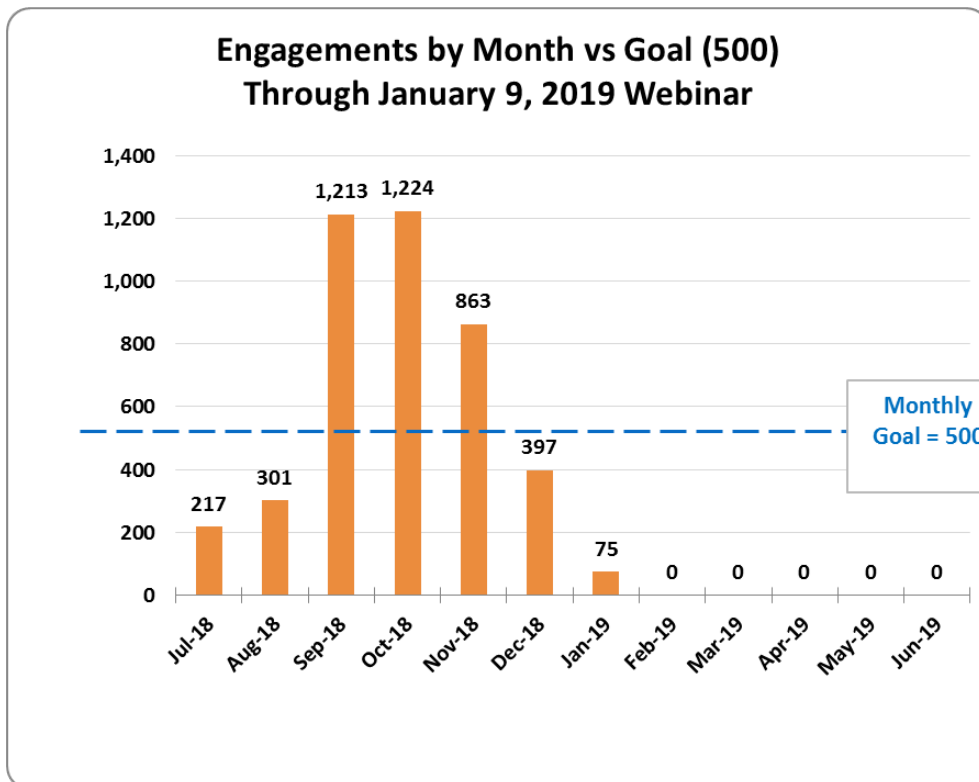
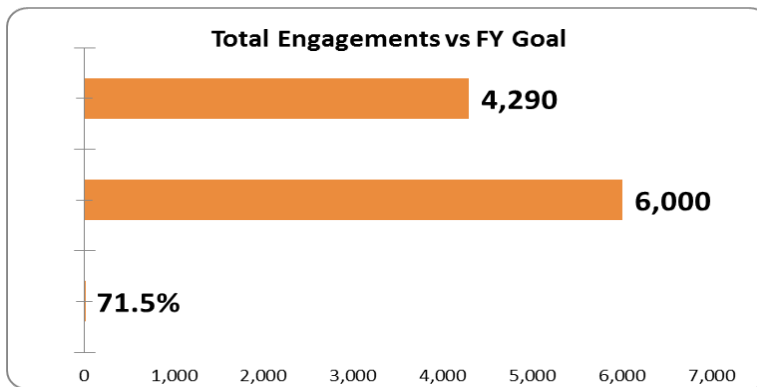
Former provider Managed Health Network (MHN) provided the December webinar called **Relaxation Techniques for Managing Stress** where employees learned about practical and portable relaxation techniques as well as how to identify the symptoms of stress build-up. That webinar was attended by **201** employees.

Staff worked with Anthem to develop the January 2019 webinar presentation **Resolve to Get & Stay Healthy**. This webinar aimed at starting the new year off right, helped employees set meaningful wellness goals and plans. The webinar was attended by **75** employees.

The Relaxation Techniques for Managing Stress and Back Care Webinars are the highest attended webinars to date produced by the LIVEwell Program.

Engagement Results

Overall, engagements are tracking ahead of the fiscal year goal (below) at 4,290 of 6,000 total engagements or 71.5%. See below for engagement results by month.



In response to a request from the November 1, 2018 JLMBC meeting, following is a recap of key metrics tracked for fiscal year 2017-2018, where results reflect the impact of the LIVEwell program just one year after launch:

- **Program Awareness:** Creating awareness is the foundation for program participation and healthy behavior adoption. LIVEwell program awareness increased from 61% to 80% of employee survey respondents, achieving the goal for the year.
- **Total Program Engagements:** Staff's goal was to create employee engagement with the wellness program, which is the second step toward healthy behavior adoption. The LIVEwell Program achieved 6,539 member engagements (not including employee surveys) or 163% of the goal of 4,000 engagements.
- **Exercise:** Staff's goal was to increase the number of employees who exercise (one of the four Wellness Building Blocks) regularly. Employees who do not exercise regularly decreased from 32% to 30%, based on survey respondents.
- **Nutrition:** Staff's goal was to establish a baseline to measure nutrition (one of the four Wellness Building Blocks), based on the recommended two cups of fruits and vegetables or more per day. Baseline data has been established at 82% of employees not getting the recommended daily amount. This question will be repeated in the 2019 survey to measure progress.
- **Vision:** Staff's goal was to increase vision exam utilization (part of the Prevention Wellness Building Block) for members from 22% to 27%. Vision exam utilization in fact increased to 35%.
- **Dental:** Staff's goal was to increase dental preventative cleanings (part of the Prevention Wellness Building Block) from 54% to 57% of eligible members. Dental cleanings grew to 55%.
- **EAP:** Staff's goal was to increase Employee and Family Assistance Program (EFAP) overall utilization (part of the Stress Management Wellness Building Block) from 4.8% to 6% of eligible members. Due to the transition in providers, comparative data is still pending.

#### 2019 LIVEwell Wellness Strategic Plan

Below is the 2019 LIVEwell Strategic Plan. As always, the strategy is to leverage carrier partner resources to address and alternate each of the four wellness building blocks throughout the year with a variety of methods, tools, and channels. Each year the topics evolve to keep employees interested, address varied employee needs, and raise the level of education by providing new research, methods, resources, materials and tools. At the same time, the plan includes special topics and events that leverage key partnerships and stakeholder support.

New events include a Maternity Wellness Workshop to help expectant parents, as well as employees interested in starting a family, learn about how to have a healthy pregnancy. In addition, an Aging Well Workshop is being developed with the City's Deferred Compensation Plan and potentially Los Angeles City's Employee Retirement System to bridge programs for continuity of healthy behaviors into retirement.

Also, more cooking demonstration classes have been added. These popular events teach employee skills to plan, shop, and prepare healthy meals for themselves and their families.

Finally, the plan continues to expand the wellness program's reach through participation in department events (LADOT Health Fair, Custodian and Employee Appreciation Events and the Port's Health Fair) and LIVEwell Local on-site visits where regular events do not take place for varied reasons. Events have been expanded in 2019 to include more locations, plus morning and night times as well as weekends. Once Limeade resources are in place, LIVEwell will offer quarterly online challenges enabling members to participate no matter their location, occupation or schedule.

LIVEwell 2019 Plan Overview							
	JAN	FEB	MAR		APR	MAY	JUN
Month's Themes:	New Year's/ Weight Management	Heart Health/ Stress Management	Nutrition; Maternity Health		Stress Awareness Month	Mental Health; Women's Health	Men's Health Great Outdoors Month
Classes & Clinics (Source)	Anthem	Anthem	Anthem/Chef Ann		Anthem	Anthem	NA
8-12 Locations per month	Exercising Using Resistance Bands	Mindful Meditation	Cooking Demo	Maternity Health Class: 4 locations	Massage Clinics	Chair Exercises	NA - LIVEwell Festival
<b>Building Outreach:</b>							
Special Events	Port Fair		LADOT FAIR				
LIVEwell Local Visits: 4 buildings per month	Local: 4 buildings	Local: 4 buildings	Local: 4 buildings		Local: 4 buildings	Local: 4 buildings	Local: 4 buildings
Special Events & Activities	Kaiser: FLAM Team Challenge				SURVEY	LIMEADE: Team Challenge	Festival: 6/19
Webinars (All are Anthem through HealthFAX, except DD = Delta Dental)	HF: Resolve to Get & Stay Healthy	HF: Holistic Health	HF: Nutrition at Your Fingertips (with Interactive Tools)		HF: A Laugh a Day Helps Keep the Stress Away	HF: It's Getting Hot in Here - menopause management	HF: Men's Health
Monthly Education Emails	Weight Management... Eating & Exercise for Good Health	Heart Health	Diet Myths		Foods that Fight Stress	EAP Resources (with CHOOSEwell)	Top 10 LA Hikes
	JUL		AUG	SEP	OCT	NOV	DEC
Select H&W Observances/ Seasonal Events	na		na	National Child Obesity Awareness	National Breast Cancer Awareness	American Diabetes Month	Holidays, Open Enrollment
Month's Themes:	Vision; Nutrition		Aging Well...Including	Fruit & Veg/ Child Obesity Month	Flu Prevention; Breast Cancer	Diabetes Prevention	Stress/ Holidays
Classes & Clinics (Source)	EyeMed	Anthem/Chef Ann	Anthem	Anthem/Chef Ann	Kaiser	Kaiser	Anthem
8-12 Locations per month	Vision Clinics (4 locations only)	Cooking Demos (remaining locations)	Aging Well Class with LACERS & RETIREwell	Cooking Demo 5-6 locations	Flu Shots	Health Screenings	Yoga
Leadership Engagement Classes					HR Mgrs/Execs		
<b>Building Outreach:</b>							
Special Events				LAWA FAIR		CUSTODIAN FAIR	
LIVEwell Local Visits:	Local: 4 buildings		Local: 4 buildings	Local: 4 buildings	Local: 4 buildings	Local: 4 buildings	Local: 4 buildings
Special Events & Activities	LIMEADE: Team Challenge			Rock N Stroll 9/21		LIMEADE: Team	
Webinars (All are Anthem through HealthFAX, except DD = Delta Dental)	HF: Building Resiliency		HF: Super Foods & Super Moves	HF: Nutrition for Children	DD: Dental Hygiene Health	HF: Easy Ways to Eat Right and Stay Healthy Health	HF: Mindful Meditation
Monthly Education Emails	Eyemed: Vision Health		Brain Exercises for Aging Well	Health Cooking Tips	Chair Exercises	Diabetes Prevention	Boost your mood
Colors are these Building Blocks:	Nutrition	Physical Activity/ Exercise	Stress Management	Prevention	All Building Blocks		

### (3) Special Events

#### LIVEwell Local

Targeted building outreach continued to build stakeholder interest and support and employee participation. Staff promotes LIVEwell Program events, activities, and resources to encourage healthy behaviors. Staff also distributes wellness tools such as physical activity equipment.



In October, LIVEwell visited the Central Library and Recreation & Parks Central Service Yard, attracting 66 and 22 employees respectively, which was helpful since these are two locations where wellness event scheduling has been challenging. Public Works Bureau of Sanitation’s Media Center requested a wellness visit which took place in November, resulting in contacts with 75 employees. Subsequently, this location has been added to the regular monthly event schedule. In January, LIVEwell also revisited the Harbor Department with 23 engagements.

#### Joint Los Angeles City-County Family Event “Rock N’ Stroll – September 19, 2019

The date for the four-hour annual event has been selected as September 19, 2019. Staff will prepare and present the event proposal to the JLMBC for approval once details are available.

#### Feel Like A Million Team Challenge Event

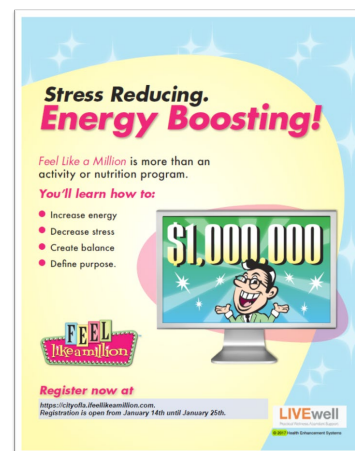
The 2019 **Feel Like A Million** Team Challenge is underway with communications as noted previously. Registration takes place January 14<sup>th</sup> through January 30<sup>th</sup>. The challenge began on January 28<sup>th</sup> and lasts for four weeks.

**Feel Like A Million** is an online team-based program through Kaiser’s vendor Health Enhancement Systems (HES). It has been customized for the City and branded with the name of the LIVEwell Program. **Feel Like A Million** goes beyond exercise to incorporate other healthy behaviors including nutrition, stress reduction, volunteering, and other activities. Employees experience how daily rituals contribute to improved energy, reduced stress, enhanced focus, and greater resilience.

Research indicates there is a 50% increase in program participation when a team challenge is involved. Given this fact and that last year’s team competition was so popular, there will be a team challenge again this year. Still, employees do not have to participate in the team challenge to take advantage of the program. Individuals not on a team can still participate and use the **Feel Like A Million** program on their own.

#### Team Competition Summary:

- **Duration:** Four week competition, January 28 – February 24, 2018
- **Goal:** For each team to reach a virtual \$1,000,000 (per person)
- **Teams:** 4-40 employees per team
- **Scoring:** Scores are based on the team’s average virtual dollars



- **Prizes:** Prizes will be awarded to the top three teams. In the event of a tie, a random drawing will be held among the top teams.
  - 1st place: FitBit Iconic
  - 2nd place: LIVEwell Exercise Ball Kits
  - 3rd place: LIVEwell Resistance Band Kits

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