

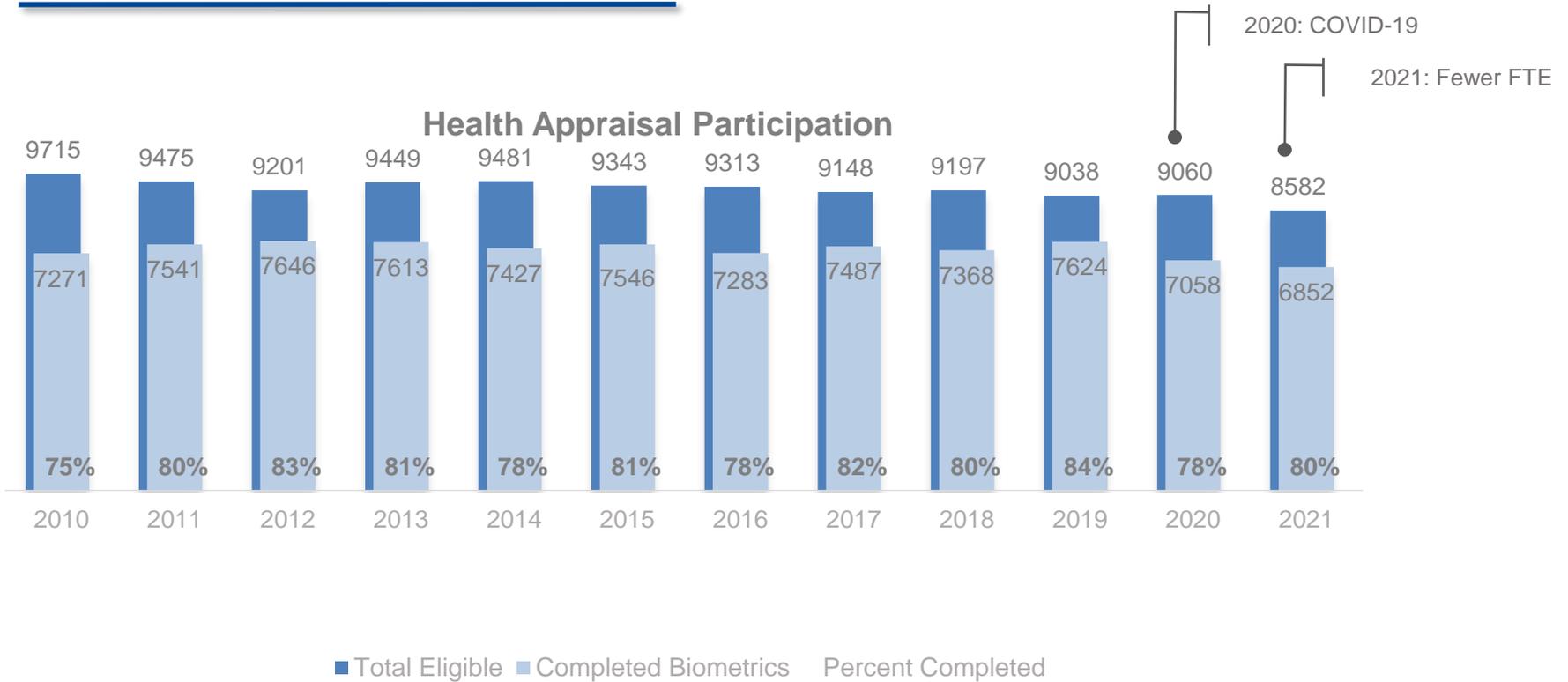
2021 City of Milwaukee Wellness Executive Summary



Workforce Health

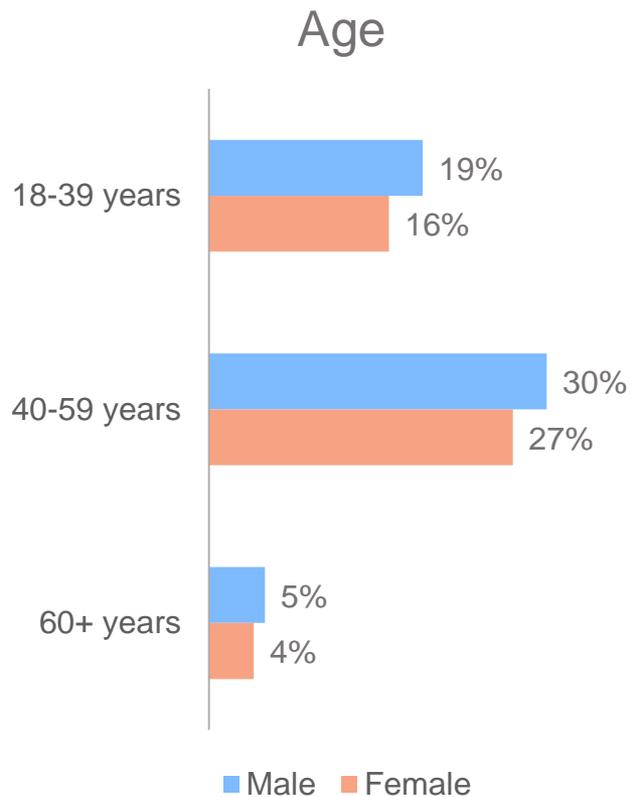
Health Appraisal Participation

Health Appraisal **80%** Completed all steps

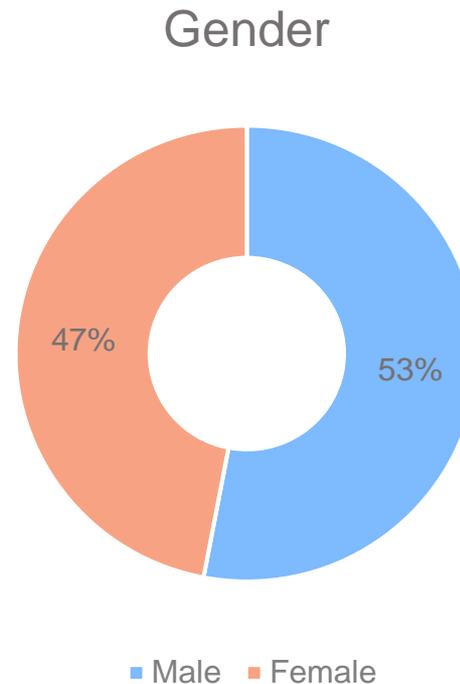


Health Appraisal Participation

Age and Gender



Average Age
44



Wellness Program Timeline

Average PHRS



2010-2015

2010:

- Begin health appraisals

2011:

- Begin blood pressure screening

2012:

- DPW Athlete Program begins

2013:

- Wellness Center opens
- Expanded blood pressure screenings

2014-2015:

- Revamp lab process
- Begin Healthy Rewards Program
- Increased on-site services
- First Maintain, Don't Gain
- Registered Dietitian at Wellness Center
- Early PT – DPW
- Flu Clinics
- Workplace Clinic opens
- MPD programs begin
- MFD FIT Assessments
- Expand Healthy Rewards Program
- Formalize Wellness Champions

2016-2017

2016:

- Traveling Wellness Center sites open
- Year round telephonic coaching and RD services
- Additional appointments at WPC and Early PT available
- Early PT open in City Hall
- Wellness Newsletter

2017:

- Revamp HA (Interest assessment, one appt, finger stick, resource guide)
- Revamp Healthy Rewards
- Quarterly presentations
- Fitness year-round
- Increase flu clinics
- DPP 12 month program
- Journey to a Healthier You
- Coordinate Living Well with Chronic Conditions
- Wellness Champion Training

2018-2019

2018:

- FastCare services launched
- Healthy Rewards expanded to include community section
- Launch of summer Maintain, Don't Gain program
- Flu clinics during Health Appraisals
- Additional vaccines offered at WPC
- Wellness Portal includes additional features
- Formal Wellness Champion training
- Wellness partner meetings for cross communication/collaboration

2019:

- Offered more evening programming
- Increased support for Wellness Champions
- Journey to a Healthier You 2
- Healthy Rewards point increases for activity and group programs
- Adjustment traveling wellness center schedule to remove duplicate services
- Onsite traveling wellness center presence at MPD

Wellness Program Timeline

Average PHRS



2020

2020:

- Transitioned and reformatted all onsite programs/services to virtual format
 - Health appraisal process redesign
 - Presentations and education sessions
 - Programs – health/wellness and disease management
 - Coaching – health and nutrition
 - Workplace Clinic services
 - Injury Prevention including worksite evaluation and ergonomic assessments
- Increased programming opportunities
 - Self-care resources
 - Road to Resiliency
 - Miracle of Sleep
 - Gotta Have Heart
 - WFH Kitchen Live Cooking Classes
 - Interactive challenges/programs through wellness portal
 - Well Together weekly support group
- Tailored education sessions to participant needs/situations
- Expanded onsite clinic services to include dependents
- Implemented follow-up sessions to programs
- Incorporate mental/emotional health components to programs and services
- Modified Healthy Rewards to fit new health appraisal process

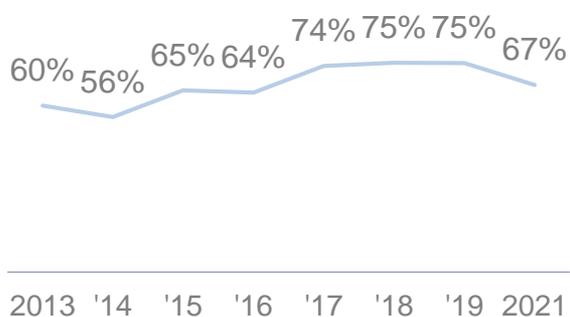
2021

2021:

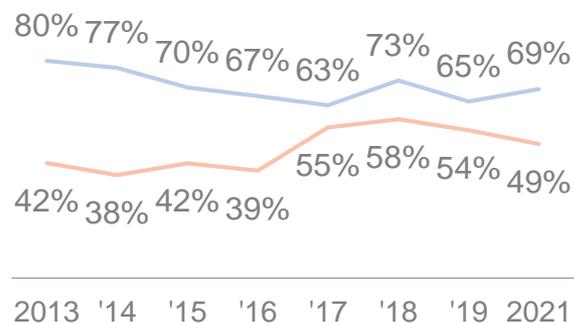
- Returned onsite for the following services;
 - Health appraisals
 - Injury prevention clinic
 - Traveling wellness
- A1C and non-fasting option at health appraisal
- Additional Tobacco Education options (virtual, coaching and action plan)
- Expanded traveling wellness to additional MPD locations
- Increased interactive online wellness portal challenges and WFH programming options
- Return to quarterly presentations
- Custom injury prevention program (train the trainer)
- Modified Healthy Rewards program to allow faster turnaround for points awarded on wellness portal
- Implemented on-demand fitness classes (live and recording)
- Offered new programming
 - Psst! Your Stress is Showing
 - Self-Care Series
- Clinic initiatives
 - Piloting pop-up clinic
 - Expanded onsite clinic services to include wellness and preventive services
 - Blood pressure monitors offered in the clinic

All Participants: Percent Optimal

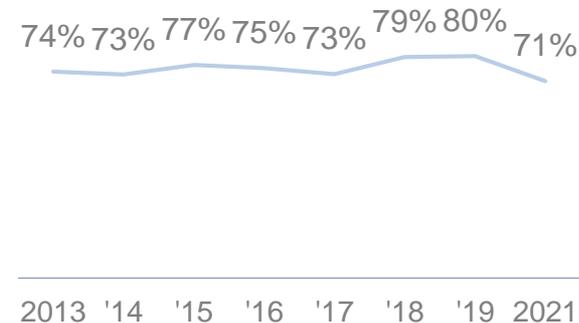
Total Cholesterol



HDL-C LDL-C



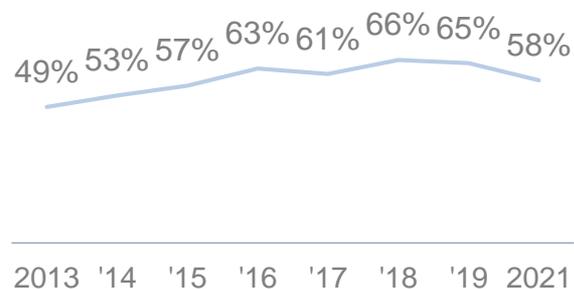
Triglycerides



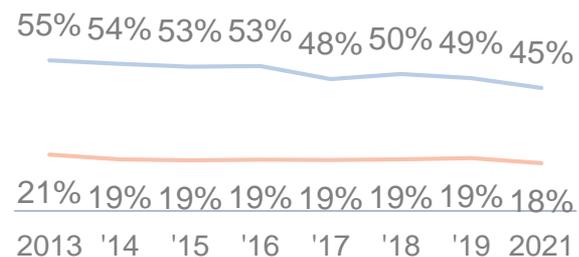
Glucose



Blood Pressure



Waist BMI



2017: Finger Stick Process

2021: Non-Fasting Option



Health Appraisal New Initiative A1C Follow-up

A1C Testing Requirements;

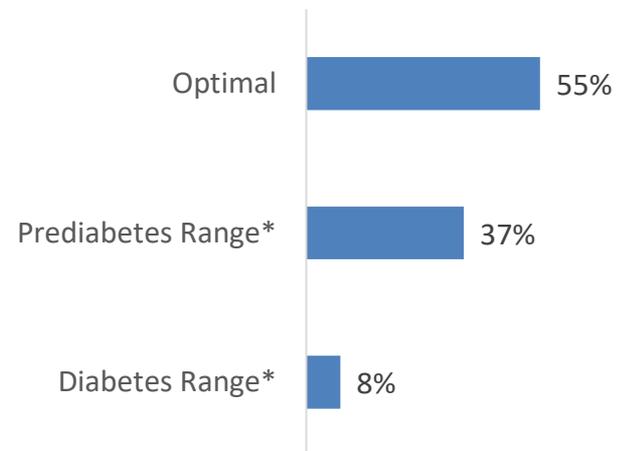
- Participants who had a glucose result in the pre-diabetic range and not currently working with a provider

A1C Results;

- All participants had access through wellness portal
- Workplace Clinic providers contacted anyone with abnormal results

Count	Description
2059	Participants in Prediabetes Range*
1224	A1C tests completed
451	A1C results 5.7-6.4%
94	A1C results greater than or equal to 6.5%

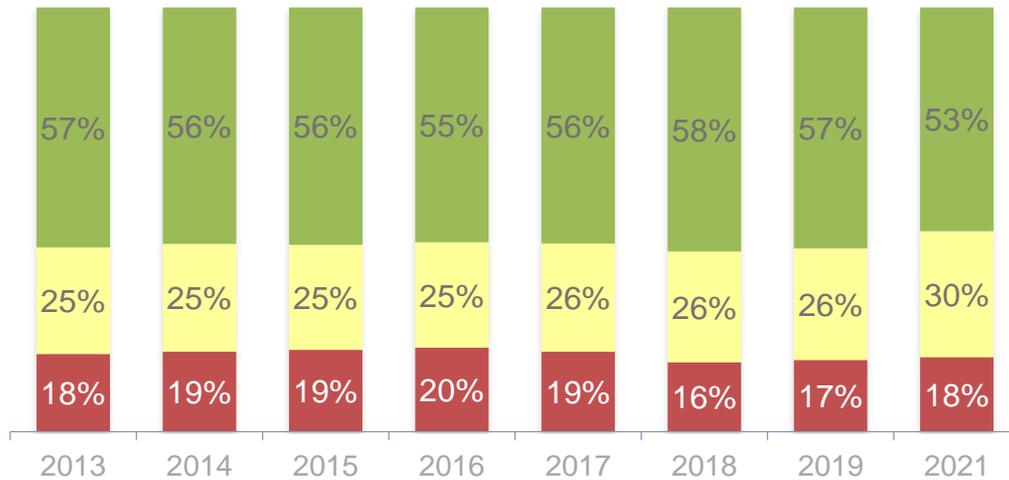
A1C Results



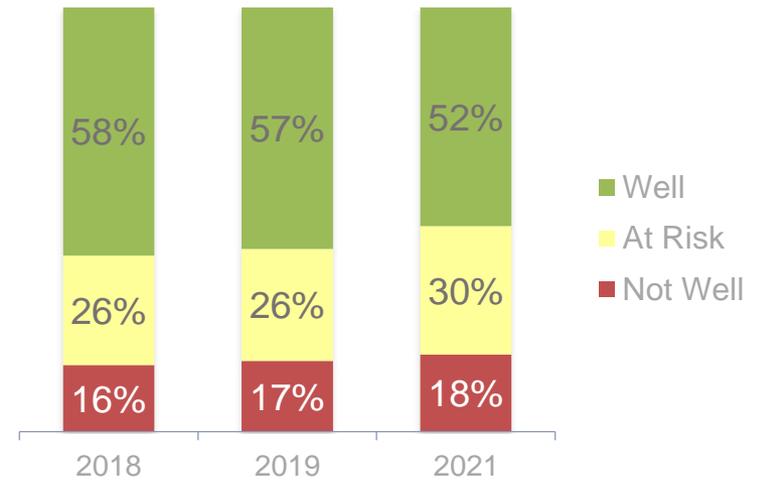
*Diabetes and Prediabetes cannot be diagnosed from this test result.

Risk Stratification

All Participants



Last 3 Year Cohort

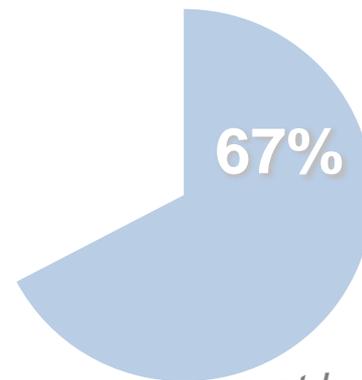


Risk Level	Range	Programming
Well	75-100	Programs to Maintain Wellness
At Risk	60-74	Culture, Engagement, Coaching, Participation/Outcomes Programs
Not Well	<60	Coaching, Education and Entry Level Programs, Disease Management

Last 3 Year Cohort: Risk Migration

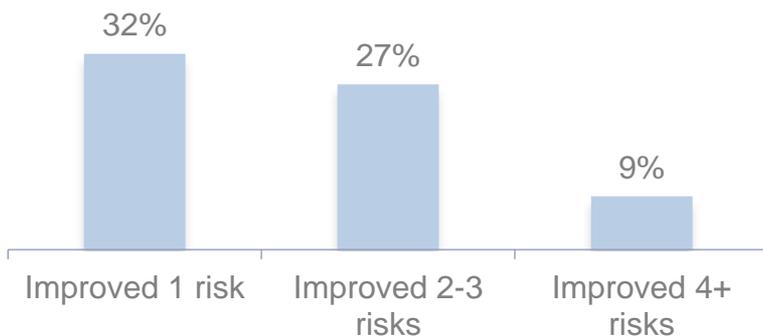
83% of 5248

Improved or
Maintained their
Population Health
Risk Score (PHRS)
Level

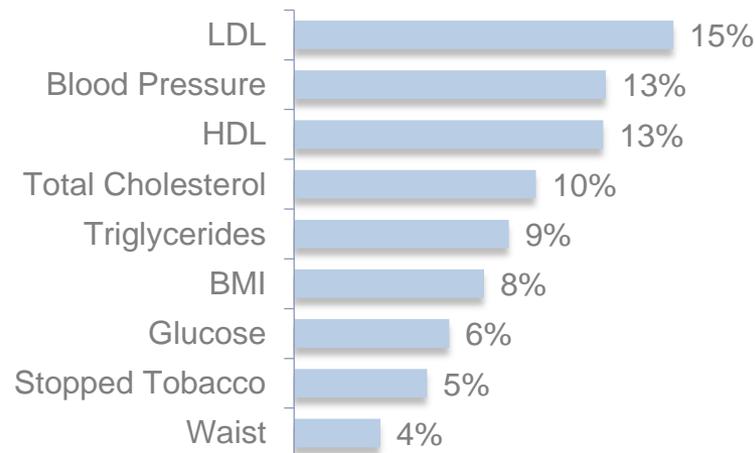


*of those who
participated
all years,
improved one
or more risks by
at least one risk level.*

Improved One or More Risks



Risks that Improved



Annual Coaching Report: CY2021

Engagement:

6%

Of completed health appraisal population

32.8%

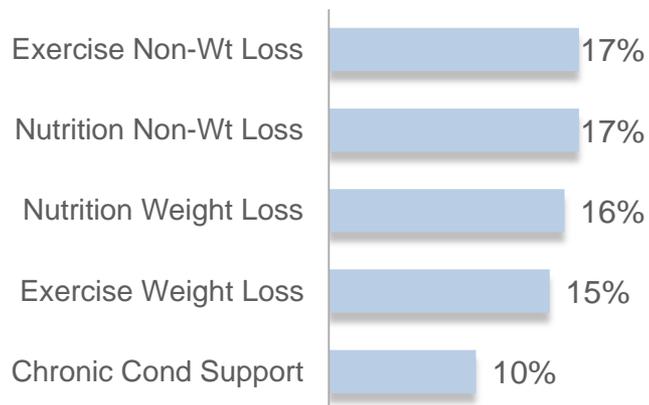
Of coaching participants met or exceeded three coaching sessions

Unique Participants by Quarter & Year:

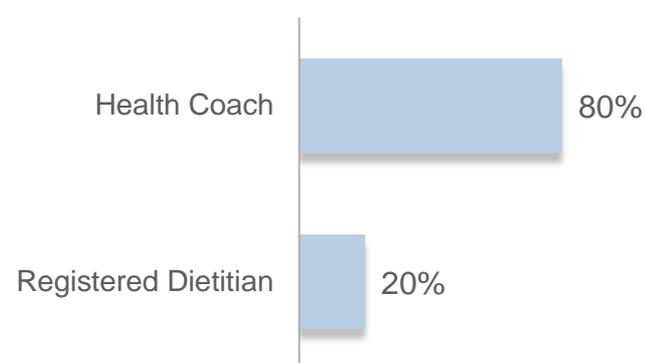
1st Q	2nd Q	3rd Q	4th Q	YTD
193	204	83	172	497

Total Visits for Year: 957

Top 5 Topics by Percent

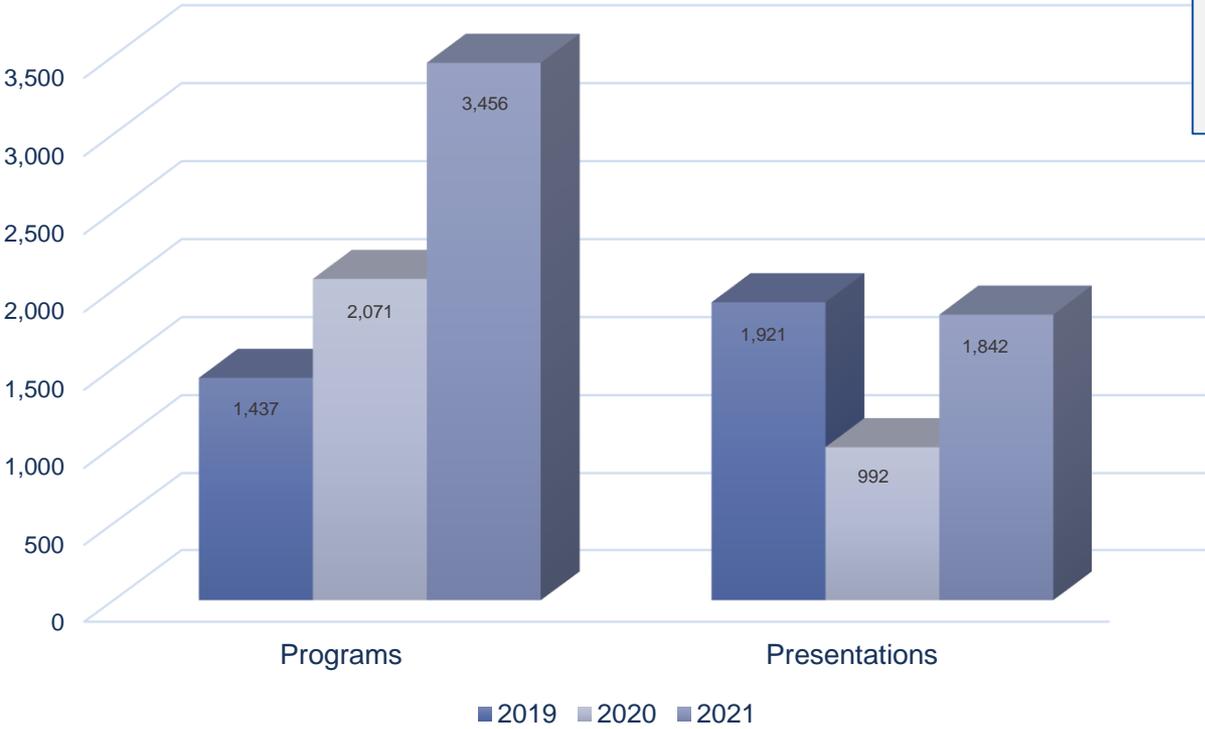


Coach Type by Frequency



Program and Presentation Engagement

Programs and Presentations



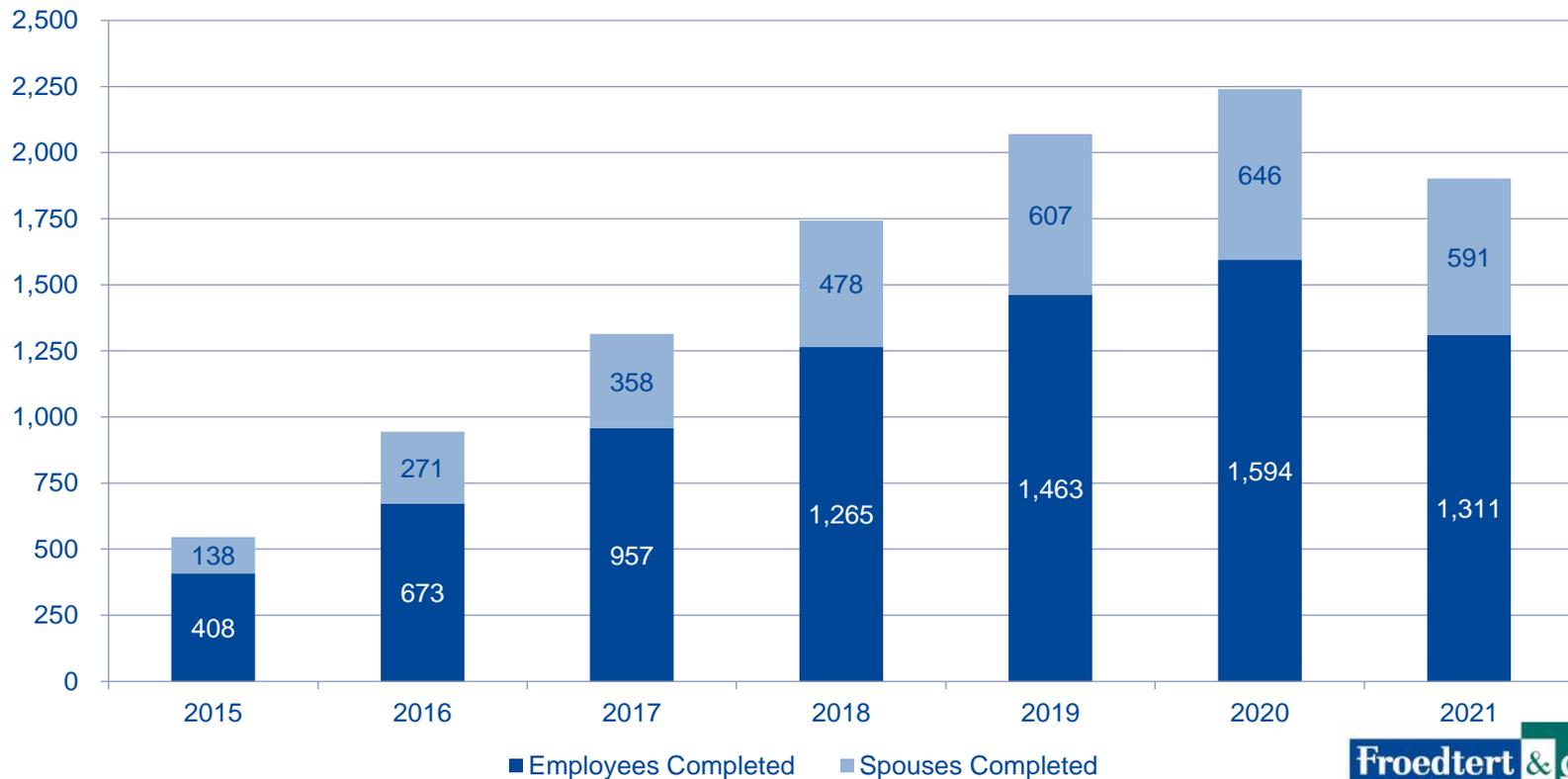
- 2021 Services**
- 85 Presentations
 - 11 Programs
 - 233 Individual Sessions

2019 – In-person Only
2020 – Virtual Only
2021 – In-person and Virtual



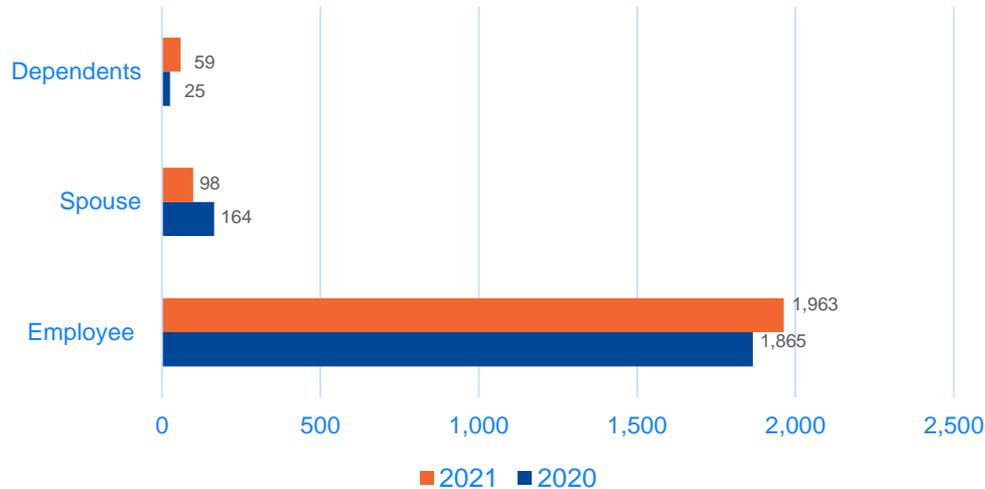
Healthy Rewards Program

- 2020-2021 participation remains high despite pandemic
- Continued high participation rates for spouses
- Continually modify and adjust program to meet changing needs of participants
- To date, almost 1,200 people have qualified for an award tier

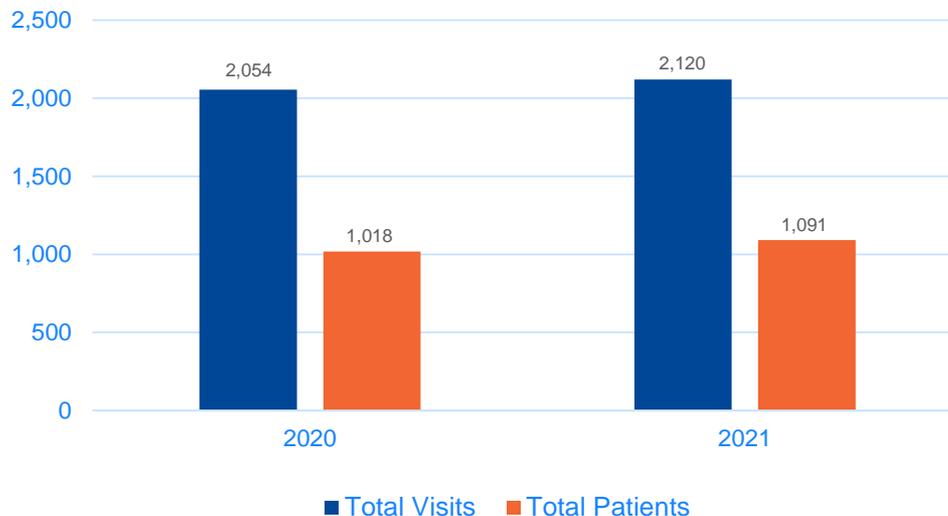


Workplace Clinic Engagement

Onsite Clinic Visits



Onsite Clinic Visits vs. Patients



Workplace Clinic

- Currently Clinic Practitioners are staffed 56+ hours of appointments for employees, spouses and dependents
- Utilization continues to remain high despite pandemic

2021 New Services

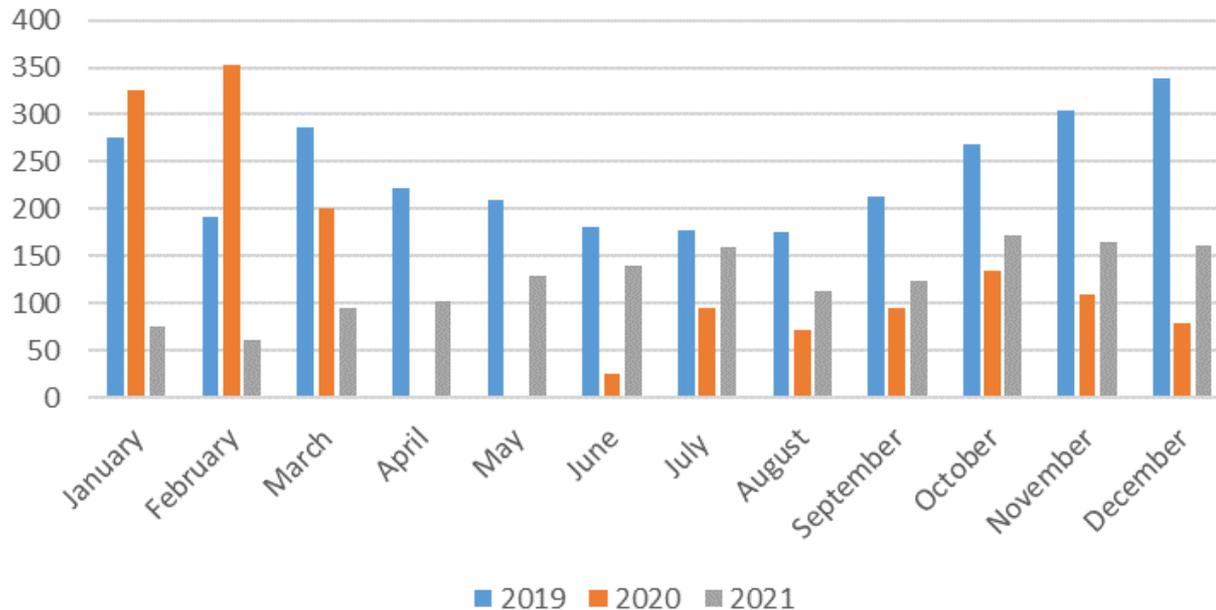
- Expanded care to include preventive services (referrals, chronic disease management, etc)
- A1C and blood pressure monitor initiatives

Clinic Value

- Convenient onsite access to high quality and confidential care
- Coordination of care with primary care providers
- Valuable benefit for employees, spouses and dependents
- Care at no cost to employees and their families

FastCare® Clinic Engagement

FastCare® Clinic Volume



FastCare® Clinics closed due to COVID-19 March thru June 2020

FastCare® Clinic

- Available at NO COST to City employees, non-Medicare retirees, spouses and dependents 18 months and older enrolled in the City's health insurance.
- Additional hours added in 2022

Clinic Value

- Convenient care for minor illnesses
- Access to 6 locations throughout southeastern Wisconsin
- Valuable benefit for employees, spouses & dependents
- Weekend and evening hours to better accommodate working and personal schedules

Onsite Nurse Liaison Summary

Engagement Summary



1014

Total Individual Sessions



67

Total Group Sessions
(attended by 1141 individuals)



Top-3 areas of focus
(individual and group sessions)

1. Heart Disease/CAD/HTN
2. Customer Wellness Programs
3. Diabetes

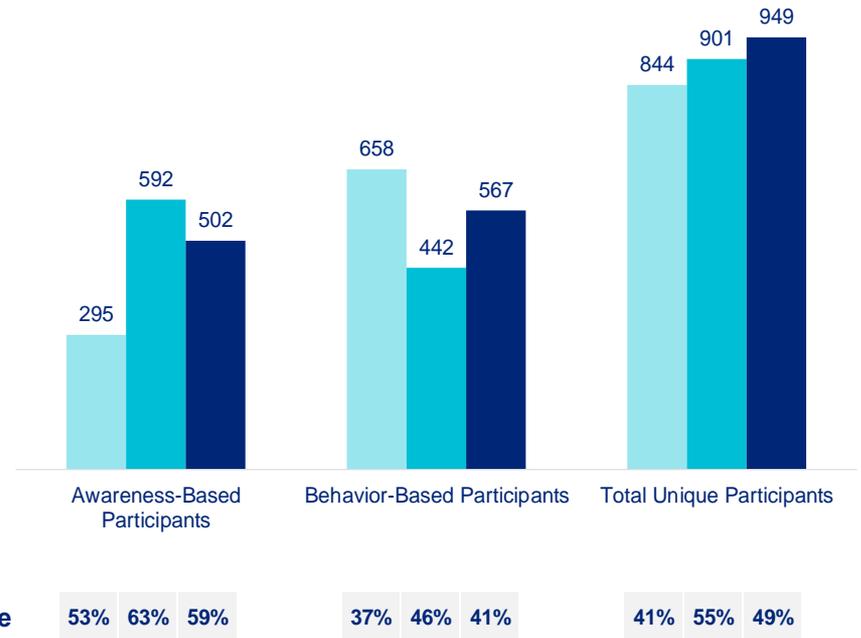
Data depicts onsite team member activity for period Jan 2021-Dec 2021



© 2020 United HealthCare Services, Inc. All rights reserved.

Unique Member Participants

Jan 2019-Dec 2019 Jan 2020-Dec 2020 Jan 2021-Dec 2021



Onsite Nurse Liaison Snapshot

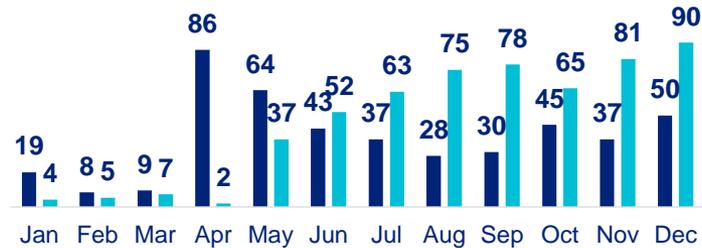
Individual Sessions by Month

■ Jan ■ Feb ■ Mar ■ Apr ■ May ■ Jun
■ Jul ■ Aug ■ Sep ■ Oct ■ Nov ■ Dec



Individual Sessions - Initial vs Subsequent

■ Initial ■ Follow Up

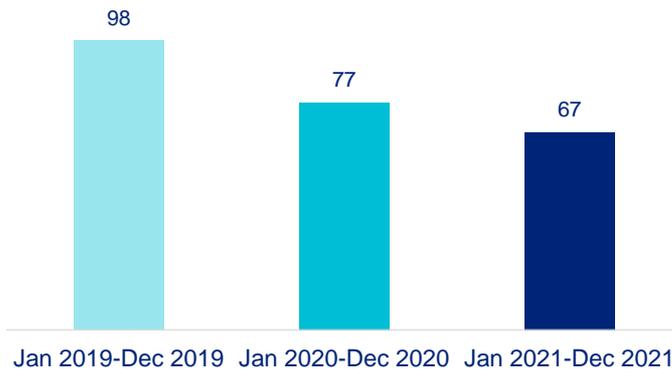


Top Referrals

262 Referrals

Employee Wellness Program-167
Healthcare Referral-34
Onsite Clinic-29
Real Appeal-9
Behavioral Health Referral-6
Tobacco Cessation-3
2nd MD-3
UHC Clinical Program-3

Group Sessions



Top-10 Group Sessions by Type



Group Session Topics

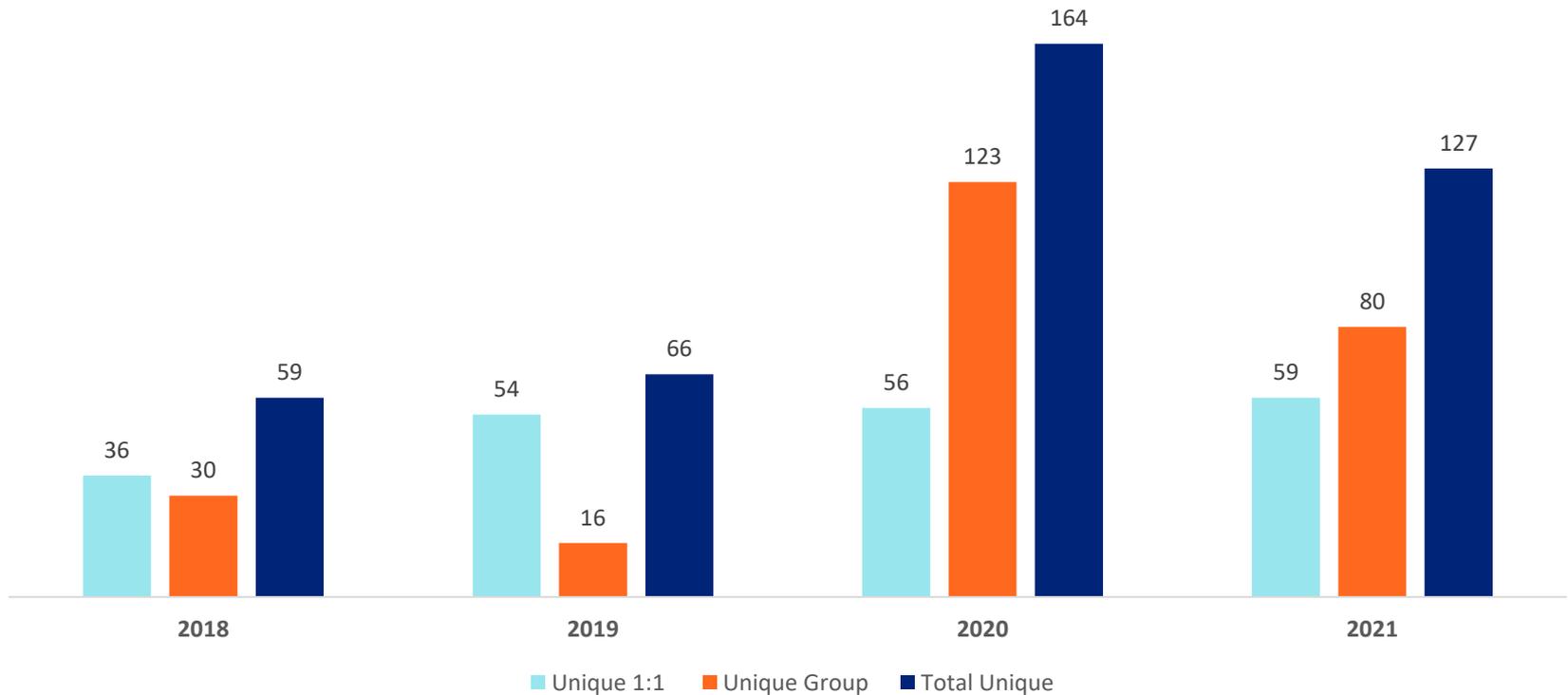
- COVID-19 Myths & Facts
- COVID-19 Vaccines
- Health Trivia
- Healthy Eating on a Budget
- Hitting the COVID Wall
- Insurance Basics
- Popular Diets Myths & Facts
- 12 Days of Gratitude (with EAP)

*18 COVID-19 Presentations



Onsite Nurse Liaison Spouse Participation

Spouse Unique Engagement Counts



Impact of Engagement with Onsite Nurse Liaison

425 Unique Employees engaged with Mari

1.731
Retrospective Risk Score

\$3,985
Risk-Adjusted Medical Paid per Claimant

6.8%
% with No Medical Claims

82.1%
Primary Care Physician Engagement

23.8%
% with Diabetes

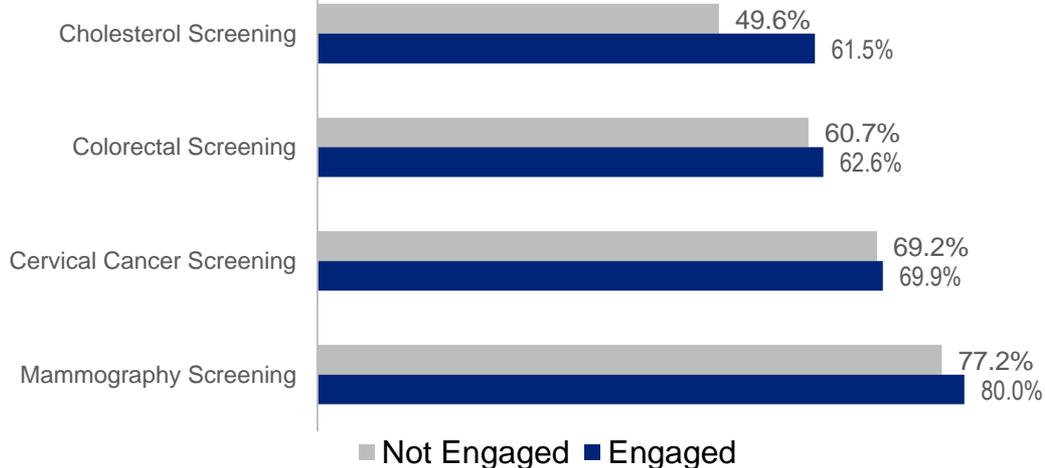
52.6%

-7.0%
-8.5pts
variance from those Not Engaged with Mari

16.9pts

10.1pts

Prevention



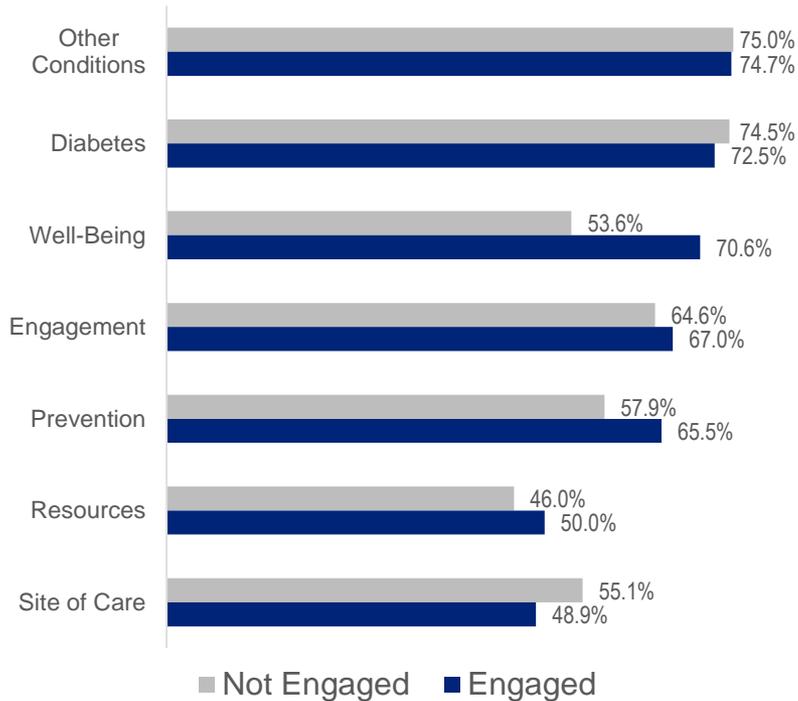
■ Not Engaged ■ Engaged



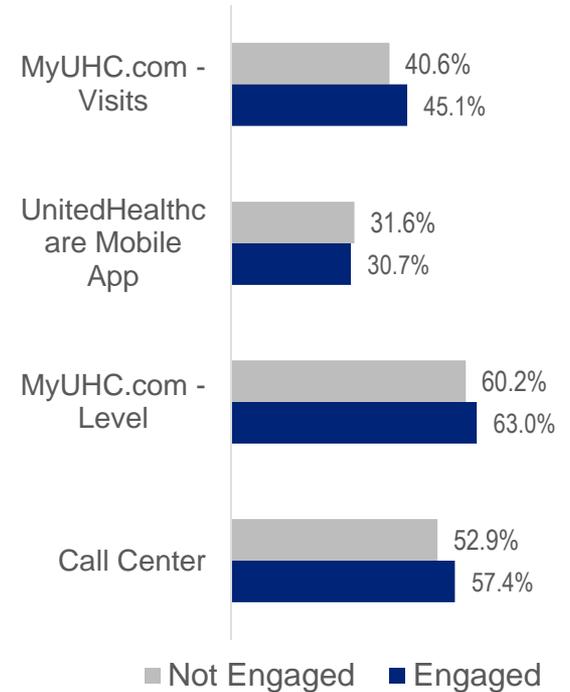
Onsite Nurse Liaison Impact to Member Decision Making



Health Activation by Category

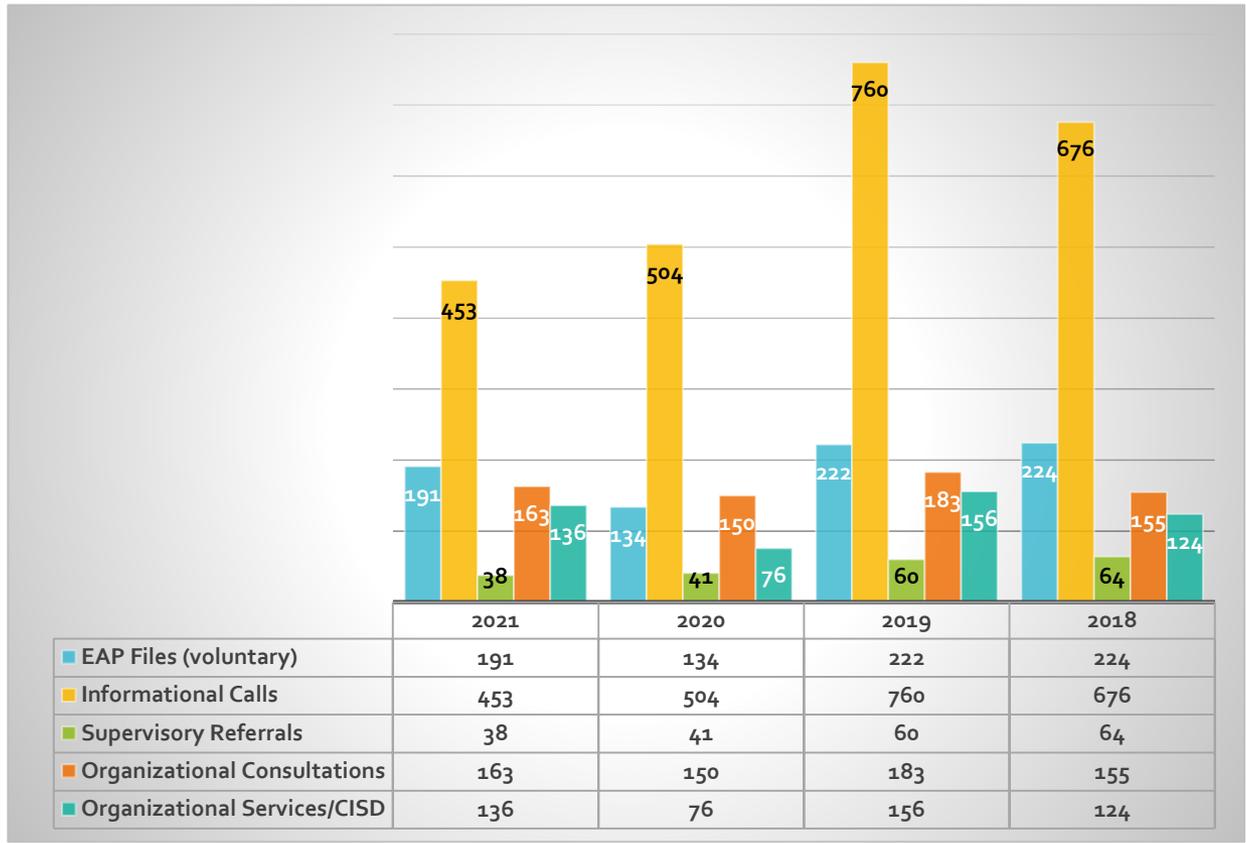


Resources



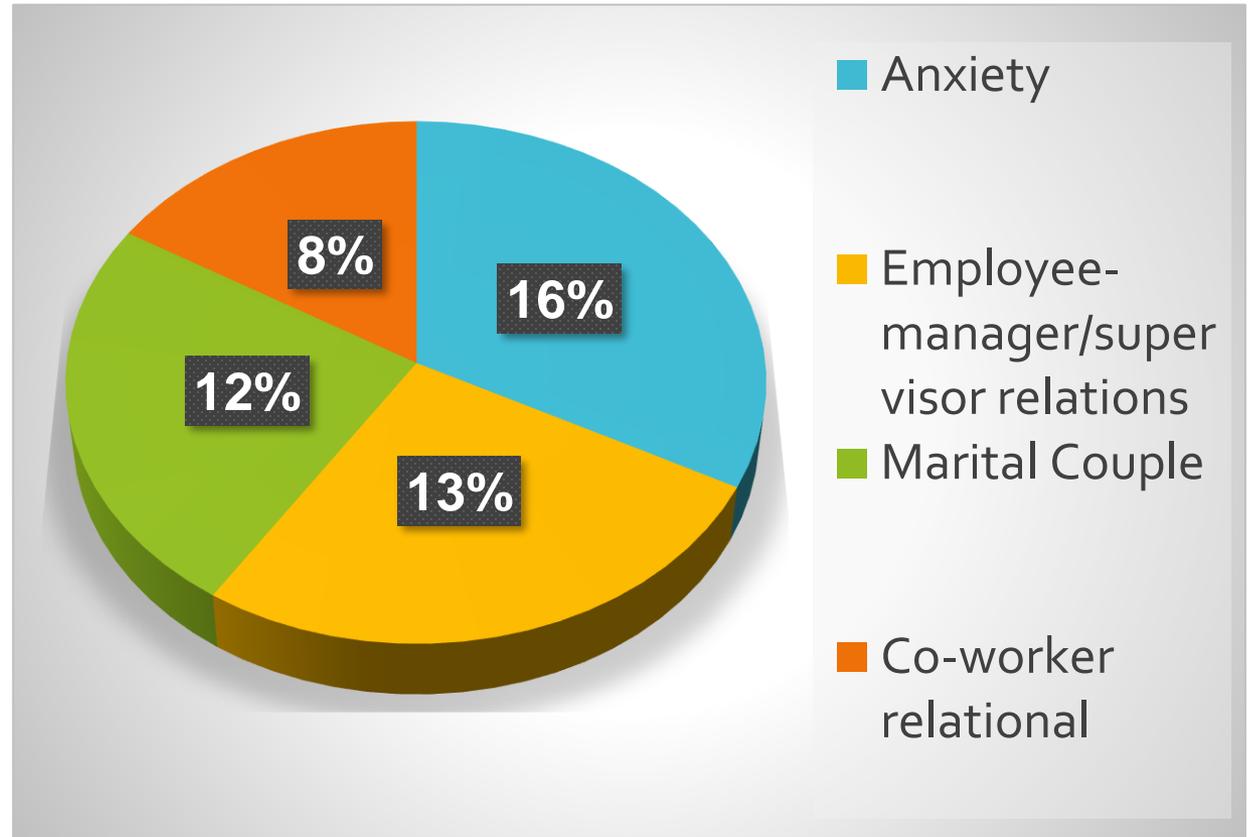
EAP Metrics 2018-2021

- 35% increase difference in EAP Files
- 56% increase difference in Organizational Services from 2020
- Supervisory Referrals remain lower than years 2018 & 2019
 - Increase information and education to HR representatives and management regarding availability of EAP referrals



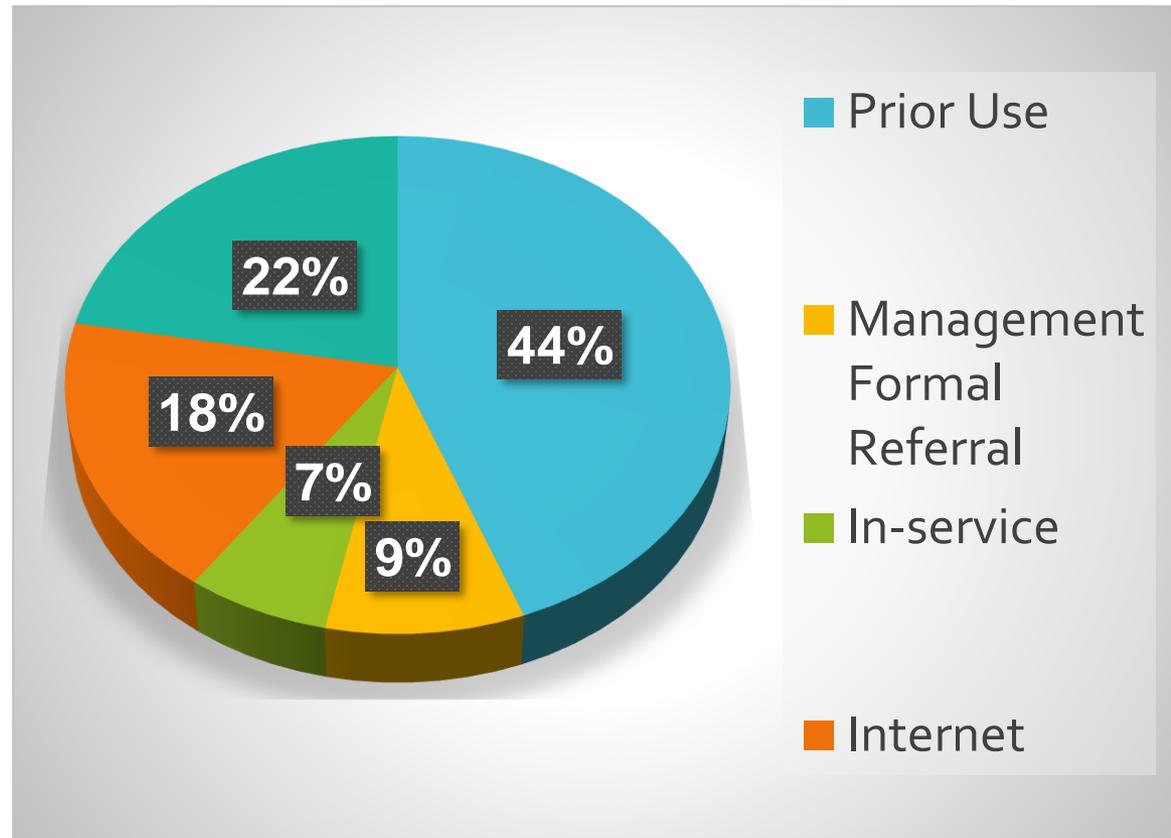
EAP 2021 Primary Presenting Problem

- Marital/Couple presenting problem increased 40% percent difference in 2021 from previous year
 - Increase awareness of available couples counseling through marketing (e.g. newsletters and enotify).
- Co-worker relational problem remained about the same from 2020



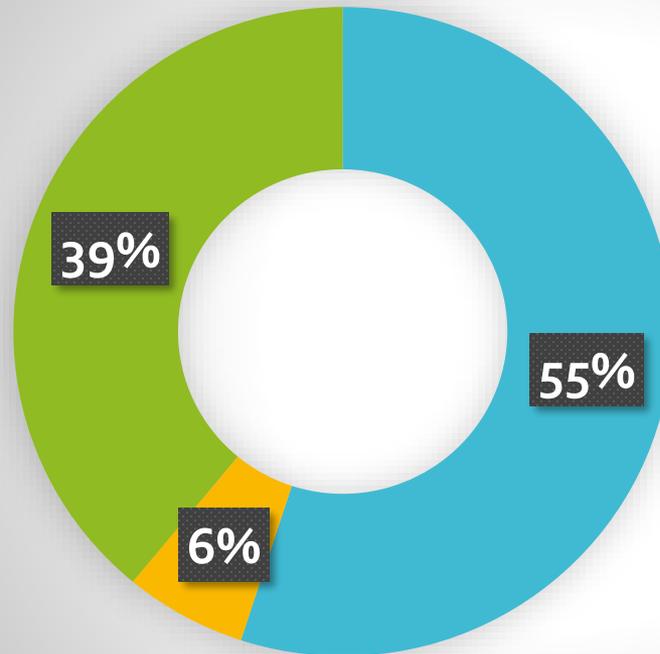
2021 EAP & Supervisory Cases Access to Services

- More than 60% of EAP cases were voluntary from prior assistance and program contact information found on City's EAP page. This is indicative of trust in eap programming and services



2021 New and Re-opened EAP and Supervisory Cases

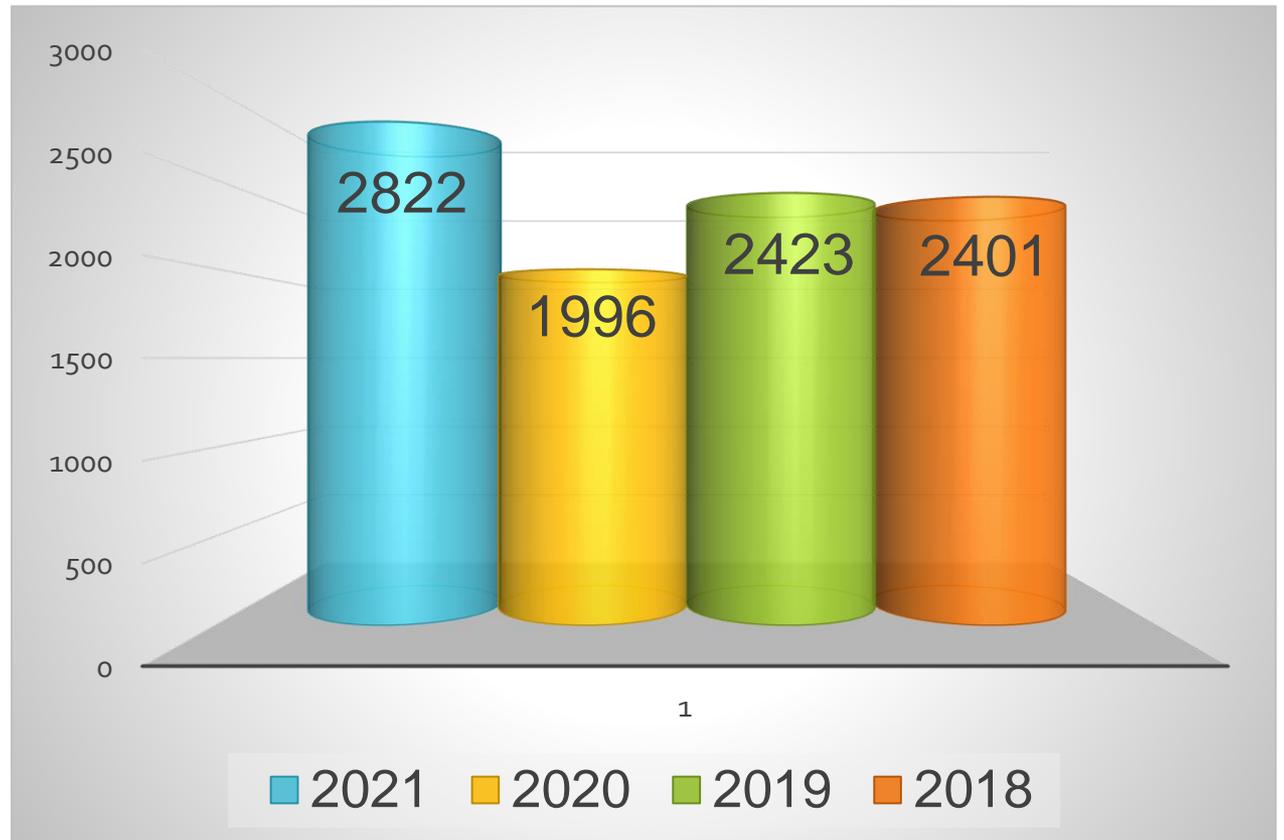
- There is roughly an equal balance of New and Re-opened EAP Files.
- This suggests that EAP services are trusted and viewed positively by both new and returning clients.



- New (never before opened)
- Reopened Same Calendar Year
- Reopened From A Previous Year

EAP Organizational Services Touch Points by Year

- There was a 34% positive difference from previous year.
 - Organizational services will continue to leverage virtual platforms when appropriate
 - Opportunities to collaborate with the City's vendors in delivering programming, provide education and services



Safety Training Programs Timeframe

June 2019 Implemented City's First Safety Training Courses

- 2019: 3 Total Safety Courses
- 2020: 5 Total Safety Courses
- 2021: 10 Total Safety Courses
- 2022: Adding Conflict Management, See Something Say Something, Bully Prevention

2021 Safety Class Totals

Physical Safety Training	Participants	Classes
Active Shooter	163	7
Basic Self Defense	177	4
Defensive Driving	98	5
Dog Bite Prevention	75	6
Personal Safety/Lone Worker	115	6
Total Physical Safety Participants/Classes	628	28
Communication Safety Training		
Serving Community Members Living with Mental Health	152	4
Communicating De-escalation Strategies and Techniques	123	4
Friend and Family	71	4
Trauma Informed Care	508	10
Total Communication Safety Participants/Classes	854	22
Total Safety Participants/Classes	1,482	50

Financial Wellness Seminars

Earn Healthy Rewards Points with Financial Wellness Seminars!

**Retirement Readiness with
myOrange Money**

[View presentation >](#)

**Personal Finance
Basics**

[View presentation >](#)

**City of Milwaukee Deferred
Compensation Plan –
Overview**

[View presentation >](#)

**Three Steps to a Social
Security Strategy**

[View presentation >](#)

Investing Concepts

[View presentation >](#)

**Foundations of Financial
Wellness**

[View presentation >](#)

**Plan For Your
Someday**

[View presentation >](#)

- **707 viewers**
- **3,281 individual sessions**



Financial independence. It starts today.

Financial Wellness Plan Outreach Efforts

Participant Engagement

The Plan and Voya worked to transition how we engage with plan participants in a pandemic-restricted environment to deliver positive retirement outcomes and in partnership with the City's wellness program:

- Restarted attendance at COM health appraisals
- 348 1:1 phone Consultations
- 152 1:1 Zoom Consultations
- 291 phone messages through our local office
- 223 loan outreach calls
- 307 NEO outreach calls
- 249 ERS outreach calls
- 217 Separated from Service outreach calls

Impact of Financial Wellness Participation

Racial Group	Healthy Rewards	Count	Participation Rate	Savings Rate
All Other	Y	545	92%	11.1
All Other	N	3,759	78%	7.0
Black / Af American	Y	181	94%	7.8
Black / Af American	N	1,985	70%	4.1
Hispanic / Latino	Y	65	95%	8.1
Hispanic / Latino	N	667	73%	5.7

Gender	Healthy Rewards	Count	Participation Rate	Savings Rate
Female	Y	358	94%	8.5
Female	N	2,099	66%	4.3
Male	Y	439	92%	11.4
Male	N	4,349	80%	6.8



Financial independence. It starts today.

2022 Program Goals

- Continue to offer relevant and innovative programming
- Focus on new communication strategies to increase awareness and continue high engagement despite employee turnover
- Increase engagement in programs and services and ensure all employees can access and utilize this benefit appropriately
- Improve and expand programs at offsite locations (relevant health and wellness services)
- Expand Injury Prevention services to additional external locations, with customized programming tailored to specific job functions
- Improve integration of worksite health promotion efforts and safety initiatives to increase overall program engagement and effectiveness
- Continue to cross promote all services with other wellness partners

Thank you for your continued partnership in health and wellbeing!

- **Wellness & Prevention Labor Management Committee**
- **Wellness Promotion Committee/Wellness Champions**



Employee Assistance Program



City of Milwaukee EAP



Workforce Health



Financial independence. It starts today.

Froedtert Workforce Health Testimonials

I enjoy sessions that are interactive and the instructor has the audience join along with the activity. It's better than just a lecture on the techniques or exercises.

- My Self Care Series -

I like these classes that encourage me to take better care of myself. I received some very good information that will come in handy as I practice getting better sleep.

- Miracle of Sleep -

Love the examples provided to illustrate the concepts, which make it relatable and a little easier to incorporate what we're learning into our day-to-day habits.

- Thriving in Change -

Good break in the day when very busy and need to re-charge. Helps me focus in the afternoon hours.

- Well Together -

UHC Member Testimonials

“Mari is a very good facilitator. I’ve taken several of her presentations, she is the best!”

Go For Your Goals: “Mari is talented at motivating, encouraging, and showing us how to allow ourselves to mess up and put it in the rear-view mirror and pick it back up! Allowing us to forgive ourselves and leaving room for error.”

Easing Your Chronic Disease: “These presentations helped hold me accountable for my health and have helped me lose weight and gain control over my health.”

“Very informative, the information will be helpful in many ways, such as when you see your doctor and how to prepare with questions.”

“Mari Cohn was awesome, and I wish you could mass produce her.”

“Mari is an excellent presenter. I appreciated everything she had to say and enjoyed how welcoming and inclusive she was.”



UHC Member Testimonials

I consider my relationship with Mari Cohn to be an integral part of my wellbeing! She is accessible, pleasant and ALWAYS a good listener. She has a wealth of knowledge and shares relevant information and resources with me. I recently underwent a lifechanging surgery that left me with a myriad of feelings/emotions and questions. She helped (still helping) me sift through it all and come up with a feasible, doable plan of action for my recovery. She maintains a positive attitude and outlook and encourages me to do the same. Moreover, if she isn't aware of information or resources on a particular question - she seeks it out for me. I can't say enough about how much she has helped me. I truly value our relationship.

I have never met a more knowledgeable, compassionate, supportive and professional medical staff member, EVER. It is truly a blessing to have her in my corner to support my getting and staying healthy on my journey to better health. My existing success is largely attributed to working with HER.



EAP Feedback From Presentations & Workshops

"I participated in the Professionalism webinar today and found it very helpful. Thank you for conducting this."

"May I get a copy of today's slide deck? This was extremely helpful for me."

"Thank you for the workplace negativity presentation, I found it very helpful."

"It was really good info!"

"Thank You so much. I did listen all the way through. It was a great presentation."