

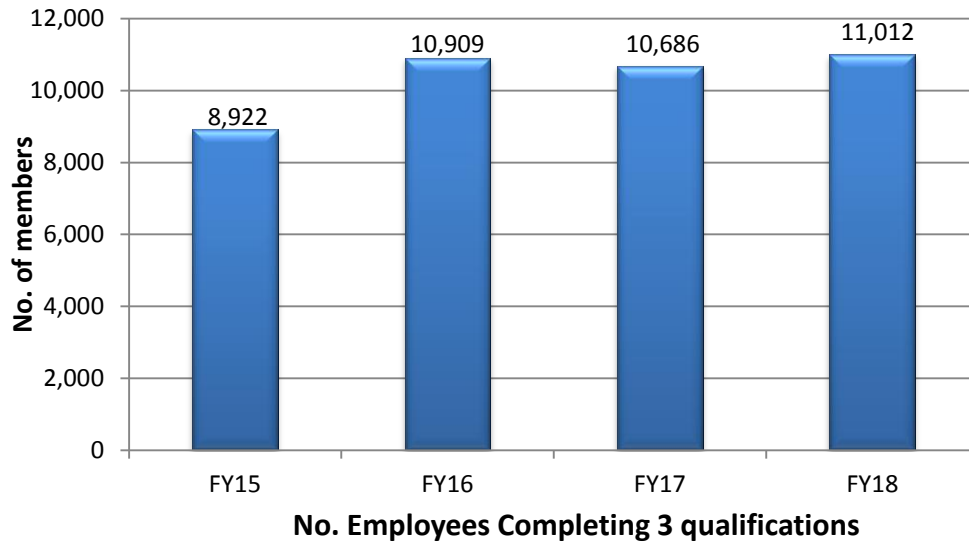
Bureau of Human Resources: Performance Indicators



Goal No. 1: Increase percentage of employees and covered spouses completing all three wellness qualifications by 3% or 320 members by March 31, 2018.

The wellness qualifications include taking an on-site health screening, participating in an online health assessment, and earning 100 wellness points. Studies show health screenings and health assessments help employees better understand their health risks and seek preventive care, which could result in cost savings to the health plan.

An additional 326 employees and spouses completed the three wellness qualifications for FY18.

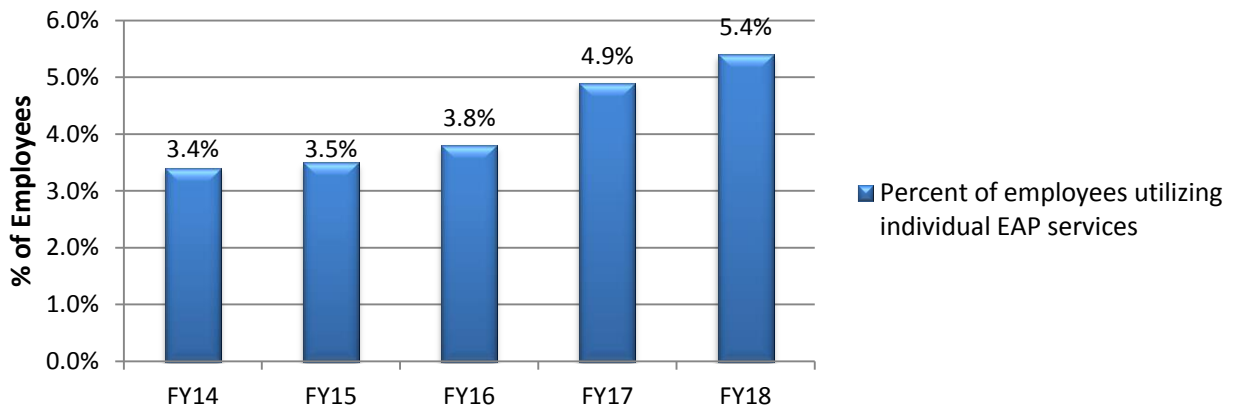


In Progress

Goal No. 2: Increase individual case utilization of the Employee Assistance Program (EAP) from 4.9% to 5.8% or 113 individual cases by FY19.

EAP provides a wide range of services, including personal counseling, financial planning and counseling, legal services, discount shopping, and education on dealing with aging parents and children, to state employees and immediate family members at no cost to the user. The State pays a fixed cost per employee for EAP. Utilization is shown to reduce absenteeism and health-care costs.

EAP usage was up 0.5% for FY18, which is 66 additional individual cases. This is more than halfway to the FY19 goal.



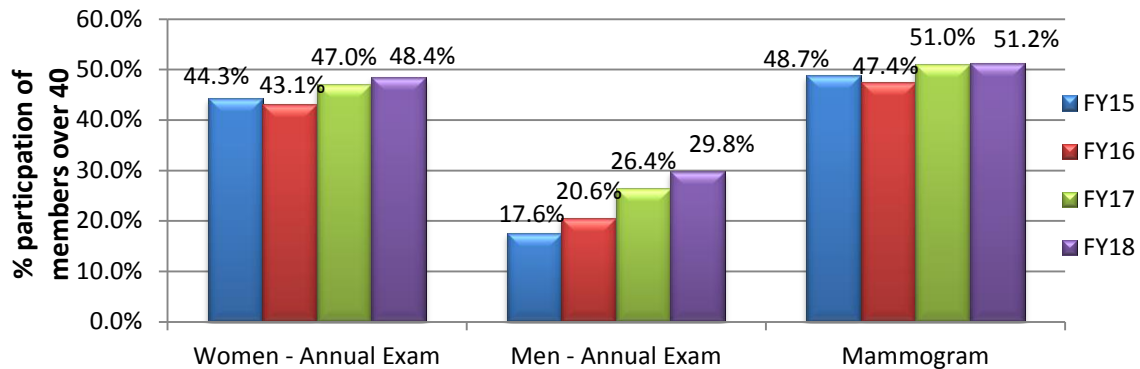
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In Progress

Goal No. 3: Increase usage of preventive care services available at no cost to the member by June 2019.

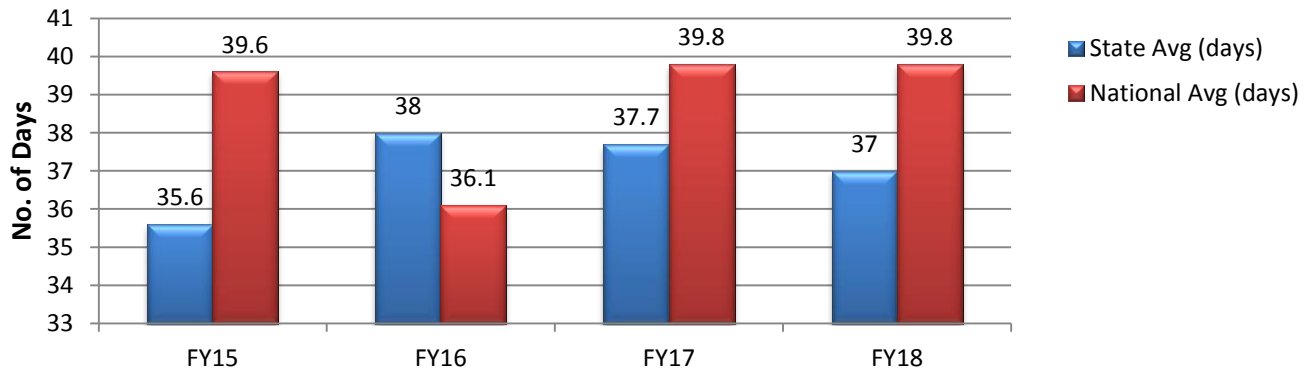
- Increase preventive care office visits for women over 40 by 5% (or about 318 women) to 52%.
- Increase preventive care office visits for men over 40 by 4% (or about 224 men) to 30.4%.
- Increase utilization of mammograms for women over 40 by 3% (or about 191 women) to 54%.

In year one of this two-year initiative, 29.8% of men over 40 utilized the annual wellness preventive exam, only 0.2% below the FY19 goal. An additional 1.2% of women over 40 utilized the preventive exam in FY18 over the previous year, and the two-year goal is 5%. There was 0.2% progress toward the 3% increase in mammograms.



Goal No. 4: Ensure average time to fill positions for State agencies is less than national average for FY18.

In FY17, the average time for State agencies to fill a position was 37.7, and the national average was 39.8 days. (National average does not include weekend days, and the State average does.) **State agencies reduced time to fill from 37.7 to 37 days for FY18.**



Goal No. 5: Implement four on-demand, 24/7 e-learning modules in FY18 and increase by 50 percent annually each of the next four years.

BHR is implementing e-learning because it creates flexibility to participate at the time and location convenient to the employee. **Five new online courses were made available in FY18, including legal arena courses for supervisors, an Accountabilities & Competency Evaluations (ACES) update video, and preventing workplace harassment.**

