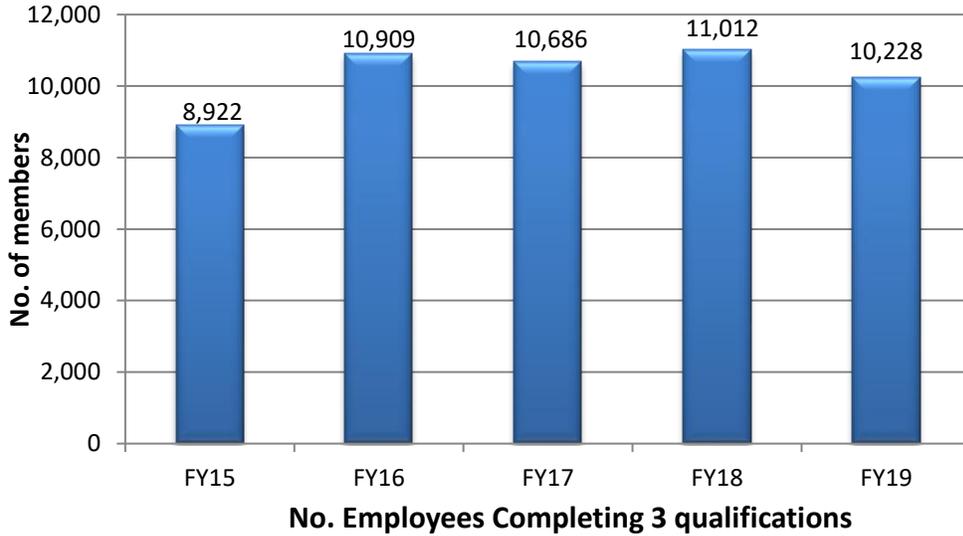


## Bureau of Human Resources: Performance Indicators

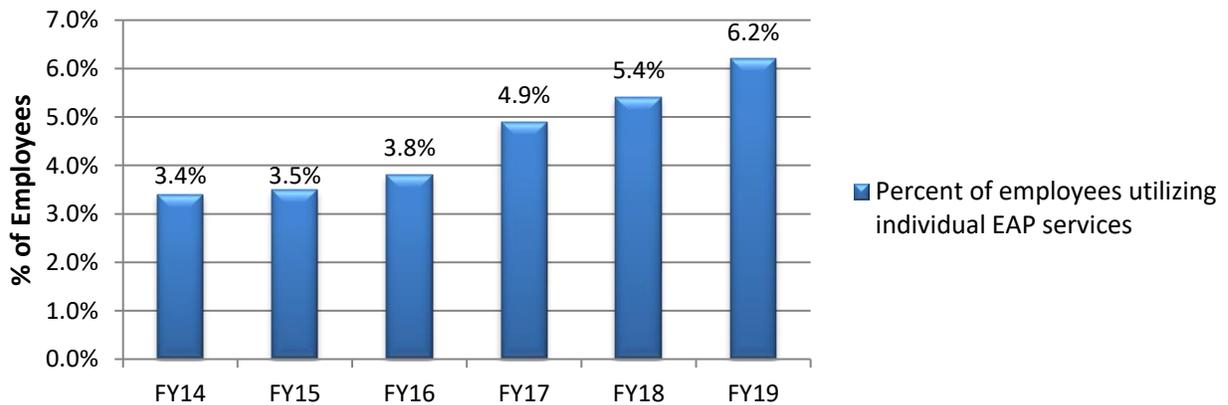
**Goal No. 1:** Increase percentage of employees and covered spouses completing all three wellness qualifications by 3% on or before March 31, 2019.

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. **For FY19, 784 fewer employees and spouses completed the three wellness qualifications than did for FY18.**



**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 0.8% for FY19, which is 203 additional individual cases.**

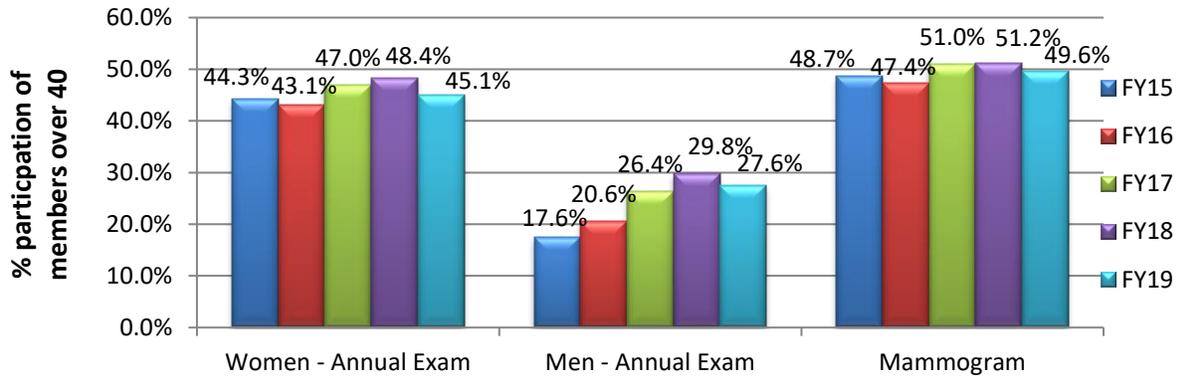


## Bureau of Human Resources: Performance Indicators

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

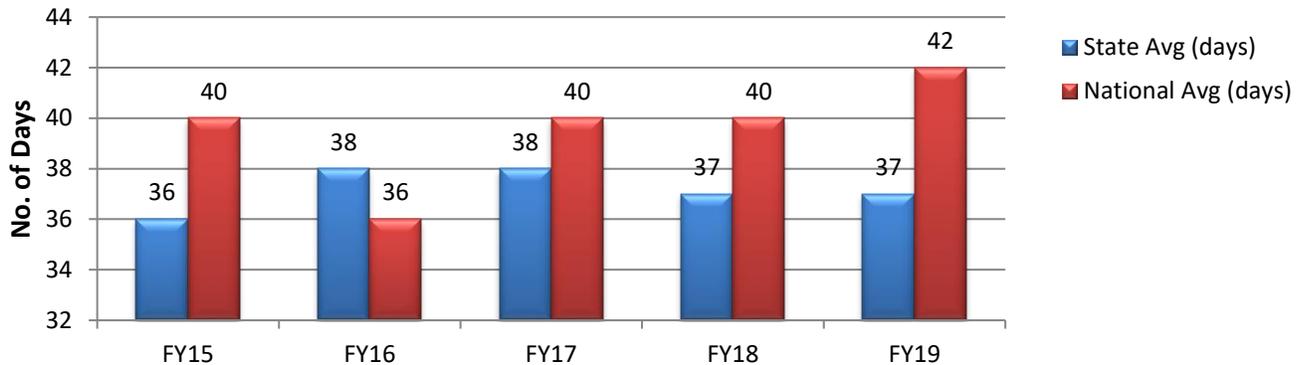
- Increase preventive care office visits for women over 40 by 5% (or about 318 women) to 52%.
- Increase preventive care office visits for men over 40 by 4% (or about 224 men) to 30.4%.
- Increase utilization of mammograms for women over 40 by 3% (or about 191 women) to 54%.

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. FY19 saw a decrease in all 3 areas of preventive care service utilization from previous years.



**Goal No. 4:** Ensure average time to fill positions for State agencies is less than national average for FY19.

In FY17, the average time for State agencies to fill a position was 38, and the national average was 40 days. (National average does not include weekend days, and the State average does.) **State agencies remained the same for FY19.**



**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. **In FY19 two new modules were added through online learning services: Custom Guide Training which includes 24 separate trainings including Microsoft Learning and Soft Skills; and LinkedIn Learning which includes more than 100,000 trainings for software and professional development.**

