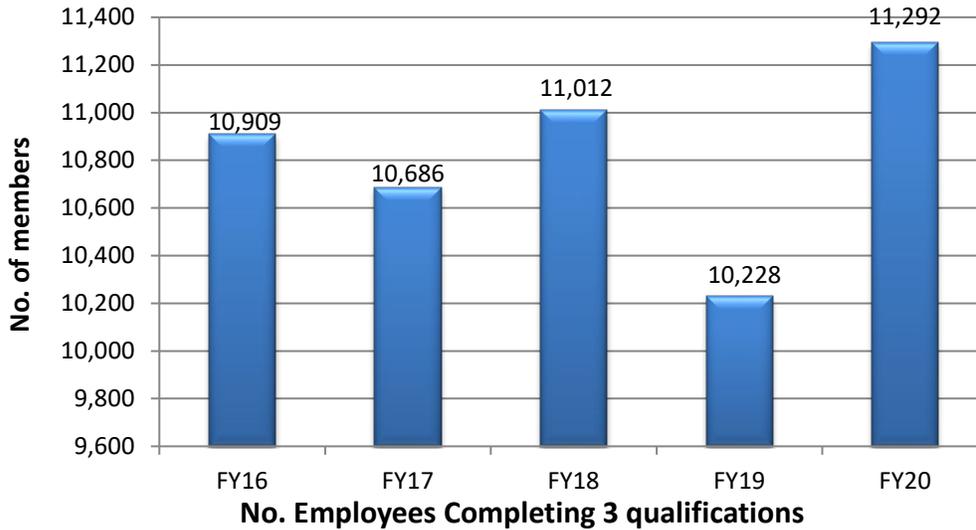


Bureau of Human Resources: Performance Indicators

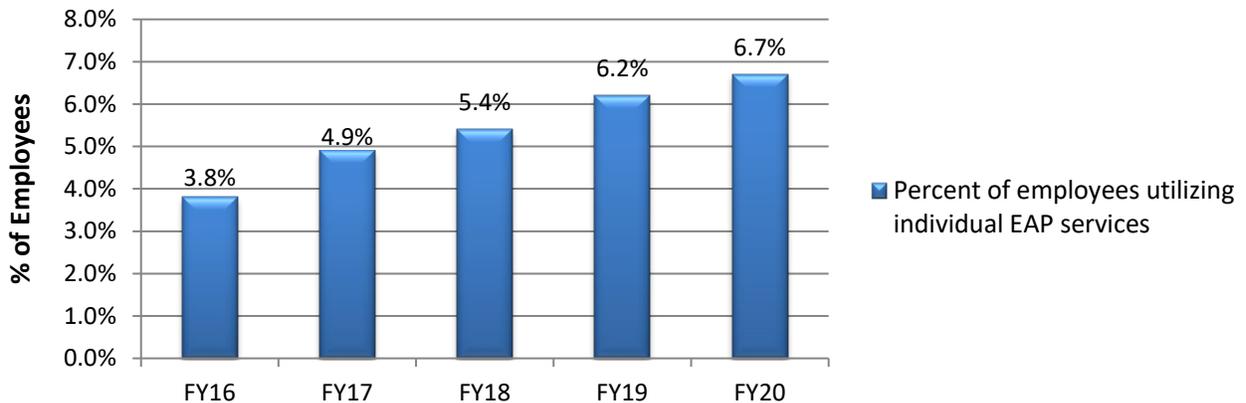
Goal No. 1: Increase percentage of employees and covered spouses completing all three wellness qualifications by 3%.

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 FY20, 1,064 more employees and spouses completed the three wellness qualifications than did for FY19.**



Goal No. 2: Increase individual case utilization of the Employee Assistance Program (EAP) from 6.2% to 7%.

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 FY20, which brings the total of individual cases of utilization to 862.**

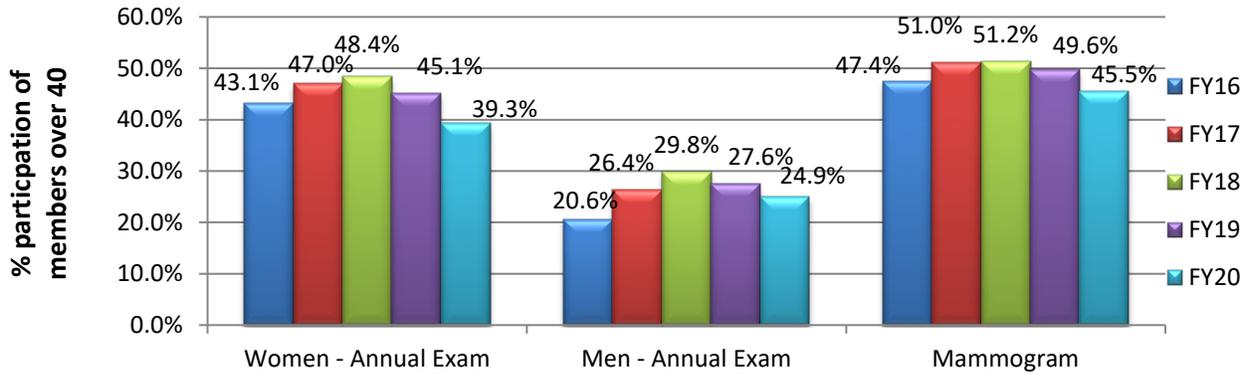


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Goal No. 3: Increase usage of preventive care services available at no cost to the member.

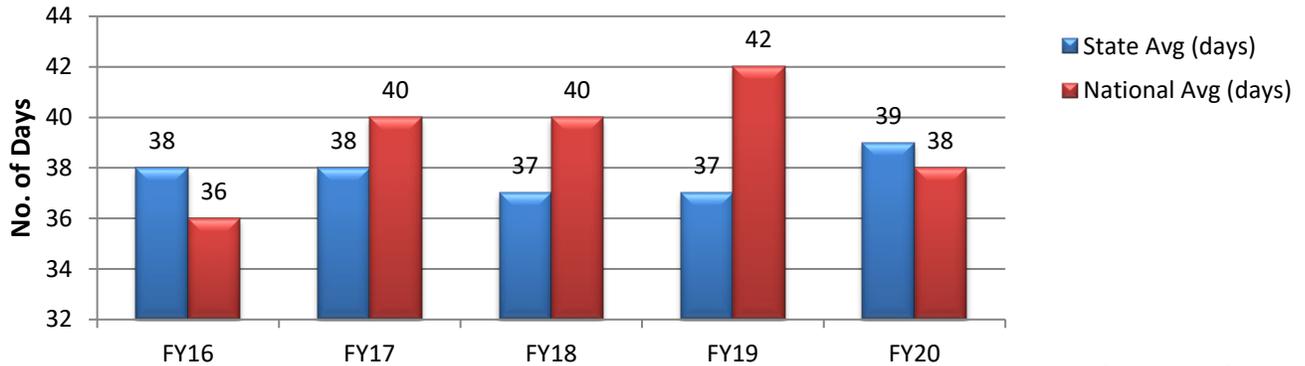
- Increase preventive care office visits for women over 40 to 52%.
- Increase preventive care office visits for men over 40 to 30.4%.
- Increase utilization of mammograms for women over 40 to 54%.

There is a decrease in use overall in FY20 vs FY 19 which may be attributable primarily to the impact of COVID-19.



Goal No. 4: Ensure average time to fill positions for State agencies is less than national average for FY20.

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.)



*The national average does not include weekend days, and the State average does.

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

BHR is implementing e-learning because it creates flexibility to participate at the time and 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. **In FY20, no additional e-learning modules were created by BHR; however, a number of new online learning sources with a variety of training opportunities were offered to state employees.**

