

# 2021 Results of Employee Benefits, Wellness, and Engagement Survey

Thank you to the staff members who participated in our 2021 Employee Benefits, Wellness, and Engagement Survey! **Over 1,300 employees** participated in the survey, and we received a wealth of valuable responses and comments. The City of Newport News is committed to enhancing our employee benefits package, and your feedback is instrumental in the development of future initiatives and strategies relating to the benefits and wellness programs we offer.

We are pleased to share some highlights of the survey as outlined in this handout. Following is an overview of how the City compares to other Hampton Roads municipalities, as well as some action items to demonstrate our commitment to providing benefits that exceed the expectations of our staff members. We recognize that an optimal benefits package is fundamental to employee morale and satisfaction which directly correlates to the City's overall success.

## IMPORTANCE OF CURRENT BENEFITS

Survey participants ranked the importance of various benefits in the following order:

- 1 Medical
- 2 Prescription Drug
- 3 Dental
- 4 Vision
- 5 Life Insurance
- 6 Disability
- 7 Employee Assistance Program
- 8 Tuition Reimbursement
- 9 Medical Care and Dependent Care FSA
- 10 Fitness Center Discounts

## PREFERRED FUTURE BENEFITS

The top five responses with regard to desired voluntary or additional benefits options are as follows:

- 1 Critical Illness / Cancer
- 2 Hospital Indemnity
- 3 Paid Medical Leave Bank
- 4 Long-Term Care
- 5 Accident Coverage

## HEALTH TOPICS

Participants indicated they are interested in the following health topics (in order of interest level):

- 1 Financial Health
- 2 Stress Management
- 3 Work / Life Balance
- 4 Nutrition / Healthy Eating
- 5 Preventive Screenings

## WELLNESS PROGRAM CATEGORIES

Participants indicated they are interested in participating in wellness programs related to the following (in order of interest level):

- |                             |                                     |
|-----------------------------|-------------------------------------|
| 1 Annual physical exam      | 4 Healthy Weight Loss Challenge     |
| 2 Online Education Programs | 5 Annual Wellness Day / Health Fair |
| 3 Walking Program           | 6 Onsite Demonstrations             |

## PARTICIPATION IN HEALTH PROMOTION / WELLNESS ACTIVITIES

- Most respondents indicated that any day of the week is sufficient to participate in a wellness activity.
- Respondents noted that they would not participate in a wellness activity if the time of day it is offered is not convenient, if they are too busy to participate, or due to confidentiality / privacy concerns.
- Over half of respondents indicated that they would like their spouse and / or dependents to have the ability to participate in the City's wellness program / activities.
- Many expressed interest in more frequent and clear communication regarding wellness program and activity opportunities.

## PERCEPTION OF BENEFITS PACKAGE

**85%**

perceive the benefit plans as neutral or positive as compared to other local employers.

**79%**

have a neutral or positive feeling about Health Insurance employee cost

**76%**

have a neutral or positive feeling about the Prescription Drug Plan

**84%**

indicated that the City's benefit offerings impacted their decision to work at or stay with the City of Newport News

**67%**

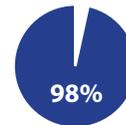
have a neutral or positive feeling about Health Insurance / medical plan designs

**65%**

are satisfied with the benefits package overall

## EMPLOYEE SATISFACTION WITH WORK EXPERIENCE

(Results Were Neutral or Agree)



Know what is generally expected of them from work



Understand how their role helps them fulfill the City's mission and vision



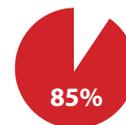
Have the opportunity to do their best everyday



Supervisor seems to care about them as a person



Have the tools and materials to perform their job well



Generally optimistic about coming to work



Had opportunities to learn and grow within the past year



Feel that their opinion is important



In the last 14 days received recognition for work

Employees expressed interest in additional training on technology / tools needed to perform jobs as well as general training opportunities.

## OPTIMA HEALTH MEDICAL PLAN SATISFACTION

(Results Were Neutral or Positive)



## CITY OF NEWPORT NEWS AS COMPARED TO LOCAL EMPLOYERS

As compared to other municipalities and school systems throughout Hampton Roads, the City is lower than average in the following categories:

- Medical Employee and Family Premiums
- Primary Care Physician and Specialist copayments
- Deductibles for the Traditional POS Health Plan
- Coinsurance for the High Deductible Health Plan

In an effort to demonstrate our commitment to a competitive benefits package, the City decided to lower the employee contribution for the Traditional POS by 20%, and also increase the HSA contribution by \$294 for employee only coverage, and by \$156 to \$720 for employees covering dependents.

## FUTURE STEPS AND THE CITY'S COMMITMENT

- Continue to monitor health, dental, vision, life, and disability vendors, plan designs, and costs to ensure we are competitive and providing the most beneficial options to meet the needs of our employees and their families.
- Evaluate options for additional benefits that employees have expressed interest in.
- Focus on offering additional training and education opportunities with increased communication as to when these opportunities are offered.
- Enhance the wellness program offering to include activities that employees are most interest in participating in, that meet the needs of employees' varying schedules.
- Continue to facilitate employee surveys in order to evaluate changing needs and assess overall employee satisfaction.