



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 22-1011

Board Meeting Date: 12/13/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Rocio Kirczun, Human Resources Director
Lisa Okada, Deputy Director of Human Resources

Subject: Agreement with Zomo Health for Wellness Program Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Zomo Health LLC to provide wellness program services for the County for the term of January 1, 2023 through December 31, 2025, in an amount not to exceed \$2,090,850.

BACKGROUND:

The County has an approved Wellness Policy and offers a recognized Wellness Program as a key component of its strategy to be a competitive employer that attracts and retains a skilled and productive workforce. The Wellness Program utilizes an engagement platform, a wellness coach through Zomo Health, and a two-person staff to offer a diverse range of programs, services, and activities including wellness screenings, health education classes, and emotional wellbeing resources.

Since moving to Zomo Health's wellness engagement portal, PreventionCloud, in 2018, the County of San Mateo has been able to redesign the Wellness Dividend Program, Online Health Assessment, event registration, wellness screenings, emotional well-being resources, activity challenges, and wellness videos through the online portal. The Wellness Program also utilizes Zomo Health to provide administration and reporting of the Dividend Program and Online Health Assessment, management of vendor contracts, marketing materials, and other wellness activities and services including a Health Coach, Wellness Nurse, Registered Dietician, and health education classes.

The County's current agreement with Zomo Health expires on December 31, 2022.

DISCUSSION:

The Human Resources Department initiated a request for proposal (RFP) for worksite Wellness Services on May 2, 2022 and completed it on July 27, 2022. The Selection Committee was comprised of County Wellness Committee members, the Public Health Officer, Chief Wellbeing Officer, Benefits staff, and the Wellness Program Manager. The RFP process was assisted by Alliant,

the County’s benefits broker. The Selection Committee recommends that the County continue services with Zomo Health for the County’s Wellness Program because it was the only RFP applicant that is capable of hosting a custom annual Health Assessment and serving the breadth of the County’s current Whole Person Well-being program. Zomo’s proposal will:

- Customize the platform and user experience to meet our program needs;
- Offer a website and mobile app to continuously engage employees in programs such as health challenges, online health assessments, health coaching, fitness and emotional wellbeing videos, and tracking device integration (e.g., Fitbit);
- Enhance the program’s ability to communicate with and send reminders to participants about upcoming events, appointments, etc.;
- Retain the County’s proprietary Health Risk Assessment;
- Offer a large number of services included in the cost per employee per month;
- Offer a large number of vendors, including fitness instructors, health coaches, registered dietitians, massage therapists, registered nurses, and health educators;
- Provide enhanced reporting and analytics that are reliable, valid and HIPAA compliant to allow the County to make informed decisions regarding upcoming wellness strategies.

Zomo Health’s virtual wellness portal, PreventionCloud, is easy to navigate, includes full participation for employee spouses, and limited participation for Extra Help. Services include incentives for employees during physical activity and weight management challenges, development and printing of communications, and support for the Wellness Committee. The Human Resources Department would like to contract with Zomo Health for 3 years so the County can continue to offer the annual Wellness Dividend Program, educational classes, emotional wellbeing programs, and challenges throughout the year.

The accompanying resolution contains the County’s standard provision allowing amendments of the County’s fiscal obligations by a maximum of \$25,000 (in aggregate).

County Attorney’s Office has reviewed and approved the Resolution and Agreement as to form.

PERFORMANCE MEASURE:

| Measure | FY 2021-22 Actual | 2022-25 Projections |
|---|--------------------------|----------------------------|
| Percentage of employees engaged in the Wellness Program | 76% | 85% |
| Percentage of employees satisfied with PreventionCloud | N/A | 95% |
| Percentage of employees satisfied with Wellness Classes | N/A | 95% |

FISCAL IMPACT:

The County’s cost for the Zomo Health agreement is covered by the Benefits Trust Fund. These costs are included in the medical insurance rates and are shared between the County and employees. The cost for PreventionCloud and Wellness services is approximately \$696,950 annually for a total of \$2,090,850.