



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 21-1014

Board Meeting Date: 12/14/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Rocio Kiryczun, 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, 2022 through December 31, 2022, in an amount not to exceed \$610,000.

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 offers a diverse range of programs, services, and activities, including wellness screenings, work-life programs, and educational classes, to support County employees and their spouses.

The County initiated a request for proposals (RFP) in 2017 in order to consolidate prior wellness vendor contracts and create an online engagement platform to maximize participation among County employees and dependents. In 2018, the County contracted with Zomo Health to provide those wellness services from September 25, 2018 - December 31, 2021. Zomo Health developed PreventionCloud and uses it as the virtual wellness engagement portal for the County.

Since moving to PreventionCloud in 2018, the County has redesigned the Wellness Dividend Program, Online Health Assessment, event registration, wellness screenings, emotional well-being resources, activity challenges, and wellness videos. The Wellness Program also utilizes Zomo Health to provide educational classes, a Health Coach, a Wellness Nurse, administration and reporting of the Dividend Program and Online Health Assessment, management of vendor contracts, and other interactive wellness activities.

DISCUSSION:

The Human Resources Department would like to contract with Zomo Health for an additional year prior to conducting an RFP process in 2022, since the wellness vendor marketplace is large, diverse,

and expanding rapidly.

Zomo Health's virtual wellness portal PreventionCloud is easy to navigate; pricing includes incentives paid directly to employees; development and printing of communications is unlimited; and fees include full program participation by spouses and limited access for Extra Help employees.

The PreventionCloud virtual wellness engagement portal has increased the effectiveness of the Wellness Program in the following ways:

- It uses a website and mobile device application to continuously engage employees in programs such as health challenges, online risk assessments, digital health coaching, activity device (e.g., Fitbit) integration and tracking, etc.
- It enhances the Wellness Program's ability to communicate with and send reminders to participants about upcoming events, appointments, etc.
- It enhances program reporting and analytics in a way that is reliable, valid, and HIPAA compliant so that the County and all stakeholders can make informed decisions about future directions and strategies.
- It increases engagement in Wellness Program activities.

By adopting the one-year agreement, the County can continue to offer the 2022 Wellness Dividend Program, educational classes, emotional-wellbeing programs and challenges throughout the year while conducting a RFP in order to determine new offerings and enhanced services as the worksite wellness industry continues to grow.

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 Counsel has reviewed and approved the Resolution and Agreement as to form.

PERFORMANCE MEASURES:

Measure	FY 2020-21 Actual	FY 2021-22 Projected
Percentage of employees engaged in the Wellness Program	76%	80%
Percentage of OHA-identified high-risk employees engaged in the Wellness Program	95%	100%

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.