New York City’s Worksite Wellness Program

The New York Academy of Medicine conducted the 2nd annual survey for all City employees in Spring of 2021.

EMPLOYEES WERE ASKED QUESTIONS ABOUT

- Their health needs and priorities
- Engagement in, and perceptions of, WorkWell NYC programs
- Self-reported health
- Recommendations for the future

DEMOGRAPHICS

3,611 City employees completed the Annual Pulse survey

- 76% Female
- 24% Male

- 33% White
- 26% Black or African American
- 18% Latinx or Hispanic
- 11% Asian or Asian American

- More than half reported working for City of New York for 10 years or longer, and 27% for at least 20 years.
- Respondents represented over 60 city agencies.
- The top respondent agencies were Department of Education (DOE) and Health + Hospitals (H+H).

KEY FINDINGS FROM THE SURVEY

- 5 OUT OF 10 surveyed employees participated in at least one WorkWell NYC program in the last 12 months

- 72% of the surveyed employees were familiar with WorkWell NYC - the worksite wellness programs
Programs with the Highest Ratings

- Webinars/Virtual Events: 94%
- Free Flu Shot: 93%
- Digital Fitness Classes: 93%

Programs with the Most Participation

- Webinar/Virtual Events: Free flu shots offered at worksite clinics across the city
- Fitness Challenge: Month-long walking challenge where employees compete on teams or on their own to increase their daily step counts
- Digital Fitness Classes: 8-10 week worksite fitness classes held at lunchtime or before/after work

What Motivated Employees to Participate in the Programs?

- Interesting topic area: 65%
- To maintain health: 62%
- Wanting to make a healthy change: 43%
I like that the fitness offerings are diverse just like the instructors that execute them. This is so important – seeing one’s ethnicity or culture represented.

“I enjoyed the Zumba Class, Yoga Class and Strength Training Class. All the instructors wanted to see us succeed with a healthy lifestyle. I also enjoyed Paint Night with watercolors.”

“I’m really grateful that WorkWell has kept us active during the tough times as we are still in the midst of this pandemic.”

“I think WorkWell NYC is doing an amazing job at helping people who want to be helped. Thank you!”

“The online fitness program was excellent! The instructors really challenged us, and the variety provided something for everyone.”

87% of participants say they would recommend WorkWell NYC programs to co-workers.

27% of participants say that participating in WorkWell NYC programs improved relationships with coworkers.

33% of participants say that WorkWell NYC programs improved employee morale at worksite.

Top suggestions to improve WorkWell NYC offerings:
- Access to recorded sessions
- More convenient times for classes
- More leadership support to participate

84% of participants say that participating in WorkWell NYC programs improved eating habits.

77% of participants say that participating in WorkWell NYC programs attended more to personal health & well-being.

What were some health improvements made by participants?

- Increased physical activity and exercise: 96%
- Improved eating habits: 84%
- Attended more to personal health & well-being: 77%
KEY DIFFERENCES
BETWEEN 1ST AND 2ND ANNUAL PULSE SURVEY

- A majority (87%) reported satisfaction with general communications regarding COVID-19 and explanation of agency protocols and procedures.
- A small proportion reported using WorkWell resources to cope with stress during COVID-19; 19% Digital fitness class, 14% WorkWell Webinars or workshops.

COVID-19 & MENTAL HEALTH NEEDS

- 59% switched to online/remote work during COVID-19
- 28% reported change in job tasks and responsibilities
- 64% reported experiencing at least some symptoms of burnout
- 19% reported psychological distress in the past 2 weeks

TOP STRESSORS EXPERIENCED

- 36% Racial tension and discrimination
- 33% Return to office
- 29% Increase or change in work responsibilities
- 27% Potential COVID-19 infection (self or loved ones)

AGENCY COMMUNICATION AND RESOURCES

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Source: WorkWell NYC Annual Pulse Survey conducted in 2021 collected responses from 3,611 NYC employees.

To learn more about WorkWell NYC and its offerings, please visit: https://www1.nyc.gov/site/olr/wellness/wellnesshome.page