

ANNUAL NEEDS & INTEREST SURVEY

RESULTS AND FEEDBACK

WE'VE HEARD YOU

We have gathered all feedback from this year's Needs & Interest Survey and want to address items that we heard from respondents. Below are key themes from this year's survey and what we are doing to address each one.

Include pets. They are part of the family.

I do not have children, but I have a pet. Ultimately, I spend a large amount of money on her healthcare, insurance, daycare, and so much more. Support caring for her would be very beneficial to me. I know I am not alone. A few of my co-workers have childless homes and pour everything into their pets.

PET INSURANCE

Pets are family! Starting December 1, 2024, employees can enroll in discounted pet insurance through MetLife. Coverage for routine check-ups, unexpected illness or anything in between is available. To enroll, visit [MetLife.com/getpetquote](https://www.metlife.com/getpetquote). Your premium is paid directly to MetLife. If you need assistance, please call MetLife at 866.937.7387.

Please offer something meaningful with a menopause focus.

MENOPAUSE SUPPORT

Menopause has a significant impact on a woman's life and well-being. Franklin County Cooperative and ThriveOn are dedicated to supporting employees and family members in this life phase.

Starting January 1, 2025, Tier 1 and Tier 2 estrogen/estrogen combo medications (excluding Veozah) are covered 100% under the health plan. We recently hosted a webinar with OhioHealth OBGYN Dr. Elizabeth Koffler on the topic of Hormone Replacement Therapy.

RE-WATCH THE WEBINAR

We are also researching additional group/individual programs to support women in menopause and hope to have more to share later in 2025!

Pay incentives out more quickly.

Get the incentives to us quicker. Once we complete something it should be not instant but at least more than quarterly.

INCENTIVE PAYMENT FREQUENCY

Currently, incentives are paid out quarterly, but we've heard you. Starting in 2025, the incentive payout will be more frequent for MUNIS agencies. For those who have earned an incentive, you will see your earnings through employee payroll. Please remember, incentive payments for spouses or domestic partners will also be through the employee payroll. All incentives awarded through the ThriveOn program are taxed as normal income.

Make the gym reimbursement more inclusive. I don't belong to a gym. I go for training. It would be nice to have reimbursement for that.

PRORATED GYM REIMBURSEMENT & ELIGIBLE EXPENSES

We understand life happens. We also understand that getting into a routine of exercising takes time. Starting in Q1 2025 (January – March) we will offer a pro-rated reimbursement option for gym memberships.

- 0-3 visits per month – no reimbursement
- 4-7 visits per month – 50% reimbursement
- 8+ visits per month – 100% reimbursement

As a reminder, personal training is an eligible expense under the [gym reimbursement program](#) if proof of payment and proof of visits is provided.

Have webinars/classes/videos that are already made and that we can view after work hours.

Seriously wish that webinars could be recorded and accessed at other times. I'm not available during the day but there have been several that I would have attended if I could.

ACCESSING WELLNESS PROGRAMS

We recognize that it can be difficult to access the healthy lifestyle programs offered during the workday. A library of **on-demand workshops** is offered through **fccThriveOn.com** that can be completed for incentive credit at any time.

Starting in 2025, we will be recording the healthy lifestyle programs. For those who register for the program, you will receive a recording of the class to view on your own time. We will also be including a library of past workshops that can be viewed at any time for your convenience. If you are interested in accessing old healthy lifestyle program videos, quarterly education sessions, or previous on-demand workshops, these will all be in one location for your convenience. **Please note, these will not be eligible for earning incentive credit.**

[VIEW PAST PROGRAMS](#)

Support those of us by offering intermediate or advanced material, groups, trainings, etc.

Those of us who are already living a healthy lifestyle don't have a lot of support in "taking it to the next level."

QUARTERLY EDUCATION SESSIONS

Many of the responses we received in the survey expressed a desire to have more in-depth discussions around health topics. We've heard you and will be scheduling quarterly education sessions focusing on key topics that impact your well-being. You'll be able to find these on the **ThriveOn portal** as registration opens for each.

One piece that ThriveOn could possibly do better is offering some in-person opportunities as well to maybe create networking amongst staff when it comes to wellness and creating a team environment for focusing on wellness.

ONSITE FITNESS AND WELLNESS

ThriveOn Wellness Champions are committed to promoting employee well-being by organizing onsite workshops, fitness classes, challenges, and educational sessions. They continually expand these programs to better support your health and wellness. In 2025, ThriveOn is adding a second wellness consultant who has a background as an exercise physiologist and will be able to partner with the Champions to host onsite agency fitness classes. These are in addition to other programs like healthy cooking demos, education sessions, and mindfulness workshops.

Please connect with your agency's Wellness Champion to request these programs. If you are not sure who your Wellness Champion is or your agency doesn't have one, please contact **ThriveOn@franklincountyohio.gov** to learn more about this program.

Health insurance is a huge mystery - anything to help de-mystify would help. For example, things that are covered but we may not know (Does my plan cover, say, a chiropractor?)

UNDERSTANDING INSURANCE

In 2025, ThriveOn will offer a Health Literacy on-demand workshop designed to help you understand the basics of health insurance, including terms like deductibles, premiums, and out-of-pocket maximums. Each month, the ThriveOn Thursday newsletter will also feature valuable benefits information to keep you informed.

Additionally, Benefits & Wellness staff is available to answer your questions. Please email **Benefits@franklincountyohio.gov** or call **614.525.5750** with any benefits-related questions.

HAVE OTHER QUESTIONS?

A member of the Benefits & Wellness Office is available for support Monday through Friday from 8am-5pm. No appointment needed. You can also call 614.525.5750 or email **Benefits@franklincountyohio.gov**.

For questions specific to your wellness program email **ThriveOn@franklincountyohio.gov**.