

City of Albuquerque
and Participating Government Entities

BetterHealth

PROGRESS REPORT

FISCAL YEAR 2021

City of Albuquerque
Human Resources Department,
Insurance and Benefits Division



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MISSION & VISION

for the BetterHealth
Employee Wellness Program

MISSION

Identify and provide effective resources to employees and their families regarding the modifiable risk factors for cardiovascular disease, diabetes, and cancer.

VISION

Employees and family members are physically active, eat healthy foods, avoid tobacco, sleep enough, get health screenings at appropriate intervals, use cognitive skills to reduce stress, and find support from co-workers, family, supervisors, managers, senior leaders, and within city facilities.

EXECUTIVE SUMMARY OF PROGRESS

COVID-19 restrictions created many health and program challenges in FY21 for the City of Albuquerque (COA) employees and participating government entities. However, significant progress continued toward improving employees' physical and mental health by creating a supportive environment for well-being. Staff engagement was a priority to encourage them to participate in BetterHealth initiatives by providing Drive-through Flu Shot Clinics, a virtual Health & Benefits Fair, at-home biometric test kits, webinar-based health education, virtual gym courses, and opportunities for social connection through zoom.

Leadership engagement was and continues to be a top priority to support the initiatives outlined in the FY19-FY23 strategic plan. Senior leaders, directors, and managers are encouraged to lead by example by participating in and supporting their employees in wellness programs, which creates a culture of well-being. Training and educational resources were provided throughout the year for leaders that included coaching and self-care.

The BetterHealth Wellness Program is a vital resource for city employees and family by providing support and guidance to help achieve optimal health and well-being, which begins with our city leaders. Encouraging staff in self-care, such as taking walking breaks, utilizing earned paid leave, and achieving work-life balance, is essential for cultivating a positive and high-performing workforce environment. Providing a strong sense of well-being for employees is

essential, and work satisfaction, social connection, and engagement are critical drivers of employee well-being.

Many new programs offered in FY21, including Love to Ride, Hello Heart, Good Measures Healthy Weight, Leadership Health Coaching & Training, and Mindfulness-Based Stress Reduction, offered more opportunities for employees and family members to connect and stay active. Employee and family member well-being is complex and dynamic; therefore, we continue to provide a broad spectrum of support to our employees and their families.

The BetterHealth Program made significant measurable strides in all four goal areas outlined by the City. More specifically, the report demonstrates reduction of health risks, positive changes in personal health behaviors, a strong and supportive culture of wellness, increased positivity, less stress, and an enhanced

quality of life for employees.

Employee well-being remains a priority, and the COA's efforts to ensure the safety and health of staff are of paramount importance. A safe and healthy workforce means lower staff turnover. Disengaged employees often lead to absenteeism, presenteeism, workplace accidents, and increased mistakes. Engaged employees are less likely to leave if they are happy, healthy, and enjoying their work. Therefore, promoting health is essential for creating a sustainable, thriving culture that accomplishes the worksite wellness goals.





FY21 Accomplishments toward meeting BetterHealth WORKSITE PROGRAM GOALS

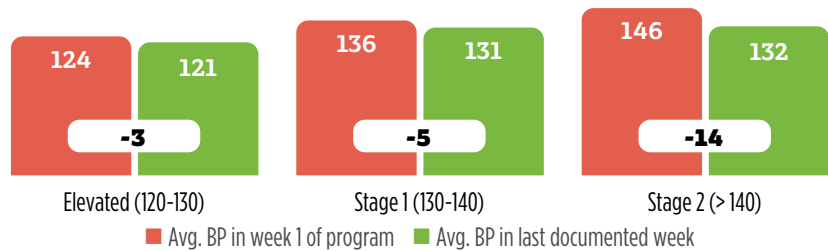
Goal 1: Deliver practical and accessible programs to prevent, detect, and reduce modifiable risk factors for cardiovascular disease, diabetes, and cancer.

- 9,923 City of Albuquerque and participating government entity employees, spouses, domestic partners, and dependents 18 and older elected the **Presbyterian Gym Membership Benefit** as part of the city’s medical insurance plan in FY21. However, the utilization percentage of the gym benefit dropped significantly due to the COVID-19 restrictions. An additional 1399 added the gym benefit for Fiscal Year 2022.
 - 242 City of Albuquerque employees and family members participated in the 4-week team-based **Heart Healthy Step Challenge**. Each participant tracked the number of steps they took.
 - 50 City of Albuquerque and Water Authority employees and family members enrolled in the Hello Heart Hypertension program with an average initial blood pressure reading of 135/88. Half were taking blood pressure medication and half had high blood pressure readings making them eligible participants.
- 65% of users with elevated heart risk reduced their blood pressure.

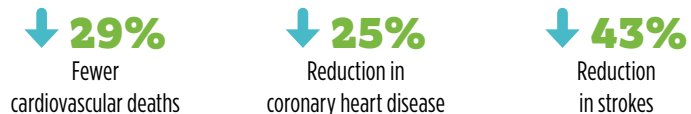
– 5 potential cardiac events were prevented. In these 5 instances a hypertensive crisis reading was measured and steps were taken to return to controlled range.

> **Hypertensive Crisis:** A severe and sustained increase in blood pressure > 180/120.

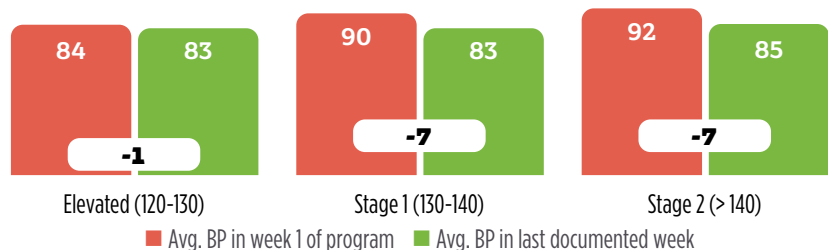
Average systolic BP decrease by BP category



The reduction of 14mmHg systolic has meaningful medical advantages.



Average diastolic BP decrease by BP category



“The push notification reminders to take my blood pressure are great!”

COA user feedback provided in-app

- 320 City of Albuquerque employees and family members 16 and older participated in the **Good Measures nutrition and diabetes programs**. **144 new participants** registered across all Good Measures programs in FY21. These programs include a personalized robust website and app to track food intake, physical activity, and weight. Participants had access to registered dietitians, nutrition challenges, and tailored webinars available to them. Presbyterian Mobile Health Center and Performance Improvement teams make member referrals to these programs.
- 46 new participants enrolled in the Good Measures **core nutrition program**, focusing on bite-sized goals that lead to big results. The programs support all nutrition-responsive conditions: e.g., pre-and post-bariatric surgery, orthopedic, maternity/lactation, chronic kidney disease, obesity/excess weight, cancer, hypertension, celiac disease, food allergies, pre/post-surgical.

- 76 new participants enrolled in the **Healthy Weight** program. Healthy Weight is a personalized coaching program that helps people lose weight in a healthy, sustainable way. It includes a wireless scale that syncs with the platform, fun challenges, and webinars that support weight loss.
- Four new participants with diabetes enrolled in **Connected Diabetes**. In addition to using data around food intake, data was collected from devices such as a cellular glucose meter, wireless insulin dosing technology, and physical activity trackers.
- 13 new participants enrolled in **Diabetes Self-Management Education (DSME)**. Recognized by the ADA, the DSME helps people improve their management of type 1 or type 2 diabetes. The program contains nine education segments covering nutrition, exercise, monitoring, medications, disease process, acute and chronic

complications, lifestyle changes, and psychosocial issues.

- 54% of Good Measures participants who logged two or more weights during the program lost weight with a 13.4 lb average weight loss or 6.5% loss of their starting weight.
- For participants who logged two or more A1C readings, the average improvement was 2.6%.
- As a result of improved nutrition, participants who logged two or more blood pressure readings showed an average decrease in systolic blood pressure and diastolic blood pressure between -12 and -5 total points.
- 67 employees and family members attended the **Positive Psychology Academy**. A cooking demonstration and a nutritious lunch were provided to support the belief that people want to lead meaningful and fulfilling lives, cultivate what is best within themselves, and enhance their experiences of love, work, and play.



good measures™

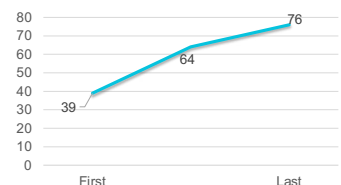
“I am a user of the Good Measures Program that you all brought on this year and I have seen tremendous success, so thank you for your work!”

Profile: 19 Year Old Female Healthy Weight Participant

Summary

- Starting weight: 199 lbs.
- Current weight: 175 lbs.
- Goal weight: 140 lbs.
- *Total weight loss: 24 lbs.*
- Background: Reports having a history of poor food choices and little exercise.
- Goal: “My main goal is to achieve then maintain a healthy weight as well as to increase my physical activity.”
- RDN Support: Messaging. Encourages member with goals.
- Program and System Usage: Messages with her coach as needed. Logs in the platform.

GMI Progression



Outcomes

- **Lost 24 lbs. since the start of the program**
- **More consistent with portion control and healthy choices**
- **GMI improvement from 39-76**

- 35 city employees, spouses, and domestic partners enrolled in a 4-week **Endure & Bounce Back Mindfulness Based Stress Reduction (MBSR)** course. Participants learned

techniques to stabilize the mind with guided meditations.

- 10 employees enrolled in the **Quit for Life** comprehensive tobacco cessation

program to work with a Quit Coach and use tools to support their tobacco-free goal.

Goal 2: Create a health-conscious work environment

- The Presbyterian Mobile Health Center completed 620 visits during FY21. The Mobile Health Center celebrates nine years of service to the City of Albuquerque and participating government entity employees and family members.
- 214 JohnnyBoards installed at various work locations throughout the city display BetterHealth promotional materials to field employees with limited or no computer access. JohnnyBoards are framed advertisements posted in restrooms,

near time clocks, and above water fountains. Boards are now inside Municipal Development, Solid Waste, Transit, Parks and Recreation buildings, fueling stations, and fleet maintenance facilities. BetterHealth promotional materials are changed monthly in the boards.

- 25 new self-monitoring blood pressure stations were established in City of Albuquerque and Water Authority offices, totaling 104 stations throughout the city. Blood pressure monitors are always available

to employees to help them monitor and control high blood pressure and related health care costs from heart disease and stroke.

- 121 employees are engaged in the Love to Ride cycling encouragement platform. Love to Ride is a new online community in FY21 to the BetterHealth program. The platform provides participants with safety and bicycling information to help new and seasoned riders achieve all the benefits of cycling safely and comfortably.

Goal 3: Build wide support, collaboration, and organizational alignment

- 58 employees from the City of Albuquerque and participating entities signed up as BetterHealth Ambassadors for FY 2021. Ambassadors are employees with a keen interest in health who volunteer to inspire their co-workers in creative ways to live healthily. Their activities in Fiscal Year 2021 resulted in over 4069 wellness encounters. Ambassadors arranged online discussions, healthy snacks delivery, and physical activity projects for their co-workers. Many set-up bulletin boards, self-monitoring blood pressure stations, and recruited co-workers to join programs listed under Goal 1. Some developed

weekly wellness emails. One created an employee Zen Space at the City Greenhouse.

- The BetterHealth Program established a Premier Provider relationship with The Wellness Council of America (WELCOA) in FY21 and initiated the process of benchmarking towards a Well Workplace Award. BetterHealth team members met monthly with a WELCOA liaison to assist in gaining leader support and improving the BetterHealth Employee Wellness Program and workplace culture of health. WELCOA provided the following pieces of training in FY21:

- Increasing Employee Engagement in a Virtual World - City Leaders
- The Shift: Emerging HR and Wellness Trends - BetterHealth Ambassadors
- Crushing Stigma & Creating Mentally Healthy Workplaces - All Employees
- Leadership Support Training
 - > **Leadership Coaching:** New in FY21, a Health & Wellness Coaching offering for leaders gained momentum with 13 coaching sessions completed by many directors, managers, and supervisors.

- > **Leadership Training:** 120 leaders participated in at least one wellness training for leaders: *Managers on the Move or Increasing Employee Engagement in a Virtual World*.
 - » 85% of survey participants rated

Managers on the Move ‘Good’ or ‘Excellent’. N=59

- » 100% of survey participants found *Increasing Employee Engagement in a Virtual World* useful. 100% were satisfied with the training. N=11

- > **Leadership Home Mailing:** A wellness toolkit was mailed to all leaders in January 2021 titled, ‘**4 Steps for Leading to BetterHealth**’.

Goal 4: Evaluate and continuously improve initiatives

- All BetterHealth initiatives were evaluated with program satisfaction surveys, participation and behavior change tracking, and/or pre and post assessments. Evaluation results were used to monitor progress and inform subsequent campaigns.
 - 97% of BetterHealth Program surveyed webinar participants found content presented useful in support of their health and wellness. 98% were satisfied with the content delivered. N=227
 - 98% of step challenge survey participants found the step challenge useful in support of their health and wellness. 85% were satisfied with the Heart Healthy Step Challenge. N=53
 - 100% of Desk to 5K Training survey participants found the training program useful in support of their health and wellness. 83% were satisfied with the training program. N=12
 - 93% of Good Measures survey participants found the program useful in support of their health and wellness. 79% were satisfied with the program. N=14
 - 100% of the Positive Psychology Academy survey participants found the academy useful in support of their health and wellness. 96% were satisfied with the health academy. N=25
 - 100% of Hello Heart program survey participants found the program useful in support of their health and wellness. 100% were satisfied with the program. N=6
 - 100% of Love to Ride survey participants found the platform useful in support of their health and wellness. 88% were satisfied with the platform. N=16
- Dissatisfaction with programs offered is low but does occur. Dissatisfied participant needs are listened to and addressed on an individual basis whenever possible.
- For FY22, measurable goals have been set to align with BetterHealth Goals to show continuous improvement. These SMART goals relate to leader engagement, fostering integration of healthy habits into the work environment, awareness and evaluation of personal health metrics.

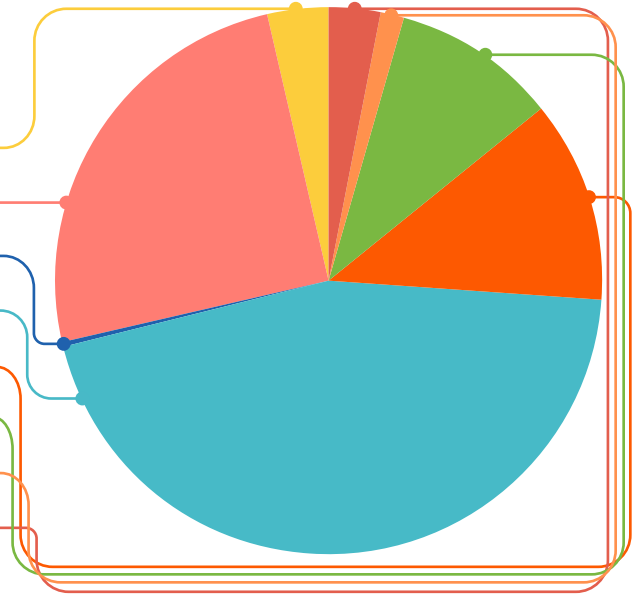
“I really appreciate all different approaches to wellness, and the different platforms and presentation methods.”

Wellness Webinars

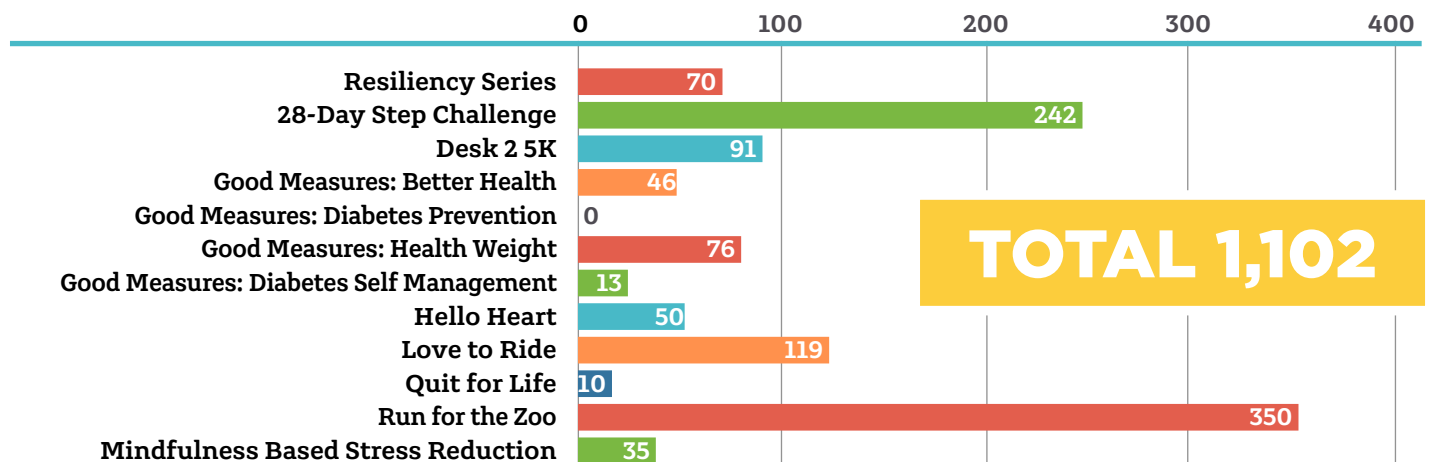
FISCAL YEAR 2021 PARTICIPATION IN BETTERHEALTH INITIATIVES

Program Communication Methods

- Leader Mailings **3.4%**
- Leader-Directed Emails **25.1%**
- Emails to Entities **0.3%**
- All Staff Emails **44.9%**
- HRC Emails **11.7%**
- Emails to BHAs **9.9%**
- Emails from BHAs **1.3%**
- Johnny Boards **3.2%**

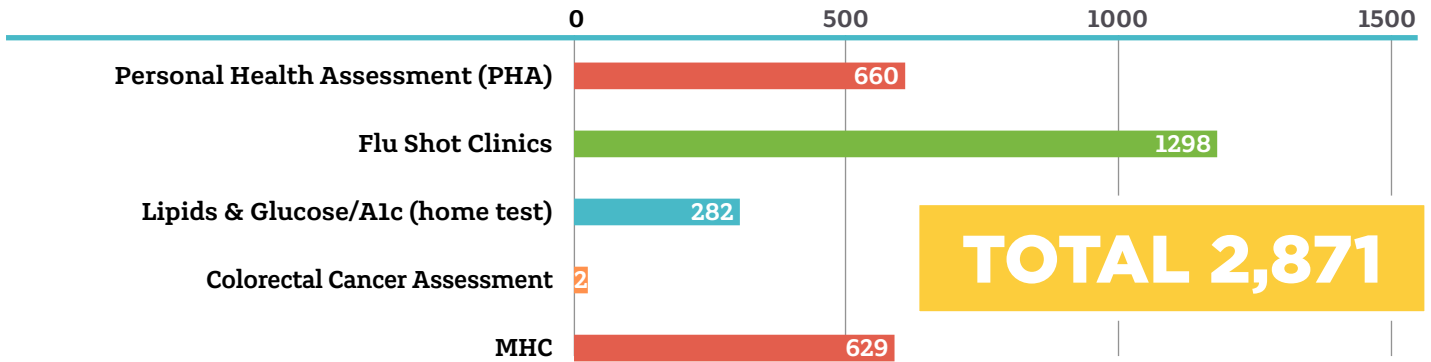


Enrollment in Multi-Week Nutrition, Physical Activity, Healthy Weight, Diabetes Prevention, Tobacco Cessation and Blood Pressure Reduction Programs

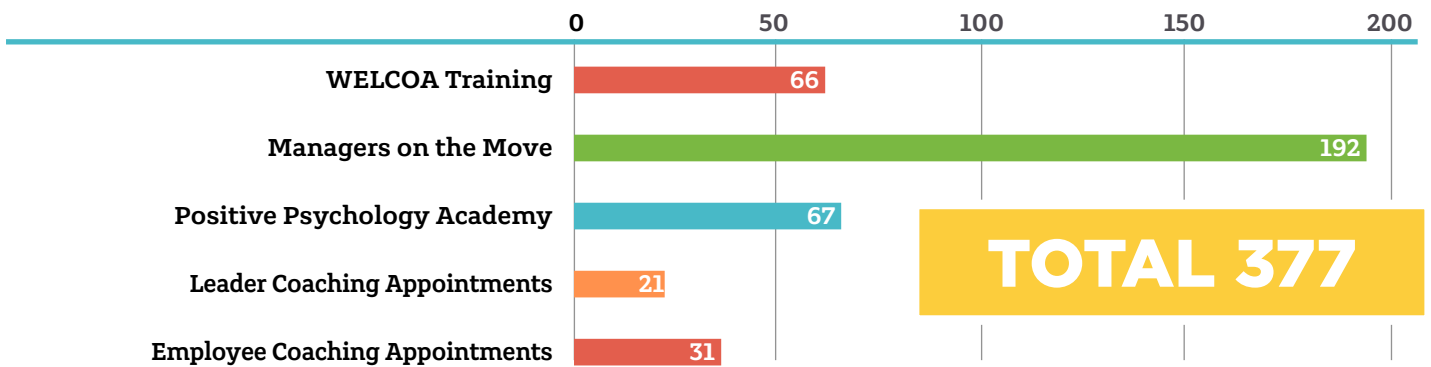


9,643  **Enrolled in Gym Membership Benefit**

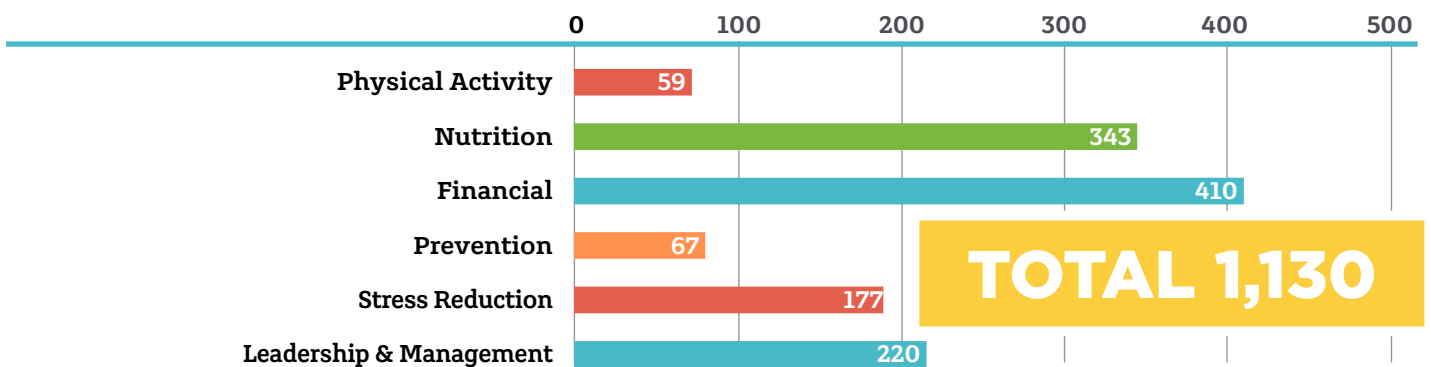
Participation in Program Assessments, Screenings and Vaccinations



Learning & Growth Opportunities & Participation



Well-being Webinar Engagement & Topics



BetterHealth Team Outreach & Initiatives

308

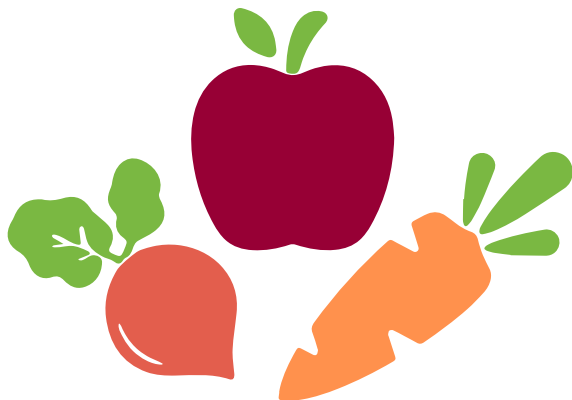


Engaged in Virtual Health & Benefits Fair



191

Participants in BetterHealth Ambassador-led activities

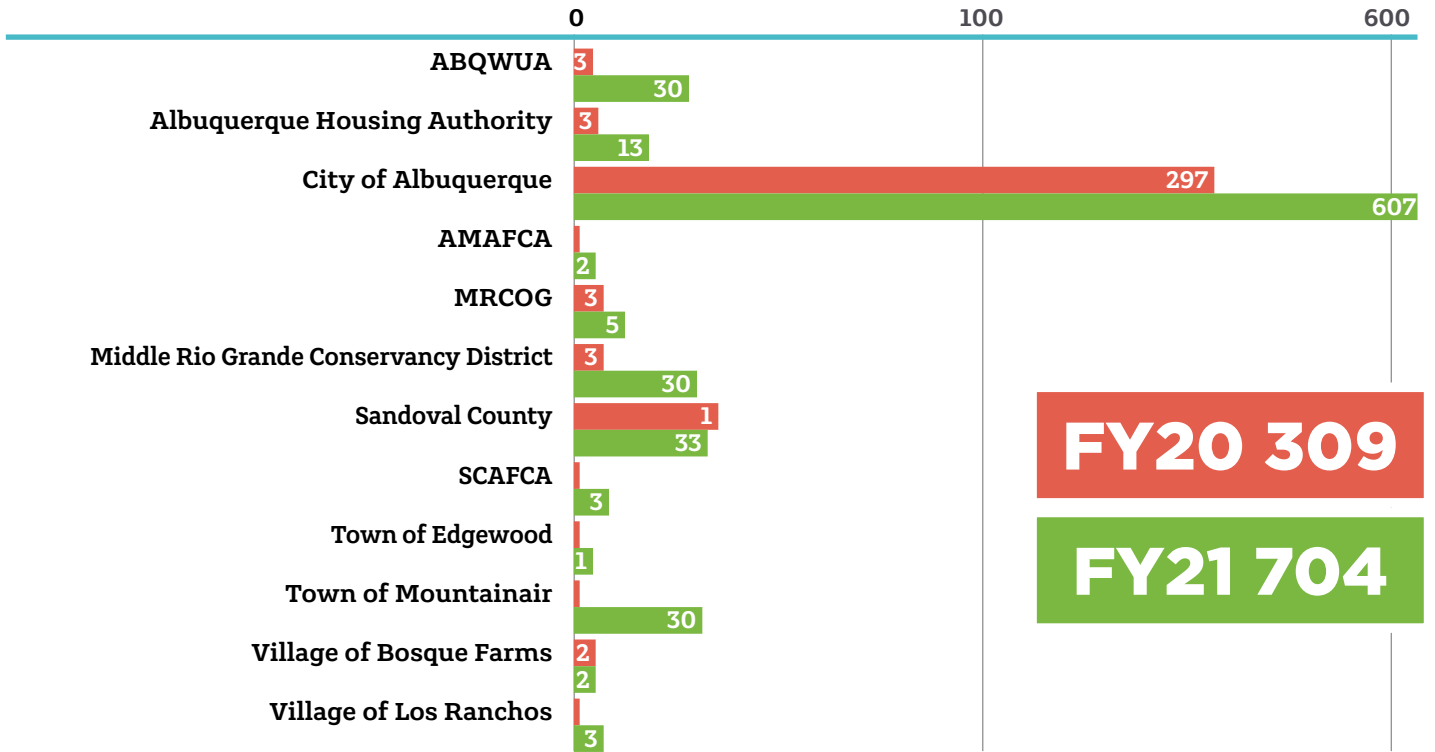


2,828

Servings of fruits & vegetables distributed

“All the programs are outstanding and bring a sense of peace and balance during my busy days working for the residents of Albuquerque. 😊 I am truly Blessed to have the opportunity to be part of this program, thank you again!”

Personal Health Assessment Completion by Government Entity



Biometric Summary - FY21

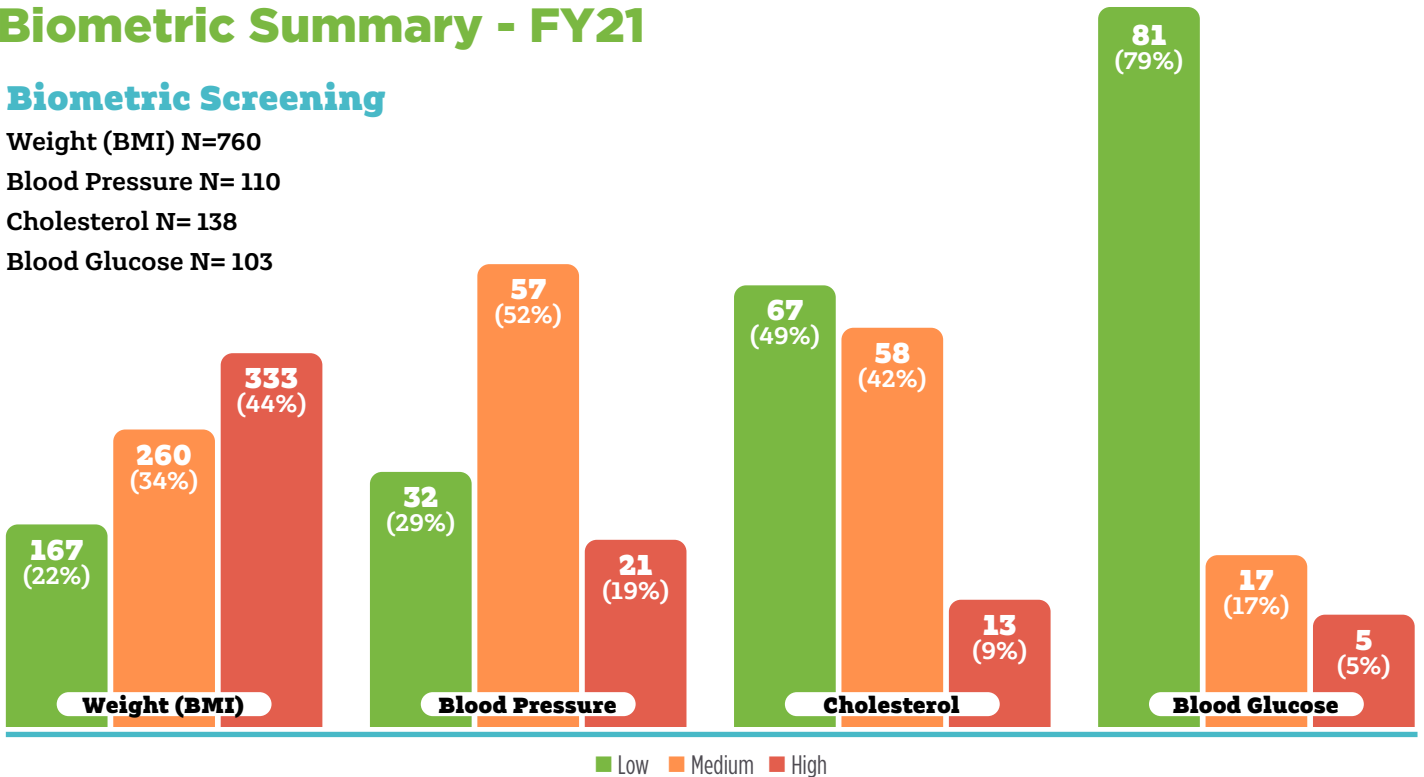
Biometric Screening

Weight (BMI) N=760

Blood Pressure N= 110

Cholesterol N= 138

Blood Glucose N= 103



BetterHealth WELL-BEING COLLABORATION

The BetterHealth program worked with the following departments, programs, and contractors to share program updates and identify ways to integrate initiatives.

- **The Green Team**
- **Employee Assistance Program (EAP)**
- **Albuquerque Fire & Rescue (AFR)**
- **Parks & Recreation**
- **Albuquerque Police Department (APD)**
- **Presbyterian Health Plan**
- **The Solutions Group**
- **Embodied Spirit Therapies**



Employee Assistance Program (EAP) Dr. Lindsey Campos

EAP and Wellness work together to deliver the quarterly Attitude of Gratitude webinar training that highlights the benefits of showing gratitude, ways to show appreciation, and demonstrates the practice of gratitude and forgiveness.

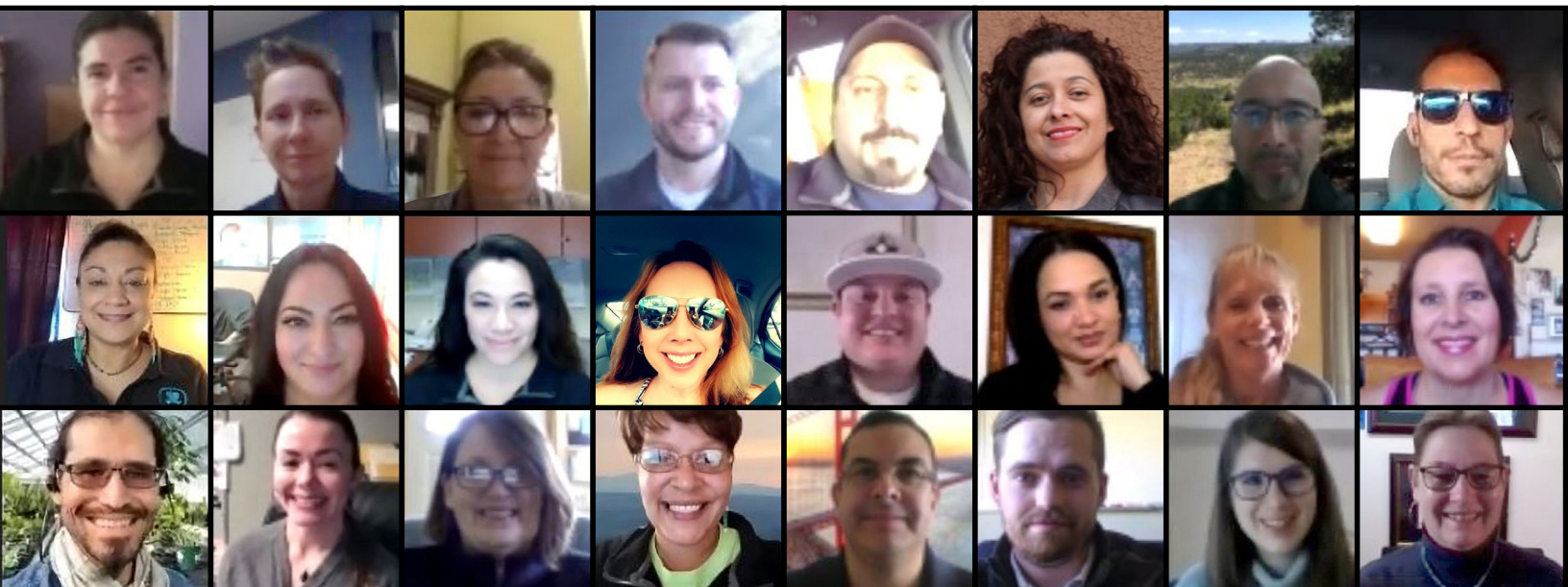
In addition, EAP resources and BetterHealth initiatives are distributed to all staff in a monthly email.

APD Officer Wellness Policy Sergeant Chandler Huston

The Albuquerque Police Department (APD) successfully proposed an Officer Wellness Policy to provide the Officers with a centralized framework that is comprehensive and supportive of the APD personnel's mental and physical health, stress management, and peer support. The policy identifies and coordinates resources for APD staff and their families to address the demands of law enforcement duties, which, if left unresolved, may lead to increased stress and unhealthy habits that could impact APD personnel detrimentally. The program supports managing the higher levels of physical risk and mental stress inherent to law enforcement. The Officer Wellness Committee led by Sergeant Chandler Huston resulted from increased stress-related police work, causing physical, mental, and emotional health issues for officers. The wellness committee included representatives from the Academy Training Division, Behavioral Sciences Services, Chaplain Unit, Peer Support, the City of Albuquerque's BetterHealth program, and the Performance Evaluation Management Unit to create an Officer Wellness Pilot Program and Policy.

Parks & Recreation Let's Play!

A key benefit of being a BetterHealth Ambassador is getting to share ideas and interact with like-minded individuals. In early 2021, the BetterHealth Program worked with Parks & Recreation to offer two City employee exclusive 8-week activity sessions. Pickle Ball and Disc Golf lessons are opportunities for BetterHealth Ambassadors and their colleagues to come together to learn and play with the use of City Parks and staff.



2021 BetterHealth **AMBASSADORS**

BetterHealth Ambassadors are City of Albuquerque and participating Government Entity employees who volunteer to champion wellness efforts at their worksites and encourage co-workers to get involved. They commit to a 1-year term and may use 2 hours each month for wellness activities.

Department	Name
Animal Welfare	Julie Buckland, Joel Craig
Police	Yvonne Fox
Aviation	Janet Aranda, Rachel Harding
Chief Administrative Office	Jessica Sarabia
City Clerk	Carnille Cordova
Council Services	Susan Vigil
Cultural Services	Monica Bolivar, Olivia Warren
Environmental Health	Kaitlin Greenberg
Family & Community Services	Brianna Gallegos, Jose Martinez
Finance & Administration	Leslie Martin, Roberto Bilbao
Fire	Craig Deal, Karla Puariea, Miguel Tittman
Human Resources	Tom Darling, Michelle Gonzales
Internal Audit/Inspector General	Peter Pacheco
Legal	Rachel Herrera
Mayor's Office	Bianca Cordova
Municipal Development	Melissa DeHerrera, Maria Griego, Byron Lueras, Christina Owens

Department	Name
Parks & Recreation	Antoinette Apodaca, Jonathon Casados, Laurie Firor, Michael Griego, Josh Herbert, Sarah Schloemer, Kim Selving, David Simon, Cheryl Somerfeldt, Jonell Tafoya
Planning	Lucinda Montoya, Patricia Ortiz
Senior Affairs	Tom Gallagher, Jared Waatsa
Solid Waste Management	Darrel Laskowski, Joy Serna, Brandy Sigala
Technology & Innovation	Monica Allen, Rachel Blea, Solomon Kandie
Transit	Bridgette Casaus

Entity	Name
ABCWUA	Kathy Leonard
AMAFCA	Patrick Chavez
Town of Edgewood	Nina McCracken
MRCOG	Wendy Candelaria
MRGCD	Marta Moerch
Sandoval County	Lindsay Orr, Jeff Peters
Village of Los Ranchos	Danielle Zedillo-Molina
Village of Tijeras	Nick Kennedy



BetterHealth AMBASSADOR SPOTLIGHTS



Let's offer a Virtual Race! Joshua Herbert

The BioPark Society canceled the annual Run for the Zoo event in May of 2020 due to COVID-19 restrictions. However, over 250 city employees had already registered for the race, so BetterHealth Ambassador, Joshua Herbert, suggested a virtual race. He assisted in gathering local routes that participants could complete their event, resulting in over 110 employees and family members achieving.



12 Days of Christmas Leslie Martin

Leading up to the holidays, BetterHealth Ambassador Leslie Martin shared a twelve-day series of wellness insights and tips throughout the Department of Finance and Administration and the 2020 BetterHealth Ambassadors. Leslie's festive tips brought 'joy within health' regarding stress management, eating well, and staying active during a challenging time.



Finding the Motivation to Run Solomon Kandie & Jeff Peters

In early 2021, the NM BioPark Society announced that the Run for the Zoo would be virtual again. To help race participants prepare, the BetterHealth Program offered a Desk to 5K Training Program. Two BetterHealth Ambassadors teamed up to share their passion, experience, and knowledge, including participating in a live webinar offered to employees: Running Coach Jeff Peters, HR Manager with Sandoval County, and Professional Runner & Coach, Solomon Kandie, Computer Operator for Information Technologies with the City of Albuquerque.

"Desk to 5K t got me back in the habit of walking daily again."



City Greenhouse Zen Garden Michael Griego

After the 2021 BetterHealth Ambassador training in January, Michael Griego shared an idea to create a Zen Garden to help workers achieve a state of relief from work-related or personal stress. Mike developed a comprehensive proposal that earned a mini-grant through the BetterHealth Program, establishing a location and resources to help visitors cope, understand, and release stress in the city's beautiful greenhouse environment. Many types of exotic and robust plants plus various media are available to employee visitors of the Zen Garden at The City's Greenhouse & Learning Center, helping guests foster a sense of calm and learn valuable techniques to develop and empower personal well-being.

COMMUNITY PARTNERS

The organizations below generously collaborated with BetterHealth staff and provided evidence-based programs, free resources, onsite presentations, and educational materials.



American Heart Association®

Check.
Change.
Control.®

Sherri Wells Health Equity Director



New Mexico
Breastfeeding Task Force

Monica Esparza Workplace Liaison
Siboney Rodriguez Core Team Leader
Jessica Marquez Project Lead

LEADING to BetterHealth

Success begins with leaders. The BetterHealth Program is making an effort to communicate with leaders and engage them in activities that convey the importance of their role in employee well-being.



BetterHealth Team Outreach & Initiatives



City Leaders 924	#	% participation
Leader wellness training attendance	196	21%
Department with participating BetterHealth Ambassador: 30	20	67%
PHA % total employee completion: 6053	607	10%

Leader Participation

- Former HR Director Mary Scott introduced Laura Putnam at **Managers On the Move** training.
- Three City leaders (Director, Shelle Sanchez, Captain Martin D Salazar and Supervisor James Jaramillo) participated in **Leader's Cook** demonstrating a nutritious cooking demo over zoom.
- Director, Dave Simon and Division Manager, Tom Darling participated as panelists in well-being webinars sharing their experience and knowledge.
- Environmental Health Dept (Mara) implemented an informal policy to address mental health by allowing zoom-free Fridays.
- New HR Director, Anthony Romero attended the March 2021 BHA meeting and expressed his support of the BetterHealth program, and delivered three key leader wellness announcements to directors meetings over the course of three months.

KEY WELLNESS ACCOMPLISHMENTS

of Participating Government Entities



Albuquerque Bernalillo County Water Utility Authority

- 12-minute stretching video created and sent to all employees to access at their convenience
- 137 Employees Participated in Wellness Challenges
 - Average wellness challenge completion rate 79%
- 35 Virtual Pilates classes held
 - 30%-Mental Health & Well-being
 - 30%-Nutrition/Healthy Eating Tips/Recipes
 - 25%-Exercise/General Guidelines/Safety/Stretching
 - 15%-General Health-Chronic disease prevention/importance of immunizations and annual check-ups/proper handwashing
- Over 100 wellness communication emails sent
- 79 flu shots administered
- Collaboration with the NM YMCA
- Updated Wellness SharePoint that offers



Middle Rio Grande Conservancy District

- HR Contact & BetterHealth Ambassador, Marta Moerch, served as a resource and lead by example
- Promoted monthly Healthy Lifestyle newsletters
- Sent all employees 'Take Five Puppy Playroom' to access video of puppies playing for a mood booster at their convenience
- Sent out little 'do you know...' emails and posted monthly program promotions in shared spaces
- Employees Participated in the Annual PHA to receive an \$25 incentive
- Employees engaged in the Love to Ride platform
- Held outdoor flu shot clinic



Village of Los Ranchos

- On June 22, 2021, the Mayor and Village staff celebrated the return of in-person staff meetings. Being all together in one location helped re-create a sense of "family." Staff enjoyed the social interaction that has been negated by COVID.

RECOMMENDATIONS for FISCAL YEAR 2022



- Request and promote continued support and increased participation from all levels of management. Including introduction of a new City Core Value of a “healthy workforce” to the annual review process to assist in collaboratively creating a health conscious work environment.
- Provide general well-being courses addressing physical health, mental well-being, social connection, and nutrition.
- Adopt new BetterHealth Ambassador initiatives
 - » Collaborate on departmental offerings including classes, incentives and BHA initiated programming.
 - » Location for mini grant wellness space implementation will be prioritized by looking at culture assessment results as well as spaces available. Will be designed to foster integration of healthy habits into the work environment.
- Promote health screenings according to the U.S. Preventive Services Task Force recommendations.
- Increase participation in key program initiatives such as Personal Health Assessment (PHA), Blood Pressure Management, and Diabetes Prevention.
- Work with Presbyterian and the Solutions Group to increase awareness, engagement, enrollment, and compliance of provided Disease Management programs.
- Increase communication and engagement in BetterHealth programs with the deployment of an on-site clinic.

These recommendations align with the BetterHealth Program Goals.

- 1** Deliver practical and accessible programs to prevent, detect, and reduce modifiable risk factors for cardiovascular disease, diabetes, and cancer
- 2** Create a health-conscious work environment
- 3** Build wide support, collaboration, and organizational alignment
- 4** Evaluate and continuously improve initiatives



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**ONE
ALBUQUE
RQUE** human
resources

CITY OF ALBUQUERQUE

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Insurance and Benefits Division
7th Floor City Hall, Room 702
PO Box 1293
Albuquerque, NM 87103



BetterHealth

CITY OF ALBUQUERQUE AND
PARTICIPATING GOVERNMENT ENTITIES

Better you.