



# **CENTRALINA**

REGIONAL COUNCIL

---

## **Regional HR Affinity Group Meeting**

January 13, 2026

### **Today's Agenda**

- Welcome & Introductions
- Centralina Snapshot
- Why we're here
- Workforce Solutions for all budget sizes
- Your Employee Assistance Program and How to Drive Utilization
- Creating a Winning Wellness Strategy
- Wrap Up & Next Steps

# Centralina Snapshot



## Our Mission

We lead regional collaboration and spark local action to expand opportunity & improve quality of life.

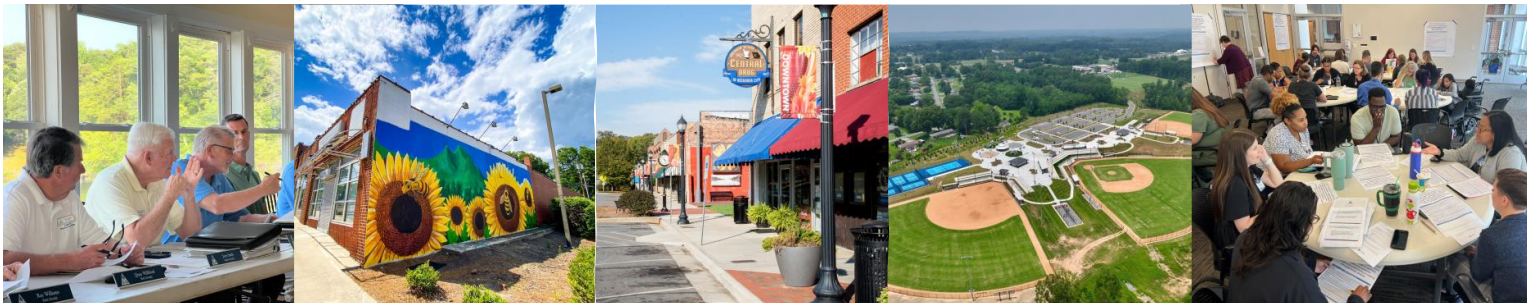


**CENTRALINA**  
REGIONAL COUNCIL

# Centralina Snapshot



# Centralina Snapshot



## Local Government Support

- Growth Management, Land Use & Mobility
- Economic & Community Development
- Healthy, Age-friendly Communities
- Grants & Intergovernmental Coordination
- Leadership, Training & Peer Networks

# Centralina Snapshot



## Creative Regional Problem Solving

- Shared Regional Vision
- Convening and Engagement
- Planning Across Boundaries
- Anticipating Challenges & Opportunities



Background

---

# Why We're Here

# Our Objectives

- Understand key issues affecting HR officials
- Share insights to help address common challenges
- Identify additional supports
- Build peer connections



In Focus: Part 1

---

## On-Site Employer Health Clinic for Small Government Entities

# On-Site Employer Health Clinic for Small Government Entities

Improving employee wellness through accessible healthcare services



## Current Healthcare Challenges Faced by Employees

### Limited Timely Care Access

City, County, Government employees often experience delays in receiving timely healthcare services, impacting their overall well-being and work efficiency.

### High Out-of-Pocket Costs

High personal healthcare expenses create financial stress for employees, limiting their ability to obtain necessary treatments.

### Navigating Healthcare Systems

Complex healthcare systems make it difficult for employees to find and use appropriate healthcare options effectively.



# What is an On-Site/Near-Site Employer Health Clinic?

## Definition and Purpose

On-site clinics offer accessible healthcare services at or close to the workplace to enhance employee health and decrease both absenteeism and presenteeism.

## Scope of Services

These clinics provide primary care, occupational medicine, workers compensations, preventive screenings, limited pharmacy access, vaccinations, management of chronic conditions, and mental health support.



## Adaptability for Small Entities

For smaller organizations, clinics can be possible through hybrid models, incorporating telehealth, and forming partnerships with other nearby employers.

## Benefits and Wellness Programs

On-site clinics help minimize employee downtime and support wellness initiatives such as weight management and mental health.



# Core Benefits of On-Site/Near--Site Clinics

## Same Day/Next Day Access

Timely access to care increases engagement and use of lower cost services

## Reduced Emergency Visits

Near site clinics reduce emergency room visits, lowering healthcare costs for employers and patients alike.

## Improved Chronic Disease Management and Wellness Program Integration

Effective management of chronic diseases at near site clinics enhances patient health and reduces expensive treatments.

## Financial Benefits for Employers and Employees

- Care provided at near-site clinics provide a lower and more predictable cost to the employers self-funded health plan, which leads to healthcare cost savings.
- No Co-pays for employees means they keep more money in their pockets.
- Healthier employees contributes to higher workplace productivity and fewer missed days.



# Cost Analysis and Return on Investment

## Lower Cost of Care for Employers

Direct contracting typically results in a lower cost of care for the employer's self funded health plan.

## Lower Cost of Care for Employees

Employees experience a lower out of pocket cost for routine care through co-pay savings.

## Cost Savings from Prevention

Preventing unnecessary ER visits and managing chronic conditions early lowers insurance and healthcare costs significantly.

## Reduced Absenteeism and Disruptions

Reduction in absenteeism by 20–30% decreases work disruptions and overtime expenses for organizations.

## ★ Startup Cost Offsets

**Partnerships** and telehealth services help offset initial setup expenses, making clinics financially sustainable.



## 2025 Snapshot

2025 Year-to-Date	
Employee/Employer Savings	
Employee Out of Pocket Savings	\$36,024
Employer Savings:	
Total Value of Billable Services	\$860,668
On-site Clinic Investment	\$574,322
<b>Total Employer Cost Savings</b>	<b>\$286,346</b>
Productivity Savings*	5,644 hours
<b>Total Visits</b>	<b>3,297</b>
LiveWell Visits (Annex = 22, Pineville = 99)	121
E-Consults	90
% Clinic Utilization **	91%
Customer Service Team Calls	1620
# of Same Day Appointments**	189
No-shows/Late Cancellations**	181

 **679**

Annual Wellness, Law Enforcement, Firefighter and DOT Exams\*

 **90**

E-Consults

 **38**

Active Patients in Obesity Management\*\*

 **22**

Worker's Comp Visits

 **0**

Prescriptions Delivered

 **121**

Near-Site Visits

\*Based on office visits  
\*\*Provider's schedule only

\*Does not include New Hire Exams  
\*\*Active Participants must be seen in the last 3 months



# Things to Consider

## Needs Assessment

Assess employee demographics and health trends to determine clinic service requirements.

Establish Clear Goals for the Program

Determine what **Value** means to your organization.

## Partnerships and Location

Identify local healthcare partners

Identify other employer partners

Determine a compliant clinic location in municipal owned facilities.

## Budget and Evaluation

Plan budget for setup and operations

Establish metrics for success and regular evaluations.



# Key Performance Indicators and Success



## Clinic Utilization Rates

Tracking clinic utilization rates helps optimize resource allocation and patient access to healthcare services.

## Health Outcomes

Measuring health outcomes evaluates the effectiveness of treatments and patient recovery progress.

## Cost Savings

Monitoring cost savings improves financial efficiency while maintaining quality care delivery.

## Employee Satisfaction Scores

Employee satisfaction scores reflect workplace morale and impact healthcare service quality.



# Atrium Health

---

**Grady Hardeman**

*Southeast Director of Client Leadership and Development*  
704-564-8569 | [Grady.Hardeman@AdvocateHealth.org](mailto:Grady.Hardeman@AdvocateHealth.org)

---

In Focus: Part 2

---

## Your Employee Assistance Program and How to Drive Utilization

# MYgroup EAP

## Your Employee Assistance Program and How to Drive Utilization

Presented by Emma Vogel, Account Manager

MYgroup  
800.633.3353 | mygroup.com



## The Challenges We Face

We are here to help you overcome obstacles and ensure that every person has the resources they need to thrive and succeed.

- Relationship/marital issues
- Parenting
- Stress
- Work-related concerns
- Depression
- Alcohol and drug use/abuse
- Grief and loss



# Your EAP

- Confidential, free, 24/7/365
- Virtual, telephonic or face-to-face
- Short-term, resolution focused therapy
- 3 sessions per issue for unlimited separate issues – session model can differ by organization
- Access to MY Portal for online resources, legal & financial services, savings center, and more
- Virtual support groups, journaling, chat and messaging via BetterHelp
- Peer support through Togetherall's online supportive community
- Employee and household family members can utilize services



23 | mygroup.com | 800.633.3353

# Confidentiality

Confidentiality is an essential part of the EAP.

- The EAP is HIPAA compliant
- Fully licensed clinicians in the state in which they practice.
- 35+ years as stand-alone EAP

**Only you and your counselor will:**

- Know of your participation in the EAP without your written consent
- Have access to any of your information

**Exceptions to confidentiality are:**

- Harm to self or others
- Knowledge of abuse or neglect of a child or elderly person

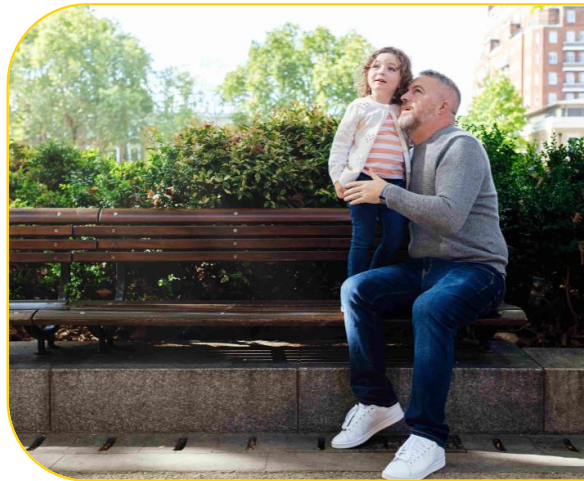


24 | mygroup.com | 800.633.3353

# MY Portal

MY Portal connects you to MYgroup's services to help guide you through life's ups and downs.

- Online resources, including articles, videos, podcasts, calculators, and webinars, plus a legal center and a financial center
- Internet-based CBT (iCBT)
- Health & lifestyle assessments
- Interactive checklists
- Savings Center: BenefitHub
- Legal & financial services
- ID theft recovery and resolution



25 | [mygroup.com](http://mygroup.com) | 800.633.3353

## Legal & Financial Services

### Legal Benefit

- Free 30-minute telephone appointment for legal consultation
- In most cases, 25% discount for ongoing attorney fees
- Excludes legal action against the employer or EAP
- Free online will generator

### Mediation

- Free 30-minute in-person or telephone appointment with mediator
- In most cases, 25% discount of the mediator's rate

### 24-Hour Emergency Services

- In the event of being jailed or arrested, access to legal providers after-hours and weekends

### Financial Services

- Financial counseling designed to help restore financial balance to people's lives
- Free 30-minute session with financial coach
- Consultation with a tax professional to address tax questions or discuss tax savings strategies

### Identity Theft & Resolution

- Free 60-minute consultation with a Fraud Resolution Specialist who will conduct emergency response activities to assist with restoring identity and good credit
- Free Emergency Response Kit and professional coaching to dispute fraudulent debts that result from identity theft

26 | [mygroup.com](http://mygroup.com) | 800.633.3353

# Accessing MY Portal

**Visit [mygroup.com](https://mygroup.com) to log in  
and access MY Portal.**

**[mygroup.com](https://mygroup.com) > LOGIN**

First time users will set up an  
account using Organization Code:  
ccog9815

Then enter your email address and a  
password for access.

The MYgroup app is available for  
download at the Apple App Store  
and Google Play Store.

27 | [mygroup.com](https://mygroup.com) | 800.633.3353

## Summary

- 24/7/365 Access
- Confidential short-term counseling
- Virtual, telephonic or face-to-face counseling sessions
- Legal and financial consultations
- Online resources at MY Portal
- Call: 800.633.3353 or online at [mygroup.com](https://mygroup.com)



28 | [mygroup.com](https://mygroup.com) | 800.633.3353

# EAP Misconceptions

## Misconceptions

- My HR team and my supervisor will know I've used the EAP
- I need to be on my company's insurance to take advantage of the EAP
- I can only use the EAP once a year
- My family members can't use the EAP
- Traditional counseling is the only offering of the EAP
- I found a provider I like, but once I've used my EAP sessions, I can't continue seeing that provider
- The EAP is only for people with serious, clinically-diagnosed mental health conditions

29 | mygroup.com | 800.633.3353

# Driving Utilization & Encouraging Participation

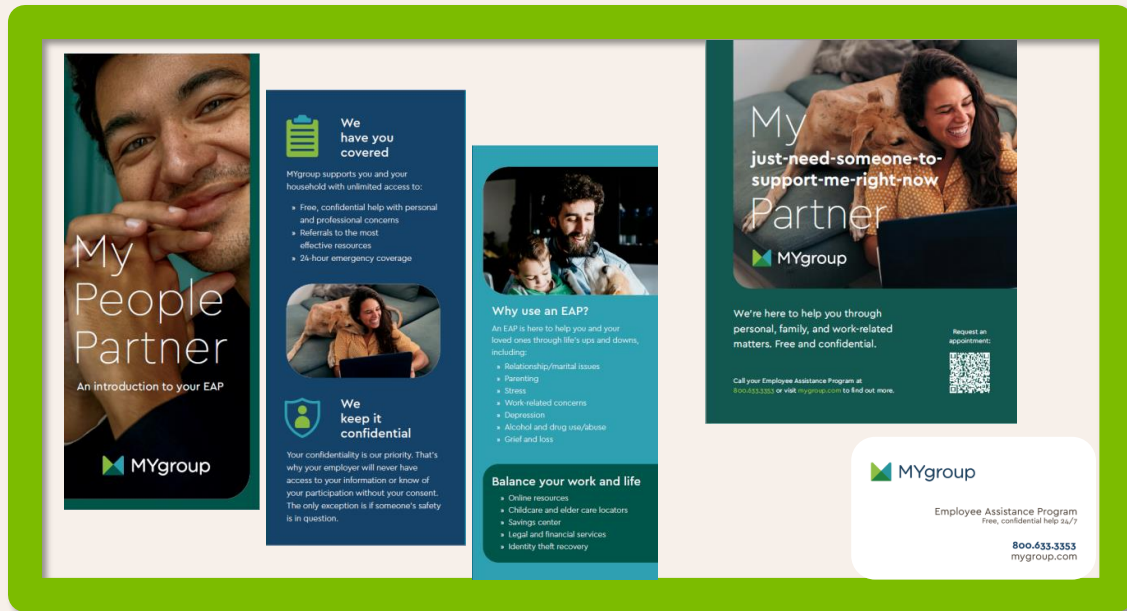
## Promoting the EAP

- Brochures, posters, and wallet cards
- Access Your EAP overview
- Digital Benefits Guide
- Monthly newsletters for employees and managers
- Monthly webinars
- Employee orientation
- Supervisor orientation
- Website, app, MY Portal

## Simple, Consistent Messaging

- Keep it simple, employees won't remember every offering. The most important reminder for employees is that support is available, and how to call.
- Incorporate the EAP into messaging throughout the year, not just during open enrollment.
- Remind employees that EAP support goes beyond just traditional counseling. If the employee, or a family member, is in need of legal or financial services, resource locators, soft skills courses, etc. the EAP is here to offer support.

30 | mygroup.com | 800.633.3353



## Reminders for EAP Administrators

- Three ways employees seek out the EAP: self referral, informal referral, and formal referral
- How will you know if employees are using the EAP? Quarterly Utilization reports and meetings with your account manager
- Administrators of the EAP: don't hesitate to call in for support. We can help with management consultation, policy development, substance abuse screenings, coordination of Fitness for Duty, and critical incident response services

# MYgroup EAP

## Your Employee Assistance Program and How to Drive Utilization

Presented by Emma Vogel, Account Manager

MYgroup  
800.633.3353 | mygroup.com



In Focus: Part 3

---

# Creating a Winning Wellness Strategy

# Creating a Winning Wellness Strategy



## Mission, Vision, Goals & Values – HR Strategy



The Human Resources Department is committed to advancing the Town of Harrisburg's **Vision, Mission, and Strategic Goals** by cultivating a high-performing, engaged, and future-ready workforce. Guided by the Town's Core Values of **Honesty & Trust, Commitment, Compassion, Community & Relationships, Collaboration, and Accountability**, HR develops and implements programs that strengthen our organizational capacity and enhance the employee experience—positioning Harrisburg as an **Employer of Choice**.



HR contributes to Harrisburg's vision of being a **distinctive, family-focused community where memories are made** by promoting a workplace culture that supports employee well-being, professional growth, and long-term stability. Our initiatives ensure that employees who serve the community feel valued, protected, and prepared, fostering positive experiences that ultimately benefit the families, residents, and visitors we serve.



In support of the Town's mission to **enhance our quality of life by collaborating, planning, and investing to create our community of choice**, HR provides systems, programs, and strategies that strengthen workforce readiness and operational excellence. HR initiatives are built in collaboration with Town leadership and departments, thoughtful planning for the future, and strategic investments in our employees' health, development, and career pathways.

# Commitment: 3P Wellness Program

## Benefits of Program Offerings

- It's called the 3P Program because it's your Personal Pursuit of Points (3P's) and here's how it works.
- Employees can accumulate a total of 1500 points during the fiscal year to earn a paid day off. Shift firefighters will receive 24 hours, and general employees will receive 8 hours.
- Employees accumulate points by completing tasks in the different categories below:
  - **Wellness Exams** – such things as getting a physical from the doctor or eye exam from an optometrist or ophthalmologist. Even getting the flu shot all will count towards making the goal of 1500 points.
  - **Brain Power** – this is an educational category which includes things such as lunch and learns, attending the annual Benefits Meeting or the Annual Employee Wellness Festival.
  - **Let's Get Physical** – if you're serious about getting fit and healthy, then join a gym, attend a specialty fitness class or participate in a run/walk event and continue to earn the points you need to get a paid day off.
  - **Miscellaneous** – maybe an employee prefers volunteering their services or maybe wants to try something they've never done before. Stepping outside your comfort zone and/or helping yourself or others can all earn points.



# Community & Relationship: Flexible Employer Contribution

## Benefits of Program Offerings

- A Flexible Employer Contribution (FEC) Plan is an innovative benefit contribution model created by the Town of Harrisburg. This plan empowers you to allocate an employer contribution of up to 6% of your income according to your specific needs and preferences, rather than automatically going towards retirement.
  - 457 Retirement
  - Lifestyle Spending Account (LSA)
  - Scholarship for Dependents
  - Family Medical, Dental, & Vision Premiums
  - Life Insurance/Worksite Benefit Premiums
  - Student Loan Repayment
  - 529 College Savings Contribution
  - Medical Flexible Spending (50-50 Match)
  - Dependent Care Flexible Spending Account



# Honesty & Trust: Breakfast with the Town Manager

## Accountability: Annual Compensation Study

### Benefits of Analysis

- In 2024, as part of our 3<sup>rd</sup> Party Salary study, the Town decided to build our own internal analysis.
- Annual request of municipal data to assist the Town with remaining competitive in the market with existing staff and new hires and ensure our pay structure remains fair and equitable.
- We request the following information for analysis:
  - Salary Grade & Classification
  - Current Salaries for all positions
  - Date of last pay study and anticipated date for the next
  - Benefits Summary Sheet
  - Retiree Medical Contribution
  - Salary Ranges



# Healthiest Employer Awardee

- The Town of Harrisburg has been recognized as the #1 Healthiest Employer in North Carolina (50–199 employees) in the 2025 Healthiest Employers awards program — a statewide honor celebrating organizations that prioritize staff well-being through innovation and engagement.
- This recognition highlights the Town’s ongoing commitment to its employees through the Flexible Employer Contribution (FEC) program, a first-of-its-kind initiative among North Carolina municipalities. In addition, the Town’s 3P Wellness Program (Personal Pursuit of Points) encourages employees to engage in wellness activities that promote physical health, preventive care, and mental well-being. Participants can earn a paid day off for meeting their annual goals.

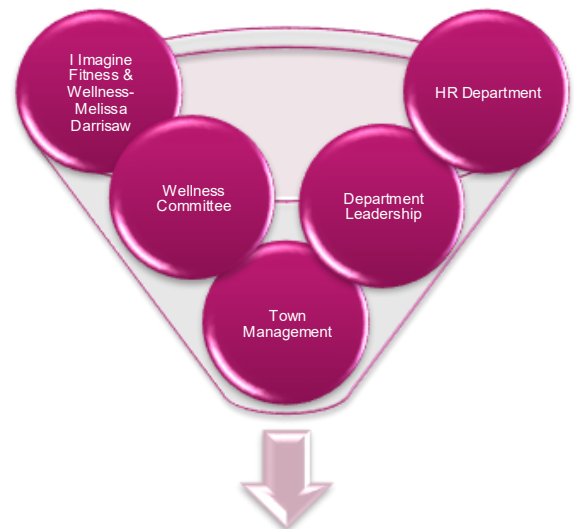


# Stakeholder Support

## Importance of Organization-Wide Buy-In

When senior leaders actively support initiatives, it reinforces credibility and encourages participation at all levels. Collaboration with HR, department leadership, and Town Management ensures alignment and support. Organization-wide buy-in fosters trust, accountability, and sustainability—turning wellness from an initiative into a **shared culture**.

- Employee feedback is gathered through regular surveys and engagement tools.
- Data is analyzed and synthesized to identify trends, needs, and opportunities.
- A cross-departmental Wellness Committee, with members from all departments, reviews feedback and helps shape initiatives.



Winning Wellness Strategy

# Thank You

Questions?

Resources & Services

---

## How Centralina Can Help

# Supporting Our Members

- Local Government Assessment Centers
  - Fire      – Communications
  - Police    – Director
- City / Town Manager Recruitment
- Position Description Review
- Staffing Study – Workforce Forecasting
- Training on HR Topics
- Guidance Documents  
*(strategic planning, personnel policies, communications, engagement)*



---

## Wrap Up

Join at [menti.com](https://menti.com) | use code 8804 0176

## Tell us!

Pull out your phones for a quick survey!



# THANK YOU

---

704-372-2416 | [info@centralina.org](mailto:info@centralina.org) | 10735 David Taylor Drive,  
Suite 250, Charlotte, NC 28262 | [www.centralina.org](http://www.centralina.org)