Worksite Health ScoreCard

CDC Worksite Health ScoreCard Online System - User Guide -

A guide for creating and using the Worksite Health ScoreCard online system

Version 1 -

Last updated July 2015 -

National Center for Chronic Disease Prevention and Health Promotion
Division of Population Health

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Section 1: Introduction to the Online CDC Worksite Health ScoreCard System

Welcome to the CDC's Online Worksite Health ScoreCard System!

This user guide will outline the features and functions of the Worksite Health ScoreCard online system. The guide will cover the following areas:

- Background information on the Worksite Health ScoreCard (referred to as the ScoreCard)
- Review of how the online ScoreCard account is structured
- Instructions for creating an online account
- Review of account features
- Instructions for completing the ScoreCard
- Review of ScoreCard reports

Background on the Worksite Health ScoreCard

The Center for Disease Control's (CDC) Worksite Health ScoreCard is a tool that was developed in 2008 by CDC and a panel of experts to help employers assess, track, and plan how to implement evidence-based workplace health strategies.

It was created from existing worksite programs, tools, resources, and literature and survey data from workplace health interventions. It consists of reliable and valid questions, and has weighted scoring for each question based on the level of scientific evidence and the magnitude of health impact for that strategy.

First published as a hardcopy manual and questionnaire, the ScoreCard was released as an online application in 2014. It is a free, easy-to-use system with several key features, such as online completion of the ScoreCard, automated scoring, benchmarking results against other users, access to results on an ongoing basis and reporting features.

The CDC Worksite Health ScoreCard includes questions involving a number of different type of interventions: programs, policies, environmental support, and benefit design strategies. It can be used to:

- Assess what health promotion activities are currently in place within an organization;
- Plan the strategies and interventions that could be implemented as part of a workplace health program; and
- Evaluate progress in key health topic and programmatic areas on an ongoing basis

The ScoreCard can be used by anyone who is responsible for promoting health in the workplace, such as human resource or health benefit managers, health education staff, wellness coordinators and committees, occupational nurses, and medical directors.

State or local health departments can help employers and business coalitions use this tool to find ways to create healthier workplaces, create best practice benchmarks, and track improvements in health promotion programs at their workplaces over time.

This information can help to direct resources and support opportunities to improve wellness programs. In addition, this tool can be used to assist in planning how to prioritize the topic areas where resources and efforts could be focused.

The CDC Worksite Health ScoreCard consists of 16 topic areas related to the leading health conditions driving health care and productivity costs. The ScoreCard includes 125 yes/no questions based on many key evidence-based and best-practice strategies and interventions that are part of a comprehensive worksite health approach specific to the topic areas.

Table 1: Worksite Health ScoreCard Topic Areas

Worksite Health ScoreCard Topic Areas	
Organizational supports	High blood pressure
Tobacco control	High cholesterol
Nutrition	Diabetes
Physical activity	Signs and symptoms of heart attack and stroke
Weight management	Emergency response to heart attack and stroke
Stress management	Occupational health and safety
Depression	Vaccine-preventable diseases
Lactation support	Community resources

Scoring for the Worksite Health ScoreCard

Each ScoreCard question represents an individual health promotion strategy or intervention for that topic. The point value reflects 1) the level of impact that the strategy has on the intended health behaviors or outcomes, and 2) the strength of scientific evidence supporting this impact.

A value ranging from 1 to 3 points is given for each question, based on whether it represents a good, better, or best practice. A question worth 1 point signifies it is a good practice. A question worth 2 points signifies it is a better practice. A question worth 3 points signifies it is a best practice. There are a total of 264 possible points.

Table 2: ScoreCard Question Point Value

Worksite Health ScoreCard Scoring	
ScoreCard Question Point Value	**Quality of Intervention**
1 point	Good
2 points	Better
3 points	Best

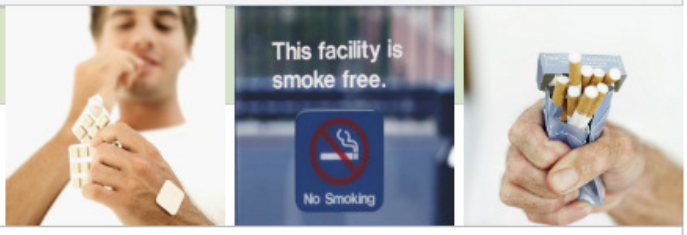
Here is a sample of a completed ScoreCard section and the point value for each question that received a "yes" response.

Figure 1: ScoreCard Topic Section with Point Values

2015 Worksite ScoreCard

Jump to Topic: Tobacco Control **Topic 3 of 17**

Tobacco Control



19.	Have a written policy banning tobacco use at your worksite? Answer "yes" if your worksite adheres to a statewide, countywide, or citywide policy banning tobacco use in the workplace.	**Yes**	**3 of 3 pts.**
20.	Actively enforce a written policy banning tobacco use? Answer "yes" if, for example, your worksite posts signs, does not have ashtrays, or communicates this written policy banning tobacco use through various channels at your worksite.	**Yes**	**1 of 1 pt.**
21.	Display signs (including 'no smoking' signs) with information about your tobacco-use policy?	**Yes**	**1 of 1 pt.**
22.	Refer tobacco users to a state or other tobacco cessation telephone quit line? Answer "yes" if, for example, your worksite refers tobacco users to 1-800-QUIT NOW or smokefree.gov.	**Yes**	**3 of 3 pts.**
23.	Provide health insurance coverage with no or low out-of-pocket costs for prescription tobacco cessation medications including nicotine replacement? Answer "yes" if, for example, your organization provides coverage for inhalers, nasal sprays, bupropion (e.g., Zyban) and varenicline (e.g., Chantix).	**Yes**	**3 of 3 pts.**
24.	Provide health insurance coverage with no or low out-of-pocket costs for FDA-approved over-the-counter nicotine replacement products? Answer "yes" if, for example, your organization provides coverage for nicotine replacement gum, patches, or lozenges.	**Yes**	**2 of 2 pts.**
25.	Provide or promote free or subsidized tobacco cessation counseling? Answer "yes" if these programs are provided on- or off-site; in group or individual settings; through vendors, on-site staff, health insurance plans or programs, community groups, or other practitioners.	**Yes**	**2 of 2 pts.**
26.	Inform employees about health insurance coverage or programs that include tobacco cessation medication and counseling?	**Yes**	**2 of 2 pts.**
27.	Provide incentives for being a current nonuser of tobacco and for current tobacco users that are currently involved in a cessation class or actively quitting? Answer "yes" if, for example, your organization provides discounts on health insurance or other benefits for non-smokers and tobacco users who are actively trying to quit.	**Yes**	**1 of 1 pt.**
28.	Do not allow the sale of tobacco products on company property? Answer "yes" if, for example, your worksite does not sell tobacco products on company property in vending machines or through on-site vendors.	**Yes**	**1 of 1 pt.**

Your Worksite's Tobacco Control Section Score:	**19**
Maximum Tobacco Control Section Score:	**19**

Introduction to the Online Account

Features of the online Worksite Health ScoreCard system include:

- Web-based completion and scoring of the ScoreCard, saving time and effort in seeing results
- Tracking and comparing scores from one year to the next
- Comparing scores against other employers who use the online system

Structure of the Online Account

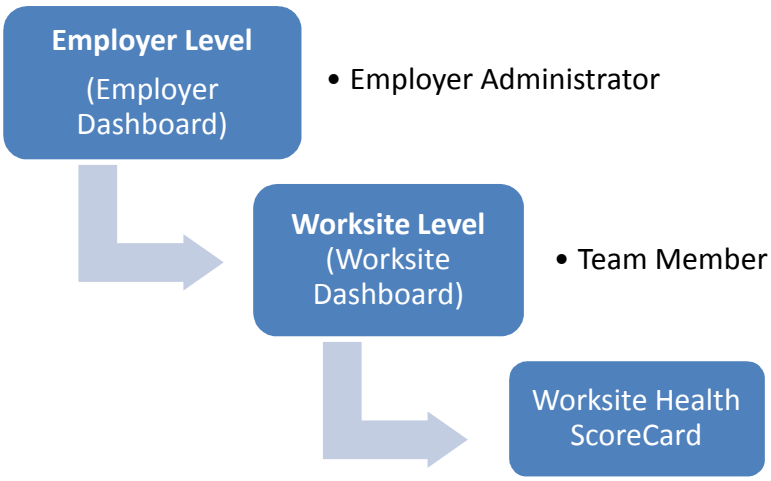
The design of the online account allows employers the option of completing multiple ScoreCards for different segments of their organization. For example, a large employer may have multiple divisions where workplace health programs are being offered. The employer may want to complete a separate ScoreCard for each division to track how each is doing and account for differences across worksites. Therefore, the online account is structured such that an employer can add multiple worksites under a single employer account.

The employer account has two levels**:** the **employer level** and the **worksite level**. Each has its own dashboard.

The account has two types of users associated with each level: **employer administrator** and **team member**. The employer administrator is the master user of the account and has access to all the information located at both the employer and worksite levels. The team member has access to information at the worksite level.

The Worksite Health ScoreCard is associated with the worksite and can be accessed by both employer administrators and worksite team members. An employer account can have one or multiple worksites, each with its own ScoreCard and reports.

Figure 2: ScoreCard Account Structure



Key Terms & Definitions

The following terms are commonly used to refer to aspects of the ScoreCard system.

Table 3: Key ScoreCard Terms & Definitions

Key Term	Definition
CDC Worksite Health ScoreCard (HSC)	A tool designed to help employers assess whether they have implemented evidence-based health promotion interventions or strategies at their worksites to prevent heart disease, stroke, and related conditions such as high blood pressure, diabetes, and obesity. It provides guidance on key evidence-based strategies that employers can put in place to promote a healthy workforce, increase productivity, and reduce the risk and associated costs of poor employee health.
Benchmark Report	In the CDC Worksite Health ScoreCard, a worksite-specific report that shows how each worksite's score compares, by topic, with the worksite's score from the previous year (if available). It also compares each worksite's score with average scores from the previous year for (1) all worksites of the same size, (2) all worksites for the same employer, and (3) all worksites combined.
Comprehensive Worksite Health Promotion Programs	A coordinated and comprehensive set of strategies designed to meet the health and safety needs of all employees. These strategies include programs, policies, benefits, environmental supports, and links to the surrounding community. The five elements of comprehensive worksite health promotion programs, as defined by *Healthy People* are (1) health education, (2) supportive social and physical environments, (3) integration of worksite wellness programs into organizational structure, (4) links to related programs (e.g., Employee Assistance Programs), and (5) screening programs. The Partnership for Prevention added two additional components: (1) some process for supporting individual behavior change with follow-up interventions and (2) an evaluation and improvement process to help enhance the program's effectiveness and efficiency.
Employer Administrator	In the CDC Worksite Health ScoreCard, a contact at the employer level or any user who logs in with an employer administrator log-in code. A user logged in as an employer administrator has full access to all profiles and ScoreCards for worksites associated with the employer account. As a key contact for the employer account, an employer administrator also receives automatic e-mails regarding the activities of associated worksites (e.g., ScoreCard submission, log-in code reset).

Key Term	Definition
	An employer administrator typically has a leadership or management role for employee health across an entire organization. This person coordinates employee health and safety programs and services across multiple worksites and may be responsible for reporting program results to the organization's senior leadership. An employer administrator may be a program champion or member of a wellness committee. This person has extensive knowledge of the organization's structure and health policies and benefits. An employer administrator may review and submit CDC Worksite Health Scorecards on behalf of the worksites in its organization. The employer administrator may also complete one or more sections of the ScoreCard on behalf of the organization's worksites, particularly if a strategy or activity is managed or executed above the worksite level and consistently applied across all worksites.
Employer ID	In the CDC Worksite Health ScoreCard, a unique identifier for a registered employer. An employer ID is used during worksite registration to associate the worksite to the correct employer.
Employer Profile	In the CDC Worksite Health ScoreCard, a set of information for each employer account that describes the employer in terms of workforce demographics, health program offerings, and related topics. The purpose of this information is to help employers as they tailor their worksite health strategies and interventions to support the needs of their organization.
Evidence-Based Intervention or Strategy	An intervention or strategy that has the potential to affect employee behavior and this effect has been substantiated by evaluation, and the results of this evaluation have been published in a peer-reviewed journal.
Health Promotion	A service, program, or environmental support designed to help employees improve their health and maintain healthy lifestyles. Also known as "worksite wellness" or "wellness program."
Intervention	A generic term used in public health to describe a program or policy that is designed to have an effect on a health problem.
Resources for Action	Information in the CDC Worksite Health ScoreCard, which is designed to be used with other CDC guidance documents. The ScoreCard provides information, materials, and tools that employers can use to establish or improve their comprehensive worksite health promotion programs. These Resources for Action are organized by health topic or intervention type.

Key Term	Definition
Return (ScoreCard) for Edits	Once a worksite has submitted a ScoreCard to its employer, the employer administrator resets the ScoreCard status to “in progress” so that worksite team members can make additional edits or changes.
Submit (ScoreCard) to CDC	In the online CDC HSC, the act of finalizing a ScoreCard and turning it in to CDC to produce a benchmarking report and for inclusion in the CDC-HSC database.
Submit (ScoreCard) to Employer	In the CDC Worksite Health ScoreCard, the act of submitting a ScoreCard to the worksite’s employer administrator for review. The employer may require this review before a worksite can submit its ScoreCard to CDC.
Topic	A category of questions in the ScoreCard. Seventeen topics are used to group questions that ask about related public health strategies and interventions (e.g., Nutrition, Physical Activity, and Tobacco Cessation).
Worksite	A building, unique location, or business unit within an organization where work occurs. A worksite can include a campus of multiple buildings if all buildings are in close proximity and defined as part of the organization.
Worksite Profile	In the CDC Worksite Health ScoreCard, a set of basic information for each worksite, including name, address, and contacts (worksite team members).
Worksite Team Member	In the CDC Worksite Health ScoreCard, a contact at the worksite level or any user who logs in with a worksite log-in code. A user logged in as a worksite team member can create, complete, and submit ScoreCards for the worksite associated with the worksite log-in code. As a key contact for a worksite, a worksite team member also receives automatic e-mails about worksite activities (e.g., ScoreCard submission, log-in code reset). A worksite team member is typically responsible for creating, directing, and managing employee health and safety programs and services at one or more worksites. A worksite team member may be a program champion or member of a wellness committee. This person has extensive knowledge of the organization’s workplace health activities. A worksite team member will be directly involved in answering the questions in one or more sections of the CDC Worksite Health ScoreCard.

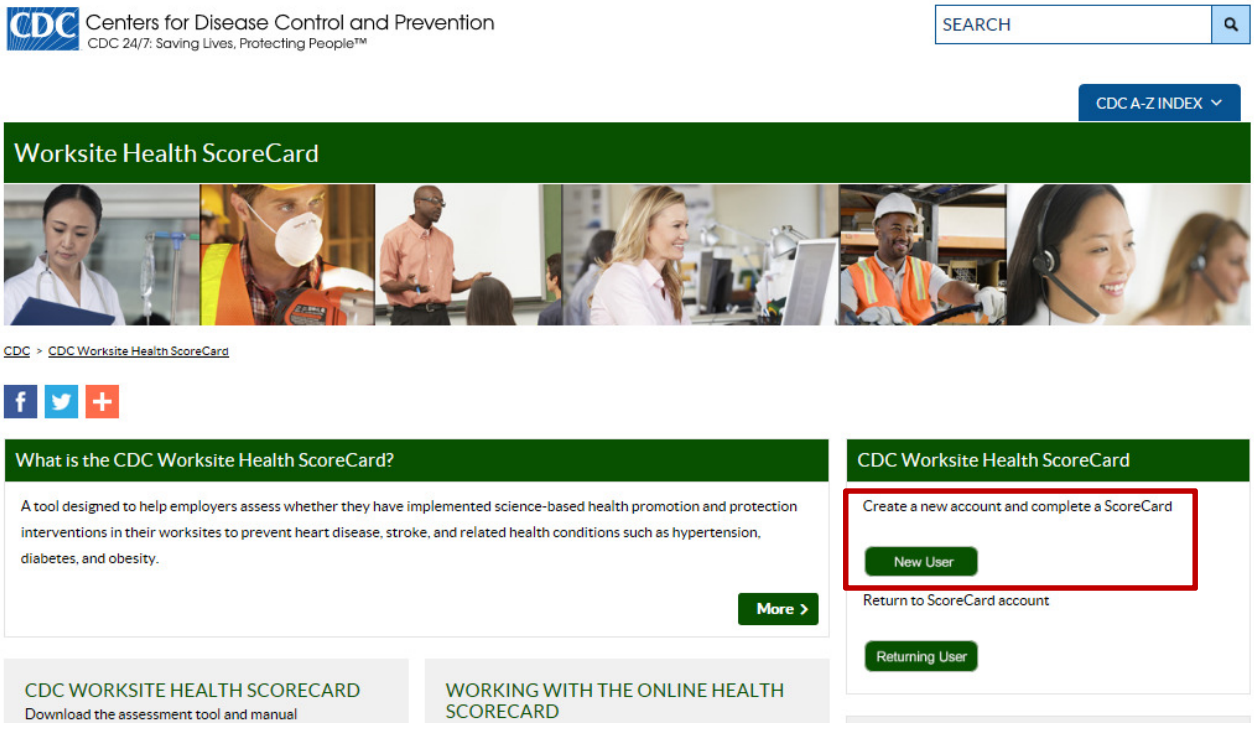
Section 2: Creating an Online Worksite Health ScoreCard Account

Creating a CDC Worksite Health ScoreCard online account allows an organization to:

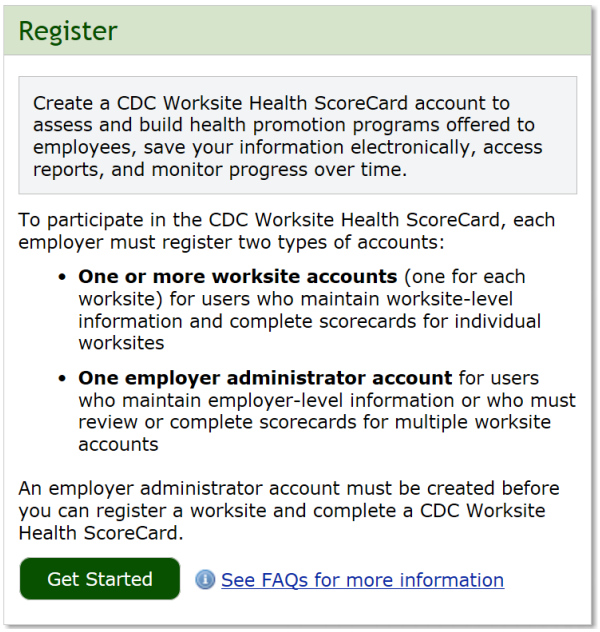
- Access the many features of the system
- Complete the ScoreCard online
- View ScoreCard results and reports from current and past years
- Compare ScoreCard data to all other employers in the system

To begin creating an online account, go to the CDC Worksite Health ScoreCard website at http://www.cdc.gov/healthscorecard

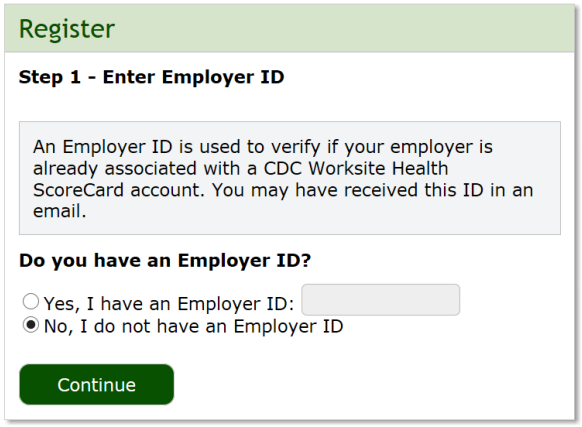
1. From the CDC Worksite Health ScoreCard home page, select the "**New User**" button to begin creating an account.



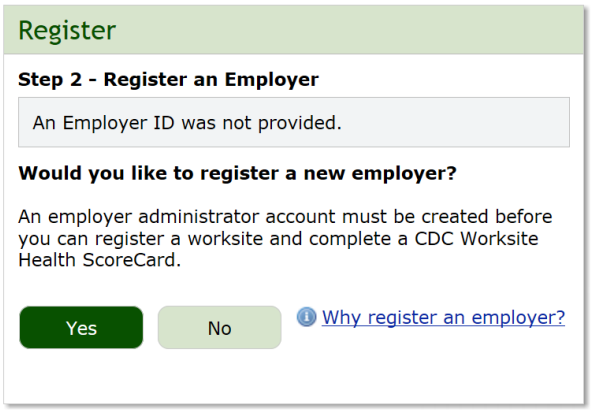
2. Next, select the "**Get Started**" button. -



3. Select "**No, I do not have an Employer ID**" and press "**Continue**." -



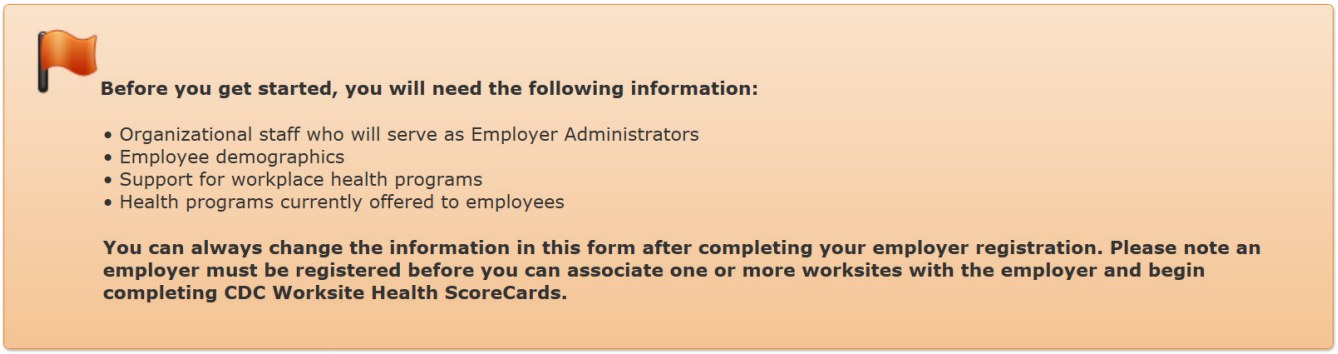
4. Answer "**Yes**" to "Would you like to register an employer?" Once this step is completed, the employer profile page will appear.



Once the account set up process has begun, there are two main steps to create the Worksite Health ScoreCard account:

1) **Complete the employer profile and add employer administrator(s)**
2) **Add a worksite, completing the worksite profile and adding team members(s)**

Once these steps are completed, the organization will have access to the ScoreCard questions and can begin utilizing the account features.



Completing the Employer Profile

The employer profile contains information about the employer, such as account contacts, organization information, and information on workplace health programs. The following outlines the sections of the employer profile:

Worksite Health ScoreCard Administration

When the profile opens, the first section is the Worksite Health ScoreCard Administration. This section is to add the primary account user called an **employer administrator**. There must be at least one employer administrator on the account and it is recommended that there be more than one.

***Key Term:* Employer Administrator**

An employer administrator is a master user for the account and

- Has full access to employer and worksite level information, including all profiles, ScoreCards, and reports associated with the account
- Has permission to modify account information, complete and submit Worksite Health ScoreCards, and
- Is the point of contact for the employer account

Adding an Employer Administrator -

From the profile page shown below, select the "**Add an Employer Administrator"** link to add the primary users on the account.

Figure 3: Employer Profile: ScoreCard Administration

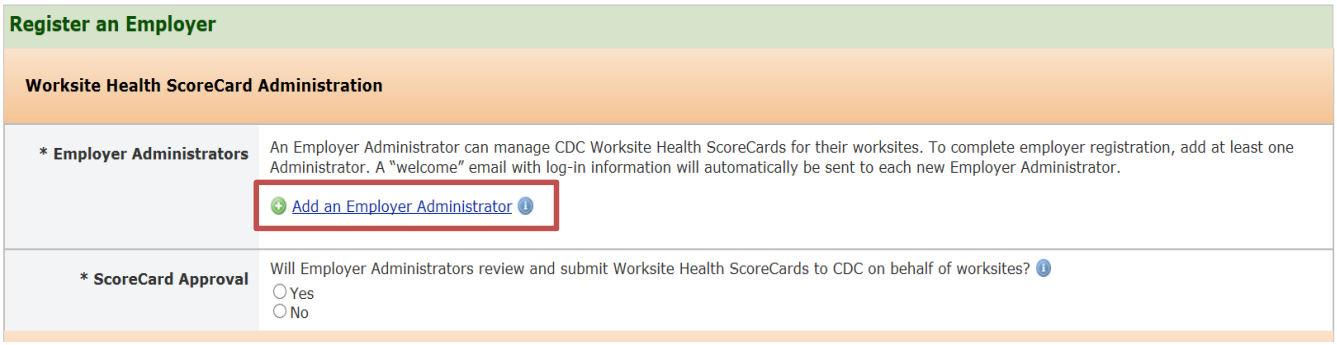
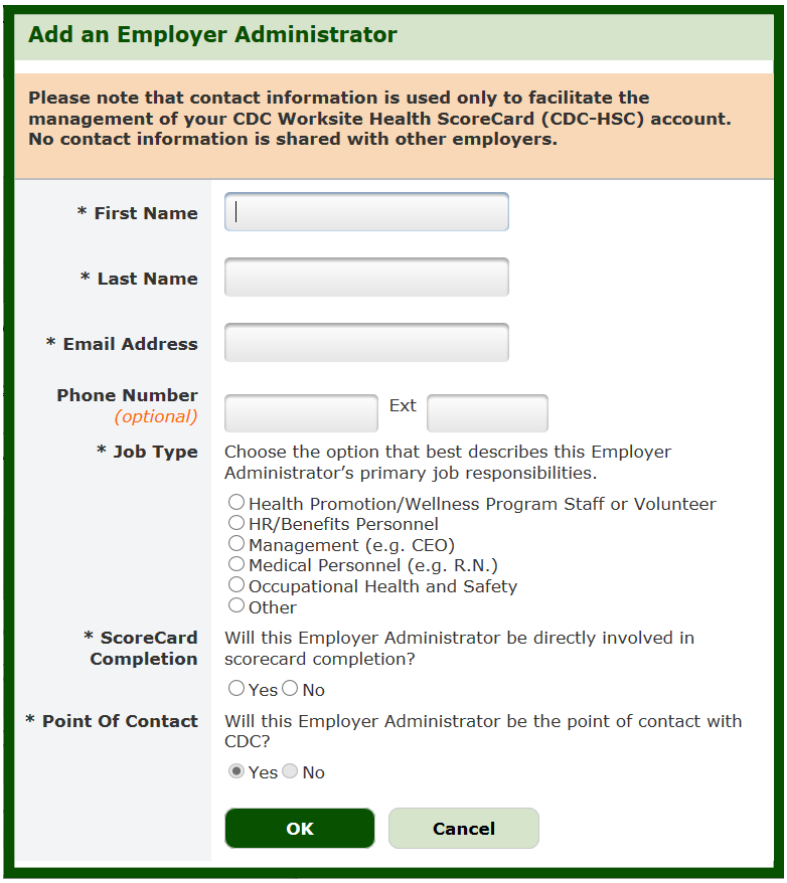


Figure 4: Add an Employer Administrator Window

A pop-up window will appear. *(image on the right.)* Enter in the user's contact information and job type.



ScoreCard Completion: If the user will be completing and submitting a ScoreCard, select "yes." If the user will only be entering information but not submitting data, select "no."

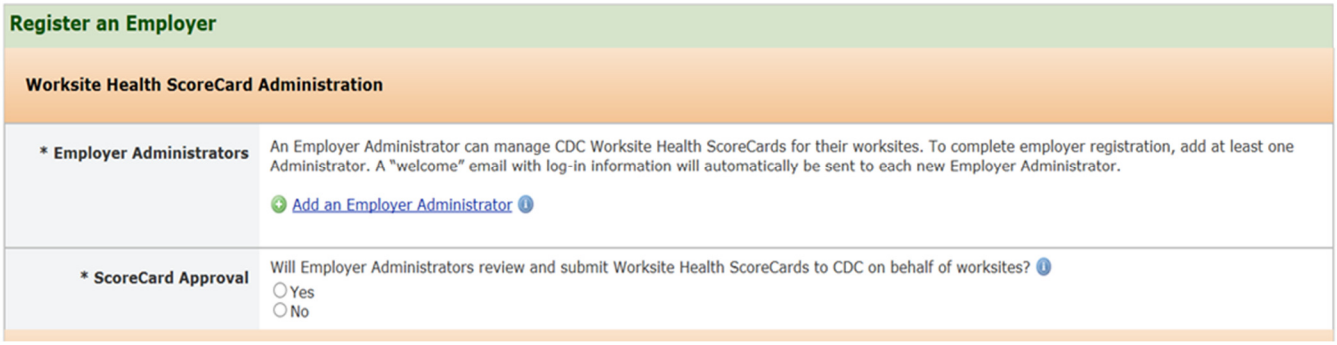
Point of Contact: One employer administrator must serve as the point of contact for the account. By default, the first employer administrator added is the primary point of contact, however this can be changed as others are added to the account.

Click "**OK**."

The employer administrator's name and contact information will be added to the employer profile. Repeat the process to add additional employer administrators.

ScoreCard Approval

Figure 5: Employer Profile: ScoreCard Approval



The ScoreCard approval question determines who has permission to submit ScoreCard answers to CDC to generate the results. The employer administrator can add other contacts, called **team members,** to the account. Like employer administrators, team members can enter ScoreCard data and can also be given rights to submit a ScoreCard. Selecting "yes" to the ScoreCard approval question will require review and submission of ScoreCard data by the employer administrator. Selecting "no" will allow team members to complete and submit ScoreCard data directly to CDC without employer administrator review.

Example: If an employer has multiple worksites where team members manage the workplace - health programs, it may be appropriate to allow them to complete and submit ScoreCard data - directly to CDC, bypassing the employer administrator. In this case, the ScoreCard approval - selection would be "no." In another instance, an employer administrator might add wellness - committee members as team members to help complete portions of the ScoreCard, but needs to - review the data before it is submitted to CDC. The employer administrator may want to allow - team members to enter data but prevent them from submitting a ScoreCard to CDC. In this case, - the ScoreCard approval selection would be "yes."

Employer Information *(required)*

In addition to the employer administrator information, the employer profile contains information about the organization, such as:

- Company address and location
- Business type and industry type
- Number of employees and number eligible for health programs
- Health insurance coverage

Employee Characteristics *(optional)*

This section includes aggregate information on workforce demographic such as:

- Gender
- Age range and average age

Employer Characteristics (cont.)

- Education level
- Race and ethnicity

Health Programs and Promotion *(optional)*

This last section of the profile includes information on what types of workplace health programs are currently in place at the organization such as:

- Support for workplace health programs
- Importance placed on maintaining workplace health programs
- Financial investment
- Types of incentives offered for participation
- Types of health programs offered

It is recommended that the employer complete as much of the profile as possible to create a more accurate picture of the organization and its workforce. Understanding the make-up of the workforce may help determine what programs or interventions might best meet the needs and interests of the workforce. It is important to remember there are privacy considerations when using employee data. Establish procedures to protect the confidentiality and privacy of employees whenever collecting, using, storing and reporting employee information.

Note: The employer profile information can be updated at any time. The employer administrator will be reminded annually to update the profile information. This provides an opportunity to update any profile information that may have changed during the year.

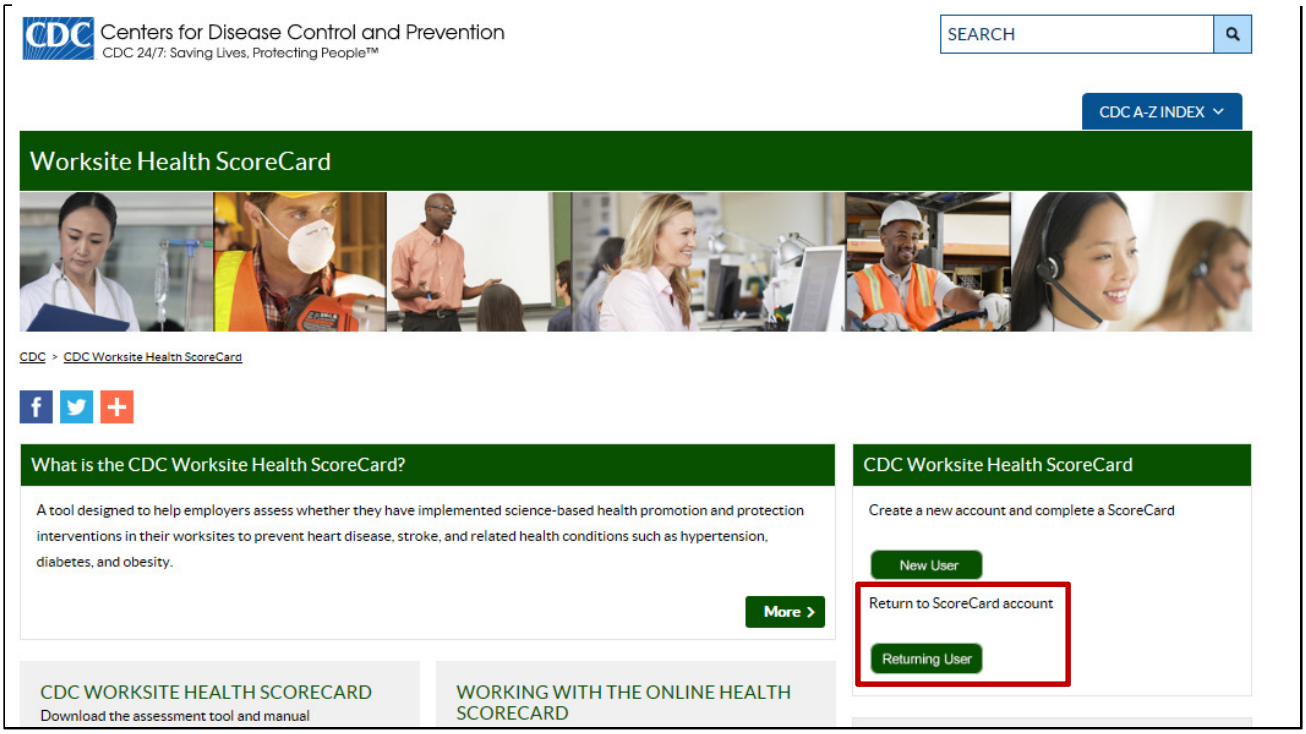
After completing the employer profile, click on the "**Register Employer**" button. A pop-up window will confirm that the account has been set up. The account log-in will be displayed on this window and will be sent to the employer administrator(s) in an auto-generated welcome email.

Figure 6: Account Registration Confirmation

Tip: It is a good idea to write down and safely store the account log-in code in case the welcome email is not received. Keep the log-in code handy and bookmark the main Health ScoreCard account page (http://www.cdc.gov/hsc) for easy access to the ScoreCard account.

Once an account has been created, the employer administrator can return to the CDC Worksite Health ScoreCard webpage, click on the "**Returning User**" button and enter in the log-in code to access the account.

Figure 7: ScoreCard Home Page: User Log-in

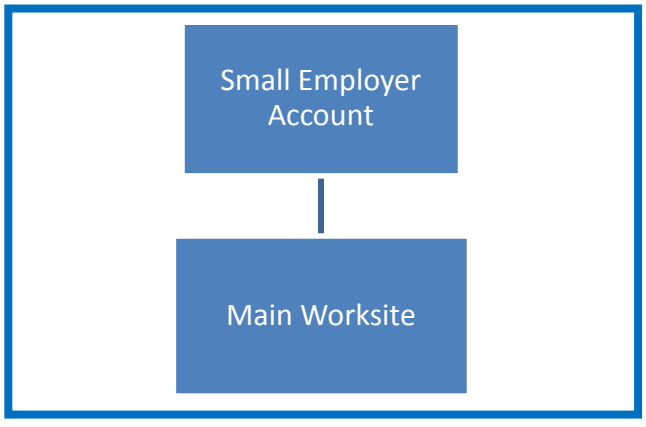


Adding a Worksite

To finish setting up the account, the employer administrator must add at least one worksite to access the Worksite Health ScoreCard.

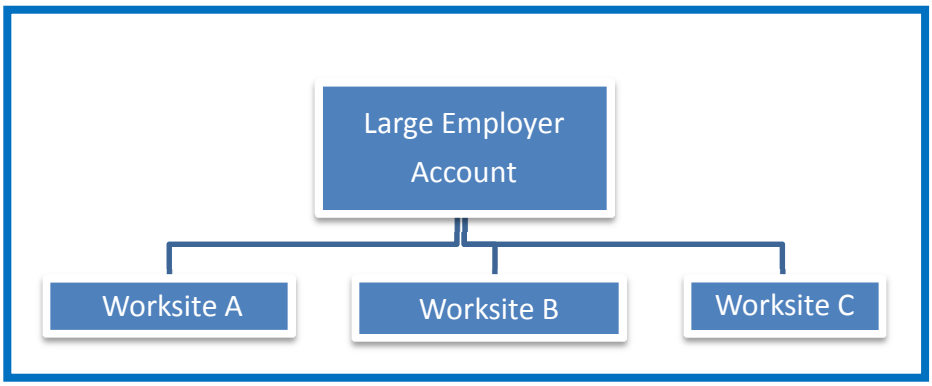
If an organization is small or only has one location, adding a single worksite is sufficient. The figure below represents a single worksite for a small employer. The employer account is established with one main worksite.

Figure 8: Small Employer Account



If an organization is large with multiple divisions, offices, or locations for which ScoreCards will be completed, the employer administrator can create as many worksites as needed under a single employer account to help manage workplace health programs across the organization. Each worksite will have its own ScoreCard and associated reports with results. The figure below represents a large employer. The employer account is established with three worksites.

Figure 9: Large Employer Account



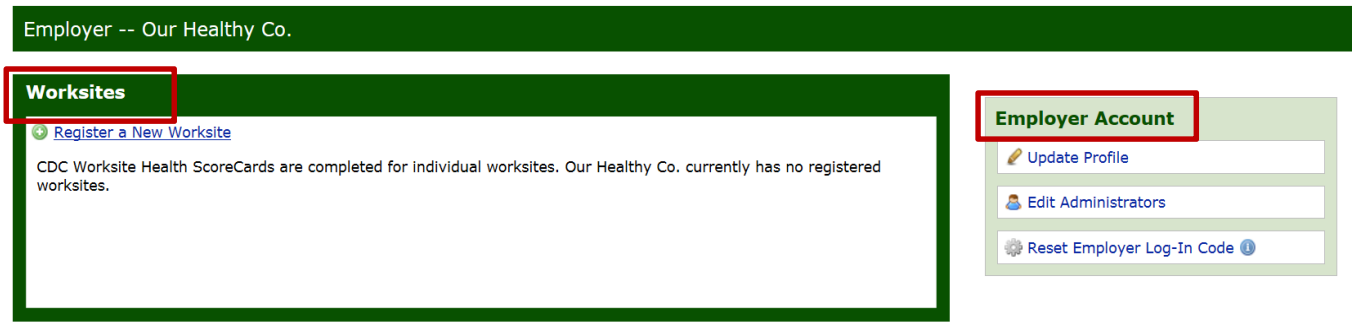
When employer administrators log in to the account, the main page of account is called the **employer dashboard**.

***Key Term*: Employer Dashboard**

This is the main page of the account for the employer administrators. On this page, employer - administrator(s) can view worksite information, add worksites, and view ScoreCard reports for each - worksite. There are also account management features accessible from the main page. -

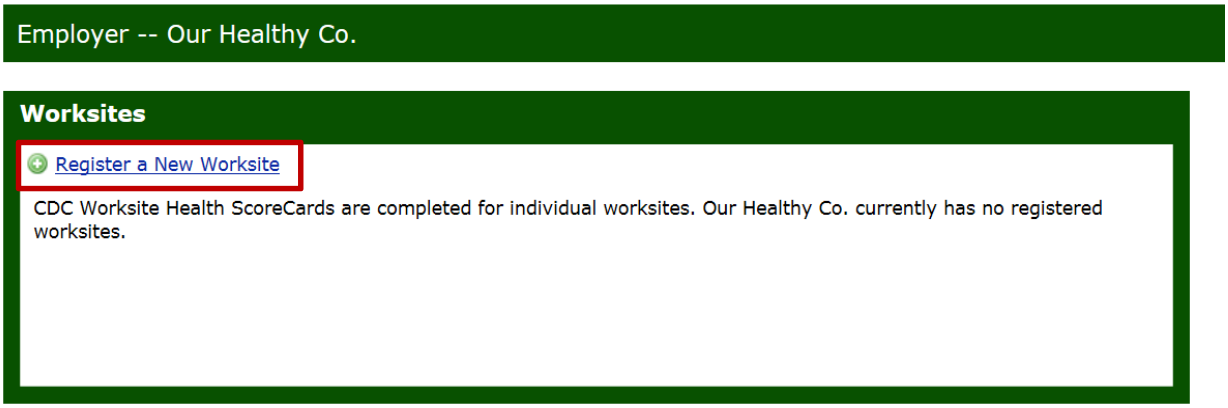
The "Worksites" box on the left side of the employer dashboard page provides access to the worksites and ScoreCard. On the right of the page, the "Employer Account" box provides links to edit the employer profile, add/delete employer administrators, and reset the log-in code.

Figure 10: Employer Dashboard



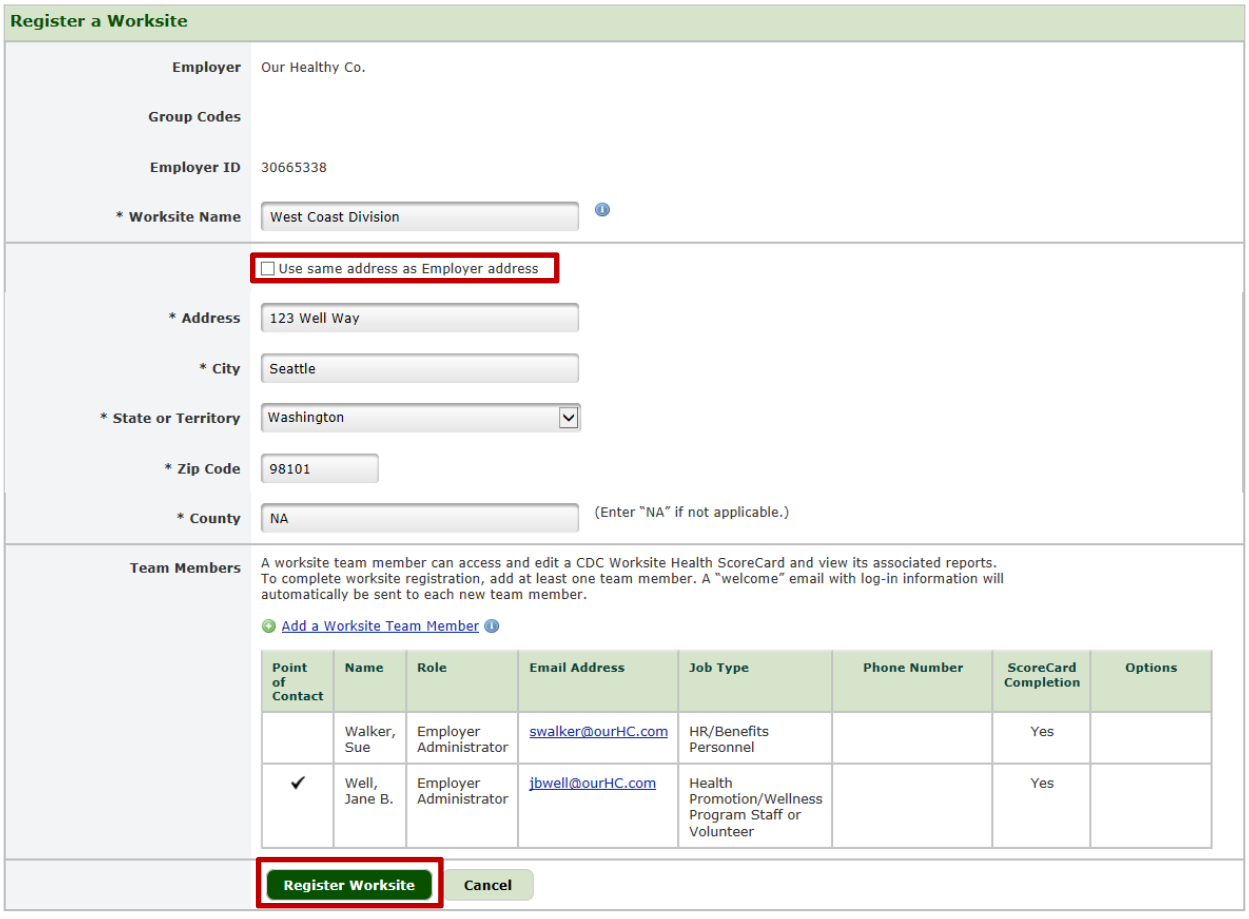
To add a worksite, select the "**Register a New Worksite**" link from the employer dashboard.

Figure 11: Employer Dashboard: Register a New Worksite



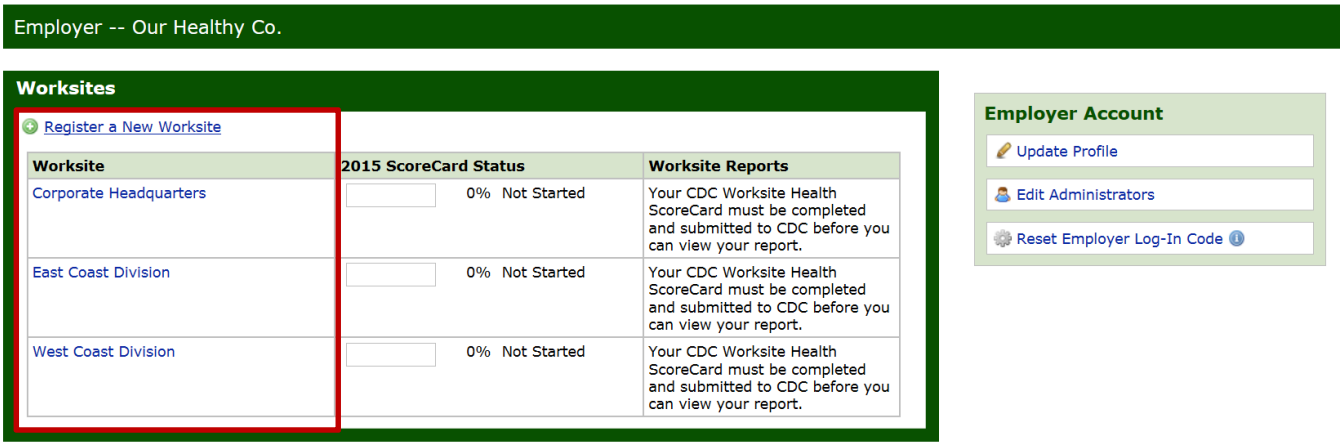
A worksite profile screen will appear. Enter location and contact information for the worksite or select "**Use same address as employer address**" if the worksite represents the entire organization. When the employer administrator has finished entering the information, he/she clicks the "**Register Worksite**" button.

Figure 12: Worksite Registration Page



Once a worksite is added to the account, that worksite will appear on the employer dashboard under "Worksites." Select the "**Register a New Worksite**" button to add additional worksites. From the employer dashboard, employer administrators can monitor a worksite's progress in completing a ScoreCard and access reports once a ScoreCard is submitted.

Figure 13: Viewing Worksites from the Employer Dashboard



Adding a Team Member

An employer administrator can add **team member**(s) from each worksite. It is important to have a point of contact who is familiar with the workplace health programs and interventions ongoing at the worksite to help with completion of the ScoreCard.

***Key Term*: Team Member**

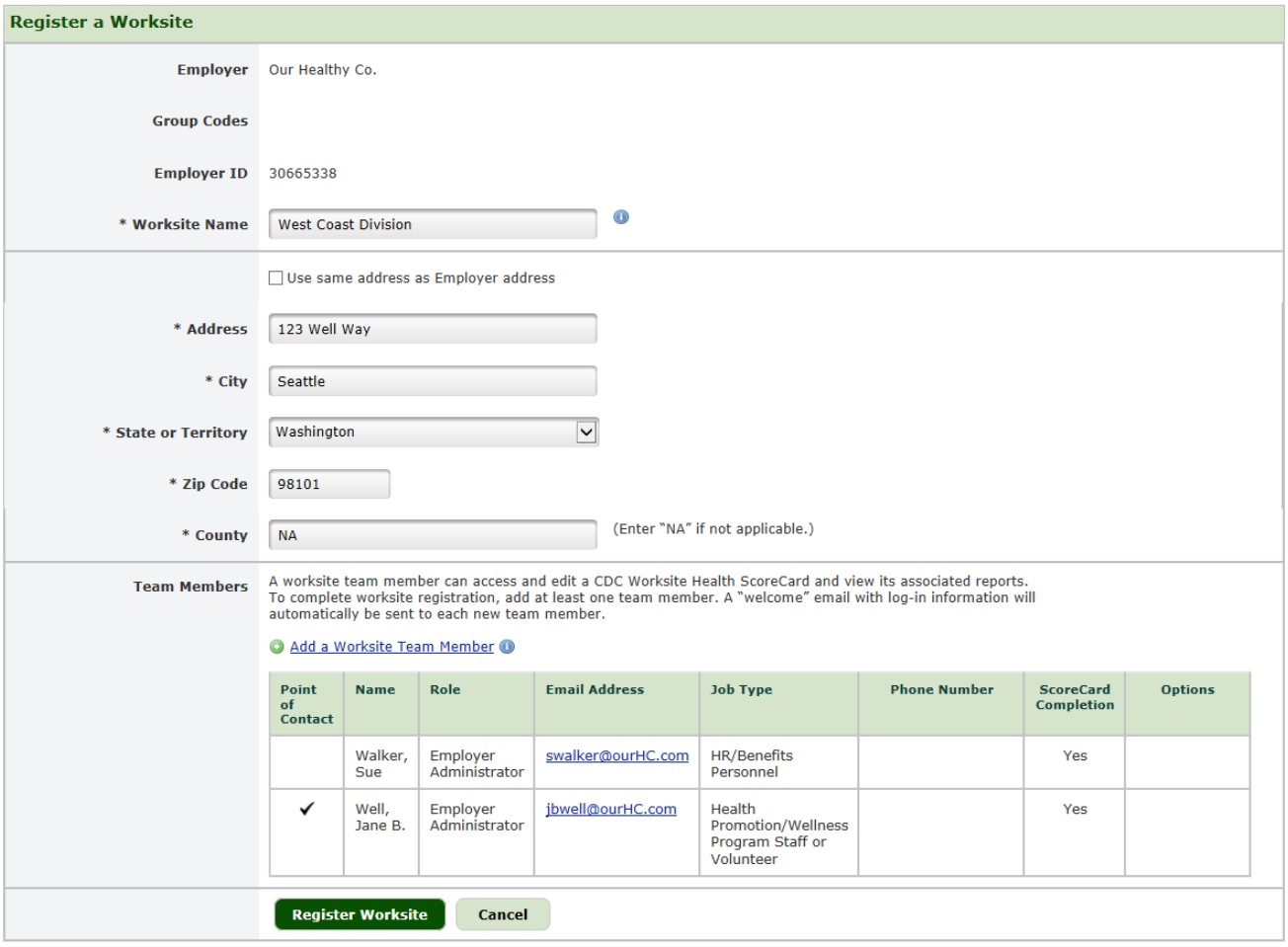
A team member is a key contact at the worksite level. A team member can be personnel, wellness committee member, program champion, or anyone who may be involved in ScoreCard completion or is familiar with the type of wellness programs offered at the worksite.

Team members have access to the ScoreCard associated with their worksite and can complete a ScoreCard. They may also view ScoreCard results from other worksites within the account, but they do not have access to the employer dashboard and cannot change account features. The employer administrator can choose if team members may submit a ScoreCard directly to CDC or require that only the employer administrator review and submit ScoreCards.

There are two ways to add a team member to a worksite: 1) from the worksite profile or 2) from the worksite dashboard.

When registering a worksite, the employer administrator can add a team member(s) by selecting the "**add a worksite team member**" link from the worksite profile. Once added, a team member can add other team members to the worksite.

Figure 14: Adding a Team Member from the Worksite Profile

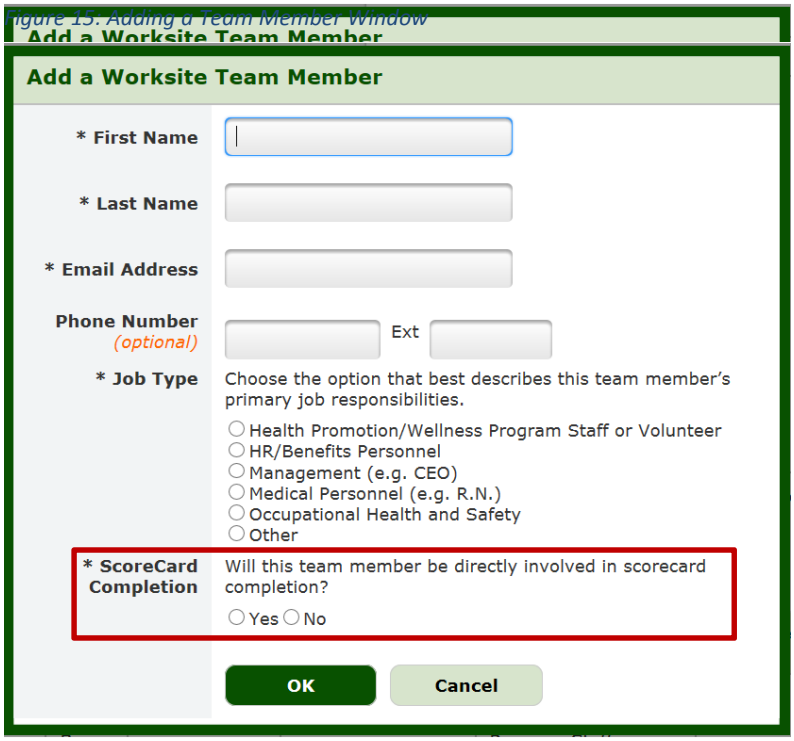


A pop-up window will appear for the employer administrator to provide contact information for the team member.

ScoreCard Completion: If the team member will be involved with answering ScoreCard questions, select "yes" to the question "Will this team member be directly involved in ScoreCard completion?" Select "no" if the team member only needs access to view the worksite information but will not be entering data.

Click "**OK**" to return to the worksite profile.

Figure 15: Adding a Team Member Window



The team member will receive an auto generated welcome email with his/her log-in code.

The newly added team member(s) will appear on the worksite profile under "team members" section. Click "**Save**" to save the changes to the worksite profile.

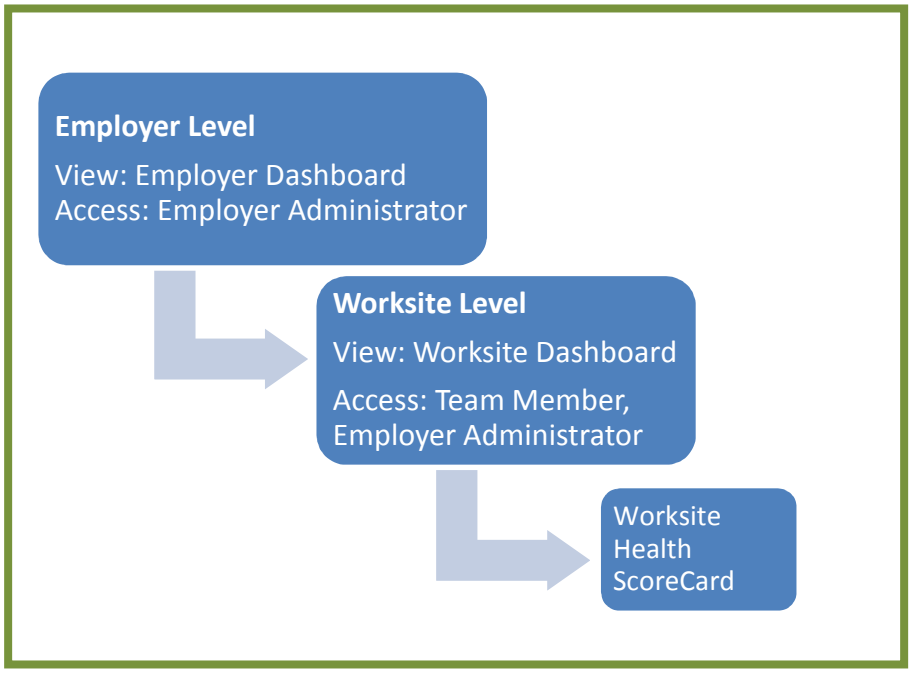
Since the employer administrators are the master users for the account, they also appear under this section.

Figure 16: View of Worksite Profile with a Team Member Added

Once the employer profile has been completed and the worksite(s) has been added, the employer administrators and team members can begin using the account and completing a ScoreCard.

Section 3: Navigating the ScoreCard Account -

Figure 17: Structure of ScoreCard Account



The ScoreCard account structure has two levels: employer and worksite. Each level has a landing page with a dashboard that enables users to access account features and the ScoreCard.

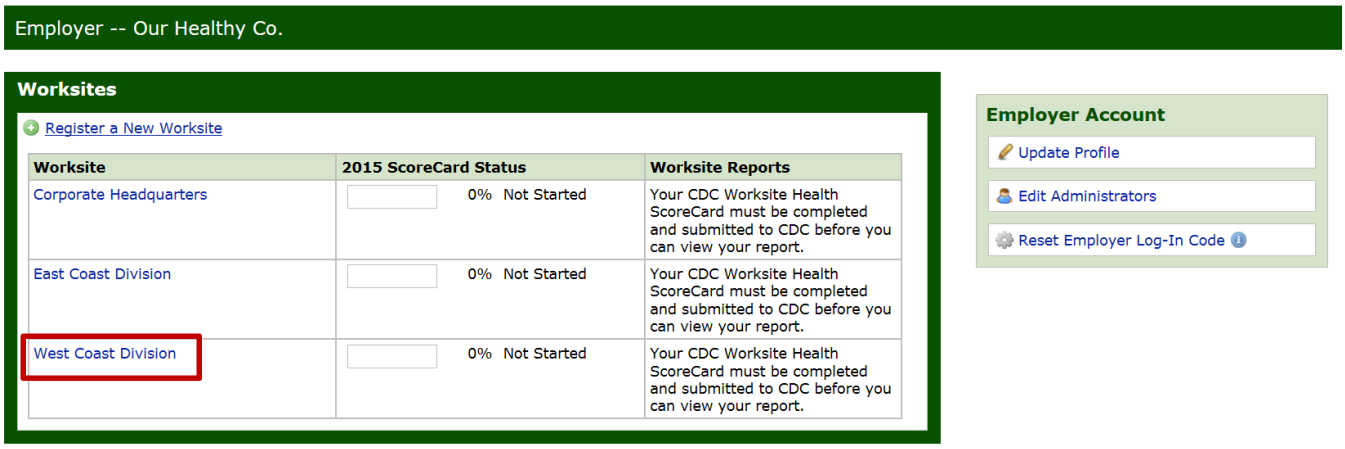
Since employer administrators and team members have different levels of access, they have different views when they log in to the account. When employer administrators log in, they are directed to the employer dashboard at the employer level. When team members log in, they are directed to the **worksite dashboard** at the worksite level. The employer administrators access the worksite dashboard by clicking on the worksite name from the employer dashboard.

***Key term*: Worksite Dashboard**

At the worksite level, the worksite dashboard is the main page for the worksite and where users can access the ScoreCard. Both team members and employer administrators can view the worksite dashboard. The worksite dashboard is where the ScoreCard is located. There are also management features that allow either the team member or the employer administrator to edit worksite profile and team member information.

From the Employer Level: To get to the worksite level from the employer dashboard, the employer - administrator clicks on the worksite name that links to the worksite dashboard.

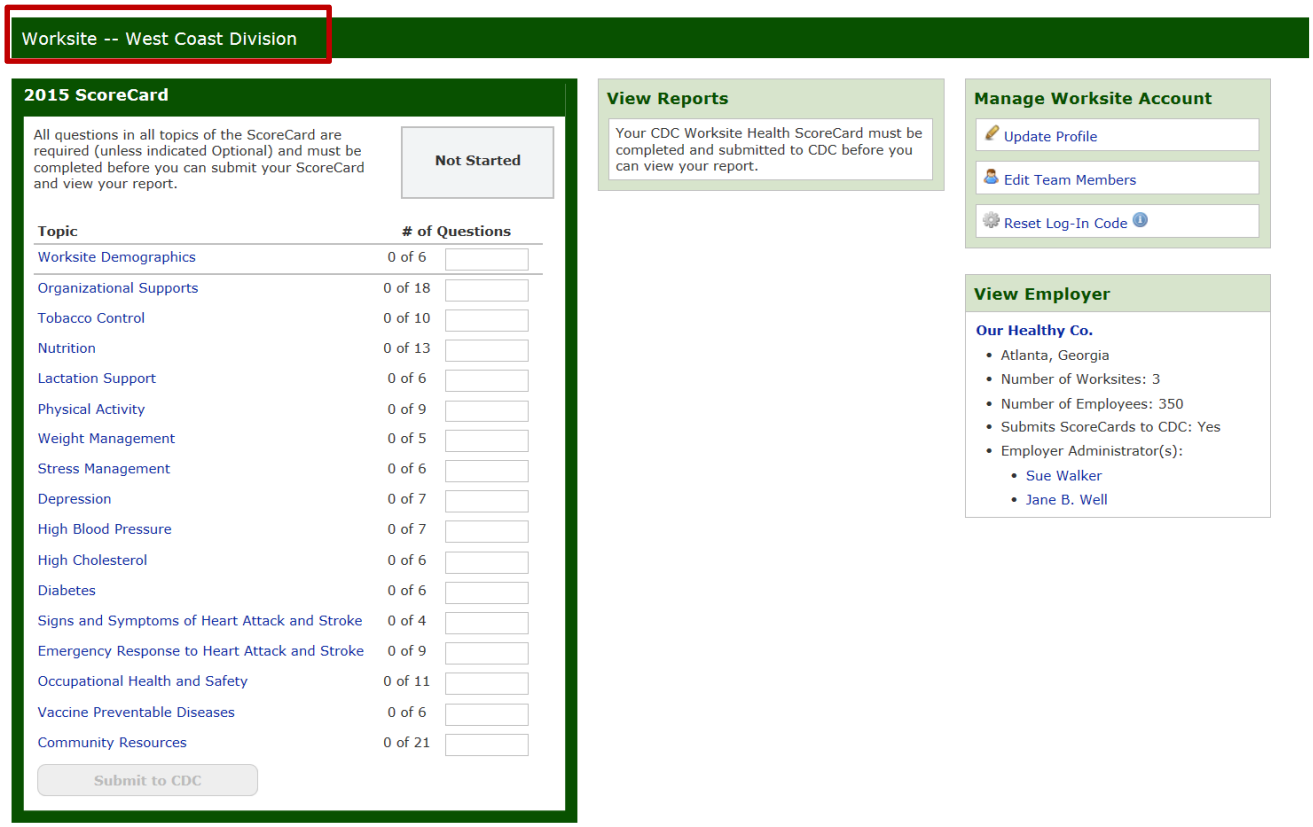
Figure 18: Accessing Worksite Level from the Employer Dashboard



At the Worksite Level: Team members are directed to the worksite dashboard when they log in.

The worksite dashboard consists of the ScoreCard tool, report view and worksite account management features.

Figure 19: View of the Worksite Dashboard



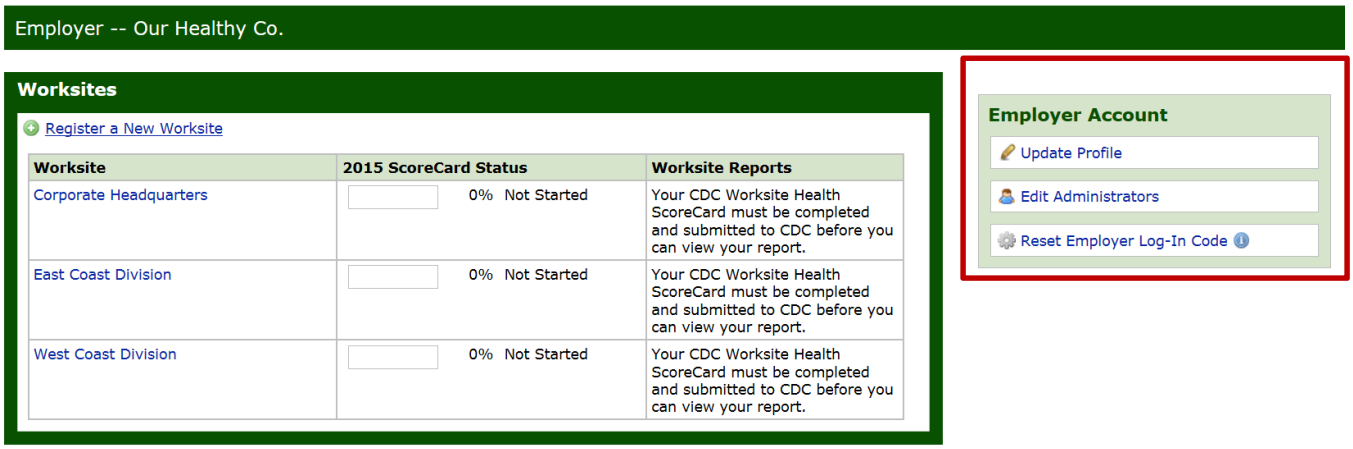
Section 4: Managing the ScoreCard Account

There are a few features that will be helpful in managing the account, such as editing profile and user information, resetting the log-in code and receiving email notifications. Similar features are found at both the employer and worksite level.

Employer Level

From the employer dashboard, the employer administrator can access the account management features by selecting one of the account tools under the "**Employer Account**" box on the right side of the screen. Here the employer administrator can edit the employer profile information, add or delete employer administrators and reset the account log-in.

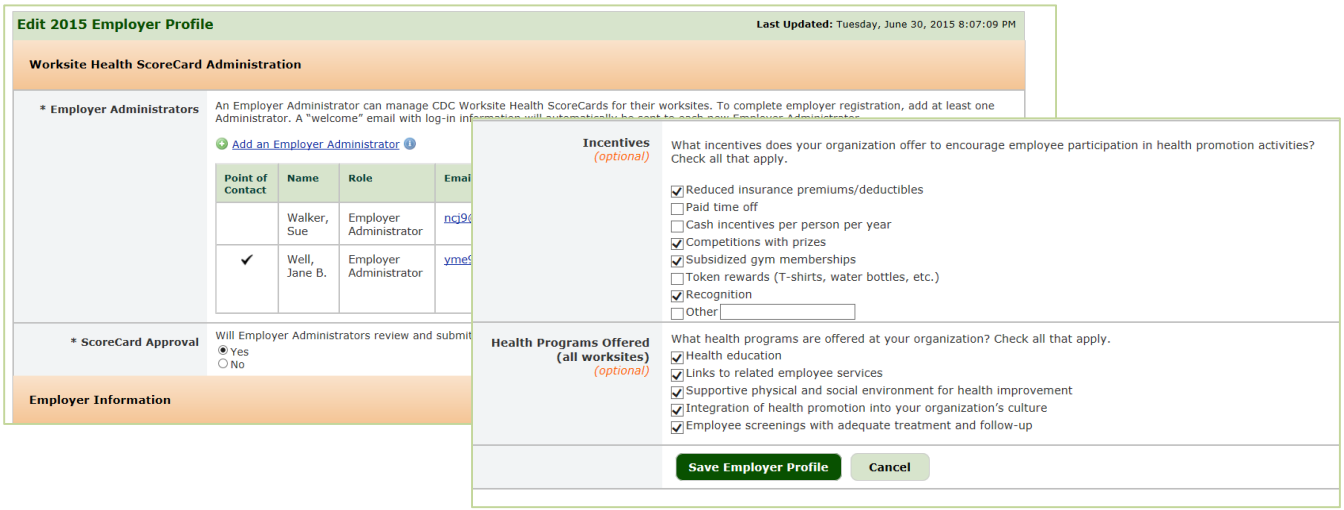
Figure 20: Managing Employer Profile Information



Update Profile

The employer profile contains information on the company, workforce demographics, and wellness program information. The profile can be accessed and updated at any time. The employer administrator is required to update the employer profile annually.

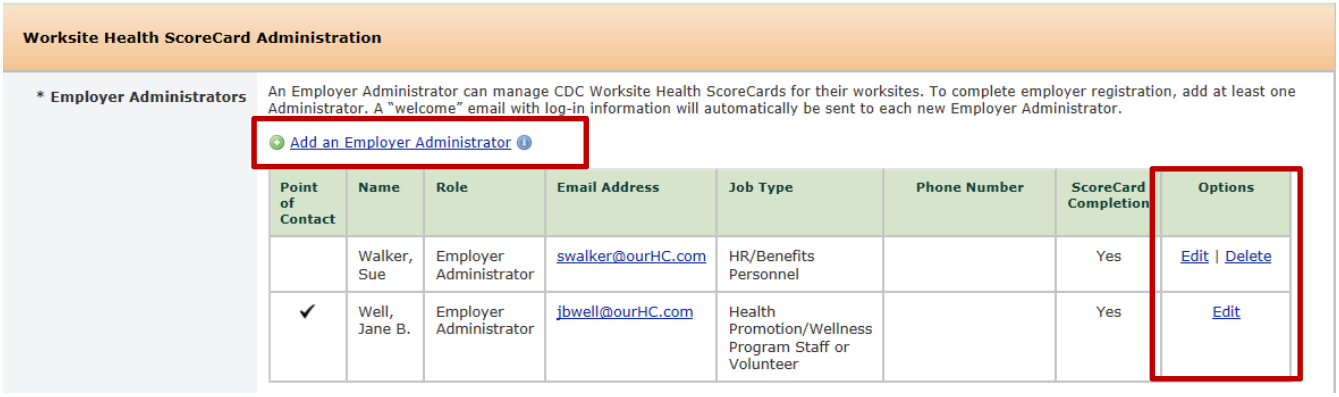
Figure 21: Images of Employer Profile



Edit Administrators -

This feature allows employer administrators to add, edit or delete other employer administrators from the account. Additional contacts can be added by using the "**Add an Employer Administrator**" link above the table. Contact information listed in the employer administrator table can be changed by using the edit/delete links to the right of the person's name.

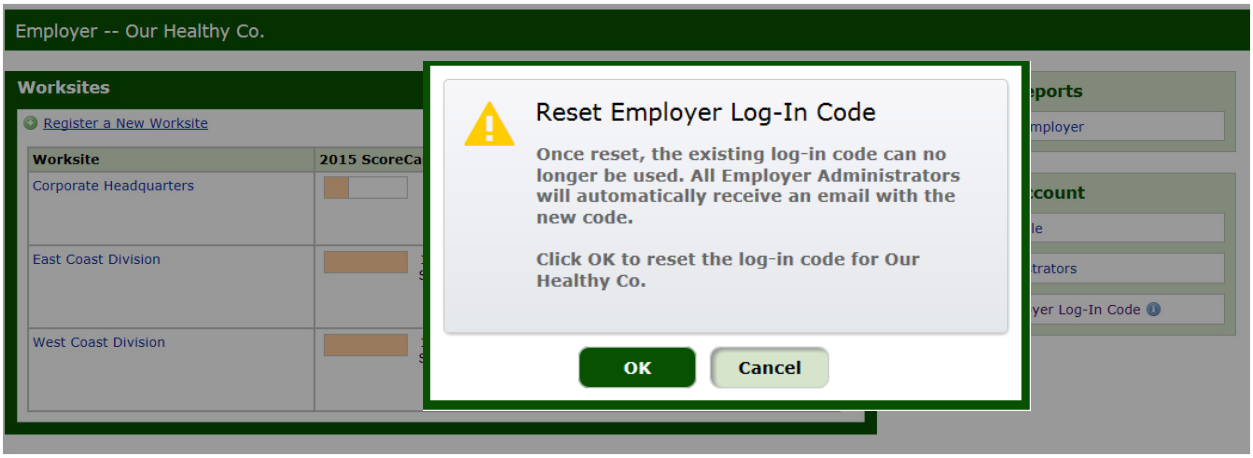
Figure 22: Editing Employer Administrator Information



Reset Employer Log-in Code

When either an employer administrator or team member is added to an account, he/she receives a welcome email with a log-in code. The primary reason for resetting the log-in code is the removal from the account of someone who leaves the organization or is no longer going to be involved with the wellness program. By clicking the reset link, an auto-generated email with the new log-in information will be sent to **all** employer administrators on the account. There is a separate log-in reset for team members at the worksite level.

Figure 23: Reset Employer Log-In Code

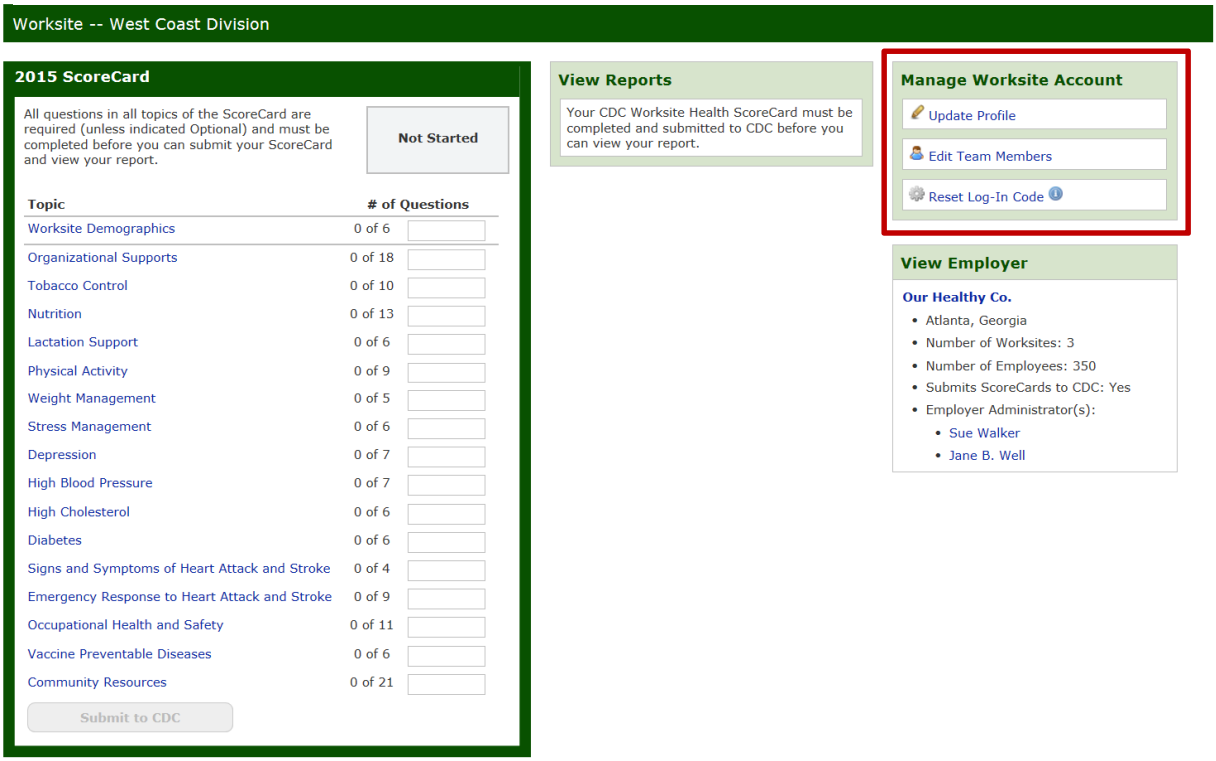


Tip: If either an employer administrator or team member forgets his/her log-in code, it can be resent via email by going to the main ScoreCard page (http://www.cdc.gov/hsc), selecting returning user, and then selecting the "forgot your log-in code?" link.

Worksite Level -

The management features found at the worksite level are the same as those found at the employer account level but apply only to that worksite. On the worksite dashboard, the "**Manage Worksite Account**" box is located on the right of the screen. An employer administrator or team member can update the worksite profile, edit or delete team members, and reset the worksite log-in code.

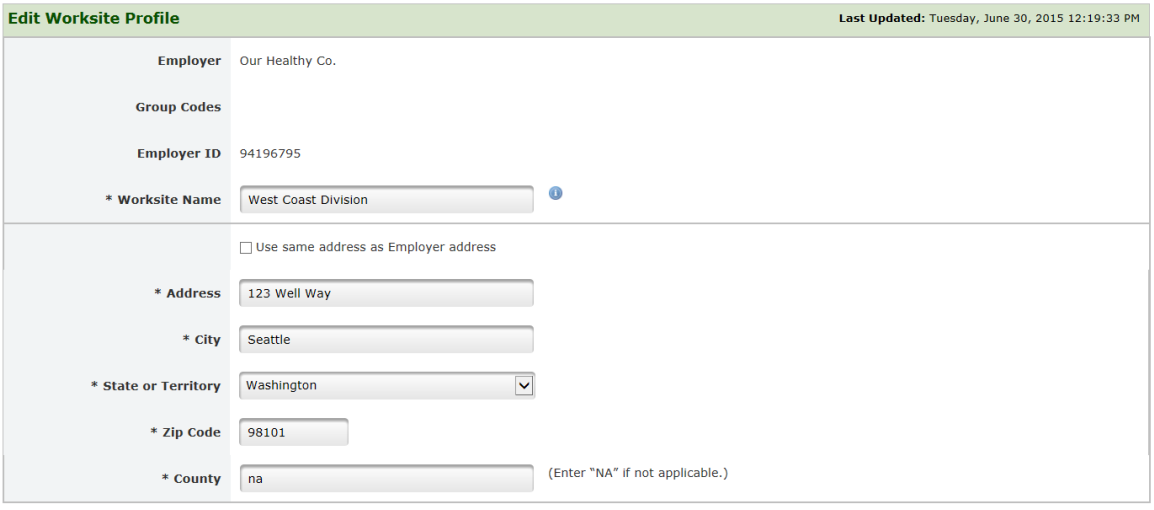
Figure 24: Managing Worksite Account Information



Update Profile

Worksite profile information contains contact information for the worksite. The profile can be accessed and updated at any time. Team member information can also be accessed from the profile.

Figure 25: Worksite Profile



Edit Team Members -

This feature allows employer administrators and team members to add, edit, or delete team members associated with a worksite. Additional contacts can be added by using the "**Add a Worksite Team Member**" link. Team member information can be changed by using the edit/delete links to the right of the team member's name. Since employer administrators have access to all account information, they will also be listed under contacts for the worksite.

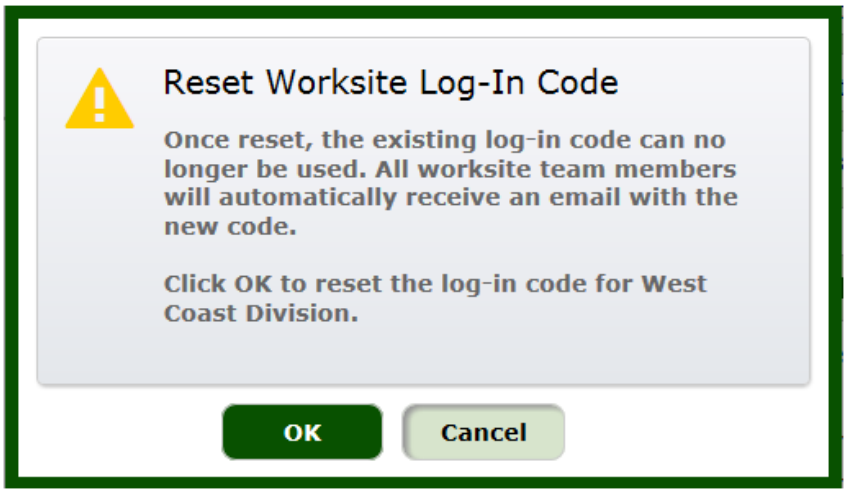
Figure 26: Editing Team Member Information

Reset Worksite Log-in Code

When a team member is added to a worksite, he/she receives a welcome email with a log-in code. A primary reason for resetting the log-in code would be a team member is removed from the worksite if he/she leaves the organization or is no longer involved with the worksite health program, so no longer needs access to the account.

By clicking the reset link, an auto generated email with the new log-in information will be sent to the team member(s) associated with the worksite.

Figure 27: Reset a Worksite Log-In Code



Email Notifications -

As a way to help the users manage their account, the CDC Worksite Health ScoreCard system sends auto-email notifications when:

- an account is initially created
- changes are made to the account, such as adding employer administrators or team members
- a worksite's ScoreCard has been submitted to CDC
- it is time to complete a new ScoreCard

Annual Reminder Emails

Since the CDC Worksite Health ScoreCard is intended to be completed on an annual basis, account users receive a series of email notifications as the anniversary approaches to remind users to prepare for and complete their ScoreCard for the current year. Email notifications are sent 30 days before the year anniversary, on the anniversary date and 90 days after the anniversary if the ScoreCard has not been completed.

For example, if an organization completes its ScoreCard on July 1, 2015, the account contacts will receive an email the following year on June 1, 2016 notifying them that is it almost time to complete their next ScoreCard. Then, on July 1, 2016, the contacts receive another email stating that the ScoreCard is open for completion. One more reminder is sent on October 1, 2016 if the ScoreCard is not yet submitted to encourage completion for the current year. This is to encourage completion so that the data is still roughly 12 months between ScoreCard completions.

Sample Reminder Emails

Figure 28: Reminder Email 30 Days Before Anniversary Date

Subject: Reminder for Upcoming 2016 CDC Worksite Health ScoreCard

Hello,
This is a friendly reminder that your CDC Worksite Health ScoreCard account for West Coast Division will soon be open for you to complete an annual ScoreCard for your organization.

Your account will activate 30 days from today so that a 2016 ScoreCard can be added to your account. We encourage you to complete the Worksite Health ScoreCard annually to allow you to track your progress with the implementing effective science-based health promotion strategies.

You can also benchmark your scores with other organizations in the Worksite Health ScoreCard database and measure your progress against previous years' results.

You will receive another system alert when your annual ScoreCard survey is open and available for completion. Should you have any questions or concerns regarding your annual ScoreCard survey, please contact the CDC Worksite Health ScoreCard Administrator at CDCWorksiteHSC@cdc.gov.

Figure 30: Reminder Email Received on Anniversary Date

Subject: Your 2016 CDC Worksite Health ScoreCard is Now Available

Welcome to your annual CDC Worksite Health ScoreCard survey for 2016 for West Coast Division. Your survey is now available for entry and completion.

Today marks one year since you last completed a CDC Worksite Health ScoreCard. We recommend that ScoreCard(s) are completed annually to allow your organization to track progress and changes to your workplace health program(s) on an annual basis.

You may enter your account at any time during the year to complete your 2016 ScoreCard survey. You do not have to complete the ScoreCard in one session. You may save your work and submit the ScoreCard once all sections are completed. However, the ScoreCard will need to be submitted to CDC before you are able to receive the report.

Should you have any questions or concerns regarding your annual ScoreCard survey, please contact the CDC Worksite Health ScoreCard Administrator at CDCWorksiteHSC@cdc.gov.

Figure 29: Reminder Email 90 Days After Anniversary Date

Subject: Reminder to Complete Your 2016 CDC Worksite Health ScoreCard

Hello,
This is a friendly reminder that your 2016 annual CDC Worksite Health ScoreCard survey for West Coast Division is available for completion.

We encourage you to complete your ScoreCard for your organization so you can receive your annual report that includes a benchmarking report and links to tools and resources that can help support your workplace health program.

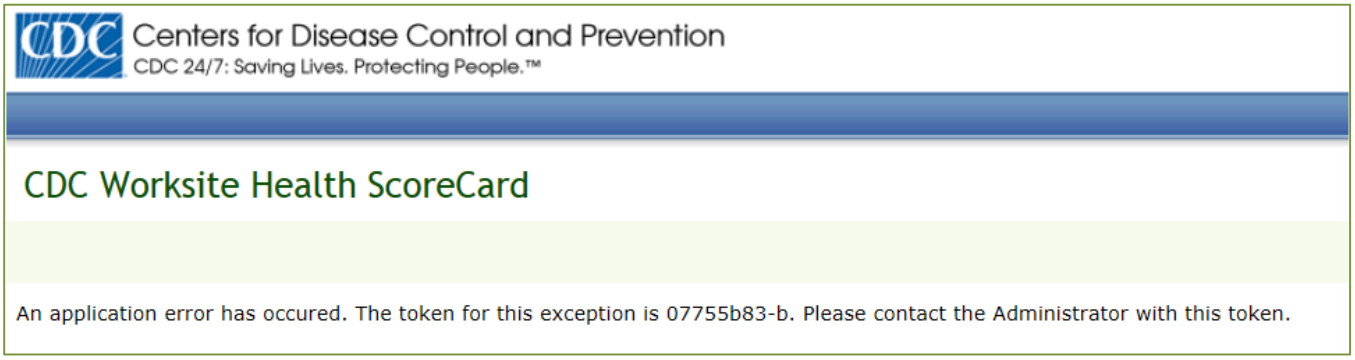
You do not have to complete the ScoreCard in one session. You may save your work and submit the ScoreCard once all sections are completed. However, the ScoreCard will need to be submitted to CDC before you are able to receive the report.

Should you have any questions or concerns regarding your annual ScoreCard survey, please contact the CDC Worksite Health ScoreCard Administrator at CDCWorksiteHSC@cdc.gov.

Handling Error Messages

If the ScoreCard system displays an error message such as the one below, it is requested that the user notify the CDC Worksite Health ScoreCard administrators at CDCWorksiteHSC@cdc.gov. Either take a screen capture of the error message, if possible, or write down the token code and email it to the system administrators. It is very helpful to have this information when investigating the cause of the error.

Figure 31: ScoreCard System Error Message

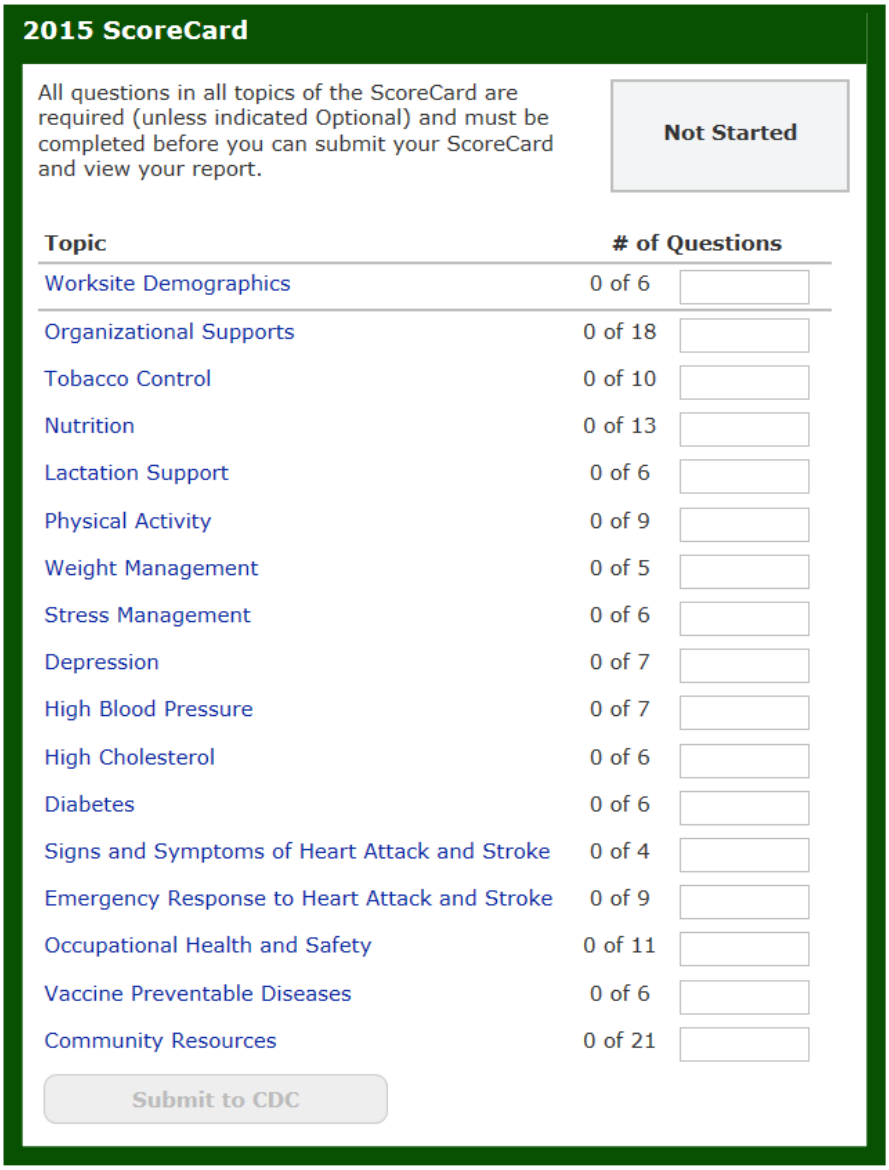


Section 5: Completing the Worksite Health ScoreCard

CDC recommends that employers complete the ScoreCard on an annual basis to track their progress and be able to compare scores year to year. Both employer administrators and team members can enter ScoreCard data.

When completing the ScoreCard, it is helpful to gather a team of individuals representing different areas of the organization such as Human Resources, Benefits, Occupational Health, or Wellness Committee members who could provide answers to ScoreCard questions.

Figure 32: Worksite Health ScoreCard from Worksite Dashboard



Each worksite has a ScoreCard associated with it. From the worksite dashboard, the ScoreCard is on the left of the screen. It is comprised of a worksite demographic section followed by 16 health topic sections. Each topic name is a link to the corresponding yes/no questions.

The first topic is the worksite demographics section that includes characteristics about the employees at the worksite. The demographic questions are optional and are not factored into the ScoreCard results. However, it may be useful for program planning to gather and include this information.

Following the worksite demographic section are the health related topic sections.

To begin completing a ScoreCard, click on a topic and answer the corresponding questions. -

Each ScoreCard question represents either a good, better or best practice for workplace health promotion and has a point value of one to three points. There are a total of 264 possible points for the ScoreCard.

After the ScoreCard has been submitted, the point value and scores for each question as well as overall score will be available.

Figure 33: Completion of Health ScoreCard Questions

Before and After ScoreCard Completion: These graphics display a topic section prior to completion (on left) and after ScoreCard submission (below). Radio buttons allow users to answer yes/no questions. After the ScoreCard is submitted, point values and scores are provided for each question.

On the ScoreCard, the number of questions in each topic, as well as blank boxes, are to the right of the -topic name. The boxes serve as progress bars to show the progress as the topic sections are completed. Once the ScoreCard is submitted, these boxes and numbers change to show the point total for each section.

To submit a ScoreCard to CDC, all the questions in each section must be answered. However, a section does not have to be completed in full in one session or done by topic order. Users may save their work and return to finish completing at a later time. Multiple users can work on different sections at the same time. Under each topic section, it is important to click the "**Save**" button before leaving a section. Otherwise, the answers entered will not be retained.

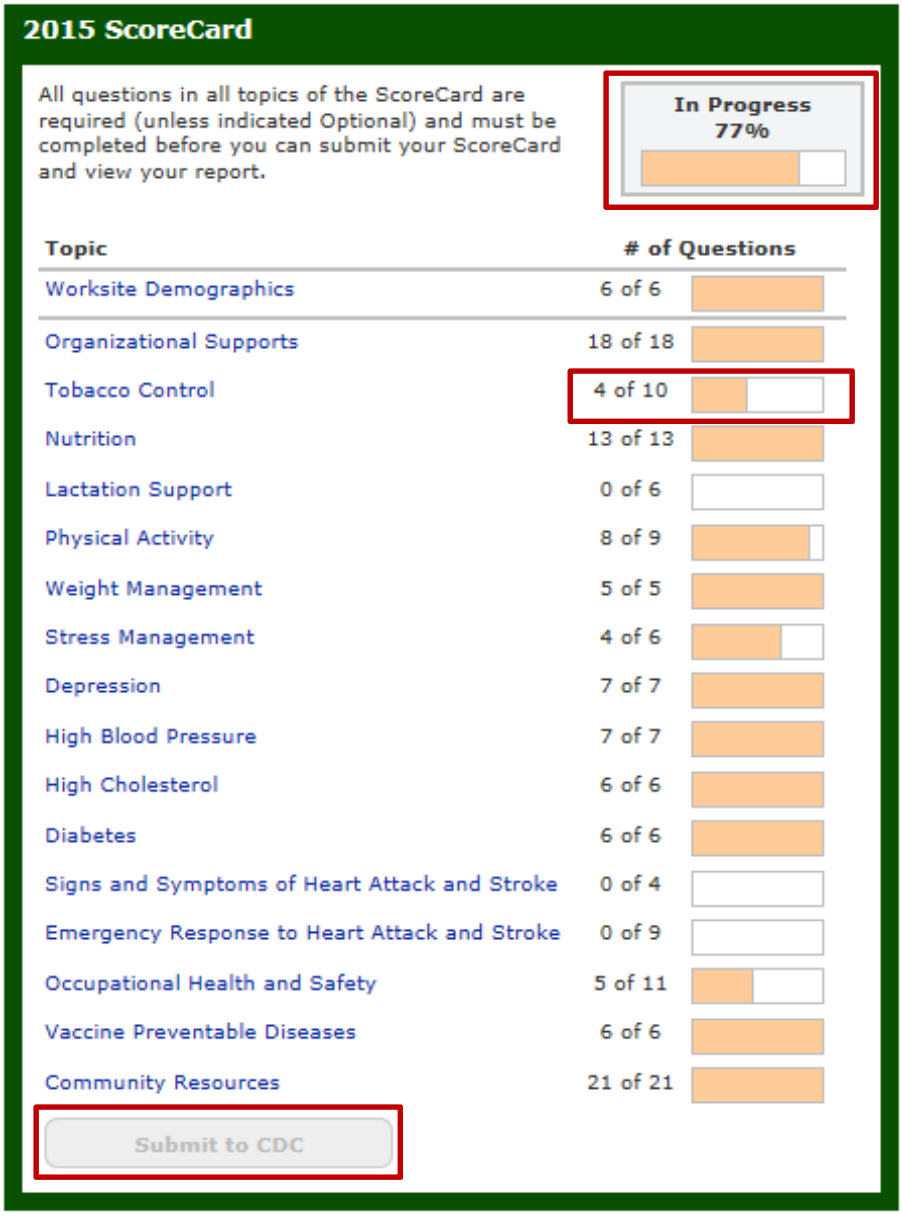
Progress Bar

In this example, the ScoreCard is in progress with most questions and sections completed. The question count and the progress bars indicate which topics still have questions unanswered.

The submit button at the bottom will not be enabled until all the questions are answered in each section.

Note: The system requires that all questions be answered to enable the submit button and receive reports. Reports can only be generated once a ScoreCard is submitted. Although certain topics may not be the current focus of a wellness program, it is important to track all the areas in case priorities change in the future. Having information available across all topics can be valuable for future planning purposes.

Figure 34: Monitoring Progress of Health ScoreCard Completion



ScoreCard Submission -

Once the ScoreCard questions have been answered, a submit button is enabled indicating that the ScoreCard is ready to be submitted to CDC. The employer administrator determines, during account setup or by updating the employer profile, if team members will submit the ScoreCard to the employer administrator or directly to CDC. Depending on which ScoreCard approval option was chosen by the employer administrator, the team member will see either a "**Submit to Employer**" or a "**Submit to CDC**" button.

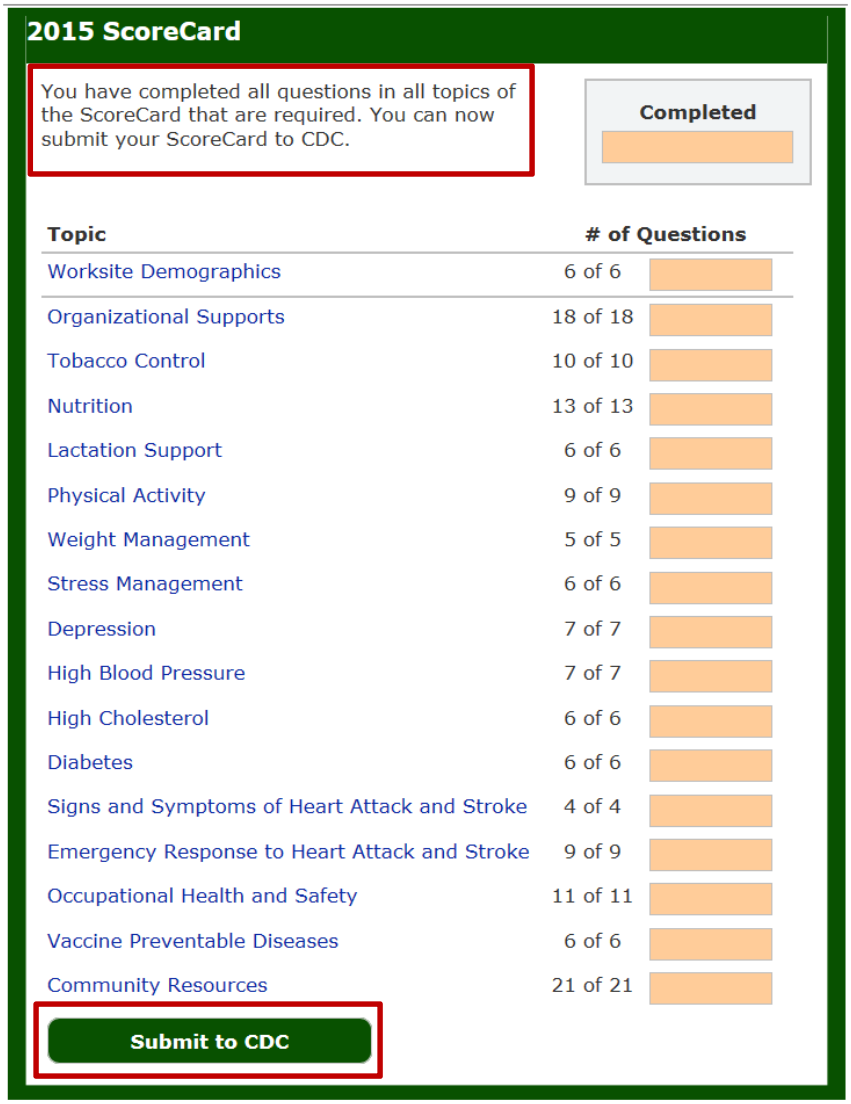
If an employer administrator chose to have the ScoreCard submitted to the employer, the employer administrator can review the responses before submitting the ScoreCard to CDC. This may be helpful to verify organizational policies or other strategies that are managed at the employer level. If this review is not necessary, the employer administrator can allow the team member to submit the ScoreCard directly to CDC.

When submitting the ScoreCard, the user will be reminded that answers submitted to CDC cannot be changed. Therefore, it is important to verify that the answers are correct before submitting the ScoreCard to CDC.

Note: The ScoreCard must be submitted, *by clicking the "**Submit to CDC**" button*, for the results to be calculated and available.

If a ScoreCard is completed but is not submitted by the end of the calendar year, it will be removed from the account and the results will not be calculated.

Figure 35: Submitting a Completed ScoreCard



Quick Reference for Completing and Submitting the ScoreCard -

1. Go to http://www.cdc.gov/hsc. Click on the "**Returning User**" button. Log in to the account.
2. Go to the worksite dashboard. (Employer administrators will need to select the worksite to navigate to the worksite dashboard.). The ScoreCard is on the worksite dashboard.
3. Click on the topic name to access the questions for that section.
4. Answer each of the yes/no questions in the section.
5. Click the "**Save**" button to save the answers before leaving a section.
6. Use the drop-down box or << >> arrows to move between the topics. To get back to the worksite dashboard, click on the worksite name above the worksite header towards the top of the screen.
7. When all questions have been answered, the "**Submit**" button will be enabled.
8. Click the "**Submit**" button to send your ScoreCard to CDC and receive the results.
9. The results will be immediately accessible from both the worksite and employer dashboards.

Section 6: Viewing ScoreCard Results and Reporting Features

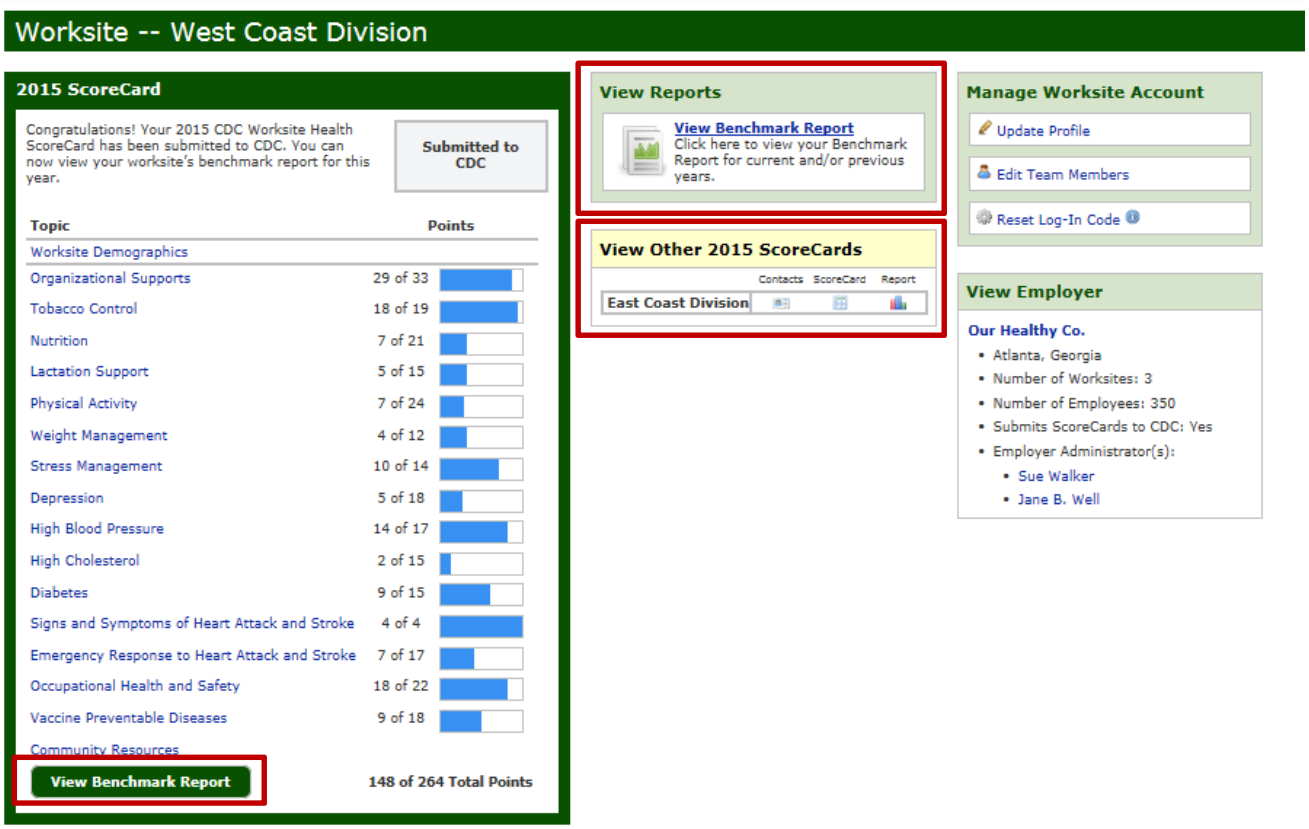
Once a ScoreCard has been submitted, the results will be immediately available for viewing. The employer administrator can access the results from the employer dashboard as well as the worksite dashboard. The team member(s) can view results from the worksite dashboard.

Viewing Results from the Worksite Dashboard

From the worksite dashboard, employer administrators and team members can view the ScoreCard results by overall point total and by topic. Team members can access the Summary Benchmark Report from the ScoreCard. In the middle of the worksite dashboard, there is a "**View Benchmark Report**" box which is also a link to the Summary Benchmark Report.

For organizations with multiple worksites submitting ScoreCards, there will be a second box that says "**View Other ScoreCards**." This allows the team members to view the results and reports of other worksites within the organization that have also submitted a ScoreCard.

Figure 36: Viewing Results from the Worksite Dashboard

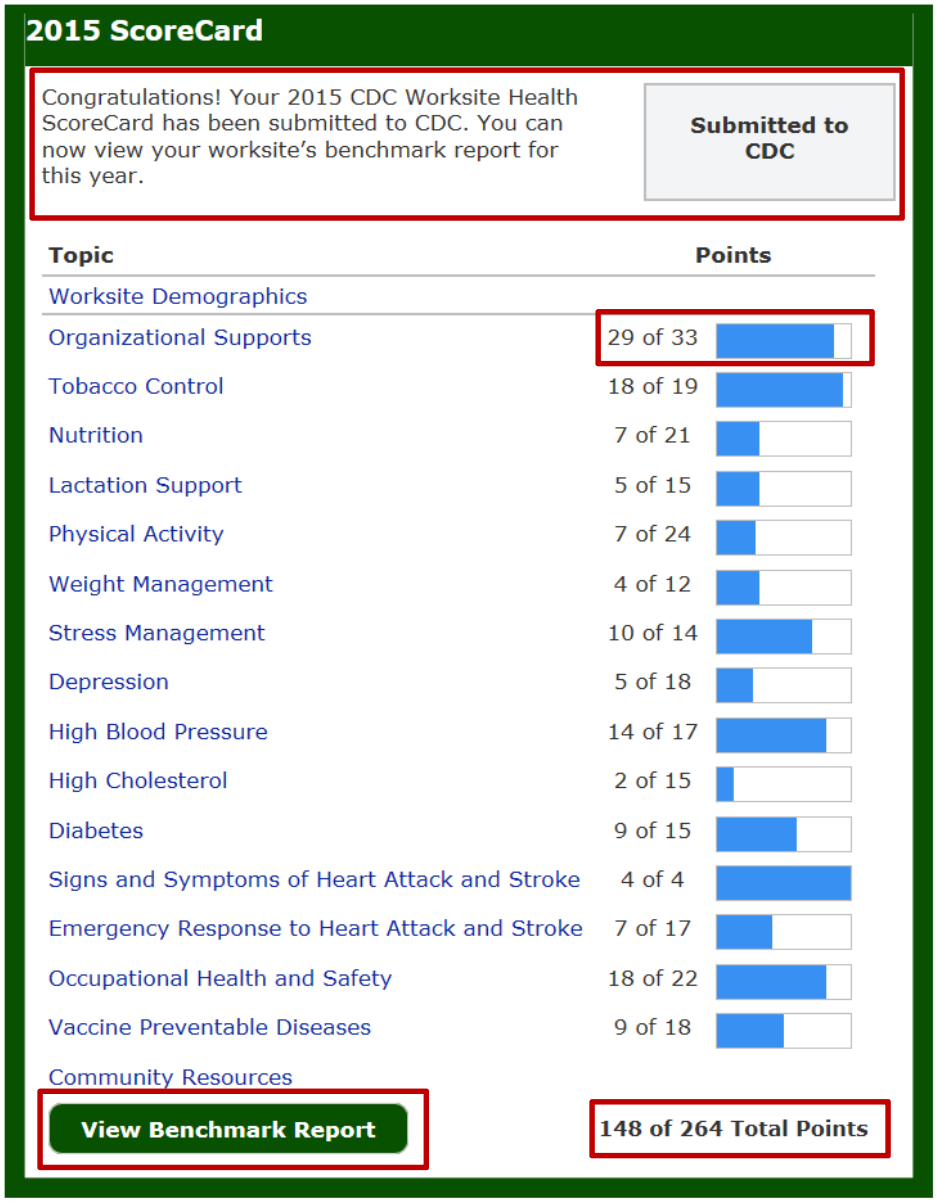


After the ScoreCard is submitted to CDC, the information displayed on the ScoreCard is converted from indicating progress towards completion to showing an at-a-glance view of the results.

- The overall progress bar is replaced with a message indicating the ScoreCard has been submitted.

- The "Submit" button is changed to "**View Benchmark Report**."

Figure 37: Reviewing ScoreCard Results At-A-Glance



- The points scored for each section are displayed to the right of the topic and the overall point total is at the bottom.

- The boxes to the right of the point total graphically illustrate the number of points scored for each topic.

- The total points received is listed at the bottom.

Note: The worksite demographics and the community resources sections are not scored. In order to submit the ScoreCard, these sections must be completed; however, there are not good, better, or best practices associated with these sections. Therefore, there are not points associated with the questions in these sections.

Viewing Results from the Employer Dashboard

From the employer dashboard, the employer administrator can view the ScoreCard results either by clicking on the worksite name and viewing from the worksite dashboard or by accessing the results reports from the worksites box.

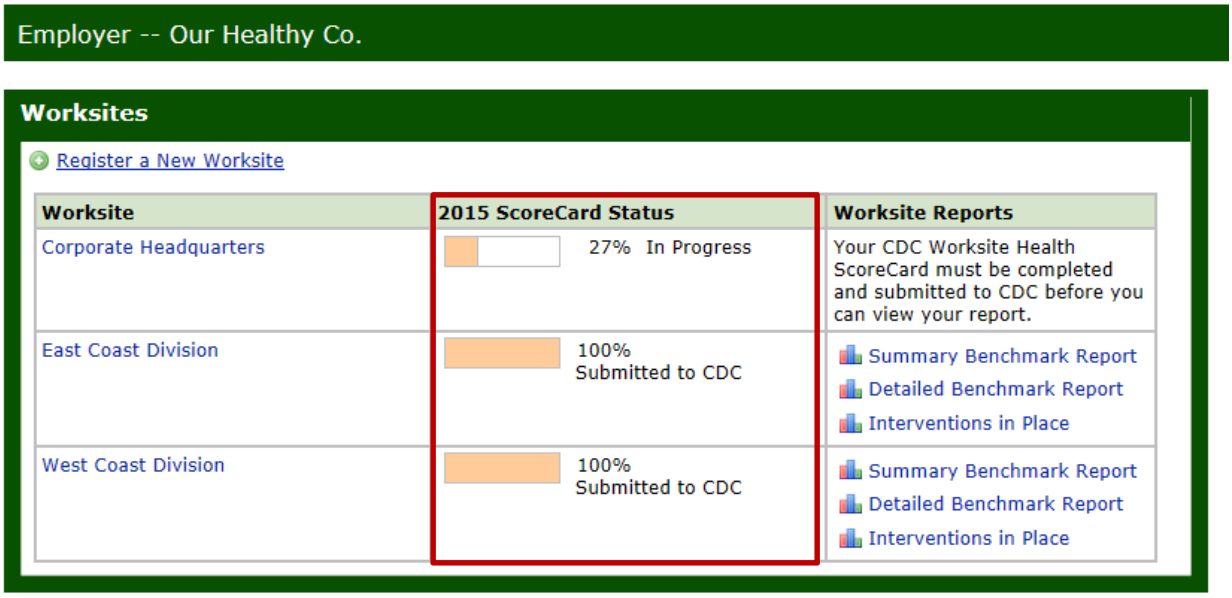
ScoreCard Status

In the worksites box, the ScoreCard status column shows a progress bar that indicates the worksite's progress in completing the ScoreCard. Once a ScoreCard is submitted, the progress bar will say "100% Submitted to CDC" and the results reports will appear in the worksite reports column next to the worksite name. The employer administrator can access the reports for each worksite that has submitted a ScoreCard.

The employer administrator can also see worksites that have started but are not completed. If a worksite has "in progress" as their status, it means that the ScoreCard is partially complete. A ScoreCard could be "100% In Progress" but the results will not be calculated until the ScoreCard has been submitted to CDC.

As the example below shows, two worksites have completed and submitted their ScoreCards to CDC. Their results reports are now accessible. A third worksite on the account has begun completing the ScoreCard but is not yet finished. Their reports will not be available until the ScoreCard is submitted.

Figure 38: Reviewing ScoreCard Status for Multiple Worksites



Reports

There are four different reports available in the online ScoreCard system. These reports allow the employer to compare their ScoreCard results over time as well as compare to other employers in the ScoreCard database.

The four reports are:

- Summary Benchmark Report
- Detailed Benchmark Report
- Interventions in Place Report
- Scores for Employer (ONLY for employer accounts with multiple worksites)

From the employer dashboard, the employer administrator can access the reports from the worksite reports column. For employers with multiple worksites, the Scores for Employer report can be accessed from the right of the dashboard under the employer reports box.

Figure 39: Types of ScoreCard Reports Available

The reports are available for download in Excel and PDF formats. -

Summary Benchmark Report

The Summary Benchmark Report shows the ScoreCard results by topic. Here are the descriptions of each column in the report (from left to right):

- Topic: Each ScoreCard topic is listed.
- Total Points Possible: The total number of points available in a topic and overall.
- Current and Prior Year Scores: The report contains a column listing the current year scores. For - worksites that have completed previous ScoreCards, the previous year's scores will also be listed. - The points are based on the answers provided by topic and overall that was submitted between - January 1-December 31. -
  - For reports with current and prior year scores, a green arrow represents an improvement in overall score from the prior year. A red arrow represents a lower score from the prior year. No arrow represents no change from the prior year.
- Benchmarking Data: The last three columns of the report are the benchmarking data based on the average scores from last year the worksite completed a ScoreCard:
  - All worksites of the employer: The average ScoreCard scores by topic and overall for all worksites of the *same* organization (when a ScoreCard was completed in a prior year).
  - Worksites by size: The average scores by topic and overall for all worksites of similar size, ranging from very small (1-99 employees), small (100-249 employees), medium (250-749 employees) and large (750 or more employees).
  - All worksites: The average scores by topic and overall for all worksites, regardless of size, in the ScoreCard database.

Figure 40: Summary Benchmark Report

2015 Summary Benchmark Report - Our Healthy Co.

Interventions in Place

Resources for Action | Score increased from prior year | Score decreased from prior year | Export to Excel

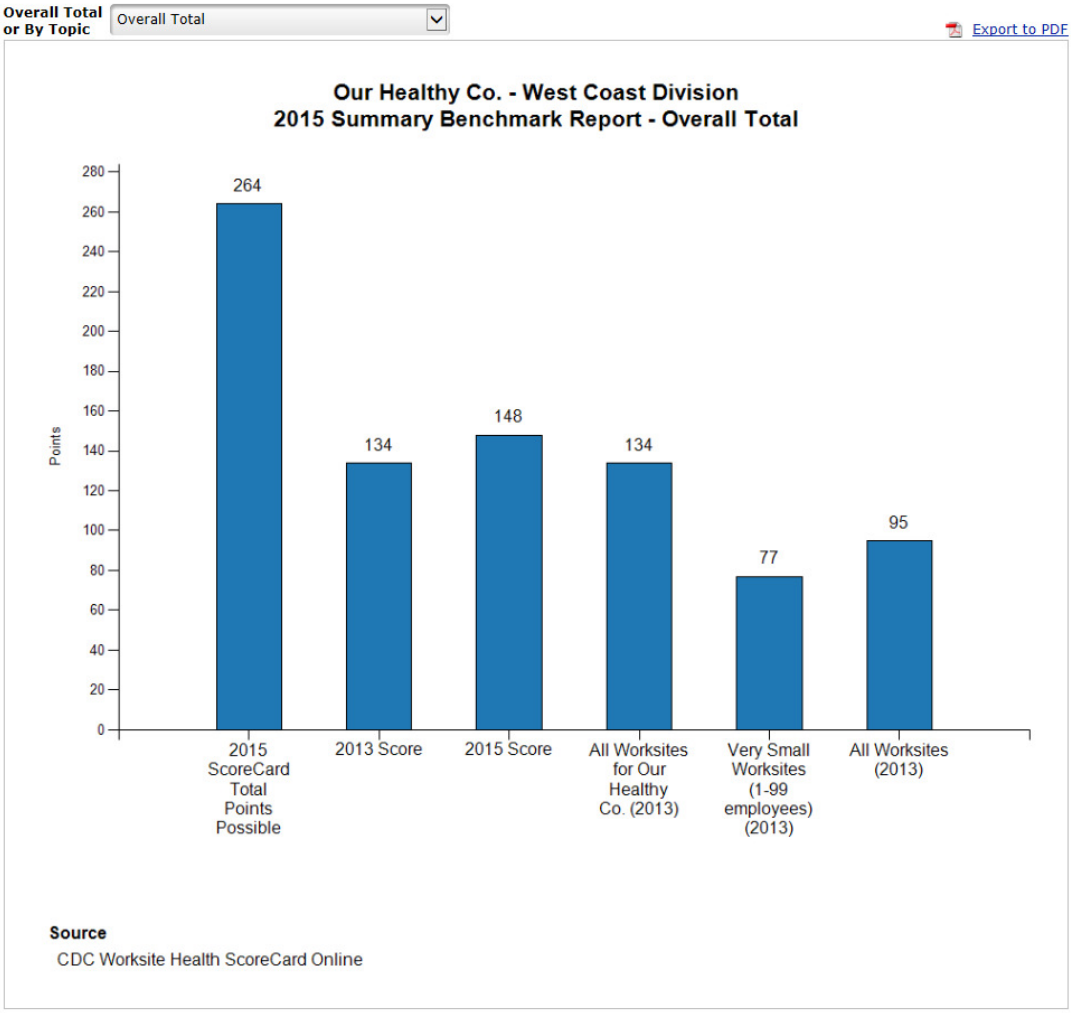
TOPIC	2015 ScoreCard Total Points Possible	2014 Score	2015 Score	2014 Average Scores		
				All Worksites for Our Healthy Co.	Large Worksites (750 or more employees)	All Worksites
Organizational Supports	33	24	↓ 23	23	22	10
Tobacco Control	19	17	↑ 18	14	14	9
Nutrition	21	17	↓ 13	11	11	5
Lactation Support	15	0	↑ 13	0	10	5
Physical Activity	24	24	↓ 21	17	16	6
Weight Management	12	10	↑ 12	9	8	3
Stress Management	14	14	↓ 13	12	12	6
Depression	18	16	↑ 18	15	14	6
High Blood Pressure	17	12	↑ 15	11	11	5
High Cholesterol	15	12	12	11	11	4
Diabetes	15	12	12	12	12	4
Signs and Symptoms of Heart Attack and Stroke	4	0	0	2	1	1
Emergency Response to Heart Attack and Stroke	17	13	↑ 15	14	13	7
Occupational Health and Safety	22	0	↑ 22	0	8	13
Vaccine Preventable Diseases	18	0	↑ 9	0	15	11
Community Resources	0	0	0	0	0	0
TOTAL	**264**	**171**	↑ **216**	**151**	**178**	**95**

Summary Benchmark Report (cont.)

The bottom portion of the Summary Benchmark Report has a bar chart that allows the user to view worksite data by overall score total or by topic. Data will also display for the current and prior year.

The drop-down box at the top of the chart allows users to view by topic.

Figure 41: Summary Benchmark Report Bar Chart



Detailed Benchmark Report

The Detailed Benchmark Report allows the employer to view their answers to the topic questions and point totals. The report layout is similar to the Summary Benchmark Report.

When a topic is selected from the drop-down box, the questions associated with that topic are displayed along with the point value, current and past years' scores, and benchmark data showing the percentage of other worksites that answered "yes" to the questions by worksites within the organization, other worksites of similar size in the ScoreCard database, and all worksites that submitted ScoreCard data.

Figure 42: Detailed Benchmark Report

2015 Detailed Benchmark Report - Our Healthy Co.

Jump to Topic: Physical Activity **Topic 5 of 16** Interventions in Place

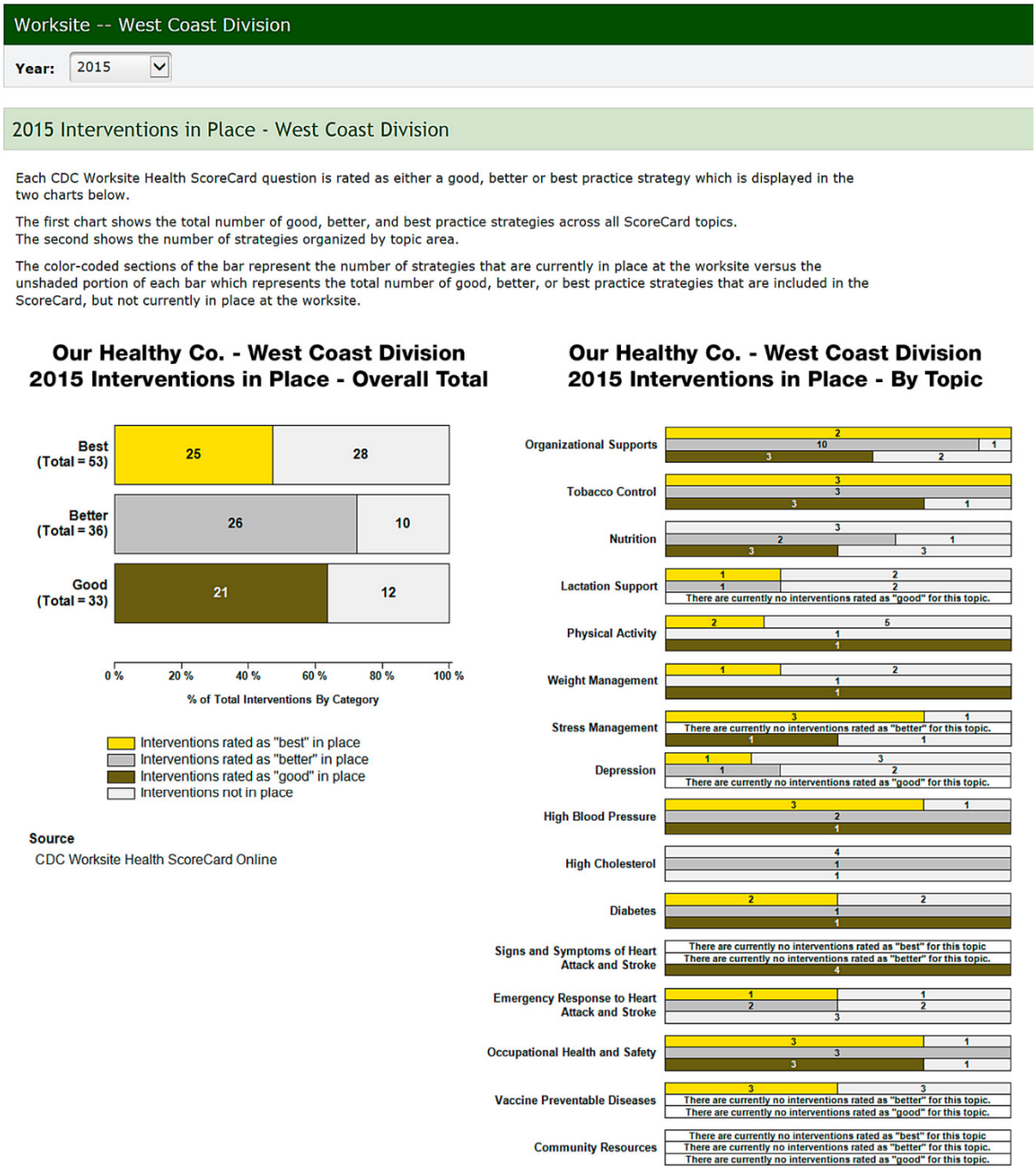
Resources for Action ▲ Score increased from prior year ▼ Score decreased from prior year Export to Excel

	ScoreCard Question	2015 ScoreCard Total Points Possible	2014 Score	2015 Score	2014 Worksites Responding "YES"		
					All Worksites for Our Healthy Co.	Large Worksites (250-749 employees)	All Worksites
Physical Activity		24	7	▲ **15**	7	8	6
During the past 12 months, did your worksite...							
48	Provide an exercise facility on-site?	3	0	**0**	0%	41%	29%
49	Subsidize or discount the cost of on-site or off-site exercise facilities?	3	3	**3**	100%	53%	41%
50	Provide other environmental supports for recreation or physical activity?	3	0	▲ **3**	0%	59%	46%
51	Post signs at elevators, stairwell entrances or exits, and other key locations that encourage employees to use the stairs?	3	0	**0**	0%	12%	5%
52	Provide organized individual or group physical activity programs for employees (other than the use of an exercise facility)?	3	0	**0**	0%	24%	26%
53	Provide brochures, videos, posters, pamphlets, newsletters, or other written or online information that address the benefits of physical activity?	1	1	**1**	100%	47%	42%
54	Provide a series of educational seminars, workshops, or classes on physical activity?	2	0	▲ **2**	0%	41%	22%
55	Provide or subsidize physical fitness assessments, follow-up counseling, and physical activity recommendations either on-site or through a community exercise facility?	3	0	▲ **3**	0%	6%	12%
56	Provide free or subsidized self-management programs for physical activity?	3	3	**3**	100%	41%	23%

Interventions In Place Report

On the ScoreCard, every question within a topic area represents a health promotion intervention. The Interventions in Place Report allows the worksite to see how many of the interventions are in place currently at the worksite. There are two charts on the report. The chart on the left gives an overall view of the interventions rated good, better, and best. The colored area indicates the number of interventions in place. The grey shaded area indicates the number that are not currently in place. The chart on the right is a breakdown of good, better, and best interventions by topic.

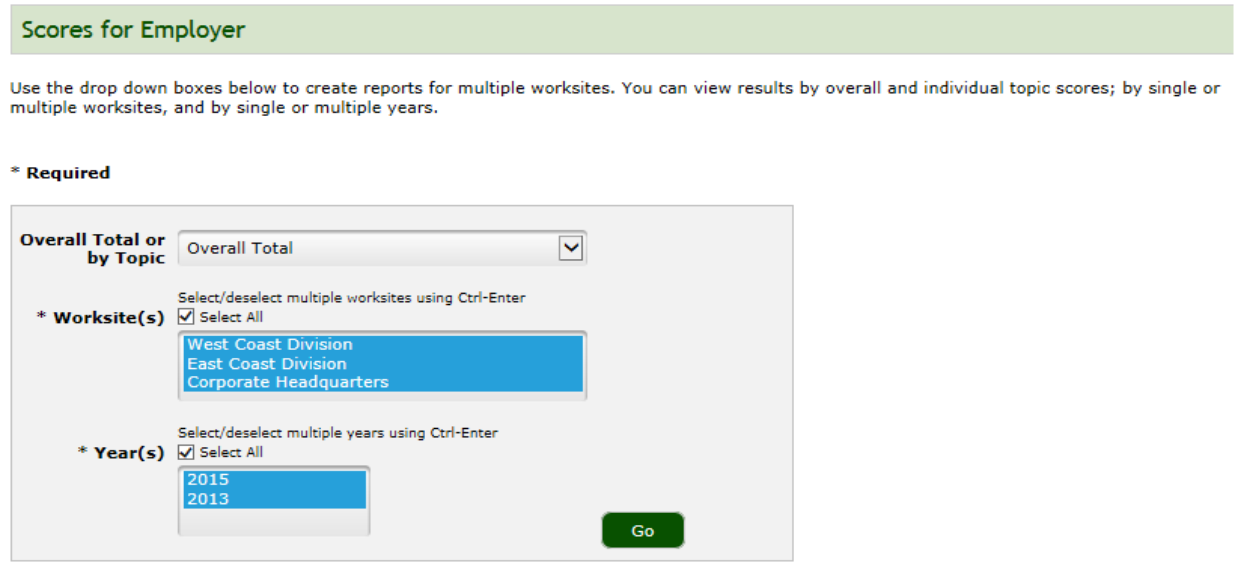
Figure 43: Interventions In Place Report

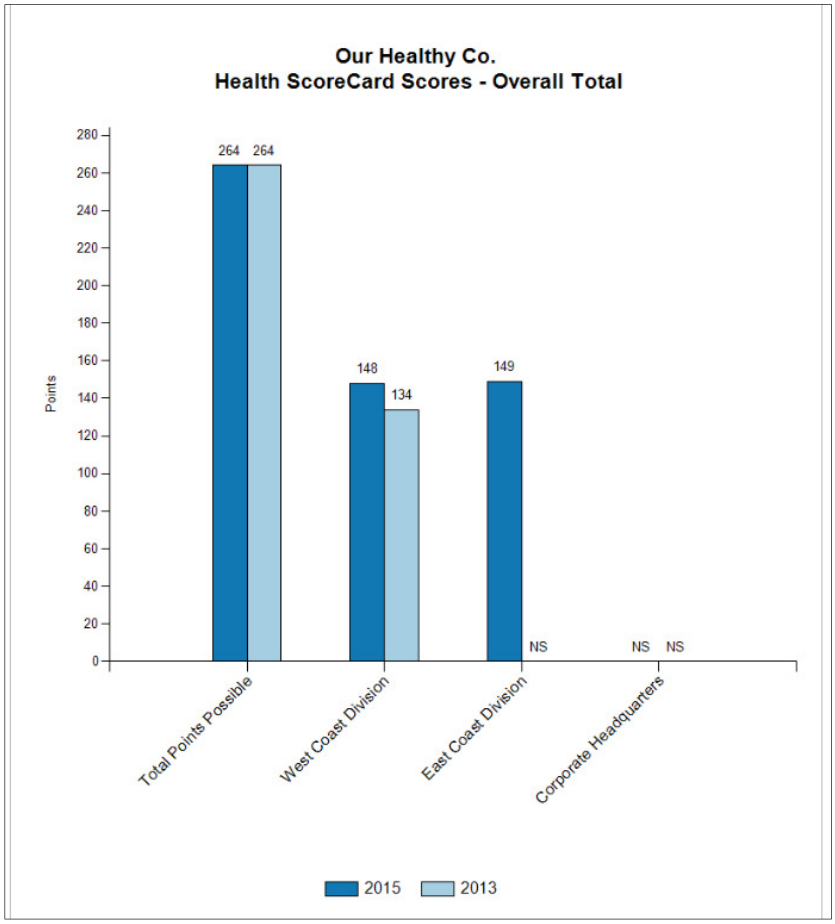


Scores for Employer Report (for accounts with multiple worksites)

The Scores for Employer Report allows the employer administrator to view side-by-side comparisons of the worksites within the organization's account. Comparisons can be made by ScoreCard topic, worksite, and year. The employer administrator can view results by overall and individual topic scores; by single or multiple worksites, and by single or multiple years for which she has entered ScoreCard data.

Figure 44: Scores for Employer Report (comparing multiple worksites)





Section 7: Using the ScoreCard as a Planning Tool

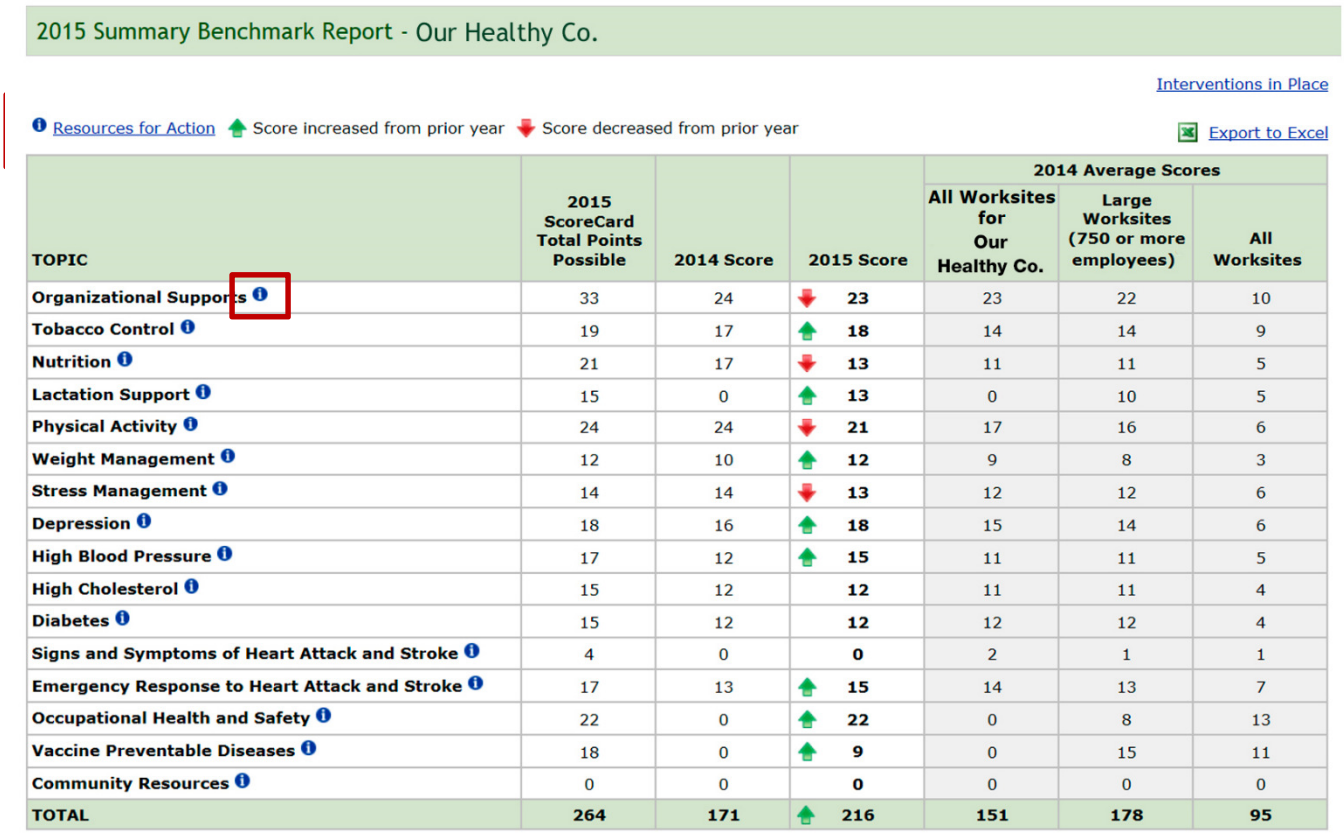
There are several ways the CDC Worksite Health ScoreCard results and reports can be used as a planning tool:

- Complete the ScoreCard annually to document and report progress
- Review scores to identify potential program gaps
- Use scores to select strategies to use and set priorities
- Identify which priority strategies are feasible for short-term or long-term success
- Share ScoreCard results and reports as a way to inform others about the program's impact

Resources for Action

In both the Summary and Detailed Benchmark Reports, there are links to a resource list called "Resources for Action". Click the "**Resources for Action**" link at the top or click on the blue "i" icon next to each topic to view the document.

Figure 45: Accessing the Resources for Action Planning Tool



2015 Summary Benchmark Report - Our Healthy Co.

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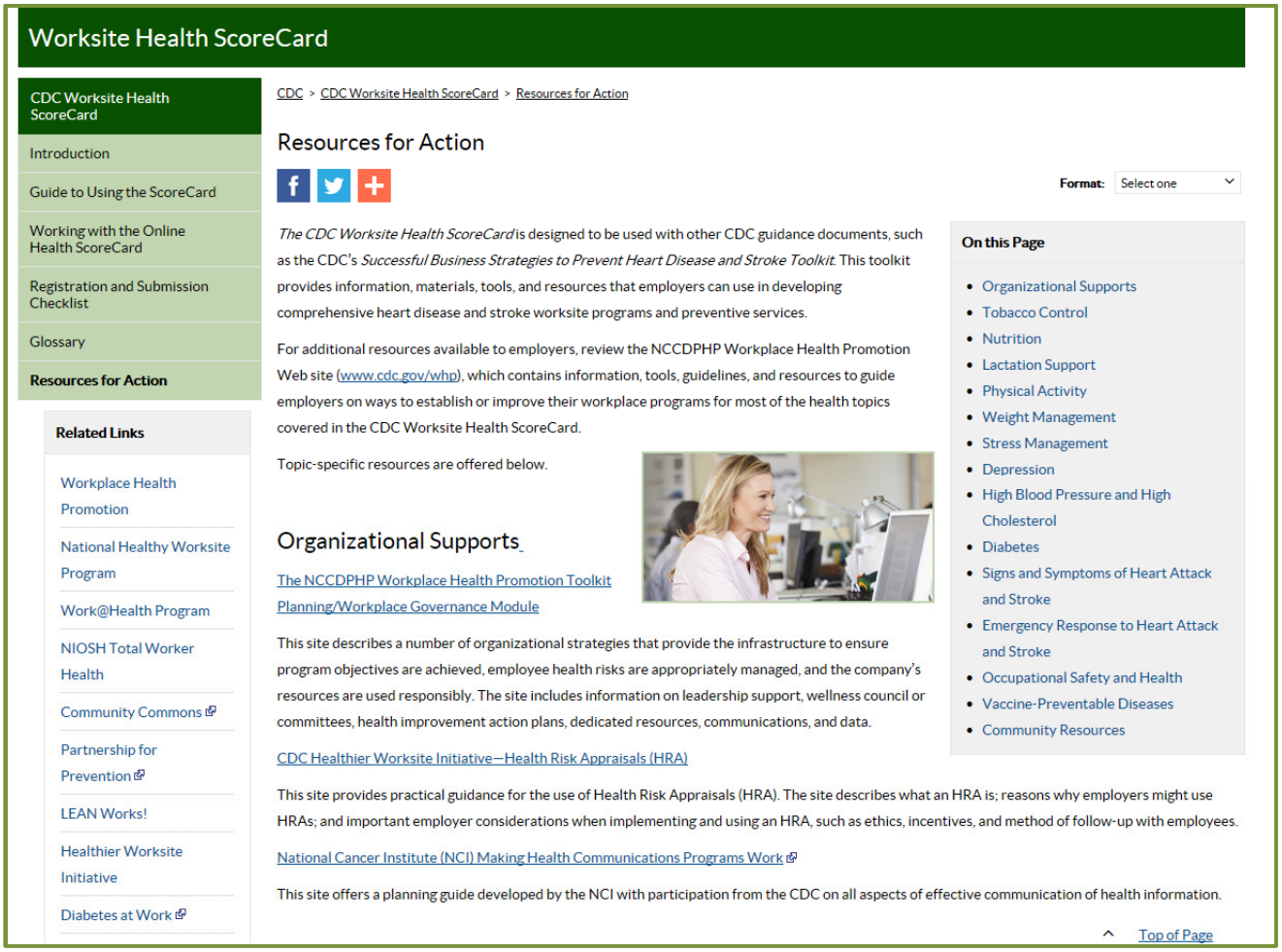
Physical Activity	24	24	21	17	16	6
Weight Management	12	10	12	9	8	3
Stress Management	14	14	13	12	12	6
Depression	18	16	18	15	14	6
High Blood Pressure	17	12	15	11	11	5
High Cholesterol	15	12	12	11	11	4
Diabetes	15	12	12	12	12	4
Signs and Symptoms of Heart Attack and Stroke	4	0	0	2	1	1
Emergency Response to Heart Attack and Stroke	17	13	15	14	13	7
Occupational Health and Safety	22	0	22	0	8	13
Vaccine Preventable Diseases	18	0	9	0	15	11
Community Resources	0	0	0	0	0	0
TOTAL	264	171	216	151	178	95

This document provides additional resources, and information such as articles and toolkits for each of the ScoreCard topics. A PDF can also be downloaded by selecting "pdf" from the format drop down at the upper right side of the document.

Figure 46: Resources for Action: Accessing Articles and Toolkits



Have questions? Need assistance?

Contact us at CDCWorksiteHSC@cdc.gov or
visit our website at http://www.cdc.gov/hsc