

<b>Name of Process:</b>	<b>Onsite Nutrition Counseling Services and Once Monthly Lunch &amp; Learns</b>		
<b>Process Owner:</b>	North Carolina Office of State Human Resources		
<b>Created by:</b>	<b>Katherine Hilliard</b>	<b>Last Updated by:</b>	<b>Katherine Hilliard</b>
<b>Date Created:</b>	<b>06/2016</b>	<b>Last Revision Date:</b>	<b>3/1/2019</b>

<b>Process Purpose:</b>	<p><i>Why are we doing this?</i></p> <p>The purpose of offering onsite nutritional counseling services and once monthly Lunch &amp; Learns (L&amp;L) is to provide employees with ready access to registered dieticians to encourage weight management/reduction among employees to stem the tide of the ever-increasing obesity epidemic and to improve the culture of wellness in all state employee worksites</p>
<b>Process Scope:</b>	<p><i>What work needs to be accomplished?</i></p> <p>Continued partnership with the Provider, as well as continued oversight/management of the program</p>
<b>Process Input:</b>	<p><i>What data do you need to accomplish this process?</i></p> <p>Room Schedules, SHP Coverage Documentation/clarification, Participant Survey Outcomes</p>
<b>Process Boundaries:</b>	<p><i>What triggers this process and what ends this process?</i></p> <p>Employee interest, availability of coverage, along with epidemic obesity trends and upper management support, triggered the formation of this process. Possible factors that could end this process would be lack of benefit coverage for this service and/or lack of management/partner support or logistical inadequacies.</p>

Process flow	Action	Role that completes step	Back up role that completes step	Reference Documentation
<b>Lunch &amp; Learn Program Preparation</b>	Program Preparation and Promotion	<ol style="list-style-type: none"> <li>1. Discuss and plan with the Provider the monthly Lunch &amp; Learn (L&amp;L) topics</li> <li>2. Develop promotional announcements with flyers</li> <li>3. Disseminate promotional announcements throughout agency staff for each monthly L&amp;L, posting flyers in well-trafficked areas and electronically</li> <li>4. Maintain schedule for L&amp;L meeting room</li> <li>5. Prepare Smartsheet/SharePoint Registration form/link</li> </ol>	<b>Promotion by Wellness Leader/Committee and managerial staff; Program materials, preparation, and provision of information by the Provider</b>	<b>Registration Documents, Email announcements</b>
	Program Oversight/Management	<ol style="list-style-type: none"> <li>1. Prepare L&amp;L Sign-in sheet of registered participants</li> <li>2. Field and manage registration questions and/or cancellations</li> <li>3. Oversee L&amp;L meeting</li> <li>4. Collect participation sign-in sheet</li> <li>5. Provide copy of participant sign-in sheet to Provider</li> </ol>	<b>Possible Admin Support</b>	<b>Registration Documents, Email announcements</b>
	Program Evaluation/assessment	<ol style="list-style-type: none"> <li>1. Prepare participant survey tool</li> <li>2. Disseminate participant survey to participants</li> <li>3. Collect and assess survey responses</li> <li>4. Share survey responses with Provider and management</li> </ol>	<b>None</b>	<b>Participant Survey</b>
	Program Updates	<ol style="list-style-type: none"> <li>1. Review response data with Provider</li> <li>2. As per participant responses gathered, make possible and necessary changes or alterations to improve the program, logistics,</li> </ol>	<b>None</b>	<b>Survey data</b>

		or other, as agreed upon with Provider		
<b>Nutritional Counseling Services</b>	Program Preparation	<ol style="list-style-type: none"> <li>1. Meet with Provider to discuss and plan program logistics of onsite individual counseling services</li> <li>2. Arrange meeting space for one-on-one counseling services</li> <li>3. Develop promotional information as deemed necessary by program partners</li> </ol>	<b>Agency staff/wellness leader, Provider Staff</b>	<b>Promotional flyers</b>
	Program Oversight	<ol style="list-style-type: none"> <li>1. Communicate with Provider staff on a regular basis to assess the program</li> <li>2. Assist with needed logistical changes to maintain logistical integrity of the program</li> <li>3. Promote onsite services as needed</li> </ol>	<b>Agency staff/wellness leader, Provider</b>	<b>None</b>
	Program Evaluation	<ol style="list-style-type: none"> <li>1. Working with Provider staff, prepare a participant survey for individual counseling services</li> <li>2. Disseminate participant survey twice annually</li> <li>3. Assess findings from participant survey</li> <li>4. Discuss findings with provider and determine recommendations for the program based on those findings</li> <li>5. Share recommendations with management twice annually</li> <li>6. Make program changes as agreed upon by provider and management</li> </ol>	<b>Agency staff/wellness leader, Provider</b>	<b>Participant survey</b>

<b>Process Output:</b>	<b>Growing a culture of wellness in the worksite by offering employees easy access to best-practice nutritional counseling services and improving the overall health and well-being of participating employees</b>			
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<p><b>Exceptions to Normal Process Flow:</b></p>	<p><b>Occasional logistical issues; unwarranted concerns over employee medical coverage; inadequate medical coverage for some staff due to plan option chosen by employee that does not cover nutrition counseling services</b></p>			
<p><b>Control Points and Measurements:</b></p>	<p><b>Participant and partner survey of the program; Ongoing communication between partnering groups; Visible changes in the current worksite culture regarding healthy eating practices</b></p>			