

# Financial Well-Being Study

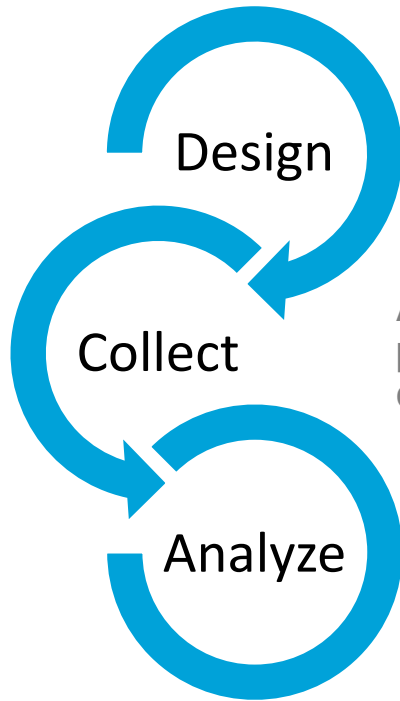
November 2019

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# Methodology



Design

WorldatWork partnered with Computershare to design a survey focused on measuring the actions being taken by employers to boost the financial well-being of their associates.

Collect

A random sample of WorldatWork members were invited to participate in the survey via email and WorldatWork online channels, resulting in a final sample of 326 respondents.

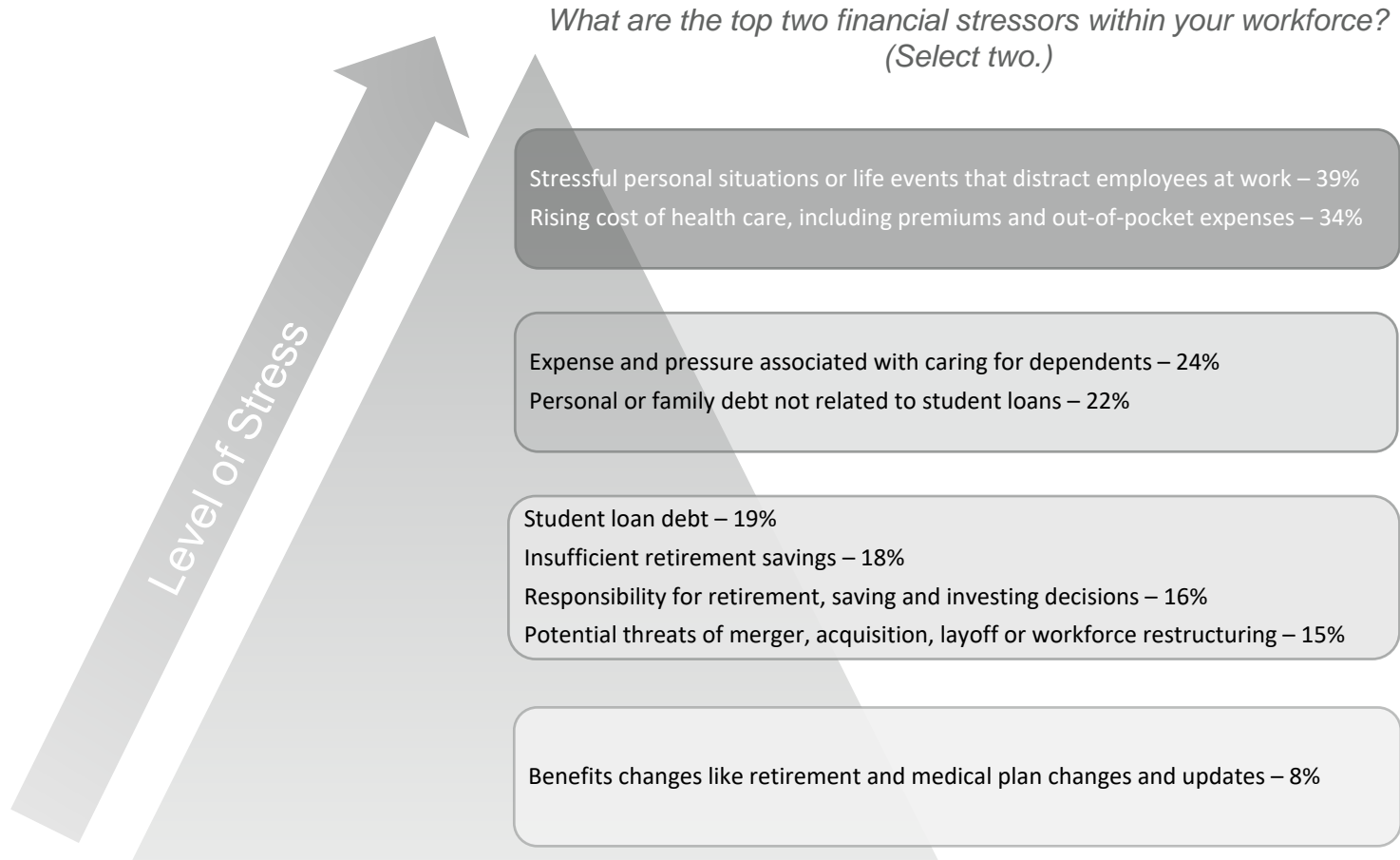
Analyze

Analysis of the end sample verified that study respondents are a representative mix of the WorldatWork member community.

Sample sizes vary by question. Please note that statistical reliability will fluctuate based upon sample sizes. A list of participating organizations can be found [here](#).

# Financial Well-Being Behaviors

# Life events and rising health-care costs are top drivers of workforce stress



n = 326

# Most companies already offer financial well-being benefits and half of those that don't are considering

*Which statement most accurately reflects your company's current approach in offering financial well-being programs to employees?*

70% Offer

- 36% currently offer financial well-being programs and intend to offer more support next year
- 34% offer financial well-being programs but do not intend to offer more

30% Don't

- 12% currently do not offer financial well-being programs, but are interested in offering the benefit
- 3% do not currently offer, but are actively implementing financial well-being benefits
- 15% do not currently offer and do not intend to

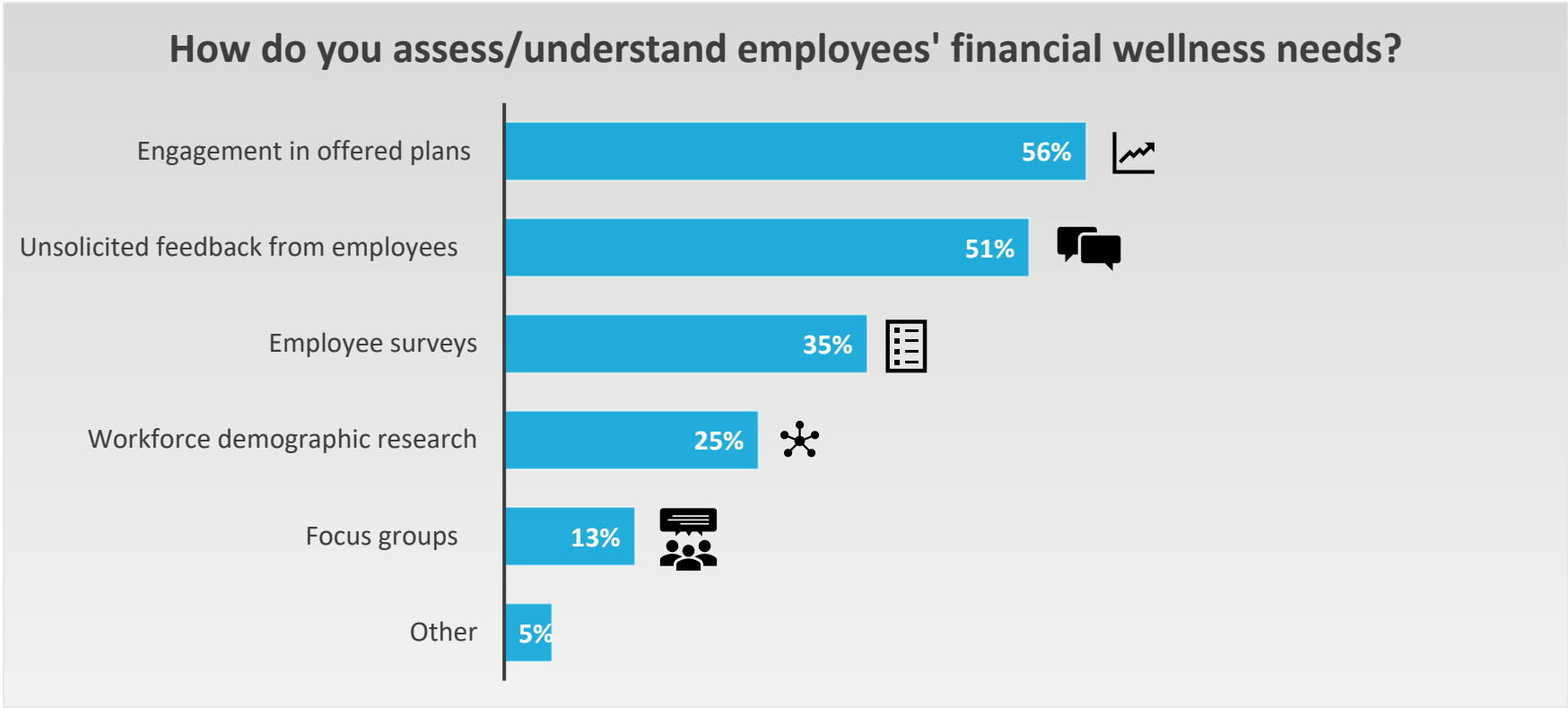
n = 324

# Organizations feel financial well-being is more useful for boosting existing employees vs. attracting new talent



n = 326

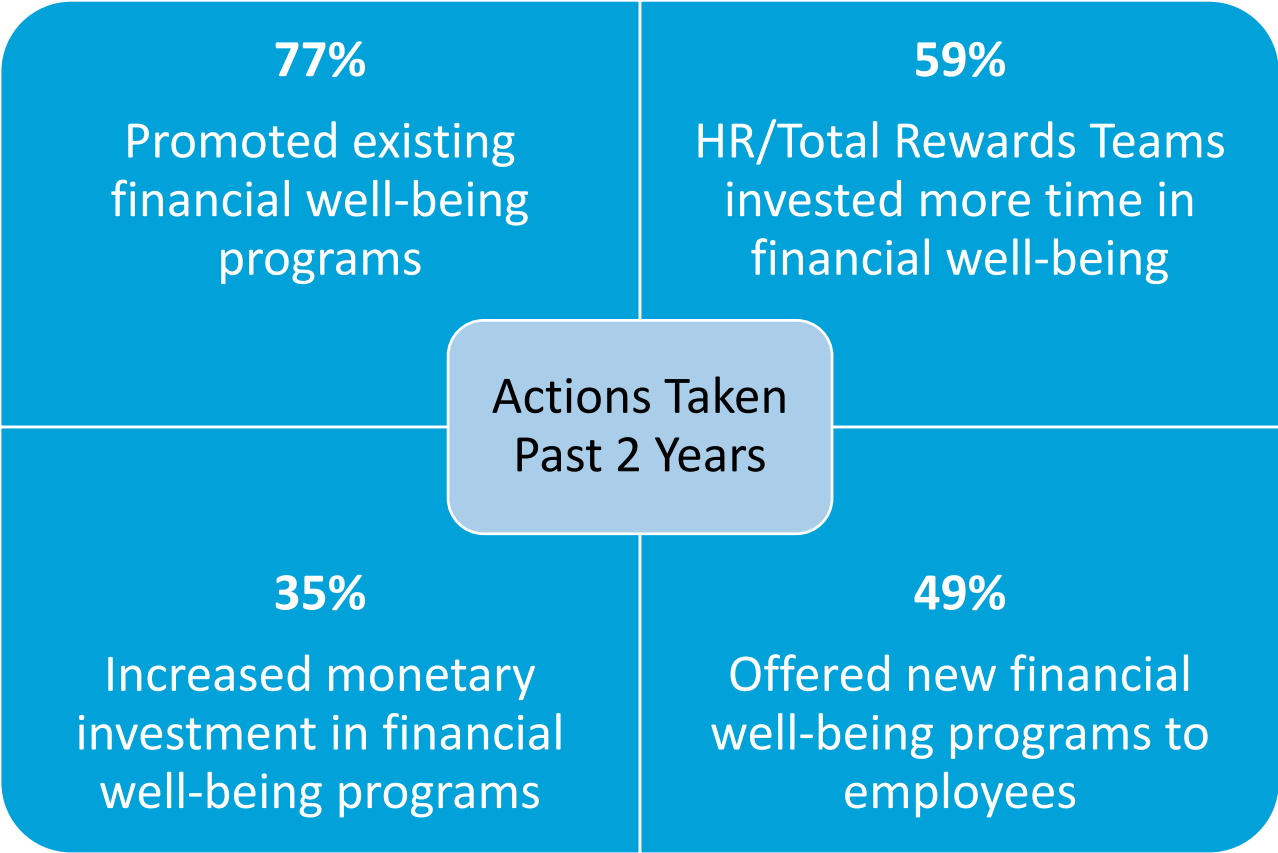
# Most participants indicate they leverage benefit engagement to assess needs



n = 326



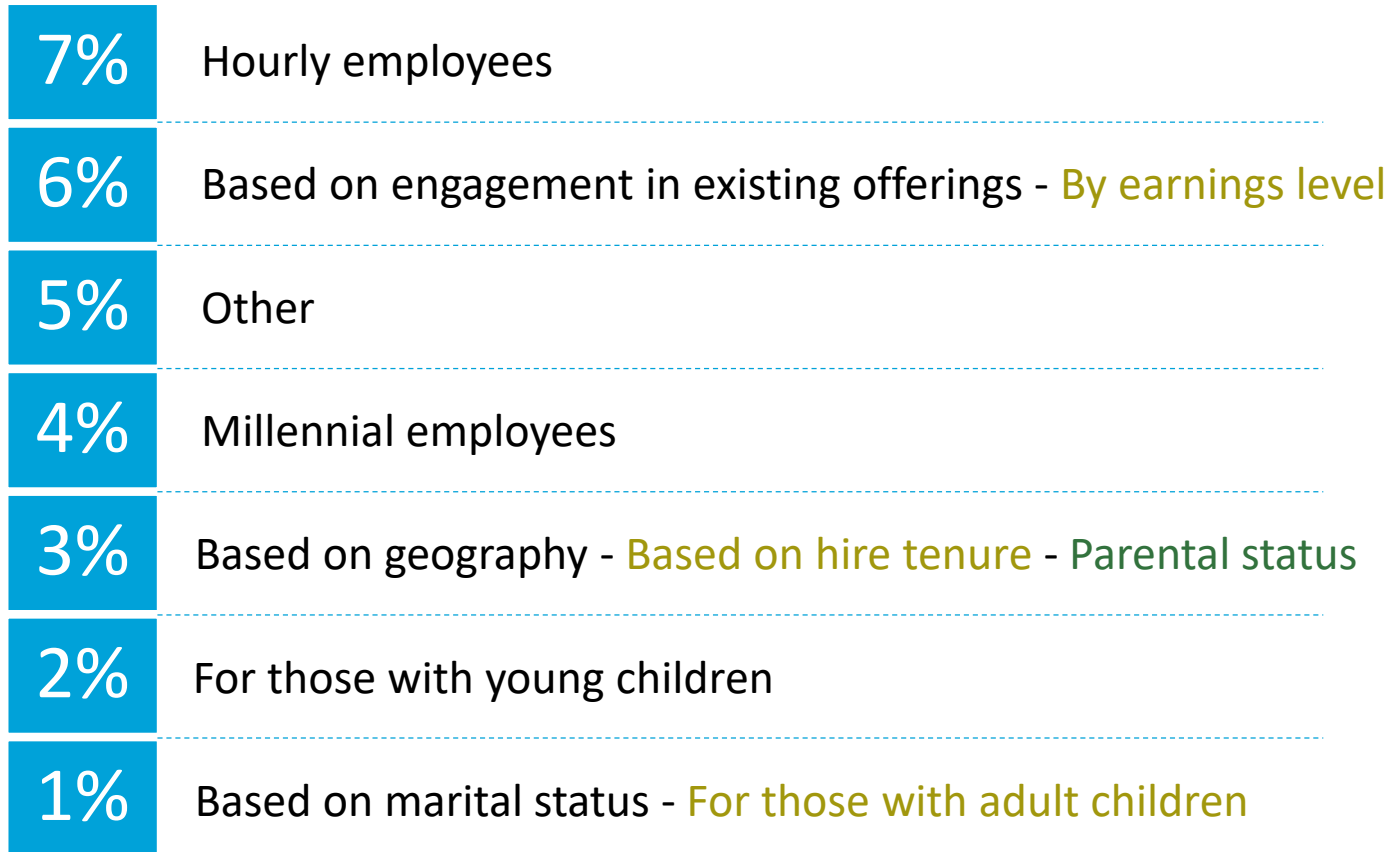
# Respondents currently offering financial well-being programs are actively promoting/enhancing the benefit



n = 262

# In general, most are not currently tailoring financial well-being program communications by audience

*Does your company tailor financial well-being programs/communications by employee segment?*

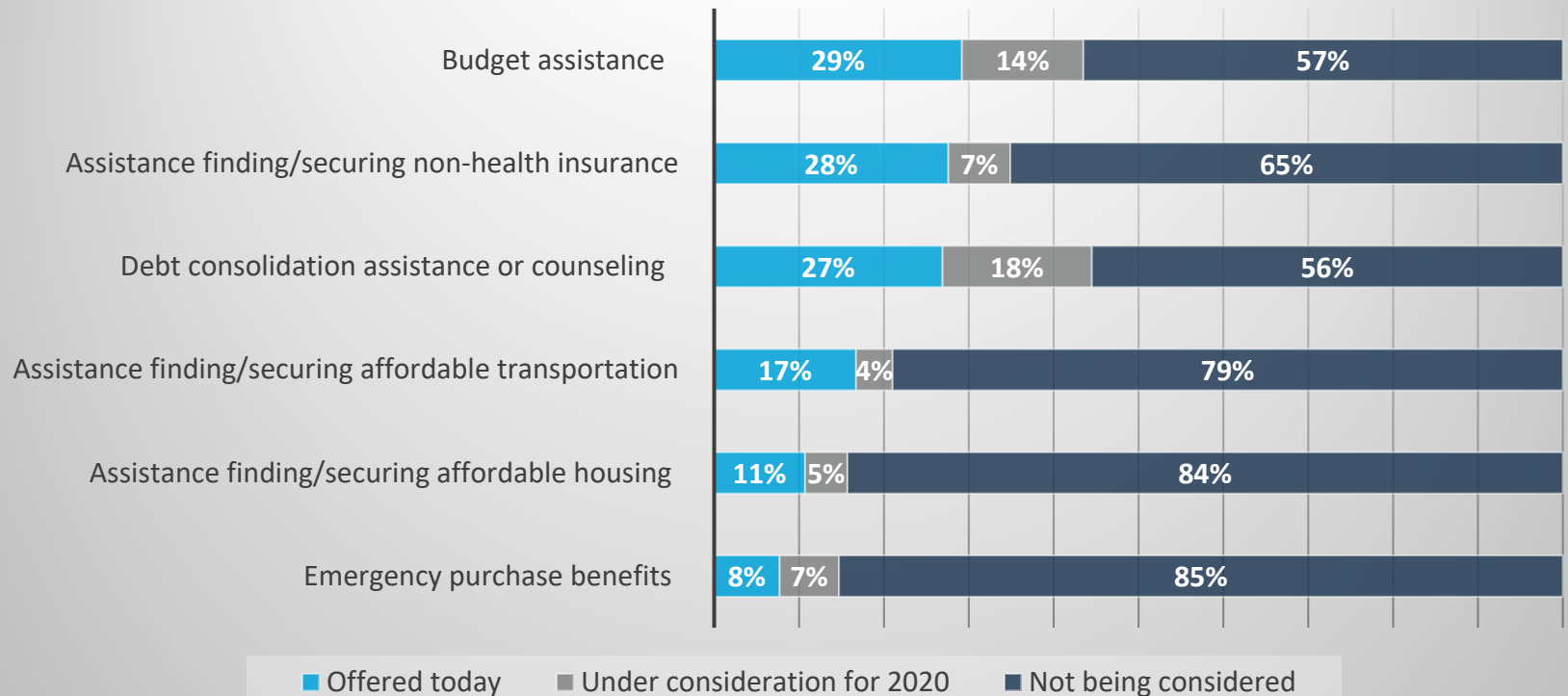


n = 326

# Living Expenses

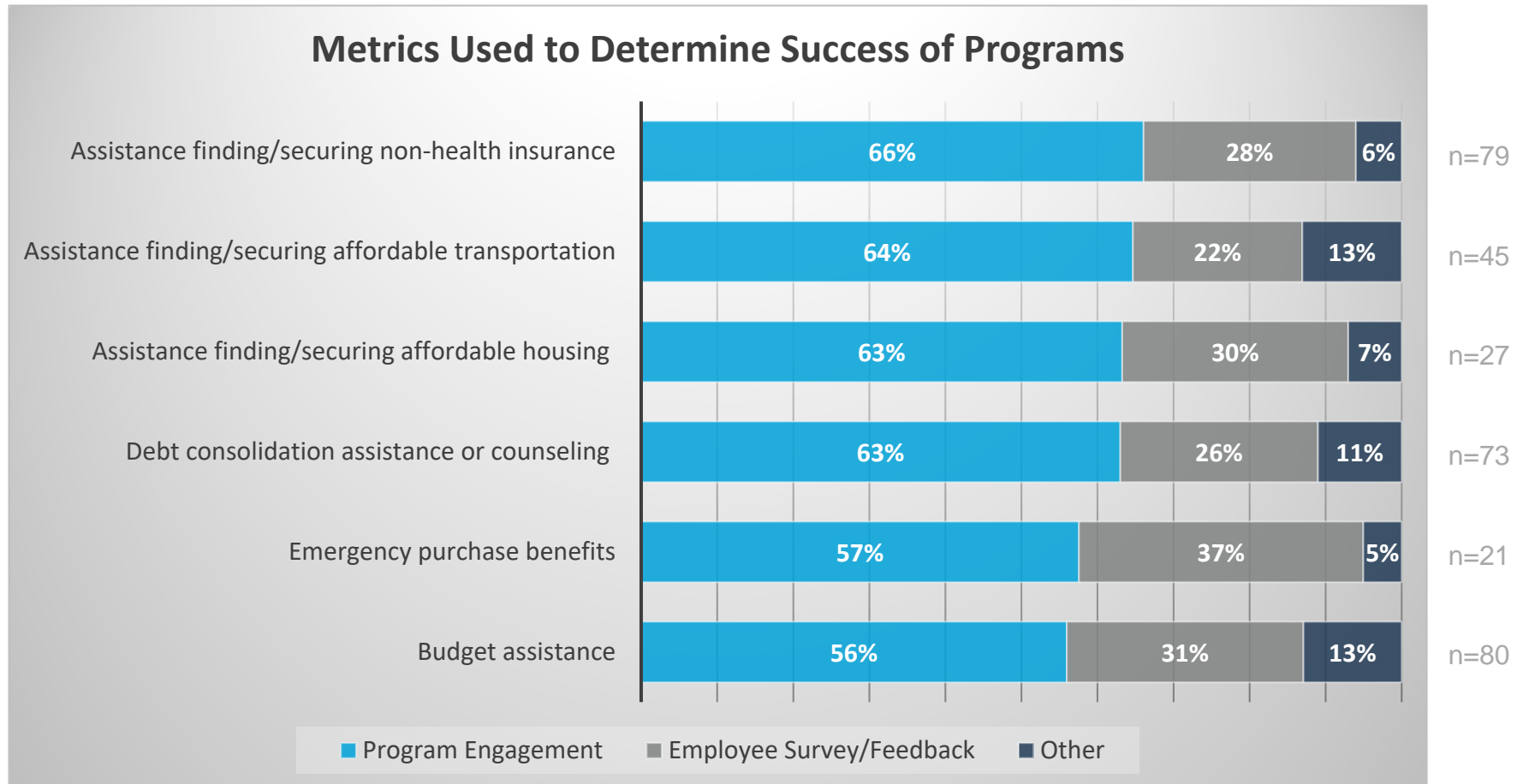
# Budget assistance is the most common benefit offered, while emergency purchase benefits are rare

Which living expense-related programs are offered to your workforce today or are under consideration for 2020?



n = 301

# The success of these programs is heavily measured by participation and employee feedback



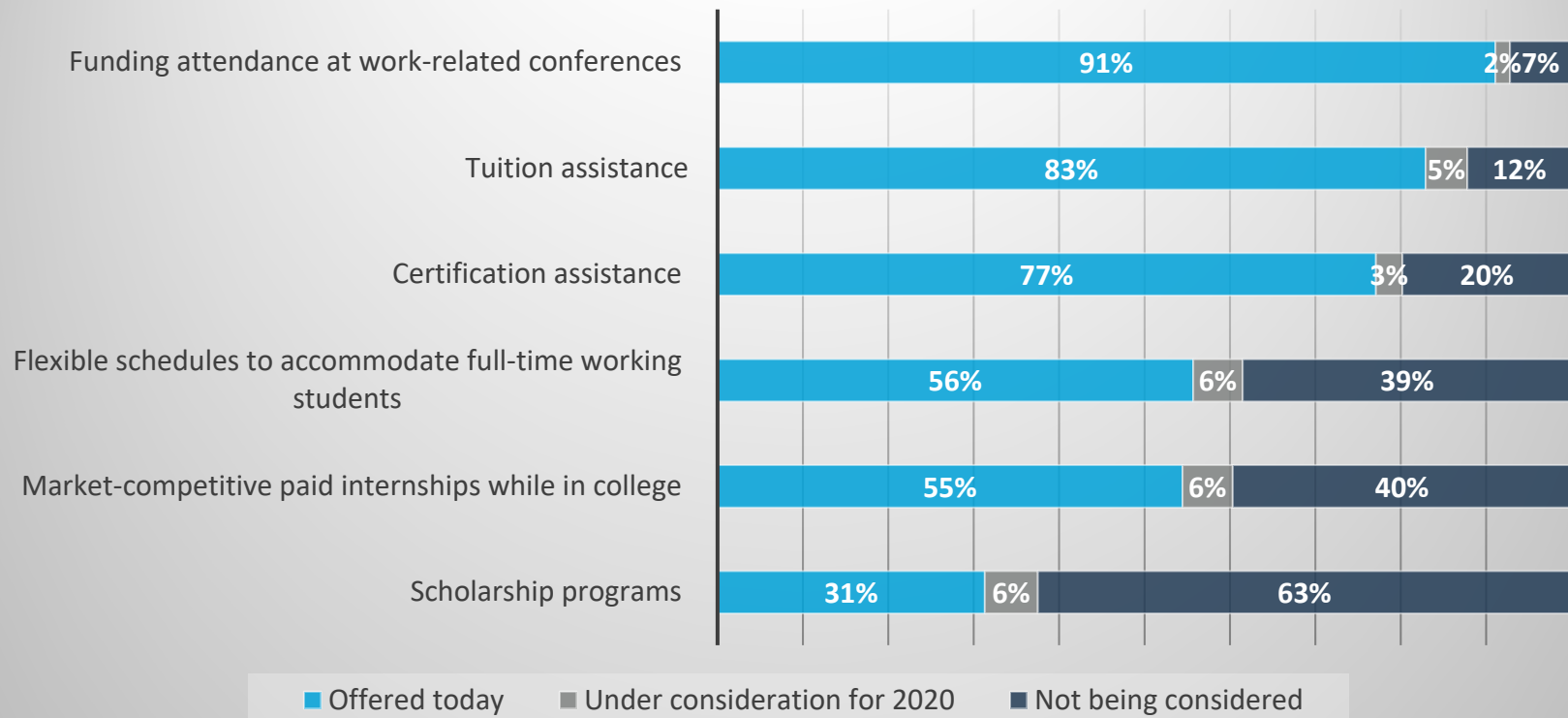
# Program Success Measures – Detailed Breakdown

	Program Engagement	Employee Survey/ Feedback	Retention Indicators	Productivity	Leadership Feedback
Budget assistance (n=80)	56%	31%	8%	3%	3%
Debt consolidation assistance or counseling (n=73)	63%	26%	8%	1%	1%
Emergency purchase benefits (n=21)	57%	37%	0%	0%	5%
Assistance finding/securing affordable housing (n=27)	63%	30%	4%	0%	4%
Assistance finding/securing affordable transportation (n=45)	64%	22%	4%	0%	9%
Assistance finding/securing non-health insurance (n=79)	66%	28%	1%	3%	3%

# College and Professional Development

# Education benefits that can improve employee skills are adopted at much higher rates

Which college and professional development-related programs are offered to your workforce today or are under consideration for 2020?

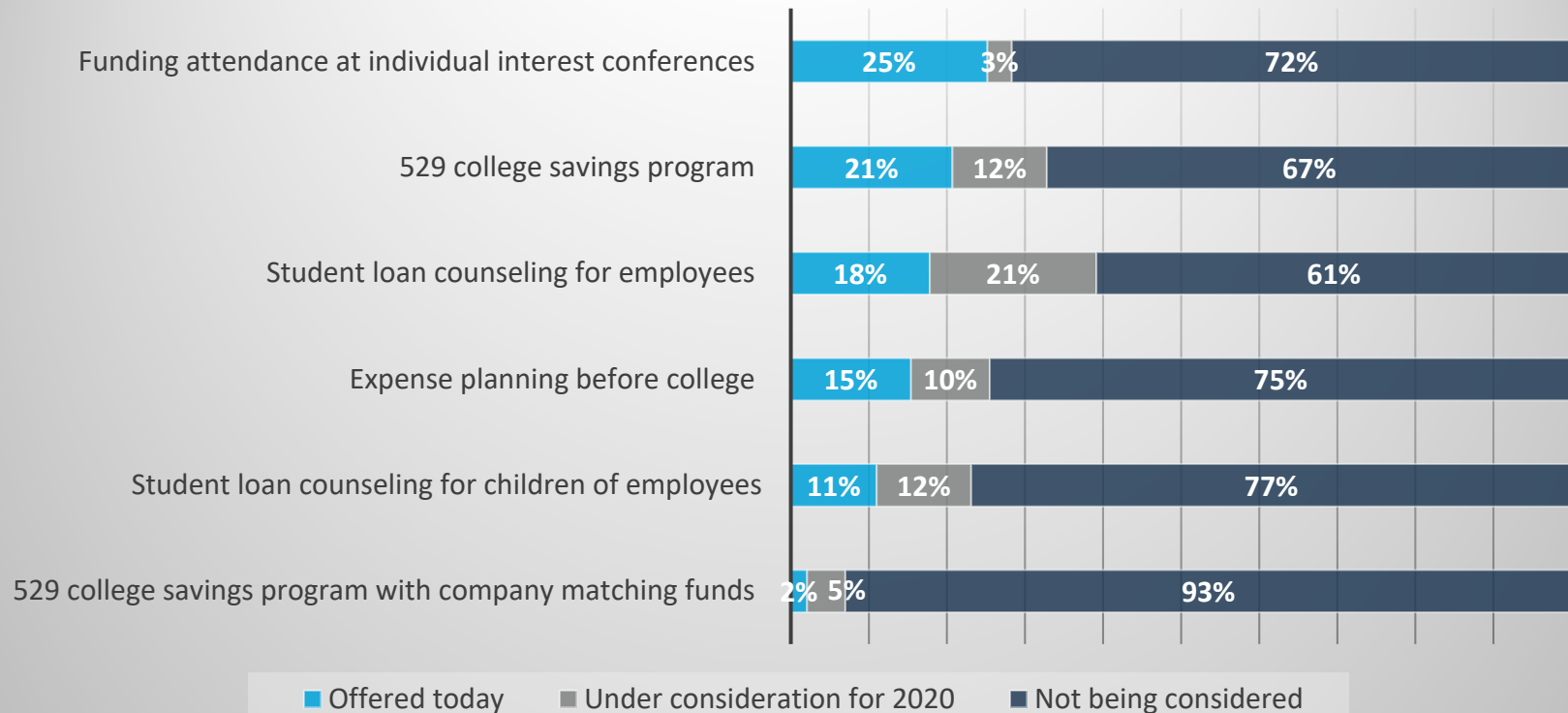


n = 290



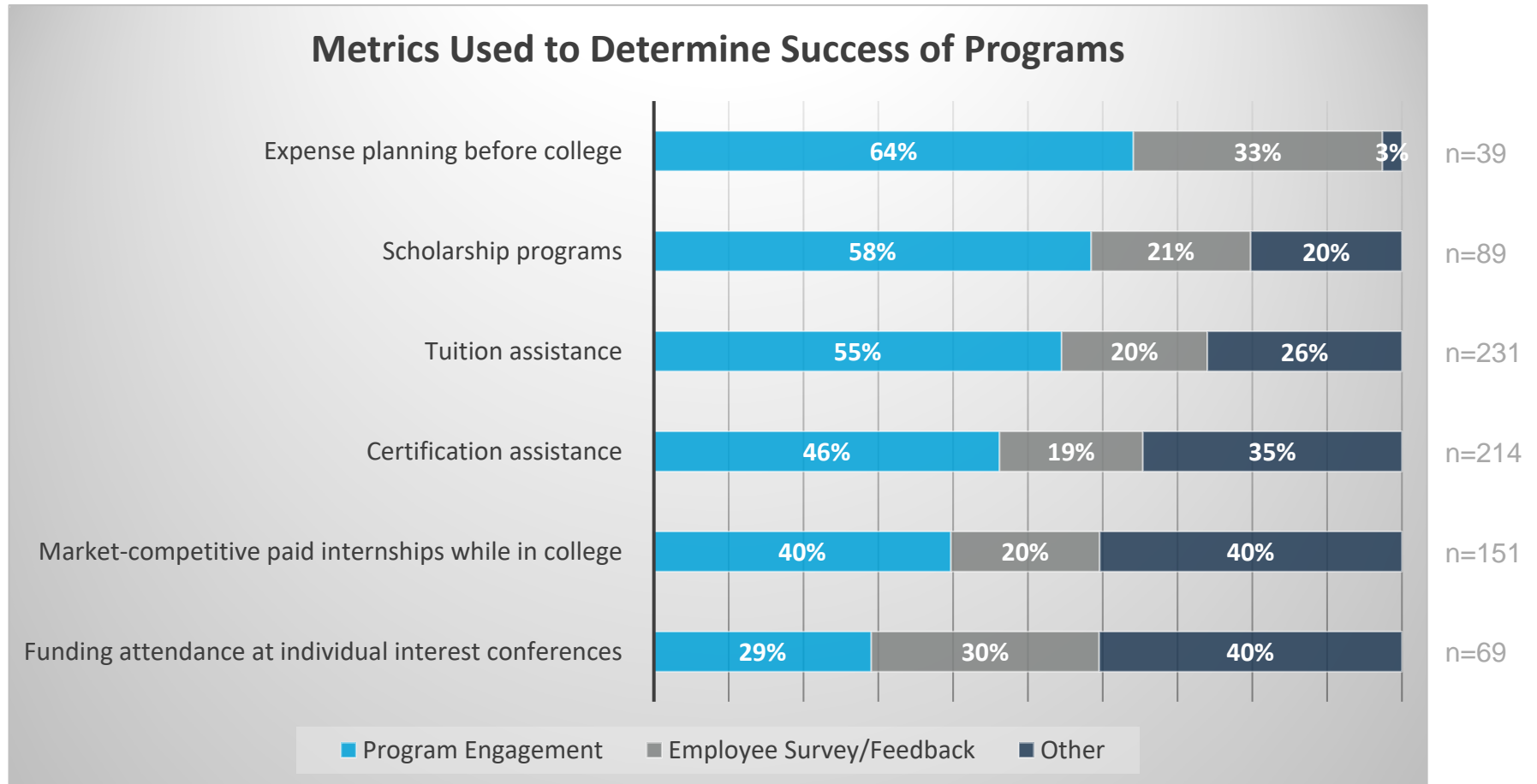
# College education and benefits for potential employees are not commonly offered

Which college and professional development-related programs are offered to your workforce today or are under consideration for 2020?

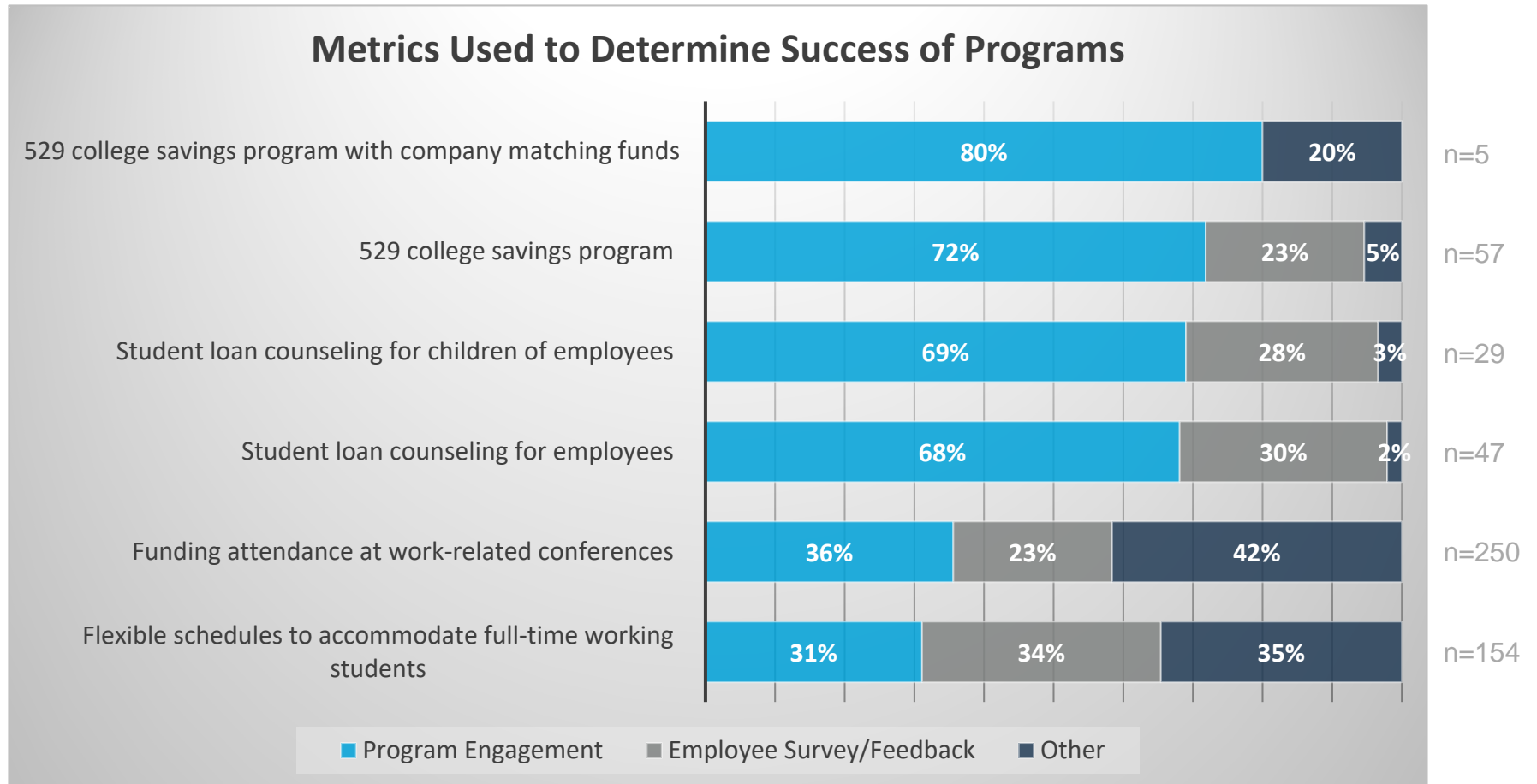


n = 290

# Success measurement methods vary by program, but engagement and feedback are utilized the most



# Success measurement methods vary by program, but engagement and feedback are utilized the most



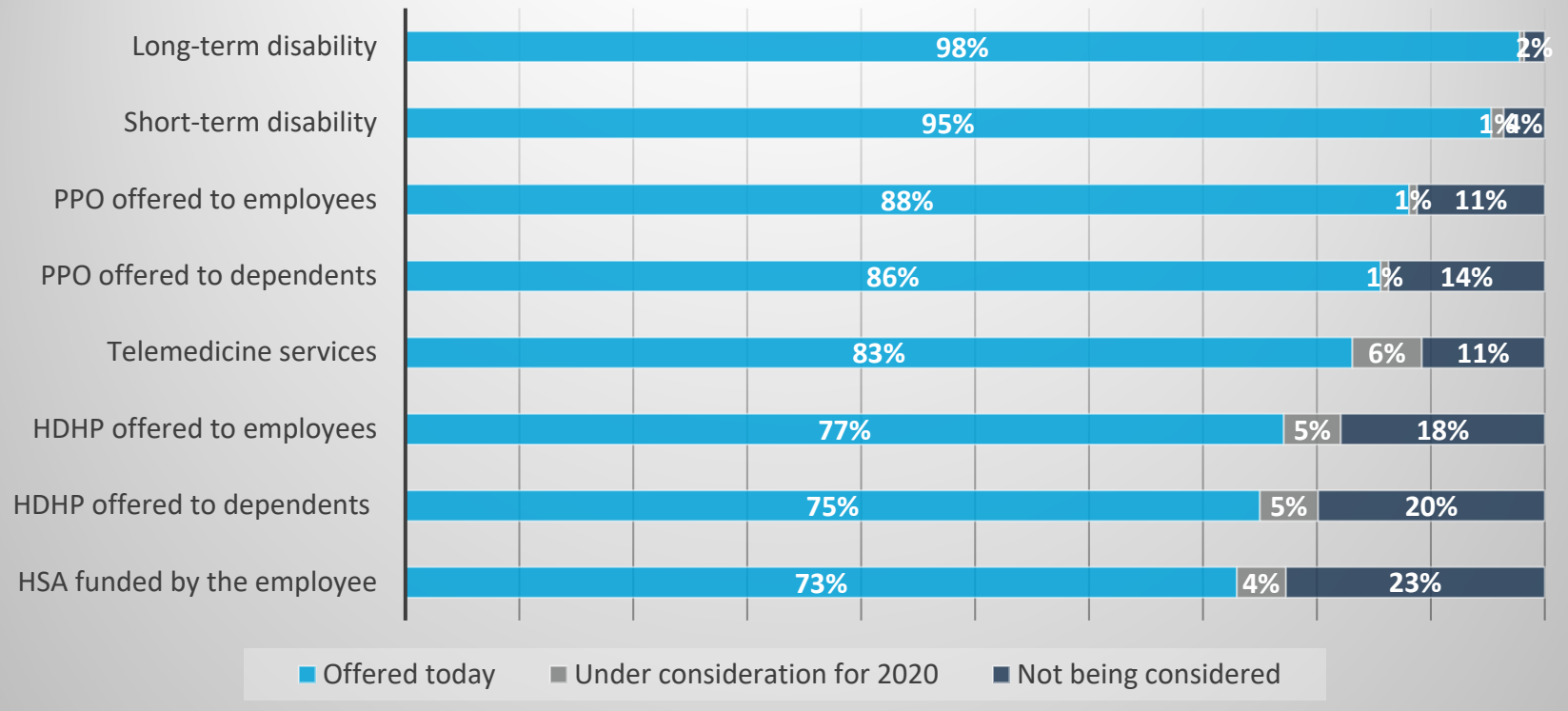
# Program Success Measures – Detailed Breakdown

	Program Engagement	Employee Survey/ Feedback	Retention Indicators	Growth Indicators	Productivity	Leadership Feedback
Scholarship programs (n=89)	58%	21%	6%	5%	1%	9%
Expense planning before college (n=39)	64%	33%	3%	0%	0%	0%
Market-competitive paid internships while in college (n=151)	40%	20%	22%	5%	1%	13%
Tuition assistance (n=231)	55%	20%	9%	13%	0%	4%
Certification assistance (n=214)	46%	19%	10%	21%	1%	3%
Funding attendance at individual interest conferences (n=69)	29%	30%	10%	16%	1%	13%
Funding attendance at work-related conferences (n=250)	36%	23%	8%	23%	1%	10%
Student loan counseling for employees (n=47)	68%	30%	2%	0%	0%	0%
Student loan counseling for children of employees (n=29)	69%	28%	3%	0%	0%	0%
529 college savings program (n=57)	72%	23%	2%	0%	2%	2%
529 college savings program with company match (n=5)	80%	0%	20%	0%	0%	0%
Flexible schedules for full-time, working students (n=154)	31%	34%	15%	7%	7%	7%

# Health Care

# Disability is offered by nearly all employers, and telemedicine options are continuing to surge

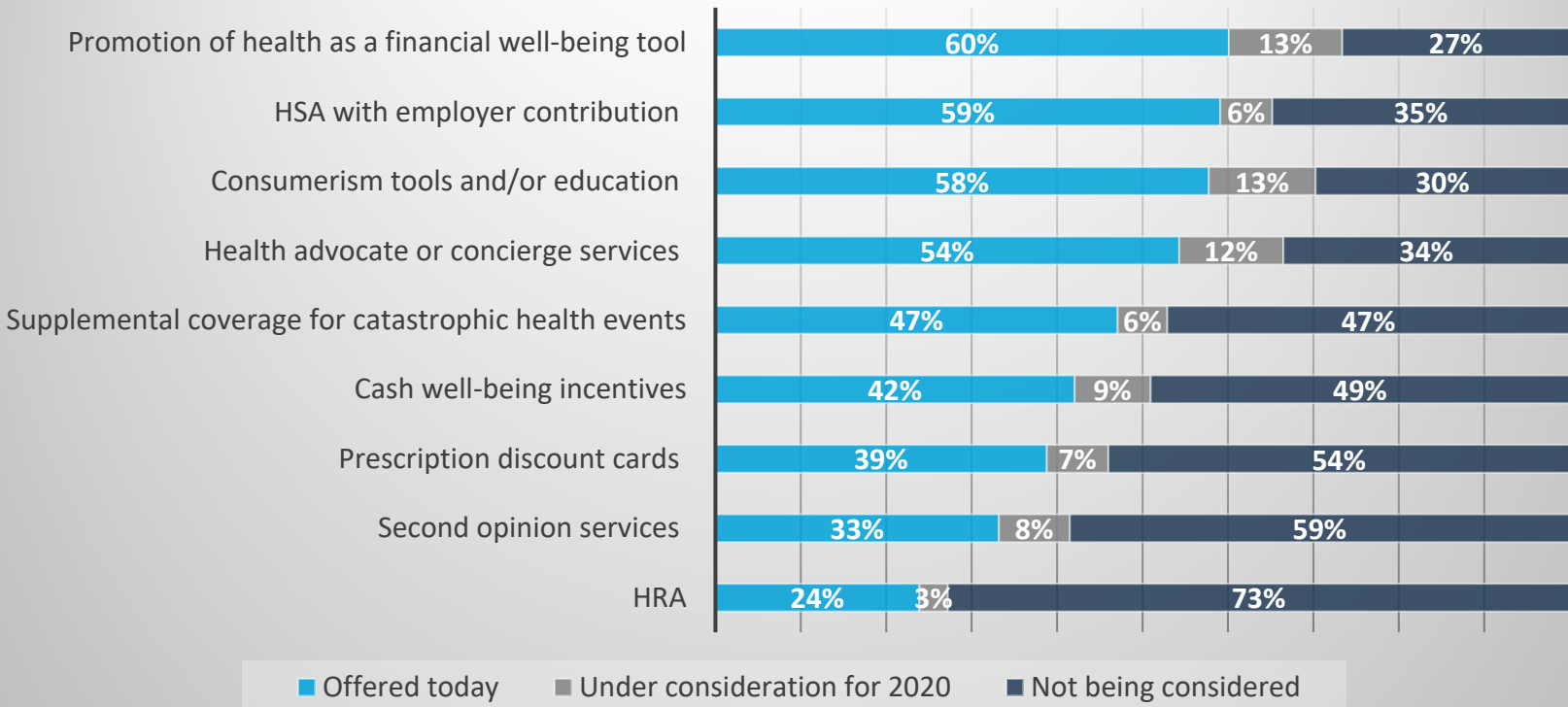
Which of the following health care-related programs are offered to your workforce today or are under consideration for 2020?



n = 277

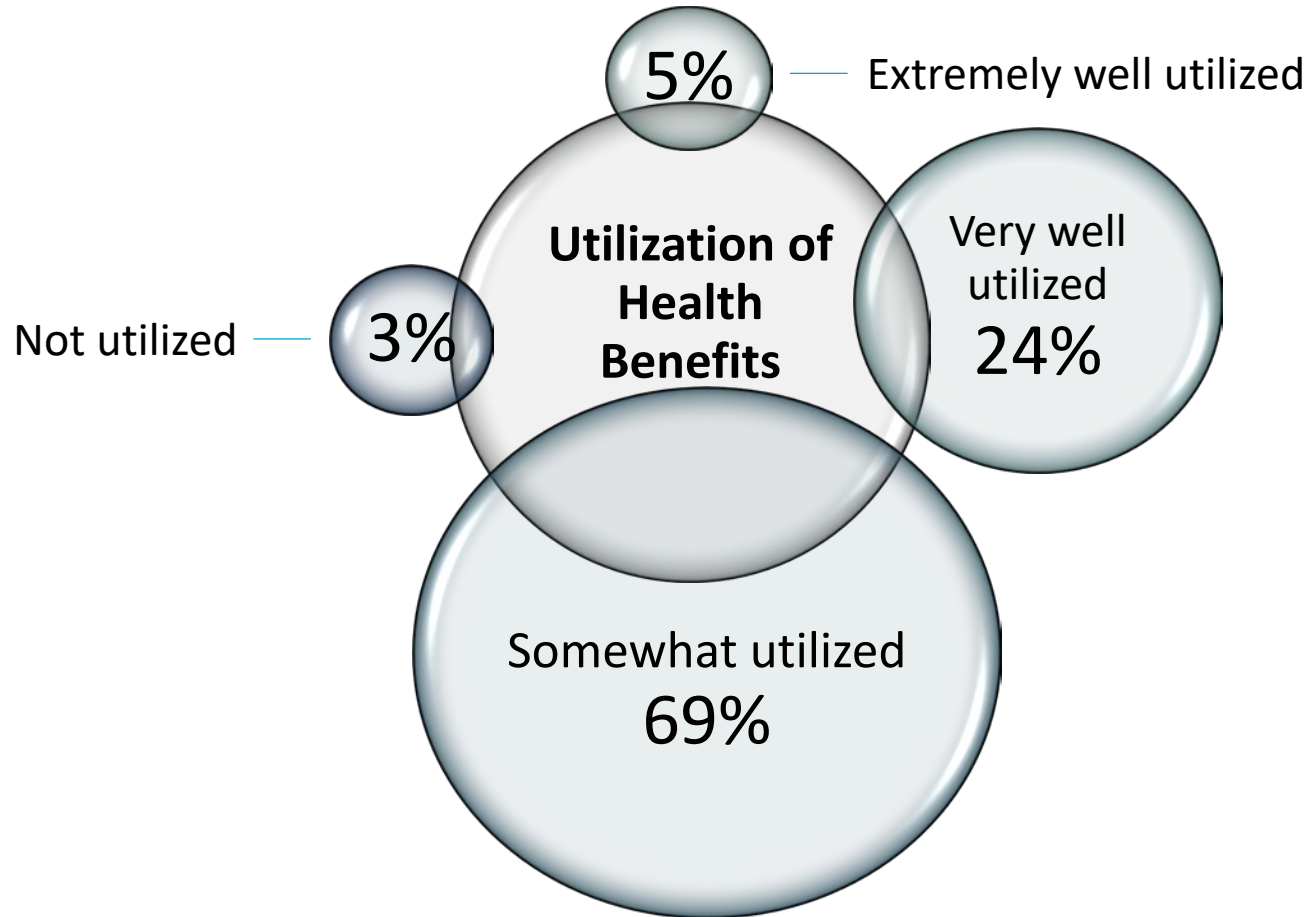
# HRA has the lowest adoption of all health care programs measured, and future consideration is low as well

Which of the following health care-related programs are offered to your workforce today or are under consideration for 2020?



n = 277

# Just under 1/3 classify usage as very to extremely well, emphasizing the importance of these benefits

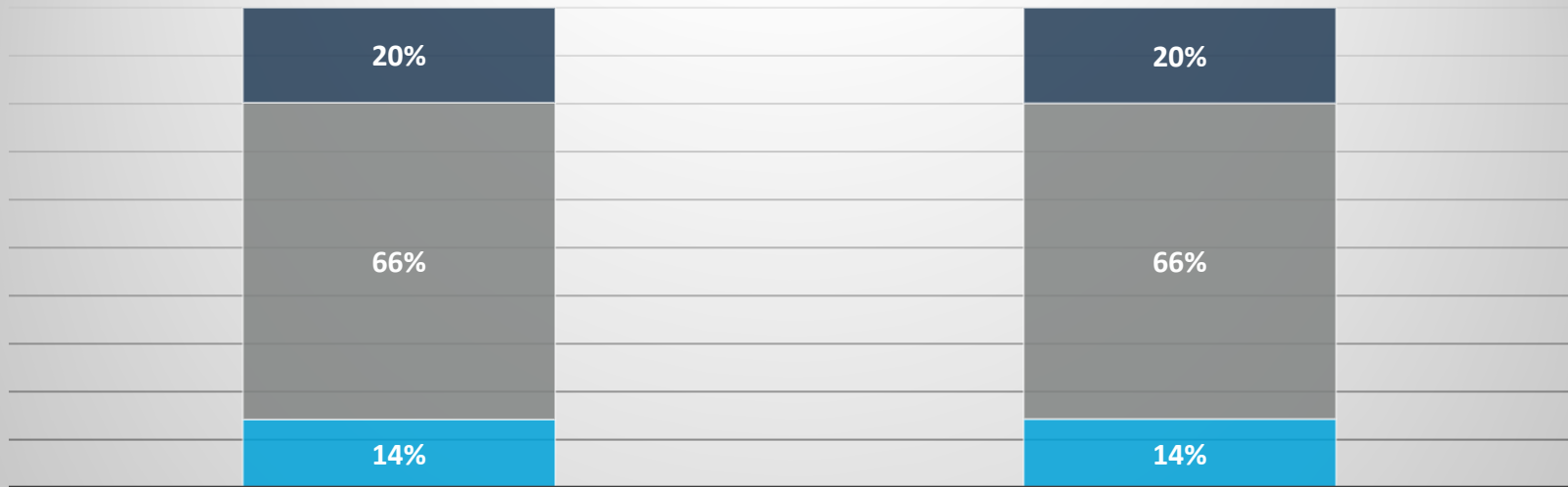


n = 268



# Respondents felt health benefits are equally important for the attraction and retention of employees

What priority do your employees place on health-care benefits in their decision to join or leave your organization?



Attract (n=268)

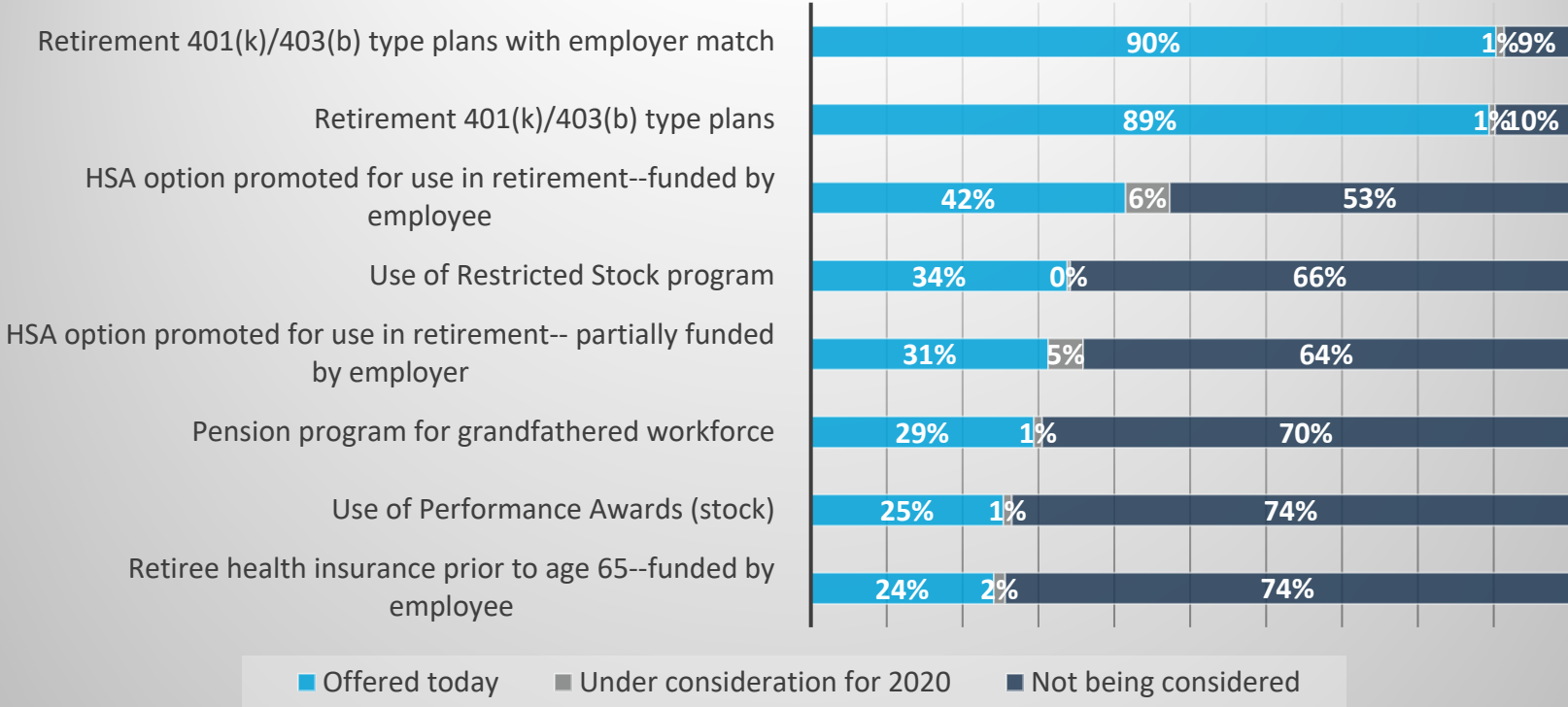
Retain (n=266)

- Highly important – will make/break decision
- Important – considered in relation to other reward offerings
- Not important – expected but not likely to make/break decision

# Retirement

# Retirement 401k/403b programs are widely offered, while stock and profit-sharing benefits are not as common

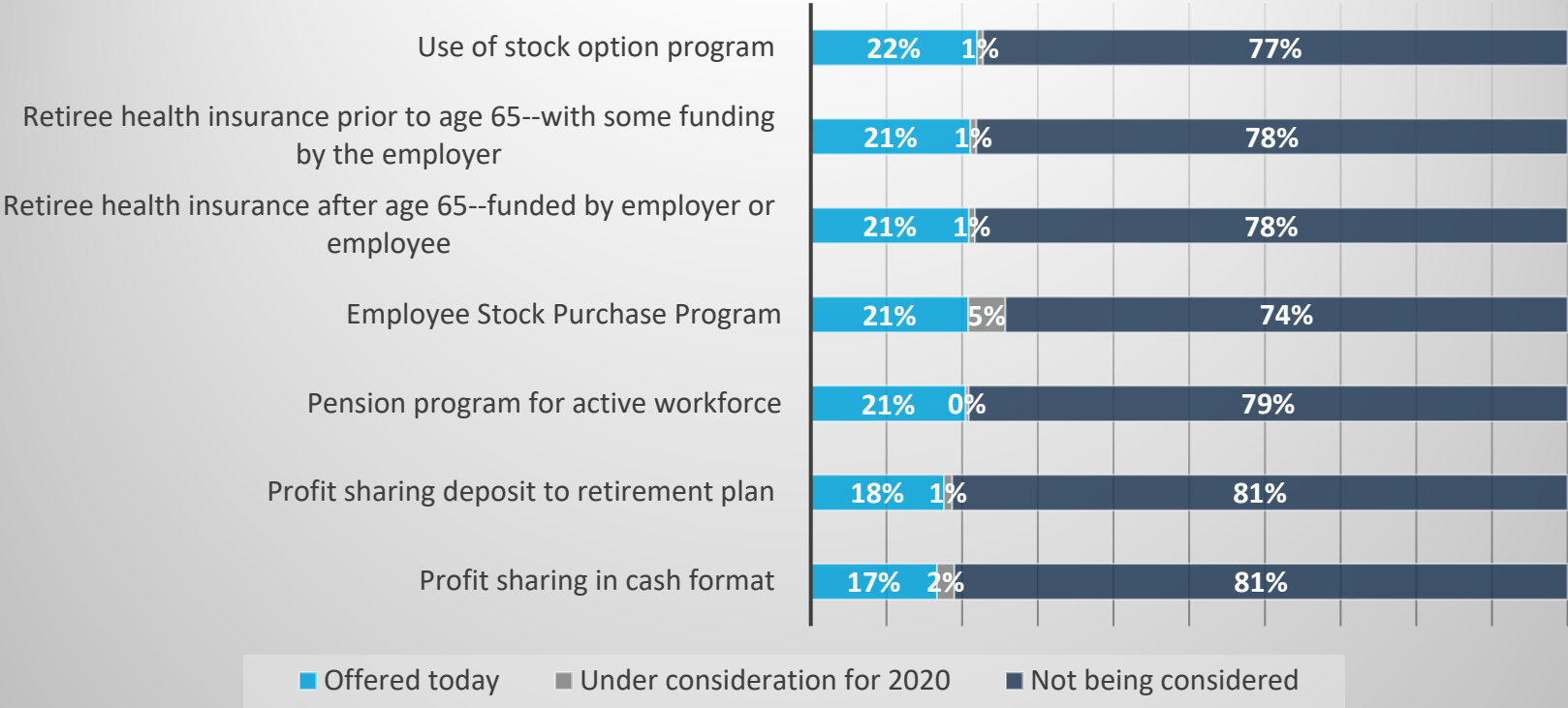
Which of the following retirement-related programs are offered to your workforce today or are under consideration for 2020?



n = 264

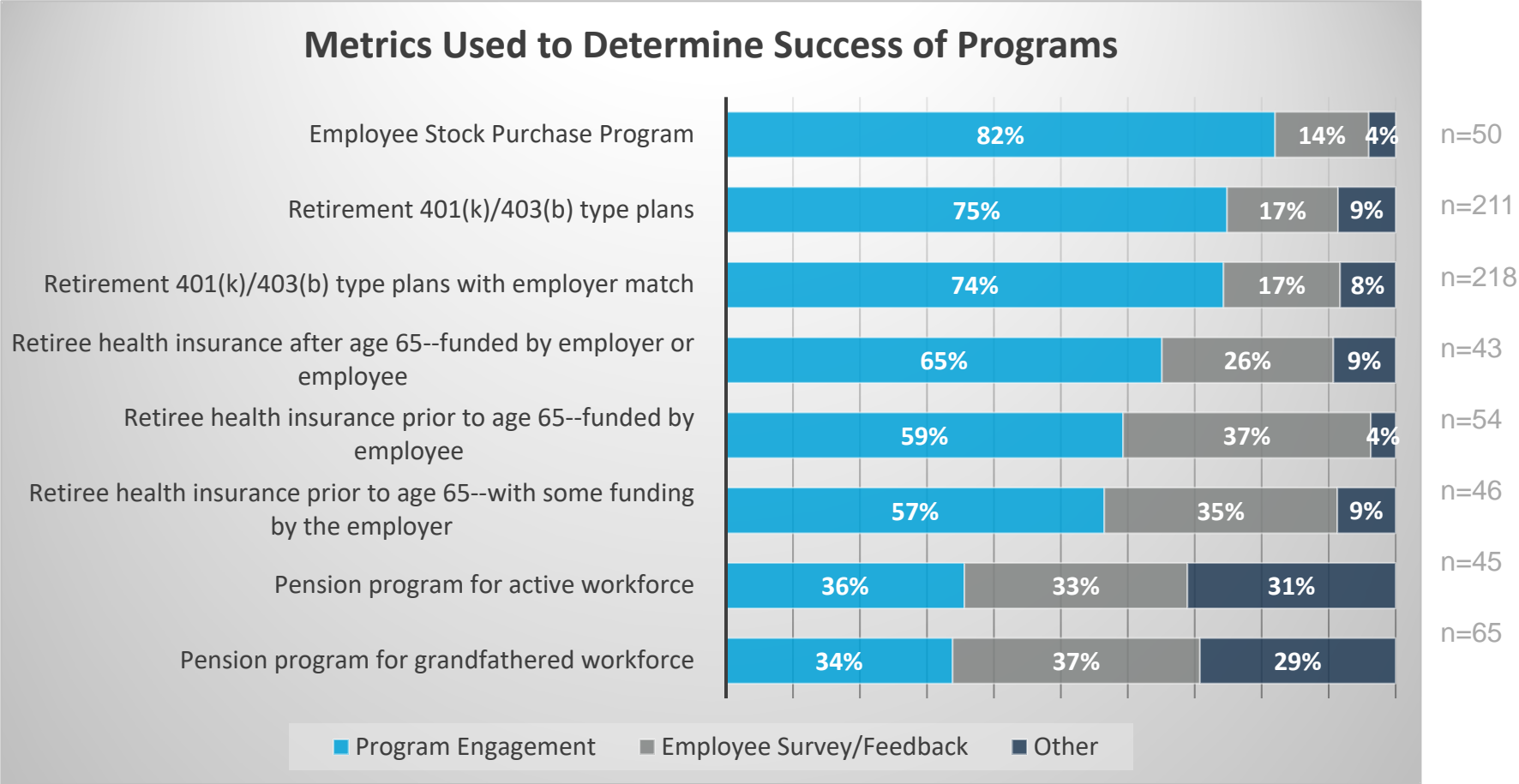
# Retiree health insurance is not a very popular benefit either, but still offered by ~1/5 organizations

Which of the following retirement-related programs are offered to your workforce today or are under consideration for 2020?

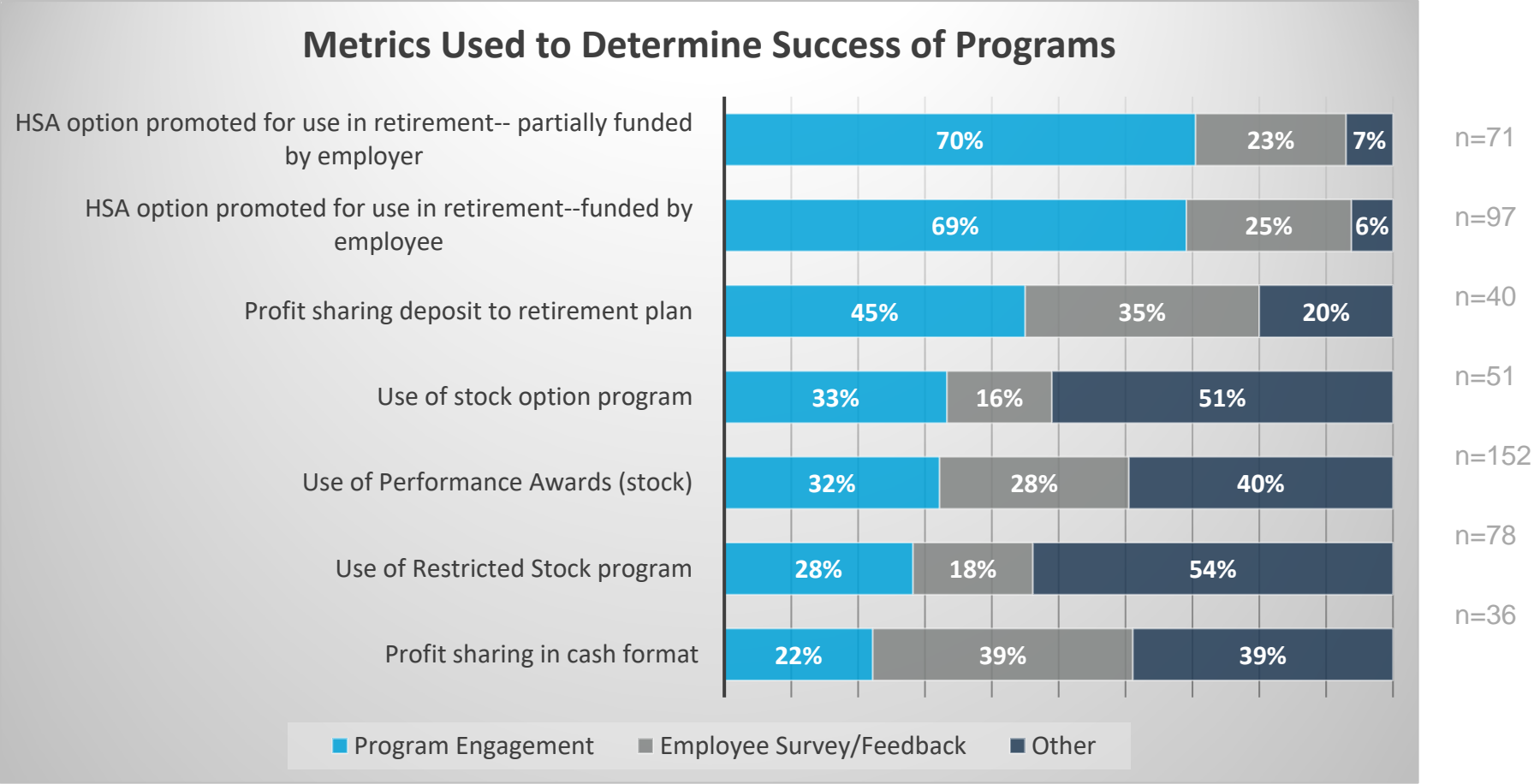


n = 264

# As seen with the other financial benefits, engagement and feedback are the most common success measures



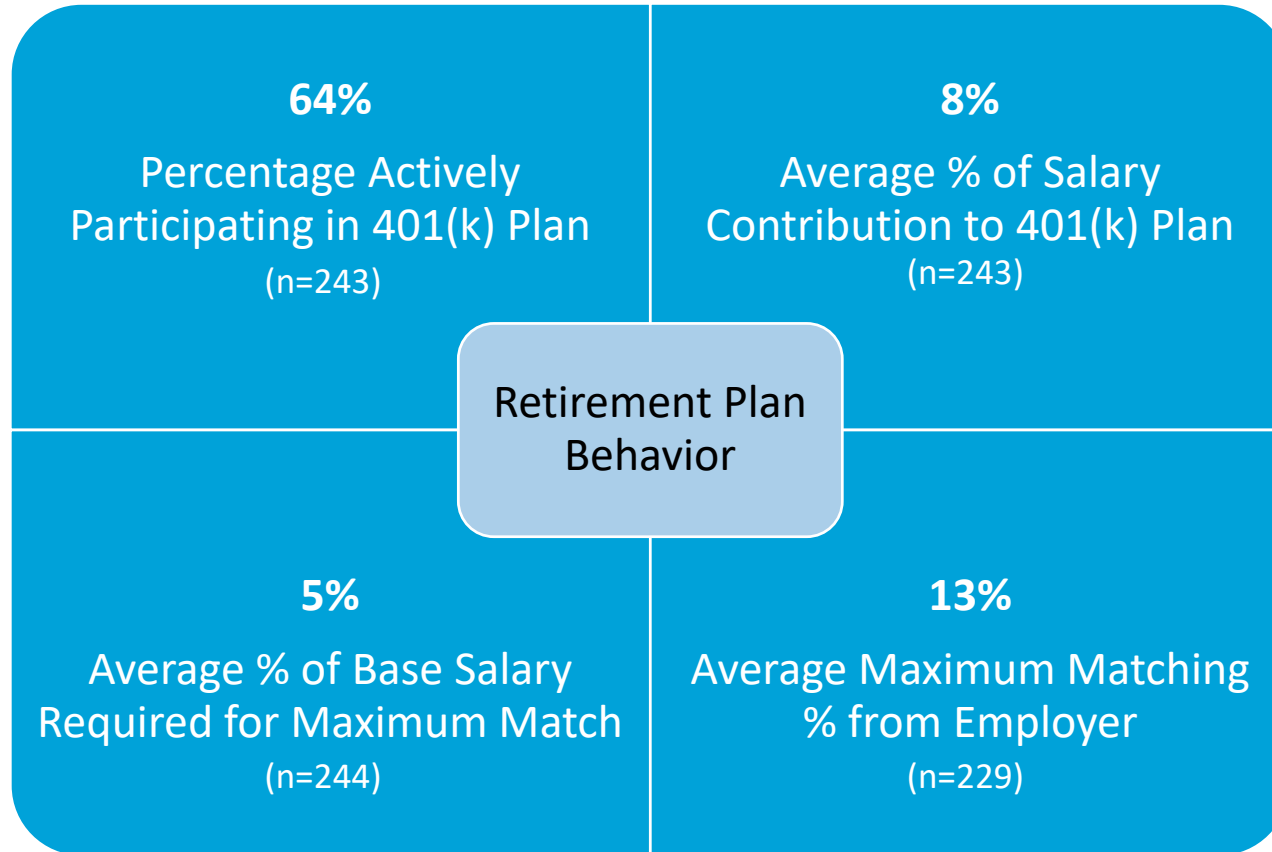
# Those offering stock options/restricted stock/performance awards rely more heavily on retention as an indicator



# Program Success Measures – Detailed Breakdown

	Program Engagement	Employee Survey/ Feedback	Retention Indicators	Growth Indicators	Productivity
Pension program for active workforce (n=45)	36%	33%	29%	0%	2%
Pension program for grandfathered workforce (n=65)	34%	37%	26%	2%	2%
Retirement 401(k)/403(b) type plans (n=211)	75%	17%	8%	0%	1%
Retirement type plans with employer match (n=218)	74%	17%	8%	0%	1%
Employee Stock Purchase Program (n=50)	82%	14%	4%	0%	0%
Retiree health insurance prior to age 65--funded by employee (n=54)	59%	37%	4%	0%	0%
Retiree health insurance prior to age 65 with some funding by the employer (n=46)	57%	35%	9%	0%	0%
Retiree health insurance after age 65--funded by employer or employee (n=43)	65%	26%	9%	0%	0%
HSA option promoted for use in retirement--funded by employee (n=97)	69%	25%	6%	0%	0%
HSA option promoted for use in retirement-- partially funded by employer (n=71)	70%	23%	7%	0%	0%
Profit sharing in cash format (n=36)	22%	39%	25%	6%	8%
Profit sharing deposit to retirement plan (n=40)	45%	35%	20%	0%	0%
Use of stock option program (n=51)	33%	16%	45%	4%	2%
Use of Restricted Stock program (n=78)	28%	18%	49%	5%	0%
Use of Performance Awards (stock) (n=152)	32%	28%	30%	5%	5%

# While almost 90% of measure organizations offer 401k/403b plans, only 64% of associates participate



*What percentage of your workforce actively participates in your 401(k)/403(b)/etc. plan?*

*What is the average employee contribution to your 401(k)/403(b)/etc. plan among participants?*

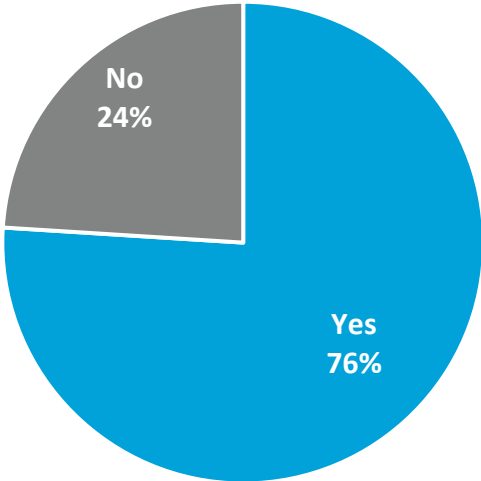
*What percentage of base salary do employees need to contribute to get the maximum matching contribution to their 401(k)/403(b)/etc.?*

*What is the maximum percentage matching contribution to employee 401(k)/403(b)/etc. plans from the employer?*



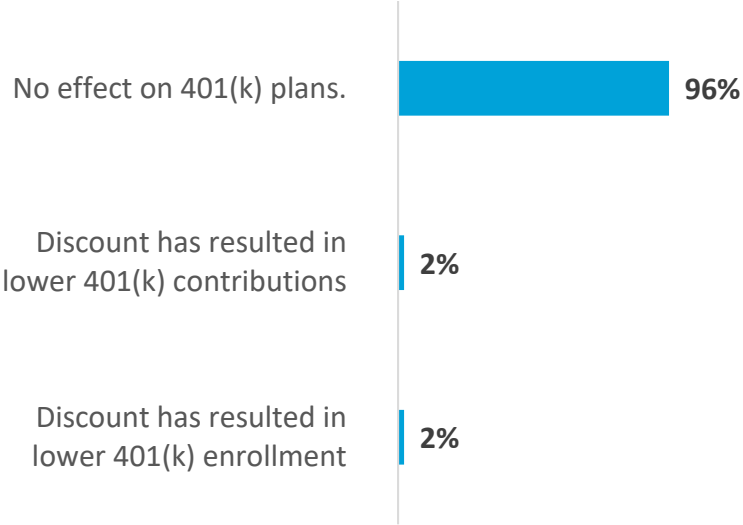
# Over two-thirds of companies offering ESPP do so at a discounted rate, with little to no impact on 401k plans

*Do you offer a discounted purchase price under your ESPP?*



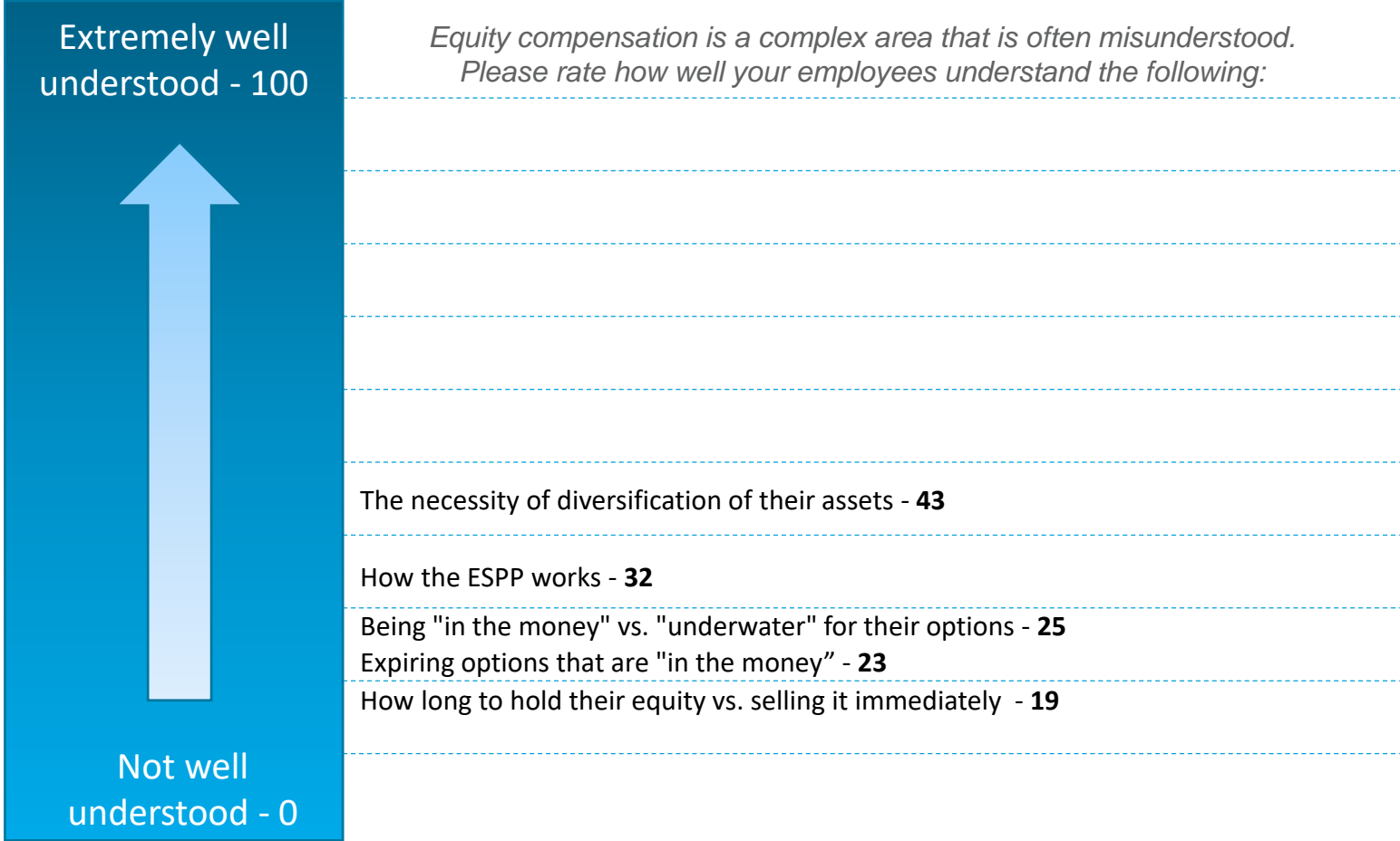
(n=276)

*When employees participate in your ESPP, does this affect employee enrollment and/or contributions to 401(k)s?*



(n=48)

# Levels of knowledge around financial benefits are low, though a sizeable portion understand asset diversification importance

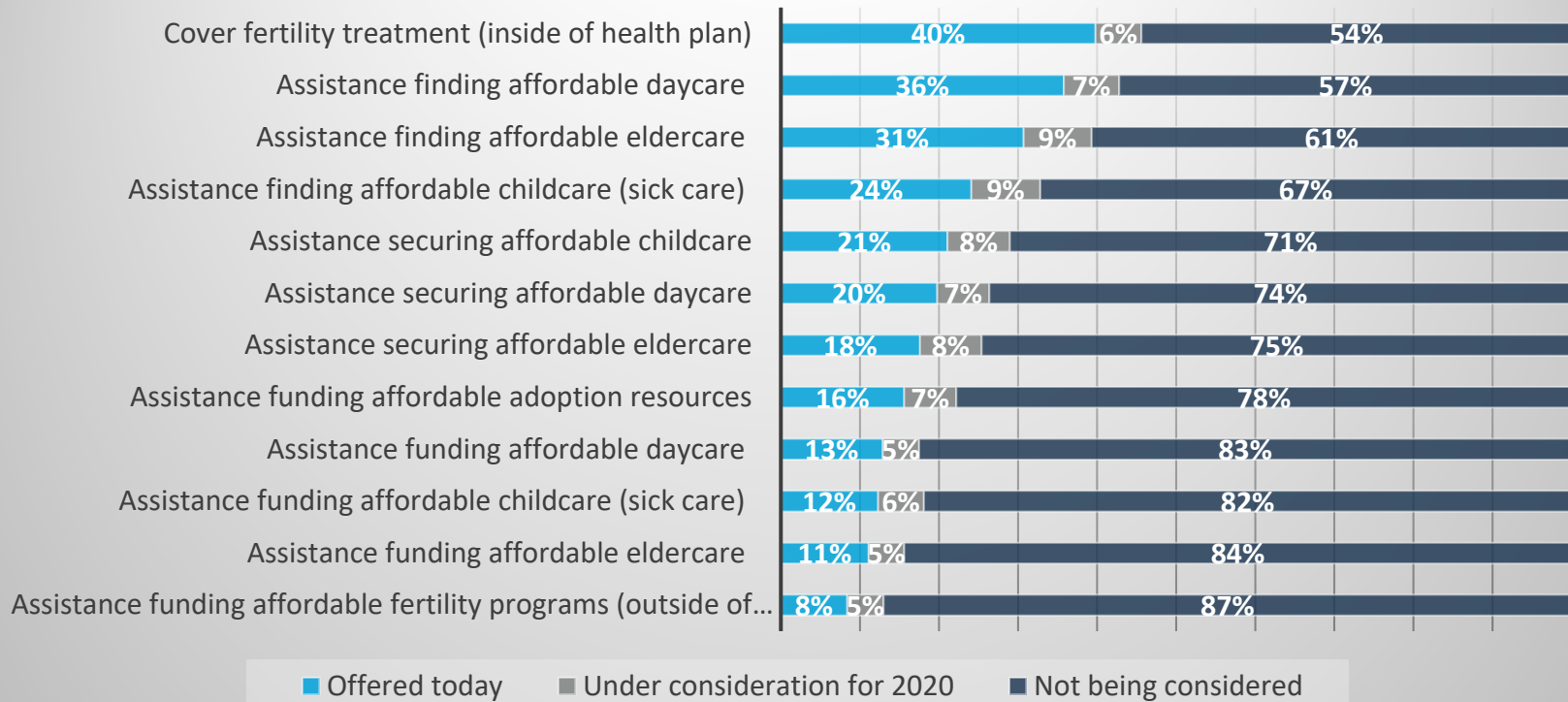


n = 178

# Family Planning

# Organizations are much more likely to offer assistance finding/securing services vs. funding them

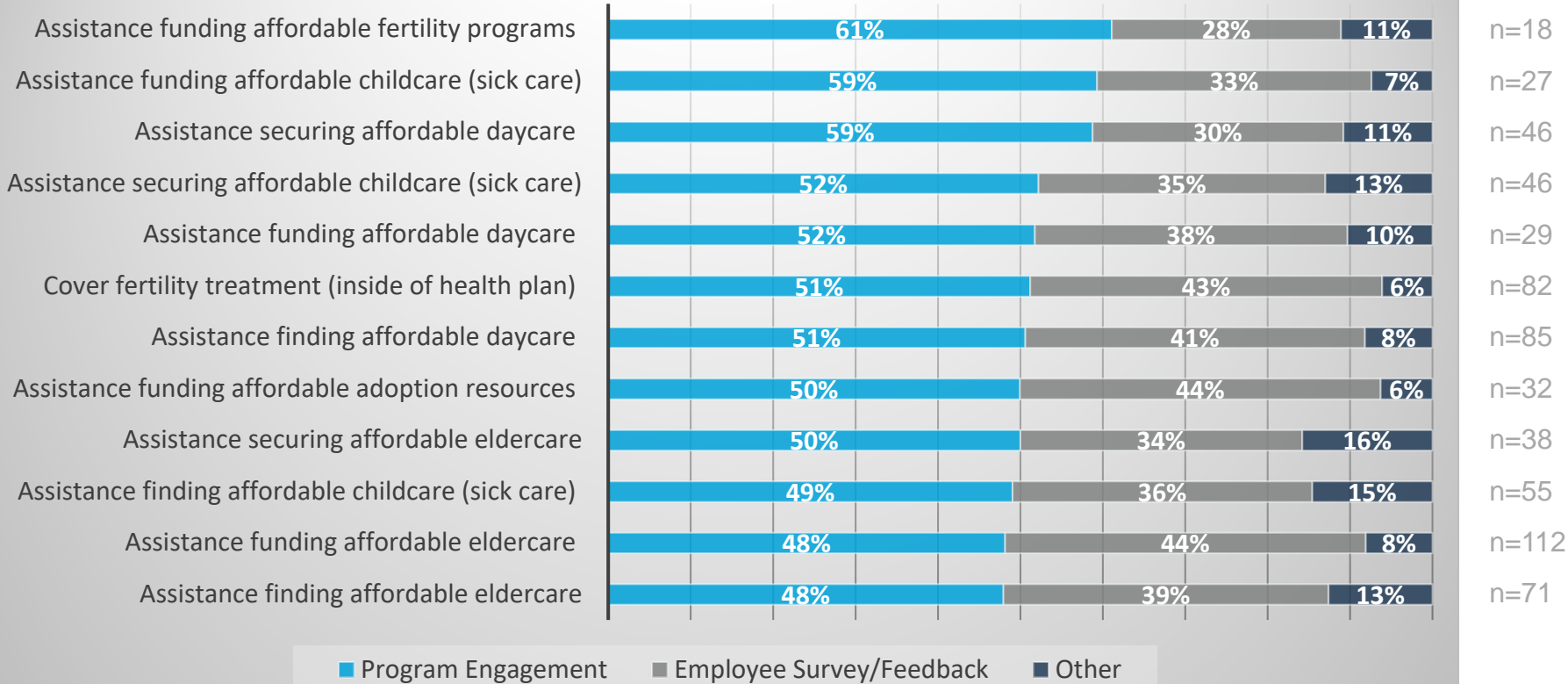
Which of the following family planning programs are offered to your workforce today or are under consideration for 2020?



n = 243

# Family planning programs are widely measured using engagement and feedback metrics

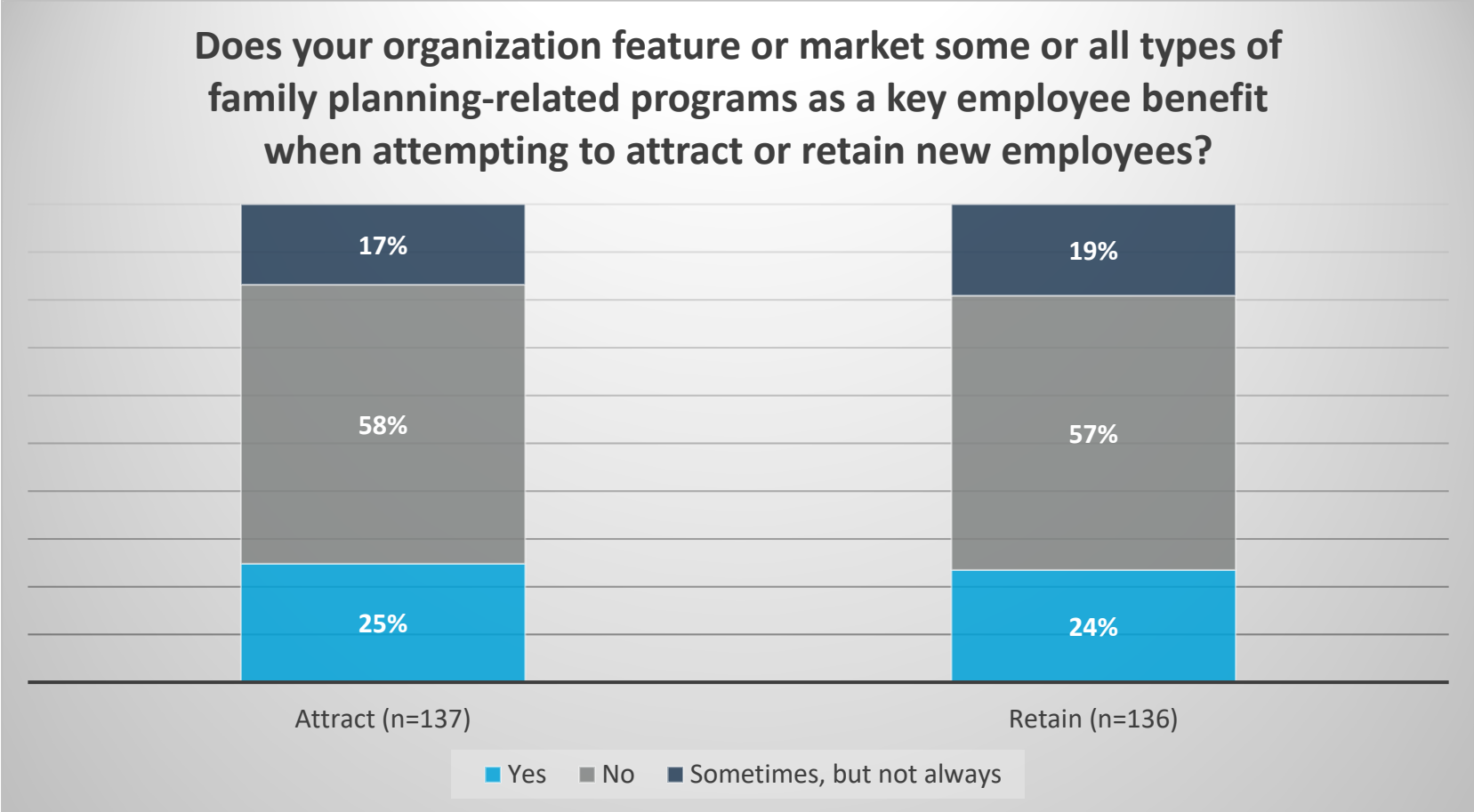
## Metrics Used to Determine Success of Programs



# Program Success Measures – Detailed Breakdown

	Program Engagement	Employee Survey/ Feedback	Retention Indicators	Growth Indicators	Productivity
Assistance finding affordable daycare (n=85)	51%	41%	5%	0%	4%
Assistance securing affordable daycare (n=46)	59%	30%	7%	0%	4%
Assistance funding affordable daycare (n=29)	52%	38%	7%	0%	3%
Assistance finding affordable childcare (sick care) (n=55)	49%	36%	7%	0%	7%
Assistance securing affordable childcare (sick care) (n=46)	52%	35%	9%	0%	4%
Assistance funding affordable childcare (sick care) (n=27)	59%	33%	7%	0%	0%
Assistance finding affordable eldercare (n=71)	48%	39%	7%	0%	6%
Assistance securing affordable eldercare (n=38)	50%	34%	11%	0%	5%
Assistance funding affordable eldercare (n=112)	48%	44%	5%	0%	4%
Assistance funding affordable adoption resources (n=32)	50%	44%	6%	0%	0%
Cover fertility treatment (inside of health plan) (n=82)	51%	43%	6%	0%	0%
Assistance funding affordable fertility programs (outside of health plan) (n=18)	61%	28%	11%	0%	0%

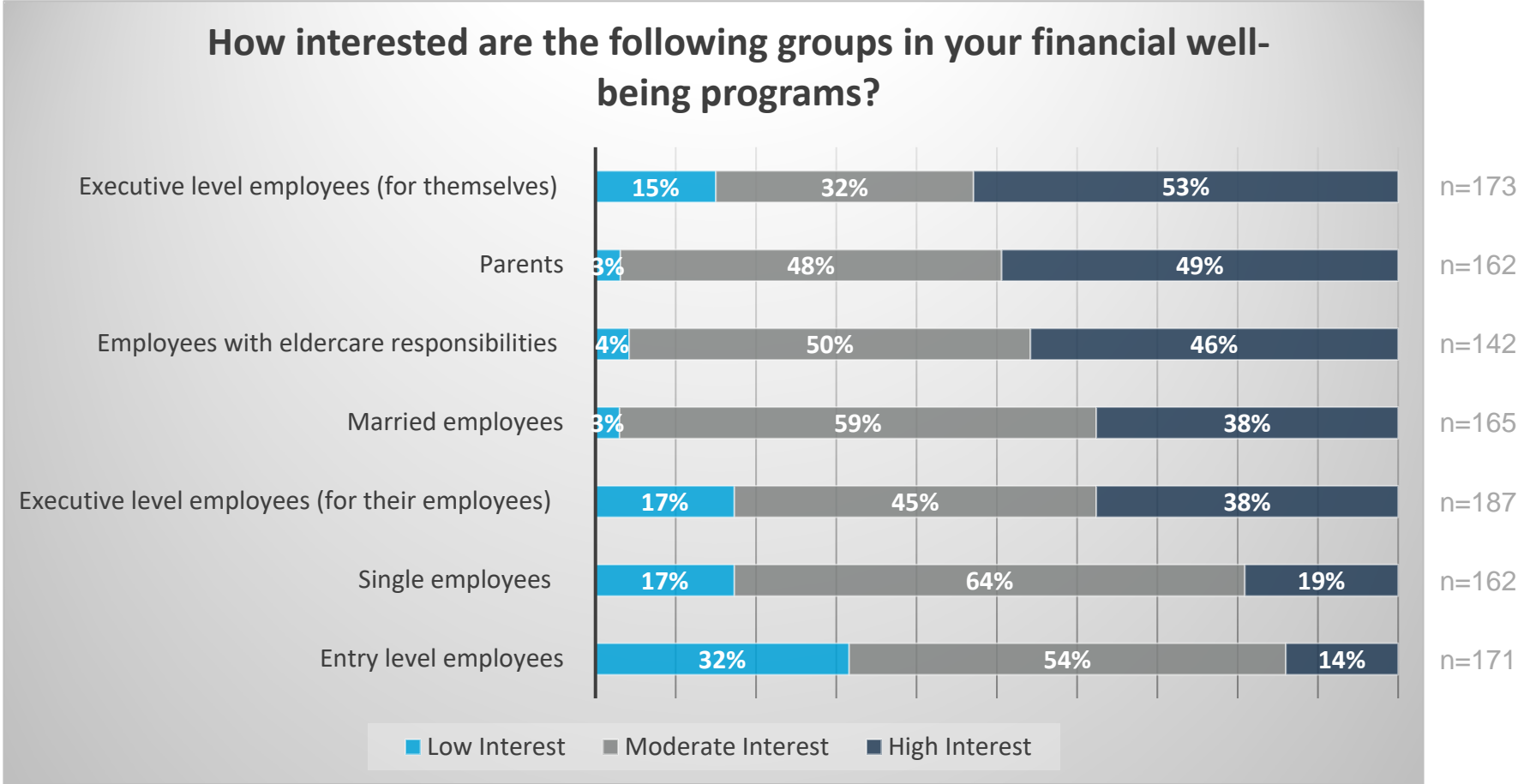
# Family planning benefits are not generally used to attract or retain talent



# Organizational Practices

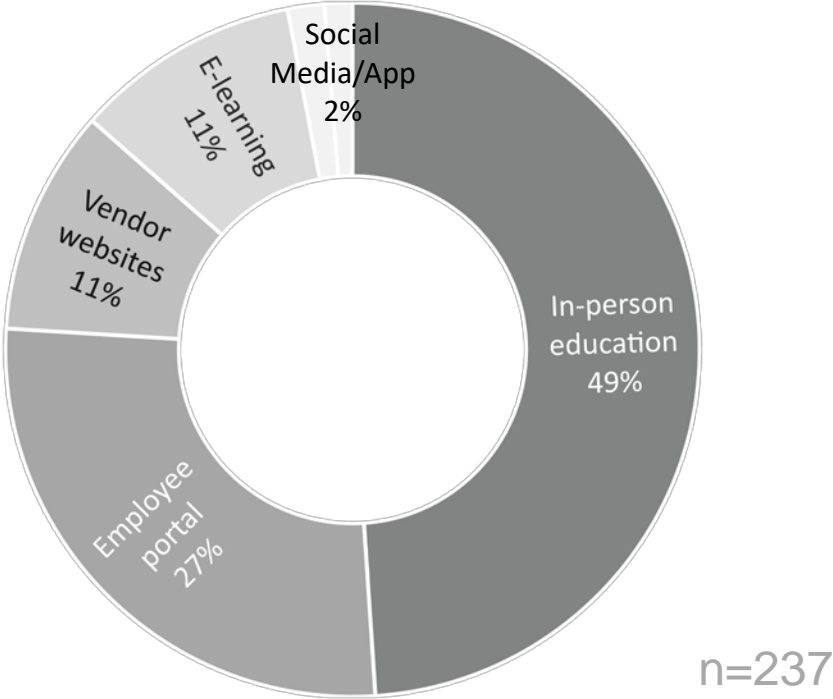


# Executives, parents and those with eldercare needs are most interested in financial well-being programs

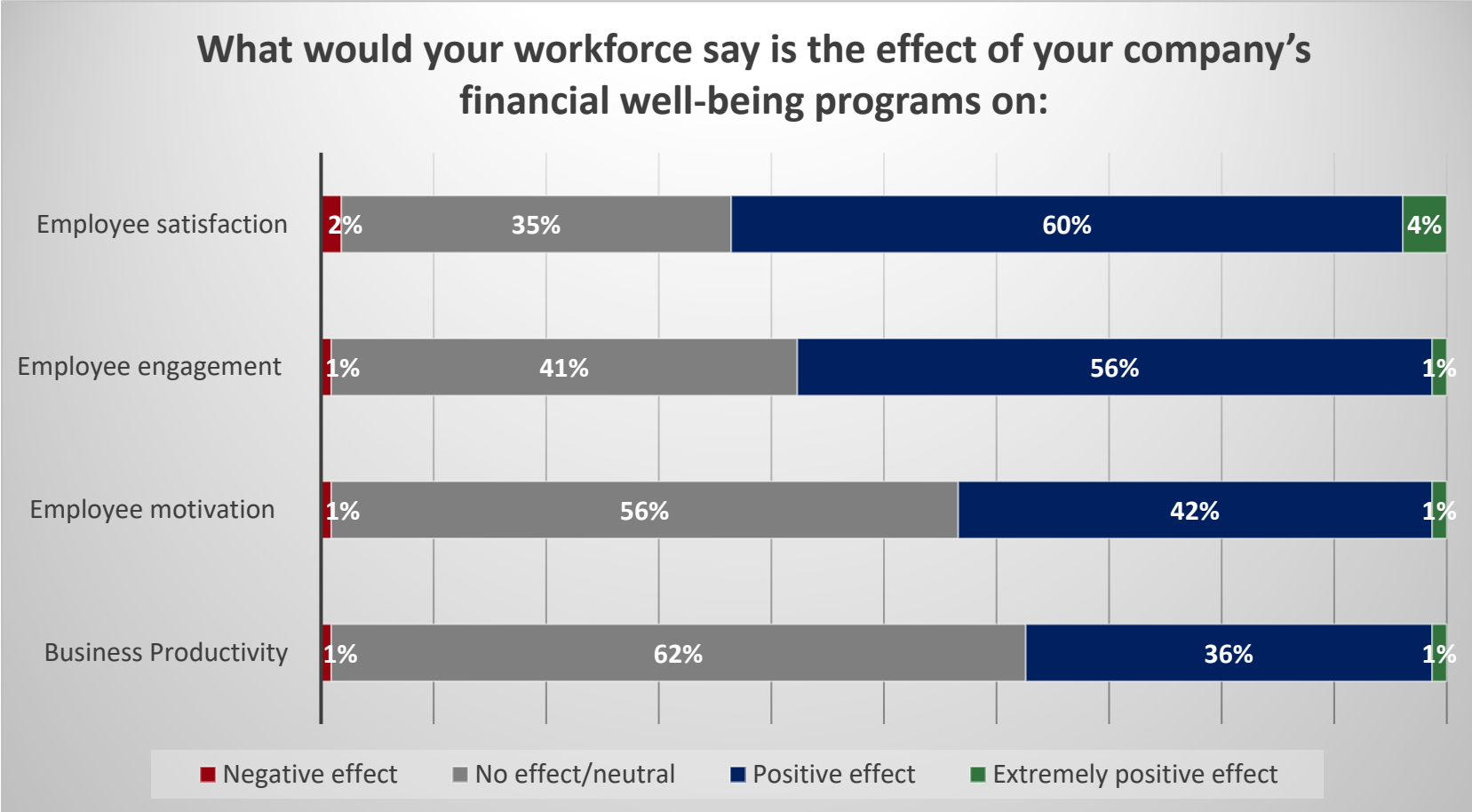


# Most leverage in-person education and company portals for engagement, very few use apps/social media

*What is the most effective engagement strategy for your company's financial well-being programs?*



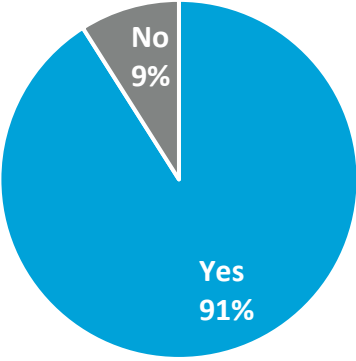
# Financial benefits impact satisfaction and engagement the most, but also lift productivity and motivation



n = 227

# Respondents indicate above-average growth for financial well-being benefits

*Have investments in benefits related to financial well-being increased at a pace that EXCEEDS other benefit program costs?*



n = 237

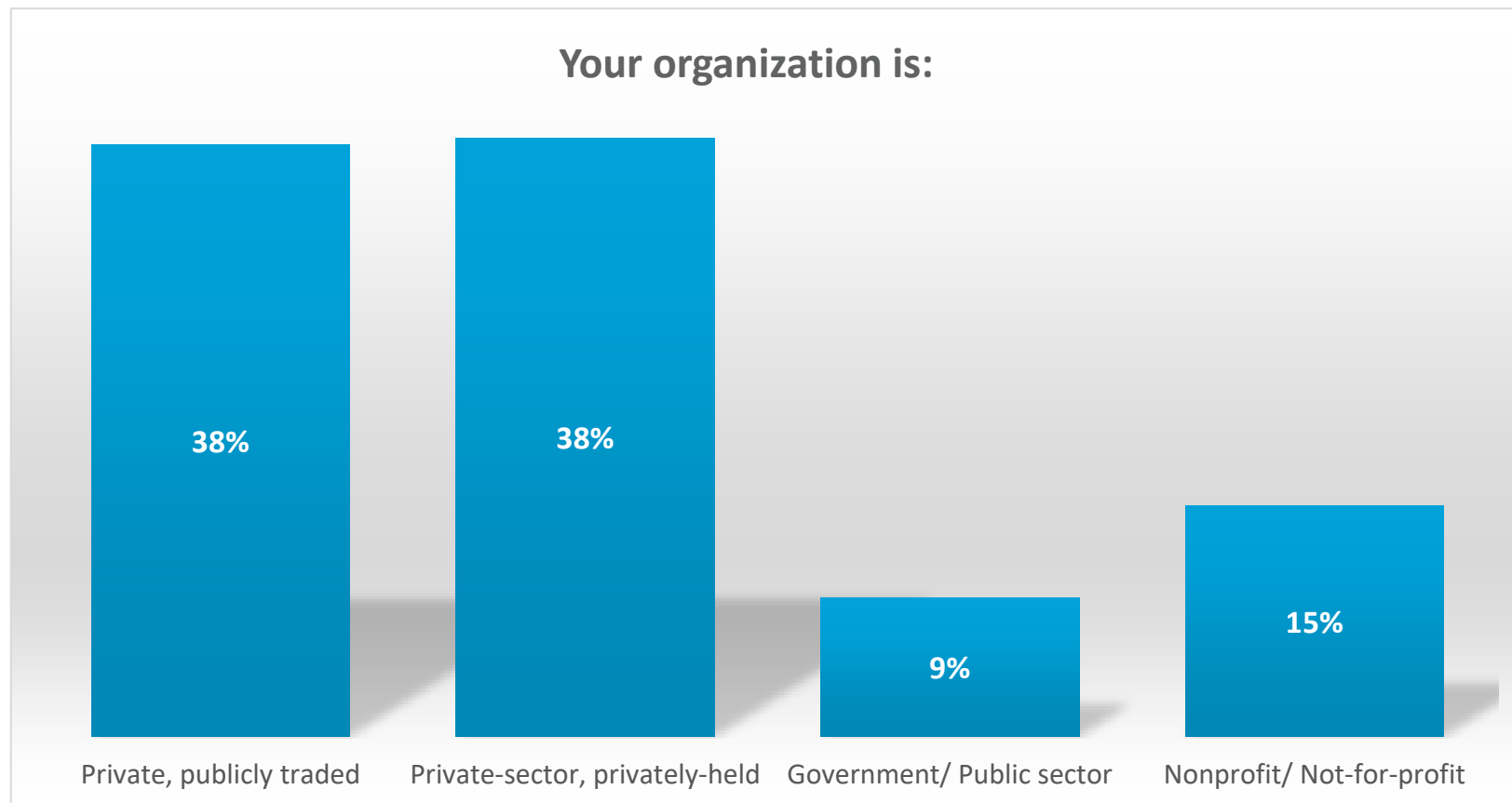
*Does your organization provide a Total Rewards Statement to your employees? (Select all that apply).*

- 42% - No
- 33% - Yes, annually
- 15% - Yes, via management system on demand
- 2% - Yes, when requested by the employee
- 8% - Other

n = 249

# Respondent Profile

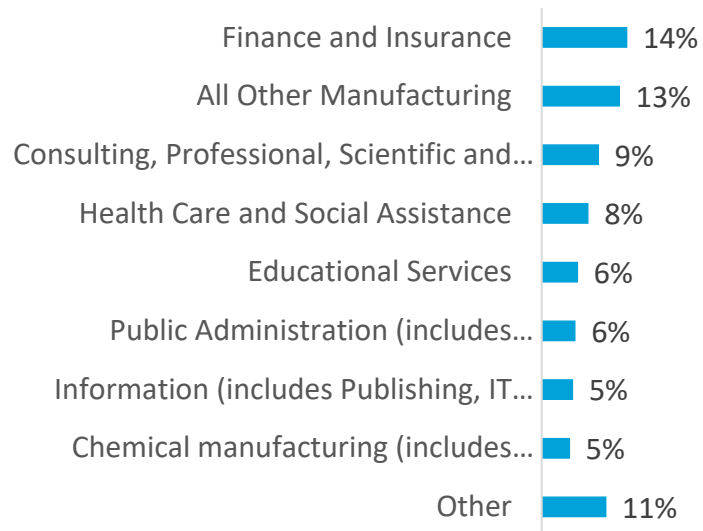
# Company Sector



n = 237

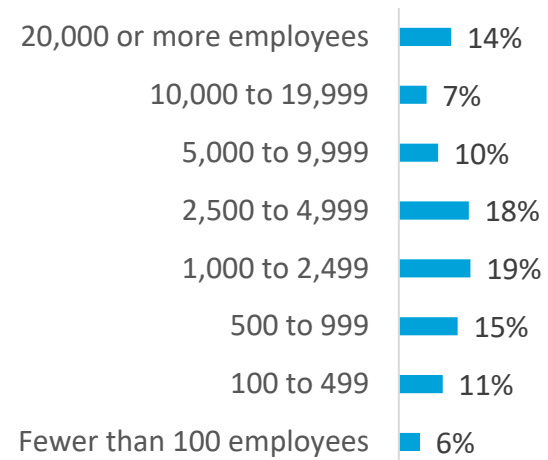
# Company Industry and Size

*Under which industry does your organization fall?*



n = 237

*How many full-time equivalent (FTE) employees does your organization have?*



n = 236

# Contact Us

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