

## Latest US & International HERO Scorecard Best Practice Scores

### US, Version 5

HERO Scorecard respondents receive an e-mail after they submit their responses using the online Scorecard submission system. This provides their own score and contributes to the average of all employers in the database. We update these averages on a regular basis to reflect new respondents completing the Scorecard.

The table and figures below provide information based on the 449 unique organizations that completed the US version 5.0 of the Scorecard as of September 30, 2024.

If your company is interested in benchmarking your program at greater depth, including responses against organizations of like size, industry and geographic location, you may contact one of our [Preferred Providers](#).

HERO's Research Fellow, Colleen Saringer, PhD, [colleen.saringer@hero-health.org](mailto:colleen.saringer@hero-health.org), can also be contacted to explore customized benchmark reporting. The screenshot on pages 2-3 demonstrates the depth of data available to Preferred Providers and/or through customized reporting. If you are familiar with the reports and wish to forgo reporting questions, you may submit your order directly using the [Benchmark Report Order Form](#).

**Example of data available to Preferred Providers and through customized reporting**

<b>The HERO Health and Well-being Best Practices Scorecard in Collaboration with Mercer®</b>										
		REGION				INDUSTRY				
		All respondents	West region	Midwest region	Northeast region	South region	Manufacturing - products	Higher education	Education (excl. higher ed.)	Financial services (excl. real estate)
<b>4</b>	<b>Access to key components of the health and well-being initiative is extended to all segments of the workforce, including contract, union, and part-time employees</b>									
	All segments, including non-benefits-eligible population, have access	52%	49%	52%	63%	48%	45%	51%	71%	64%
	All segments, excluding non-benefits eligible, have access	27%	31%	26%	21%	29%	24%	35%	24%	25%
	Some segments do not have access	20%	20%	21%	16%	24%	30%	14%	5%	11%
	<i>Number of respondents</i>	383	135	84	82	80	33	37	21	36
<b>5</b>	<b>Dependents and family members who may access key components of health and well-being initiatives:</b>									
	Spouses/domestic partners	75%	77%	74%	66%	81%	74%	73%	71%	72%
	Adult dependents	46%	46%	40%	46%	49%	38%	38%	57%	36%
	Child dependents	56%	63%	50%	47%	62%	53%	54%	52%	53%
	Extended family (i.e., not dependents)	14%	10%	13%	14%	19%	26%	14%	10%	17%
	None of these groups have access to any key components	25%	23%	26%	33%	19%	26%	27%	29%	28%
	<i>Number of respondents</i>	384	134	84	83	81	34	37	21	36
<b>6</b>	<b>Health and well-being initiative is designed to provide support to members across the health spectrum—healthy, at risk, chronically ill, and with acute needs</b>									
	Robust support is offered to individuals in all segments	46%	56%	36%	45%	40%	38%	31%	52%	68%
	Support is offered to all segments, but needs improvement for one or more segments	37%	27%	49%	39%	40%	35%	56%	24%	24%
	Health and well-being initiative does not currently address all segments	17%	17%	15%	16%	20%	26%	14%	24%	8%
	<i>Number of respondents</i>	384	135	84	82	80	34	36	21	37

**The HERO Health and Well-being Best Practices Scorecard  
in Collaboration with Mercer®**

	INDUSTRY						
	Manufacturing (mining, construction, energy, petroleum)	Manufacturing - products	Higher education	Education (excl. higher ed.)	Financial services (excl. real estate)	Hospitals and healthcare clinics	Health services (excl. hospitals and clinics)
<i>Number of respondents</i>	24	37	37	21	41	41	22
<b>▶ Overall average score (maximum score: 200 points)</b>	97	95	105	108	123	119	102
25 percentile	75	68	81	71	96	89	72
50th percentile (median)	93	92	102	105	129	111	96
75th percentile	122	127	134	137	147	149	140
<b>Special Best-practice Scores</b>							
<b>▶ Mental Health and Well-being average score (maximum score: 100 points)</b>	43	39	49	47	61	53	44
25 percentile	25	23	31	26	45	37	24
50th percentile (median)	43	30	54	50	64	51	40
75th percentile	59	58	63	68	79	70	63
<b>▶ Social Determinants of Health average score (maximum score: 100 points)</b>	38	37	45	37	53	47	35
25 percentile	20	16	26	23	39	28	18
50th percentile (median)	36	38	49	33	54	44	29
75th percentile	53	52	59	49	70	65	54
<b>▶ Diversity, Equity and Inclusion average score (maximum score: 100 points)</b>	35	34	41	35	51	46	42
25 percentile	19	14	23	18	34	28	21
50th percentile (median)	29	33	40	34	52	43	43
75th percentile	52	47	53	46	65	62	60
<b>▶ Brain Health average score (maximum score: 100 points)</b>	42	40	48	46	57	51	43
25 percentile	28	24	31	27	47	33	26

**Average Scorecard Scores for Respondents by Section**

Scorecard Section	National Average	Maximum Points
<b>Section 1: Strategic Planning</b>	30	50
<b>Section 2: Organizational &amp; Cultural Support</b>	28	60
<b>Section 3: Programs</b>	12	20
<b>Section 4: Program Integration</b>	8	20
<b>Section 5: Participation Strategies</b>	15	30
<b>Section 6: Measurement &amp; Evaluation</b>	12	20
<b>Overall Score</b>	104	200

**Distribution of Respondents and Overall Average Score by Number of Employees**

Number of Employees	Number of Respondents*	Percent of Respondents	Overall Average Scorecard Score
<b>Less than 500</b>	139	31%	<b>84</b>
<b>500 to 4,999</b>	185	42%	<b>103</b>
<b>5,000 or more</b>	119	27%	<b>128</b>
<b>Total</b>	443	100%	N/A

*\*Based on 443 employers that provided organization size information. May not sum to 100% due to rounding.*

Number of Employees	Number of Respondents*	Percent of Respondents	Overall Average Scorecard Score
<b>Fewer than 100</b>	45	10%	<b>85</b>
<b>100-499</b>	94	21%	<b>83</b>
<b>500-999</b>	63	14%	<b>95</b>
<b>1,000-4,999</b>	122	28%	<b>106</b>
<b>5,000-19,999</b>	86	29%	<b>128</b>
<b>20,000+</b>	33	7%	<b>127</b>
<b>Total</b>	443	N/A	N/A

*\*Based on 443 employers that provided organization size information. May not sum to 100% due to rounding.*

## Distribution of Scorecard Section Score by Number of Employees

Scorecard Section	<500 employees	500-4,999 employees	5,000+ employees
Strategic Planning	27	30	35
Organizational & Cultural Support	22	27	35
Programs	9	12	15
Program Integration	6	8	11
Participation Strategies	12	14	18
Measurement & Evaluation	9	12	15
Overall Average Score	84	103	128

Scorecard Section	<100 employees	100-499 employees	500-999 employees	1,000-4,999 employees	5,000-19,999 employees	20,000+ employees
Strategic Planning	28	26	28	30	35	35
Organizational & Cultural Support	23	21	26	28	35	35
Programs	9	9	10	12	15	15
Program Integration	6	6	7	9	11	11
Participation Strategies	11	12	13	15	18	19
Measurement & Evaluation	9	10	11	12	15	14
Overall Average Score	85	83	95	106	128	127

**Comparison of Special Best Practice Scores\* – Mental Health, Social Determinants of Health (SDOH), Diversity, Equity and Inclusion (DEI) and Brain Health – by Employer Size**

Number of Employees	Number of Respondents	Mental Health	SDOH	DEI	Brain Health
<b>Fewer than 500</b>	139	34	26	27	33
<b>500-4,099</b>	185	48	39	40	45
<b>5,000+</b>	119	63	56	54	59
<b>Total</b>	443	N/A	N/A	N/A	N/A

*\*Each Special Best Practice Score is out of 100 points.*

Number of Employees	Number of Respondents	Mental Health	SDOH	DEI	Brain Health
<b>Fewer than 100</b>	45	35	26	29	34
<b>100-499</b>	94	34	26	26	33
<b>500-999</b>	63	41	34	35	40
<b>1,000-4,999</b>	122	51	42	42	48
<b>5,000-19,999</b>	86	63	57	54	60
<b>20,000+</b>	33	62	54	56	59
<b>Total</b>	443	N/A	N/A	N/A	N/A

*\*Each Special Best Practice Score is out of 100 points.*

## International, Version 2

HERO Scorecard respondents receive an e-mail after they submit their responses using the online Scorecard submission system. This provides their own score and contributes to the average of all employers in the database. We update these averages on a regular basis to reflect new respondents completing the Scorecard.

The table and figures below provide information based on the 177 unique organizations that completed the International version 2.0 of the Scorecard as of September 30, 2024. Note that the number of International completers is greater than 103, however we are only able to present on country data when more than 25 companies have completed the Scorecard for a respective country.

If your company is interested in benchmarking your program at greater depth, including responses against organizations of like size, industry and geographic location, you may contact one of our [Preferred Providers](#).

HERO's Research Fellow, Colleen Saringer, PhD, [colleen.saringer@hero-health.org](mailto:colleen.saringer@hero-health.org), can also be contacted to explore customized benchmark reporting. The screenshot on page 8 demonstrates the depth of data available to Preferred Providers and/or through customized reporting. If you are familiar with the reports and wish to forgo reporting questions, you may submit your order directly using the [Benchmark Report Order Form](#).



**Example of data available to Preferred Providers and through customized reporting**

<b>The HERO Health and Well-being Best Practices Scorecard in Collaboration with Mercer®</b>			
International version			
	<b>Canada</b>	<b>United Kingdom</b>	Points per question and response
<i>Number of respondents</i>	46	57	
<b>▶ Overall average score (maximum score: 200 points)</b>	89	107	
25th percentile	71	80	
50th percentile (median)	84	110	
75th percentile	104	130	
<b>Special Best-practice Scores</b>			
<b>▶ Mental Health and Well-being average score (maximum score: 100 points)</b>	41	48	
25th percentile	29	33	
50th percentile (median)	36	47	
75th percentile	53	66	
<b>▶ Social Determinants of Health average score (maximum score: 100 points)</b>	28	36	
25th percentile	15	22	
50th percentile (median)	26	35	
75th percentile	38	46	
<b>▶ Diversity, Equity and Inclusion average score (maximum score: 100 points)</b>	34	44	
25th percentile	21	28	
50th percentile (median)	30	44	

## Average Scorecard Scores for Respondents by Section

Scorecard Section	Canada (Average)	India (Average)	United Kingdom (Average)	Maximum Points
Section 1: Strategic Planning	28	36	30	50
Section 2: Organizational & Cultural Support	25	36	32	60
Section 3: Programs	9	12	11	20
Section 4: Program Integration	8	10	9	20
Section 5: Participation Strategies	10	16	14	30
Section 6: Measurement & Evaluation	9	13	11	20
<b>Overall Score</b>	90	121	107	200

## Comparison of Special Best Practice Scores\* – Mental Health, Social Determinants of Health (SDOH), Diversity, Equity and Inclusion (DEI)

Country	Number of Respondents	Mental Health	SDOH	DEI
Canada	48	41	28	34
India	66	57	47	52
United Kingdom	48	36	45	44
<b>Total</b>	177	N/A	N/A	N/A

\*Each Special Best Practice Score is out of 100 possible points

