

## 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 481 unique organizations that completed the US version 5.0 of the Scorecard as of March 31, 2025.

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, Mary Imboden, PhD, [mary.imboden@hero-health.org](mailto:mary.imboden@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

A	B	C	D	E	F	G	H	I	J
			REGION						INDUSTRY
		All respondents	West region	Midwest region	Northeast region	South region			Manufacturing (mining, construction, energy, petroleum)
	Number of respondents	481	169	105	95	109			27
	▶ Overall average score (maximum score: 200 points)	104	106	103	105	99			98
	25 percentile	77	80	78	78	69			73
	50th percentile (median)	104	110	103	102	97			101
	75th percentile	133	131	127	135	134			129
Special Best-practice Scores									
	▶ Mental Health and Well-being average score (maximum score: 100 points)	48	50	47	48	44			45
	25 percentile	29	32	27	27	25			25
	50th percentile (median)	48	51	46	49	42			44
	75th percentile	64	65	63	68	61			60
	▶ Social Determinants of Health average score (maximum score: 100 points)	40	42	40	40	38			38
	25 percentile	23	26	20	20	20			20
	50th percentile (median)	38	40	38	38	36			39
	75th percentile	57	58	54	60	50			57
	▶ Diversity, Equity and Inclusion average score (maximum score: 100 points)	40	42	38	40	38			35
	25 percentile	22	23	22	22	19			18
	50th percentile (median)	37	40	35	38	33			28
	75th percentile	55	56	52	58	54			53
	▶ Brain Health average score (maximum score: 100 points)	45	48	45	45	43			42
	25 percentile	30	33	30	29	26			28
	50th percentile (median)	45	48	45	45	41			42
	75th percentile	61	62	56	62	59			56

1	2	3	4	5	6	7	8	9	10
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)	Technical / professional services	Government
Number of respondents	27	41	41	24	50	47	26	76	88
Overall average score (maximum score: 200 points)	96	99	103	105	110	117	98	104	101
25 percentile	73	73	81	71	93	86	63	80	79
50th percentile (median)	101	94	99	103	116	111	92	106	106
75th percentile	129	131	131	137	147	154	140	128	125
<b>Special Best-practice Scores</b>									
Mental Health and Well-being average score (maximum score: 100 points)	45	42	48	46	57	52	43	52	43
25 percentile	25	24	30	26	40	37	24	38	27
50th percentile (median)	44	41	54	45	58	49	40	53	43
75th percentile	60	59	63	64	79	70	63	67	54
Social Determinants of Health average score (maximum score: 100 points)	38	39	44	37	49	46	34	41	34
25 percentile	20	20	23	21	34	27	15	27	19
50th percentile (median)	39	38	49	38	47	43	27	39	31
75th percentile	57	57	62	47	67	66	54	59	41
Diversity, Equity and Inclusion average score (maximum score: 100 points)	35	36	41	35	47	45	40	43	36
25 percentile	16	17	23	19	29	27	20	28	20
50th percentile (median)	28	35	42	33	49	39	41	41	31
75th percentile	53	48	53	48	65	64	60	55	51
Brain Health average score (maximum score: 100 points)	42	43	47	45	53	51	42	48	43
25 percentile	28	26	30	28	38	32	24	35	30
50th percentile (median)	42	41	50	44	52	48	37	45	42
75th percentile	56	57	61	56	72	69	62	60	54
<b>Section 1: Strategic Planning</b>									
Average score for section 1 (maximum score: 50 points)	29	28	29	31	31	33	30	31	30
25 percentile	21	20	25	25	23	24	24	25	23
50th percentile (median)	29	29	30	30	33	34	31	32	30

### Average Scorecard Scores for Respondents by Section

Scorecard Section	National Average	Maximum Points
Section 1: Strategic Planning	30	50
Section 2: Organizational & Cultural Support	28	60
Section 3: Programs	12	20
Section 4: Program Integration	8	20
Section 5: Participation Strategies	14	30
Section 6: Measurement & Evaluation	12	20
Overall Score	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>	148	31%	<b>85</b>
<b>500 to 4,999</b>	202	43%	<b>102</b>
<b>5,000 or more</b>	125	26%	<b>128</b>
<b>Total</b>	474	100%	N/A

*\*Based on 458 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>	47	10%	<b>85</b>
<b>100-499</b>	101	21%	<b>85</b>
<b>500-999</b>	71	15%	<b>95</b>
<b>1,000-4,999</b>	131	28%	<b>105</b>
<b>5,000-19,999</b>	89	19%	<b>128</b>
<b>20,000+</b>	35	7%	<b>129</b>
<b>Total</b>	474	100%	N/A

*\*Based on 474 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	29	35
Organizational & Cultural Support	22	27	35
Programs	9	12	15
Program Integration	6	8	11
Participation Strategies	12	14	18
Measurement & Evaluation	9	11	14
Overall Average Score	85	102	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	27	28	30	35	35
Organizational & Cultural Support	23	22	26	28	35	35
Programs	9	10	11	12	15	15
Program Integration	6	6	8	9	11	12
Participation Strategies	11	12	13	15	18	19
Measurement & Evaluation	9	10	11	12	15	14
Overall Average Score	85	85	95	105	128	129

**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>	142	35	27	27	34
<b>500-4,099</b>	192	47	39	39	45
<b>5,000+</b>	124	63	57	55	60
<b>Total</b>	474	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>	46	35	27	29	33
<b>100-499</b>	96	35	27	26	34
<b>500-999</b>	66	42	34	34	41
<b>1,000-4,999</b>	126	50	42	42	47
<b>5,000-19,999</b>	89	63	57	54	60
<b>20,000+</b>	35	62	55	57	59
<b>Total</b>	458	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 302 unique organizations that completed the International version 2.0 of the Scorecard as of March 31, 2025. Note that 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](#).

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

The HERO Health and Well-being Best Practices Scorecard in Collaboration with Mercer®				
International version				
		Canada	India	United Kingdom
<i>Number of respondents</i>		50	81	71
▶ <b>Overall average score (maximum score: 200 points)</b>		91	116	105
25th percentile		71	90	80
50th percentile (median)		84	117	109
75th percentile		109	146	132
Special Best-practice Scores				
▶ <b>Mental Health and Well-being average score (maximum score: 100 points)</b>		42	54	48
25th percentile		30	35	33
50th percentile (median)		37	58	49
75th percentile		55	74	63
▶ <b>Social Determinants of Health average score (maximum score: 100 points)</b>		29	45	36
25th percentile		15	28	20
50th percentile (median)		27	46	35
75th percentile		40	63	48
▶ <b>Diversity, Equity and Inclusion average score (maximum score: 100 points)</b>		35	50	45
25th percentile		22	32	28



**Average Scorecard Scores for Respondents by Section**

Scorecard Section	Canada (Average)	India (Average)	United Kingdom (Average)	Maximum Points
Section 1: Strategic Planning	28	35	30	50
Section 2: Organizational & Cultural Support	25	34	32	60
Section 3: Programs	9	11	11	20
Section 4: Program Integration	8	9	9	20
Section 5: Participation Strategies	10	15	13	30
Section 6: Measurement & Evaluation	10	13	11	20
Overall Score	91	116	105	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	50	42	29	35
India	81	54	45	50
United Kingdom	71	48	36	45

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

