

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 508 unique organizations that completed the US version 5.0 of the Scorecard as of September 30, 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 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

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

	All respondents	REGION				INDUSTRY Manufacturing (mining, construction, energy, petroleum)	Manufacturing - products	Higher education	Education (ex higher ed.)
		West region	Midwest region	Northeast region	South region				
Number of respondents	508	178	111	100	116	29	46	42	27
► Overall average score (maximum score: 200 points)	104	106	104	103	101	102	101	104	109
25 percentile	78	81	78	78	70	76	73	81	71
50th percentile (median)	104	110	103	100	102	103	101	100	105
75th percentile	133	131	130	134	136	138	133	133	137
Special Best-practice Scores									
► Mental Health and Well-being average score (maximum score: 100 points)	48	50	48	47	45	47	44	49	48
25 percentile	29	33	27	27	25	26	24	30	27
50th percentile (median)	48	51	47	48	46	46	43	54	50
75th percentile	64	65	63	67	65	63	60	64	68
► Social Determinants of Health average score (maximum score: 100 points)	40	42	40	39	39	39	40	45	39
25 percentile	23	27	20	19	20	20	20	23	23
50th percentile (median)	38	40	38	37	37	41	39	49	38
75th percentile	57	58	54	59	52	57	57	62	50
► Diversity, Equity and Inclusion average score (maximum score: 100 points)	40	42	39	39	39	38	37	42	37
25 percentile	22	24	22	22	19	21	18	23	21
50th percentile (median)	37	40	35	37	35	31	39	42	38
75th percentile	55	57	53	55	56	54	48	57	50
► Brain Health average score (maximum score: 100 points)	46	48	45	45	43	44	44	48	47
25 percentile	30	33	28	29	27	28	26	30	28
50th percentile (median)	45	48	45	44	42	45	45	50	48
75th percentile	61	62	57	61	62	63	60	63	60

The HERO Health and Well-being Best Practices Scorecard in Collaboration with Mercer®							
	Financial services (excl. real estate)	Hospitals and healthcare clinics	Health services (excl. hospitals and clinics)	Technical / professional services	Retail / wholesale	Government	High-tech
Number of respondents	52	48	26	78	20	72	111
► Overall average score (maximum score: 200 points)	117	117	94	102	99	101	110
25 percentile	94	88	61	79	81	80	90
50th percentile (median)	117	111	91	104	102	106	111
75th percentile	149	152	133	127	119	125	134
Special Best-practice Scores							
► Mental Health and Well-being average score (maximum score: 100 points)	58	52	40	51	44	43	55
25 percentile	41	36	21	37	25	27	41
50th percentile (median)	60	49	38	52	44	44	57
75th percentile	78	70	62	65	58	54	70
► Social Determinants of Health average score (maximum score: 100 points)	50	47	32	40	38	35	47
25 percentile	34	27	15	27	24	20	32
50th percentile (median)	48	42	27	38	37	32	43
75th percentile	67	68	44	57	51	43	68
► Diversity, Equity and Inclusion average score (maximum score: 100 points)	48	45	37	42	35	35	46
25 percentile	29	27	19	28	17	20	31
50th percentile (median)	49	38	36	40	34	31	46
75th percentile	65	63	59	53	53	49	61
► Brain Health average score (maximum score: 100 points)	54	51	40	46	41	43	51
25 percentile	38	31	24	35	28	30	37
50th percentile (median)	52	47	37	45	44	42	50
75th percentile	72	71	61	60	51	54	65

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	15	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
Less than 500	155	31%	85
500 to 4,999	213	43%	102
5,000 or more	132	26%	128
Total	500	100%	N/A

**Based on 500 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
Fewer than 100	48	10%	84
100-499	107	22%	86
500-999	73	15%	95
1,000-4,999	140	28%	105
5,000-19,999	94	19%	128
20,000+	38	8%	128
Total	500	100%	N/A

**Based on 500 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	10	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	8	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	84	86	95	105	128	128

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	Mental Health	SDOH	DEI	Brain Health
	Respondents				
Fewer than 500	155	36	27	28	34
500-4,099	213	47	39	39	45
5,000+	132	63	57	55	60
Total	500	N/A	N/A	N/A	N/A

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

Number of Employees	Number of	Mental Health	SDOH	DEI	Brain Health
	Respondents				
Fewer than 100	48	34	26	28	33
100-499	107	36	28	28	35
500-999	73	42	35	34	41
1,000-4,999	140	50	42	42	47
5,000-19,999	94	63	57	54	60
20,000+	38	62	56	57	60
Total	500	N/A	N/A	N/A	N/A

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

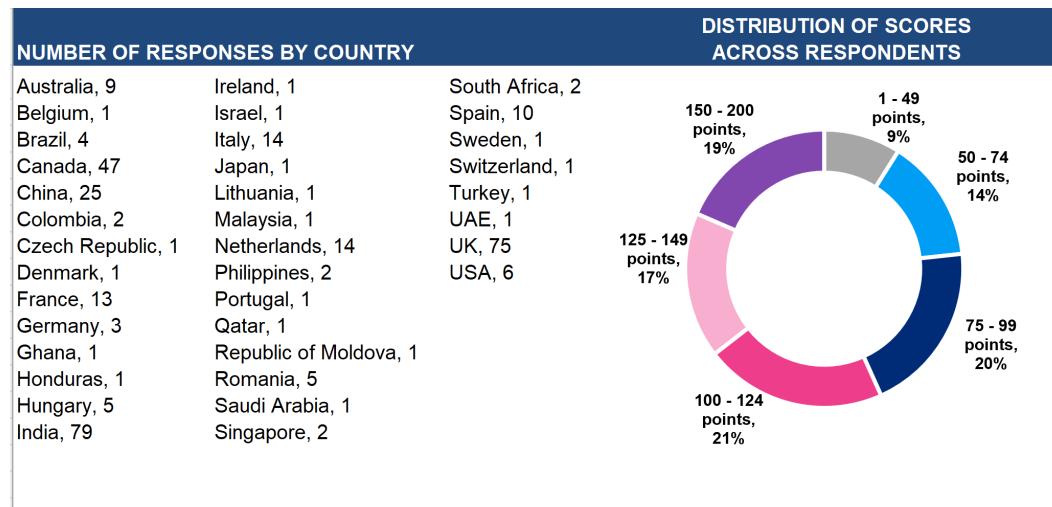
International, Version 2

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 June 30, 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](#).

HERO's Research Fellow, Mary Imboden, PhD, mary.imboden@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

The HERO Health and Well-being Best Practices Scorecard in Collaboration with Mercer Marsh Benefits©		Canada	China	India	United Kingdom
International version					
Number of respondents		47	25	79	75
▶ Overall average score (maximum score: 200 points)		92	159	118	106
25th percentile		71	130	97	74
50th percentile (median)		84	168	118	109
75th percentile		109	188	147	138
Special Best-practice Scores					
▶ Mental Health and Well-being average score (maximum score: 100 points)		42	79	56	49
25th percentile		29	62	38	34
50th percentile (median)		38	85	60	47
75th percentile		56	94	74	64
▶ Social Determinants of Health average score (maximum score: 100 points)		29	62	46	36
25th percentile		15	39	29	20
50th percentile (median)		28	68	46	35
75th percentile		41	84	63	48
▶ Diversity, Equity and Inclusion average score (maximum score: 100 points)		35	70	51	45
25th percentile		21	54	34	28
50th percentile (median)		32	78	56	46

Average Scorecard Scores for Respondents by Section

Scorecard Section	Canada (Average)	China (Average)	India (Average)	United Kingdom (Average)	Maximum Points
Section 1: Strategic Planning	29	42	36	30	50
Section 2: Organizational & Cultural Support	25	49	35	32	60
Section 3: Programs	9	15	12	11	20
Section 4: Program Integration	8	14	9	9	20
Section 5: Participation Strategies	10	23	16	13	30
Section 6: Measurement & Evaluation	10	17	13	11	20
Overall Score	92	159	118	106	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	47	42	29	35
China	25	79	62	70
India	79	56	46	51
United Kingdom	75	49	36	45

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