



# Frequently Asked Questions (FAQ's)

## What is Mindful Hillsboro?

Mindful Hillsboro is the City's new mental health and total wellness program designed to support City employees with their mental, physical, and additional personal wellness goals. Mindful Hillsboro will help employees (1) increase awareness and understanding of their mental, emotional, physical, financial, social, intellectual, vocational, and spiritual wellness; (2) become more mindful and aware of the needs and well-being of themselves and others; and (3) provide opportunities to engage in their wellness as individuals and as a community.

## What is the MindMe app?

MindMe is the engagement tool (mobile app and desktop platform) to house Mindful Hillsboro content, event information, engagement opportunities, and COH employee benefit information for increased accessibility to resources.

## Why was Mindful Hillsboro and the MindMe app created?

During the Covid-19 pandemic, not only did mental and physical health challenges rise, but attention to these issues became a higher societal priority. City leadership also recognizes the need to continue to prioritize mental and physical fitness even as the intensity of the pandemic subsides. Mental fitness empowers us to be more resilient, engaged, content, and can lead to greater happiness and satisfaction. Mental health challenges can cause a ripple effect on nearly every aspect of our lives including physical, relational, financial, and vocational health.

## Am I required to participate in Mindful Hillsboro as a City employee, or download the MindMe app?

No, you are not required. Participation in Mindful Hillsboro and the MindMe app is voluntary, but we encourage all employees to explore the tools and resources available to support each person's wellness goals and to better understand their COH benefits.

## Who can download the MindMe app and participate in Mindful Hillsboro activities?

Access to the full Mindful Hillsboro program is open to all City employees. City credentials are required for verification and login purposes. Limited program access is under development for family members, friends, and the public.

## How do I download and sign-in to the MindMe app as a City employee?

1. Download the **MindMe Hillsboro** app from either the Google Play or Apple App store.
2. Enter your City email address ([firstname.lastname@hillsboro-oregon.gov](mailto:firstname.lastname@hillsboro-oregon.gov))
3. Enter your password used to log into your City account

You should only have to log into the mobile app once with these credentials, and the app will keep you logged in unless an updated version is released, or when you're prompted to update your City password.

## Will City employees be paid for participating in Mindful Hillsboro activities?

Participation in Mindful Hillsboro is voluntary and therefore not paid time. All activities (including challenges, reading material, etc.) are to be done outside regular work hours unless supervisor approval allows otherwise.

## Do City employees qualify for a cell phone stipend if they download the MindMe app?

No. Downloading and using the MindMe app is voluntary. If you choose to participate in the program, you may opt to download the app onto a mobile device for your convenience and/or increased accessibility. The MindMe app is also available on a desktop computer (a link is available on the HR page of the City's website).

Does the MindMe app store or share personal health information (PHI)?

PHI is not stored on the MindMe app, and we will not ask for any PHI through the MindMe platform. The **Health Plan** tool is available for insured employees to enter their medical insurance ID info to connect directly with their insurance carrier for basic plan coverage and cost information. This feature is voluntary and does not store data in the app, nor does it share the data with Refresh or COH administrators.

Does the MindMe app share any personal or contact information with any advertisers?

Your personal information will not be shared with third parties.

Will employees have access to the MindMe app or wellness program after employment?

The full features and opportunities of the Mindful Hillsboro program and the MindMe app are available only to active City employees. However, former employees and the public can access limited content on a later version of MindMe (currently under development).

Do I pay anything to view content or participate in activities, courses, or other opportunities available through the Mindful Hillsboro program or MindMe app?

No. Unless otherwise specified, any engagement activities or courses offered through or found on the MindMe app are free to all participants.

Is Healthy Hillsboro still available?

Yes, Healthy Hillsboro is a separate program for eligible City employees for the financial reimbursement of specific wellness-related expenses.

Can I access employee benefit information on MindMe?

Yes! Employees can access the City's general benefits information on the app including plan summaries, links to member portals, and other helpful documents and resources. You can also choose to access basic medical insurance plan info through the **Health Plan** tool if you're enrolled in one of the City's medical plans. At this time, you cannot access your specific enrollment elections through the MindMe app.

What kind of wellness resources are available on the MindMe platform?

So many resources! You can access articles, videos, shared experiences, employee wellness challenges, classes, events, and more. You will also learn more about your colleagues as they share their stories related to their own self-care.

Will I receive notifications from the MindMe app?

Push and/or email notifications will be sent out to participants periodically. Program administrators will be mindful of the frequency, but we hope you keep notifications turned on, as we will push out important benefit info, wellness highlights, and other wellness-related announcements. You can anticipate at least one weekly notification from MindMe. The program administrators are human, too, and we also don't want to be inundated with notifications.

What if I can't find a resource I'm looking for or have questions, suggestions, or feedback?

You can reach out to [wellness@hillsboro-oregon.gov](mailto:wellness@hillsboro-oregon.gov), and one of our program administrators will be able to assist you. Current administrators include Nathan Smith, Debbie Laszlo, and Aubrey Kintz in the Human Resources Department.