



RANDOLPH-BROOKS FEDERAL CREDIT UNION

EMPLOYEES
2,000
PARTICIPATION
86%
LOCATIONS
60+

Randolph-Brooks Federal Credit Union (RBFCU), one of the largest credit unions in Texas, was looking for a way to support their employees with the same personalized service and commitment to well-being they use when serving their credit union members. With more than 2,000 employees and 60+ locations throughout San Antonio, Austin, Dallas, and Corpus Christi, they wanted a partner to help them introduce a fun, engaging wellness solution that supports all employees and achieves results.

ONSITE PRESENCE & CONSISTENCY

Consistency was one of the top goals for RBFCU. Leaders made it a priority to provide every participant across every location with a similar experience. The team had a unique wish list to consider:

- A comprehensive wellness program focused on a healthy culture of accountability and improvement
- An onsite program lead from the wellness vendor to handle program administration and health coaching
- Consistent programs and offerings at all locations
- Year-round support tools to keep participants engaged

After a thorough selection process, RBFCU chose to work with HealthCheck360 and found a perfect fit for onsite support in their wellness coordinator, Michelle.

RESULTS AT A GLANCE

30% OF PARTICIPANTS
IMPROVE HEALTH WITH
ONSITE COACHING

244,003 MINUTES OF ACTIVITY
IN RBFCU FOOTBALL
CHALLENGE

“I am grateful for Michelle. Her positive attitude and wonderful support.

RBFCU Participant

Michelle provides both health coaching and program administration with the main goals of building a personal relationship with the employees and ensuring that each location is served similarly. She works with RBFCU leaders to provide many activities including onsite health coaching, lunch and learns, Mindful Monday tips focused on habit awareness and stress, planning and support for onsite projects and initiatives, customized communications, and wellness challenges that fit with each location’s unique culture.

The RBFCU team works with Michelle to promote a healthy culture at each of their locations and give back to their community at events like The University of Texas at San Antonio Diploma Dash 5k, American Heart Association Walks, the San Antonio Food Bank Turkey Trot, and the Fit Company Challenge. Supporting employee involvement in these programs and events illustrates RBFCU’s culture of caring and highlights company support for total well-being.

POSITIVE IMPACT

Their efforts are paying off. Recently, RBFCU received the Austin Mayor’s Health and Fitness Council Honors and the San Antonio Business Group on Healthy Workplace Recognition. Their well-rounded approach toward health and building a culture of well-being is supported by their program initiatives.

The onsite coaching program provided by Michelle has shown impressive results. **30% of coaching participants have improved their score.**¹ RBFCU employees are reporting improvements in managing their stress with the Mindful Monday program. They’re also engaging in exercise-based challenges to lose weight, increase activity, and manage stress. In a recent challenge, participants logged over 20 million steps and walked nearly 11,000 miles.

MOVING FORWARD

RBFCU’s approach to an onsite presence and strategic plans around wellness helped them achieve a level of engagement and uniformity almost unheard of among large groups with numerous locations. Consistency isn’t just a hallmark of a great wellness program; it also helps individuals create healthy habits that last. RBFCU is a role model for a winning culture of wellness.

¹Onsite Targeted Health Coaching