Mental Health/Substance Use Employer Learning Collaborative
Session #5

Wednesday, January 25, 2023

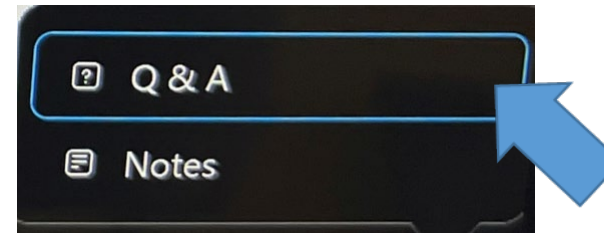# Thank you to our Mental Health/Substance Use ELC sponsors!

TO ASK QUESTIONS

For most devices, the **Q & A function** can be found by clicking on the ellipses at the bottom of your screen on the far right.

Clicking on the ellipses will open a new menu, which will then allow you to click on **Q & A.**

- With the **Q & A** window open, type in your question and send to **HOST** or **Ashley Tait-Dinger.**
- There is a 512-character limit for questions.
- While we would like this to be interactive, we understand sometimes that is not possible.
- Please reserve the **Chat** function for technical questions to the **HOST.**

MH/SU ELC Webpage

Please bookmark our Mental Health/Substance Use (MH/SU) Employer Learning Collaborative (ELC) webpage. The webpage is home to prior MH/SU ELC webinar recordings and slide decks, as well as important mental health resources.

https://flhealthvalue.org/our-work/mental-health-substance-use-elc/

Agenda

- Mental Health Convening Opportunity

- Center for Workplace Mental Health Programs

- Employee Assistance Programs Best Practice

- Prior Sessions Follow Up

Mental Health Convening

PCORI has funded the National Alliance to hold a Path Forward event for the RESET regions. We are each asked to bring along two employers. All travel will be paid through the PCORI grant.

Gaylord Texan Resort and Convention Center, Grapevine, TX

Monday, April 24 and Tuesday, April 25

- Equitable Access & Measurement Based Care

- Integration of Mental Health into Primary Care

- Workplace Mental Health Support

- Meetings with Health Plans

Interested? Email Karen@flhealthvalue.org ASAP
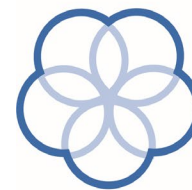
Presenter

Emma Jellen

Interim Director

The Center for Workplace Mental Health
January 25, 2023

AMERICAN
PSYCHIATRIC
ASSOCIATION
FOUNDATION

CENTER FOR
**WORKPLACE
MENTAL HEALTH**

Notice.Talk.Act.® *at Work*
Creating a Mentally Healthy Workplace

An e-Learning training module supporting leaders and people managers to:

✓ Raise awareness about the impact of mental health in the workplace.

✓ **NOTICE** changes that are not typical and may be signs of a potential mental health concern.

✓ **TALK** by checking in and letting a person know that you care.

✓ **ACT** by connecting a person with services and supports.

workplacementalhealth.org/NTAatWork

NOTICE

Changes in **Appearance,** **Behavior, Mood,** and **Thinking**

Noticing Changes

Changes are likely to appear in appearance, behavior, mood, and thinking.

Fatigued, not emotionally expressive, excessive changes in weight, appearing unkempt, fidgety

Appearance

Behavior

Withdrawn, uncharacteristically interactive, missing deadlines or poor quality work, showing up late or at odd hours

Irritable or aggressive, excessive worrying, extreme high or low moods, easily overwhelmed

Mood

Thinking

Constant intrusive thoughts, difficulty concentrating, persistent negativity

TALK

Checking in

Starting a Conversation

Starting a conversation with someone you are concerned about may not be easy, here are tips to prepare yourself:

☑ Show you are acting out of care and concern

☑ Set aside the time, no distractions, private location

☑ Respect people's privacy if they share information

☑ Set healthy boundaries on the conversation

☑ Know your internal resources and contacts

☑ If you are concerned about harm to self or others, reach out immediately to HR or designated person

A Helpful Framework for the Conversation
Remember to lead with <u>objective observations</u>

Open-ended Questions

- *You've been missing deadlines lately and I'm concerned, **<u>what</u>** is causing this change?*
- ***<u>How</u>** can I help?*

Affirmations

- *I am glad that you trust me with this information, that's not always easy to do.*
- *It sounds like you are interested in getting help, that's a sign of strength.*

A Helpful Framework for the Conversation *contd.*

Reflective Listening

- *May I reflect on what I'm hearing?*
- *So, you're feeling down and not sleeping well and it's impacting your work and life outside of work. Am I hearing that correctly?*
- *I'm sensing that you are feeling afraid and overwhelmed, is that right?*

Summarizing

- *Thank you for sharing today. From our conversation, here is what I learned…*
- *Based on what we talked about, here are a few options…*
- *I hope that you find these options helpful. Please let me know if can provide additional support.*

General Comments to Avoid

Try to avoid using comments like these that may be perceived as dismissive, minimizing the situation, or drawing attention away from what the person may be feeling:

- ☒ There's a reason for everything
- ☒ I know how you feel
- ☒ Sounds just like my…
- ☒ Pull yourself together
- ☒ It'll get better, it could be worse

ACT

Connecting to services and supports

Internal, External, and Community Resources

Internal & External Resources

- Employee Assistance Program (EAP)
- Human Resources
- Health and Wellness Benefits
- Employee Resource Groups
- Leave Management
- Accommodations

Community Resources

- NAMI
- Mental Health America (MHA)
- Depression Bipolar Support Alliance
- National Suicide Prevention Lifeline
- Crisis Text Line (741741)

Risk Factors
Job-Related & Personal

Job-Related Risk Factors

- Dissatisfaction with assignment, limited opportunities for growth
- Excessive stress and/or work hours
- Incompatible management style
- Bullying and harassment
- Rigid work schedule & inadequate leave policies
- Low reward & recognition
- Lack of job fit and alternative options
- Not experiencing work as meaningful
- Social isolation, lack of connection

Personal Risk Factors

- Financial insecurity
- Loneliness and isolation
- Relationship conflicts
- Substance misuse
- Death or illness of a loved one
- Emotional trauma and/or physical abuse
- Physical illness
- Caregiving responsibilities
- Family history of mental illness
- An emerging mental health condition for a child and/or concerning behavior
- Other major life changes (moving, pregnancy, and more)

People who connect with care …

- Are more engaged
- Are more productive
- Miss fewer workdays
- Perform well at high levels
- Reach their full potential

Do you know about your mental health and well-being benefits?

Does your organization offer supplemental MH benefits like apps?

Employee Mental Health FRONT AND CENTER

Has your organization launched a mental health and well-being Initiative?

Does your organization provide a list of community organizations or resources in the MH space?

Does your organization promote stress management and resiliency?

Over 2800 evaluations to date!

Notice. Talk. Act.®

at Work

90% Rated the training as excellent or good

96% Are likely to recommend the training to others

93% Agreed the training prepared them to notice, talk, act.

AMERICAN PSYCHIATRIC ASSOCIATION FOUNDATION | CENTER FOR WORKPLACE MENTAL HEALTH

AMERICAN
PSYCHIATRIC
ASSOCIATION
FOUNDATION

CENTER FOR
WORKPLACE
MENTAL HEALTH

Search...

Search

SUBSCRIBE

DONATE

About Us ⌄   The Business Case ⌄   Mental Health Topics ⌄   Case Studies ⌄   Employer Resources ⌄   News & Multimedia ⌄

workplacementalhealth.org

The Leading Resource for

Workplace Mental Health

Setting the standard for mentally healthy workplaces.

LEARN ABOUT THE CENTER

New to RIGHT DIRECTION

- Understanding Depression and Anxiety, and the Role of Self-care
- A Guide to Setting Healthy Boundaries
- Emotional Intelligence and Awareness
- Managing Stress and Raising Resiliency
- Developing a Self-care Plan and Tools
- Well-being Journaling
- Breathing Exercises

AMERICAN PSYCHIATRIC ASSOCIATION FOUNDATION | CENTER FOR WORKPLACE MENTAL HEALTH

SELF-CARE TOOLKIT
Moving in the Right Direction

Right Direction is a high-impact, turnkey initiative that raises awareness about depression and other mental health conditions, and encourages help-seeking when it's needed. By providing free resources, tools, and expert guidance on workplace mental health, Right Direction helps organizations create a healthier and more engaged workforce.

Setting Healthy Boundaries
Guiding you on when and how to say no kindly.

Emotional Intelligence & Awareness
Recognizing and labeling emotions.

Managing Stress & Raising Resiliency
Building resilience and managing stress.

Self-care Plan & Tools
Creating your self-care plan.

Well-being Journaling
Starting your well-being journal.

Breathing Exercises
Breathing exercises to try.

RIGHT DIRECTION

RightDirectionForMe.com

Our Team

Emma Jellen
Interim Director
APAF Center for Workplace Mental Health
Email: ejellen@psych.org

Shayla Gerity
Program Manager
APAF Center for Workplace Mental Health
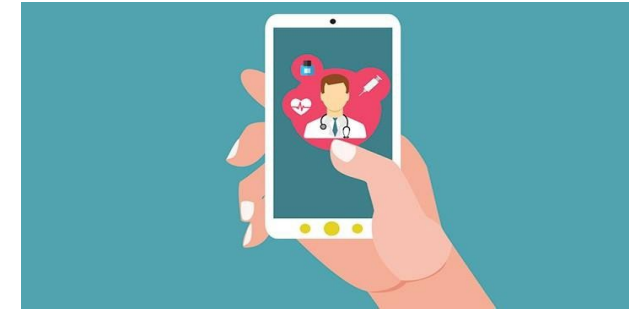Email: sgerity@psych.org

visit: **workplacementalhealth.org**

AMERICAN
PSYCHIATRIC
ASSOCIATION
FOUNDATION

CENTER FOR
WORKPLACE
MENTAL HEALTH

Employee Assistance Programs

- Employee Assistance Programs (EAPs) serve organizations and their employees in multiple ways, ranging from **consultation at the strategic level about issues with organization-wide implications to individual assistance to employees and family members** with personal difficulties
- Some of the core services include: **Brief Counseling & Referral, High Risk Cases, Veterans' Issue, Employee Trainings, Financial/Legal, Family Issues**
- A reminder that the focus of this presentation is for covered members

EAP Usage in the U.S.

- There was a **22% increase in EAP usage between 2019 and 2021** per a survey conducted by the International Foundation of Employee Benefit Plans
- The number of clinical **sessions attended by people between 2019 and 2021 increased from 4 to 5.5 sessions**
- According to the *2020 Workplace Outcomes Suite Report,* approximately **60-70% of EAP utilizers are women**
- EAP usage by gender mirrors that of general counseling usage trends, per the Centers of Disease Control and Prevention (CDC)

EAP Outcomes

The 2020 Workplace Outcomes Suite revealed significant improvements across all five measured domains:

- **Work presenteeism improved by 28%**
- **Life satisfaction improved by 21%**
- **Work engagement improved by 9%**
- **Work absenteeism reduced by 16%**
- **Workplace distress reduced by 9%**

Clinical outcomes were similar for those who accessed in-person and tele-behavioral means

EAP Considerations

When selecting an EAP provider for your organization, consider:

- **How many years** they've been in business and how satisfied their current clients are. Do they have good referrals and references?

- **Where their headquarters** and base of operations are located

- **Their scope of services,** general hours of operation, and whether they will be able to help your employees in various locations

FLORIDA ALLIANCE FOR HEALTHCARE VALUE
LED BY FLORIDA'S TOP EMPLOYERS SINCE 1984

Staff credentials and training:

- Determine **how many sessions are included per year per covered member**
  - Based on the American Psychological Association's summary of previous research showing **15-20 sessions are needed to properly address most mental health issues**

Find out the process for transitioning clients from EAP services to longer term-care
- **Best clinical practice is no interruption in care**

EAP Considerations 3

Consider a delivery model that will match what's most relevant and applicable to covered members' needs and organization's needs and concerns. Several EAP delivery models to consider:

- **Management-sponsored EAPs**
- **Fixed-fee contracts**
- **Fee-for-service contracts**
- **Consortia**
- **Member-assistance programs**
- **Peer-assistance programs**
- **Mixed-model programs**

Case Study: Delta & Optum

- **A 2017 study between Delta and Optum** demonstrated multiple positive EAP outcomes
- **Comprised of an integrated approach** including EAP, behavioral health, and medical benefits and resources that help both members and providers navigate
- **Co-management of members** with medical and behavioral issues by the dedicated clinical nurse team with two dedicated clinical staff
- **Joint medical/behavioral case reviews**
- **Services are available 24/7, 365 days a year**

Case Study: Delta and Optum 2

Delta implemented Delta Health Direct, a concierge service which helps connect health plan members to the appropriate resources

- The top three presenting issues were **Legal, Benefits, and Marital and primary relationships**

Over 80% of cases were successfully resolved through EAP.

- Nearly 50/50 split on in-person and telephone consultations
- 15% went on to access behavioral health benefits
- 15% were referred directly to behavioral health

Additional EAP Providers

- **Multiple EAP platforms** offer a variety of pricing and program flexibility

    - **Core Health** (https://corehealth.global/)
    - **LifeWorks** (https://wellbeing.lifeworks.com/)
    - **Ulliance** (https://ulliance.com/)
    - **Modern Health** (https://www.modernhealth.com/)
    - **WellWorks** (https://www.wellworksforyou.com/)
    - **CorpCare** (https://corpcareeap.com/)
    - **BHS** (https://www.bhsonline.com/)

Takeaways/Best Practices

- **Include EAP as a benefit for all covered employees and their family members**
- Consult employee personnel and insurance data to discover **what services your employees are using the most already**
- **Integrate EAP services** with MH/SU and/or medical plan to ensure smooth transition into longer-term services without disruption
- Expand the number of sessions available to people receiving mental health/substance use counseling services

- Utilize an EAP provider that uses **evidence based therapeutic approaches**

- **Offer a range of service delivery modes** (e.g. over the phone, face-to-face, video conference and/or other digital services), with consideration for technology trends, worker preferences, security requirements, and a clear description of the circumstances should one type be preferred over another (e.g. when telephone counselling is considered a substitute and/or supplement to in-person counselling)

- Identify an EAP organization with a **robust provider network** to reduce wait times to care, preferably with the ability to get people into care within two business days
  - Current wait times average between four to six weeks
- When transitioning from EAP care to longer-term care, best practice is **no interruption in care**
- **Send out anonymous surveys on a regular basis asking your covered employees what they would like to access in their EAPs**
  - Ask them for feedback regarding what they like about your current EAP and what they don't like about it

- **Designate an EAP champion** at your organization
- **Promote EAP awareness** throughout the entire year
- **Promote ALL of the services** your EAP offers
  - Many people don't know about all of the services an EAP offers
  - Highlight the work/life resources available through your EAP
- **Consider your EAP** as an extension of your HR department

QUESTIONS?

Session #1 – **Workplan** – Approved by The Path Forward

Session #2 – **Telebehavioral Health** – updated *Employer Guide to High-Value Telebehavioral Health* – check ELC webpage

Session #3 – **Network Adequacy and Access** – Employer and Employee Surveys to be available for deployment (after open enrollment)

Session #4 – **Innovative Solutions – ICARE reminder**

ICARE Workforce Solutions - Reminder

- Offers a variety of services and products to **increase awareness about substance misuse and addictive behavior**
- They include the following:
  - Healthy Self Checkup Evaluation
  - "Sober curious" learning event
  - Management Webinars and Trainings
  - Train the Trainer
    - Certified Facilitator Addiction Awareness
    - Certified Facilitator Addiction Awareness tailored to HR staff
  - Individual Coaching

Kate Corbin kate@icare-aware.org

Voice of the Customer Survey

- The National Alliance is developing a survey of employers/purchasers to understand their **perception of value of services received from their mental health point solution providers**
- The survey is scheduled to be deployed in February 2023 and remain open for approximately one month
- Findings will be shared in April
- FL Alliance is weighing in on the survey questions, so rather than develop our own employer survey, we will participate in this initiative

Survey Focus Areas

- Deep Dive on importance and satisfaction with performance (by TPA/Vendor(s)) in four key areas:

  - **Equitable Access**
  - **Integrating Mental Health into Primary Care**
  - **Measurement Based Care**
  - **Workplace Mental Health**

Next Meeting

February 20 – 2:00PM – 3:30PM ET
Focus on the **Voice of the Customer Survey**