



# The Importance of Employee Well-Being

October 2<sup>nd</sup> @ 1CST



Your Life. Your Work. Your Best.®

COMPSYCH®  
GuidanceResources® Worldwide

# Agenda

Introductions

Children's Hospital Colorado Overview

Well-Being Coaching Success

Koa Care 360 and GuidanceConnect Successes

Mental Health TMRG Success

Strategic Communications

Key Takeaways

## Presentation Team

Kyla Leone, RDN, *Sr. Wellness Administrator – Children's Hospital Colorado*

Stacie Morimoto, *Account Manager – ComPsych Corporation*

Sarah Swan, *Business Development Executive – ComPsych Corporation*

# Children's Hospital Colorado

## Basic Details

- Founded in 1897
- Headquartered in Aurora, Colorado
- 600 pediatric beds across 16 locations/ 4 hospitals
- 9,000 employees supported with the program

## Awards and Accolades

- #1 in Colorado and #1 in the region according to U.S. News and World Report
- Ranked in 10 specialties according to U.S. News and World Report
- 3<sup>rd</sup> place (5,000+ employees) of Colorado's Healthiest Employers in 2024
- Platinum Status Recognition Bell Seal Awards 2024
- ComPsych Best in Class Awarded 2022
- Platinum Status Recognition with the Healthy Hospital Compact and HealthLinks



# Q2 2024 Program Utilization Overview

## Service Engagement

	Q1	Q2	YTD	Prior YTD
Total Covered Employees	8,067	8,067	8,067	8,067
Annualized Utilization Rate	34.36%	28.46%	31.41%	40.45%
Total Live Services	299	255	554	1,081

## Organizational Services

	Q1	Q2	YTD	Prior YTD
Learning & Organizational Excellence Sessions	12	8	20	35
Learning & Organizational Excellence Attendance	168	79	247	570

1

Annualized Program Utilization for Q2 2024 is 28.46%: Live Utilization (12.64%), GRO Utilization (11.90%) and Training Utilization (3.92%).

2

Children's Hospital Colorado has double the engagement for Wellbeing Coaching through Q2 2024 than the entire CY 2023.

3

Training attendance remains very strong at 20 sessions with 247 attendees through Q2 2024.



# Well-Being Coaching Success

Your Life. Your Work. Your Best.®

**COMPSYCH**<sup>®</sup>  
GuidanceResources<sup>®</sup> Worldwide

# Well-Being Coaching

## Preventative and Holistic Support

- Delivered by our in-house staff of behavioral change specialists
- Ideal to support life stressors, transitions, and everyday challenges using evidence-based techniques
- Addresses mental health, physical health and well-being through one holistic solution
- Complements current EAP and Work-Life services to address issues such as:
  - Burnout
  - Cardiovascular Disease Prevention
  - Dealing with Competing Priorities
  - Intentional Eating
  - Time Management
  - And More
- Fully-integrated to ensure access to higher level clinical (therapy) services, when needed
- Attractive to less-tenured workforce not open to therapy as a first step



# Well-Being Coaching Success!

## Approach

- Pre-scheduled Well-Being Coaching appointments
- ComPsych created QR codes linking to sign up form
- ComPsych Account Manager coordinates with Coaching team and confirms appointments
- ComPsych sends confirmation/links to scheduled team members
- Additionally promoting Sleep Hygiene as a focus and created custom communications in English and Spanish

## Success

- Well-Being Coaching utilization has increased 200% in just the first two quarters of 2024 compared to CY 2023
- Coaching used to make up 2% of CHCO's live access and now makes up 10%





# **Koa Care 360 and GuidanceConnect Successes**

Your Life. Your Work. Your Best.®

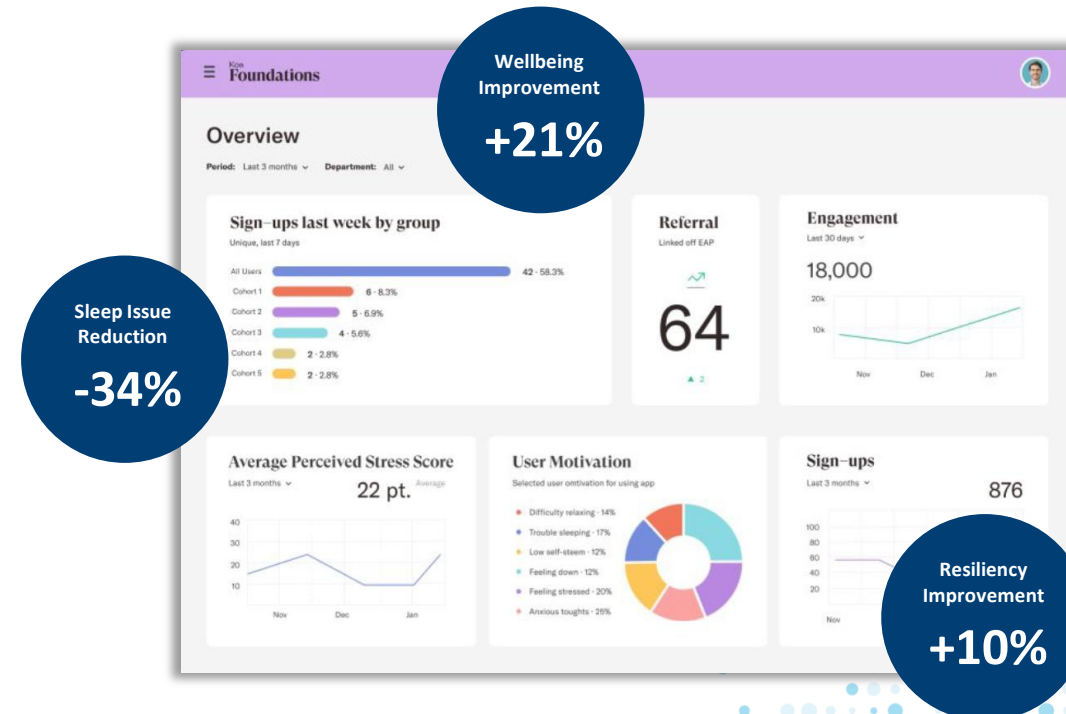
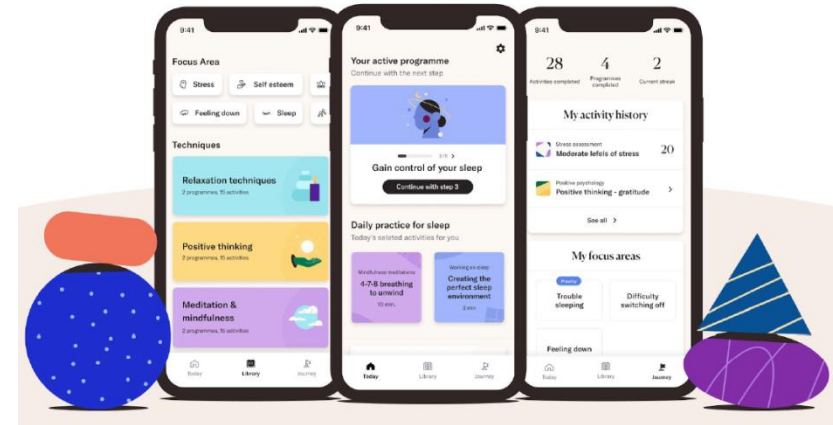
**COMPSYCH**<sup>®</sup>  
GuidanceResources<sup>®</sup> Worldwide



# Computerized Cognitive Behavioral Therapy – Koa Care 360

## CCBT on GuidanceResources Online

- **Evidence-based self-help resources** for mental health and overall well-being (CBT, positive psychology, mindfulness, ACT, and DBT)
- **Engagement-focused activities** such as video, audio, journaling, games, etc.
- **Interactive, guided modules** in English, Spanish, French, Canadian French, German, Portuguese, Chinese and Japanese to address most common behavioral health issues:
  - Depression
  - Anxiety
  - Sleep
  - Mindfulness
  - Stress
  - Self-esteem
  - And more



# Digital and On-Demand Enhancements

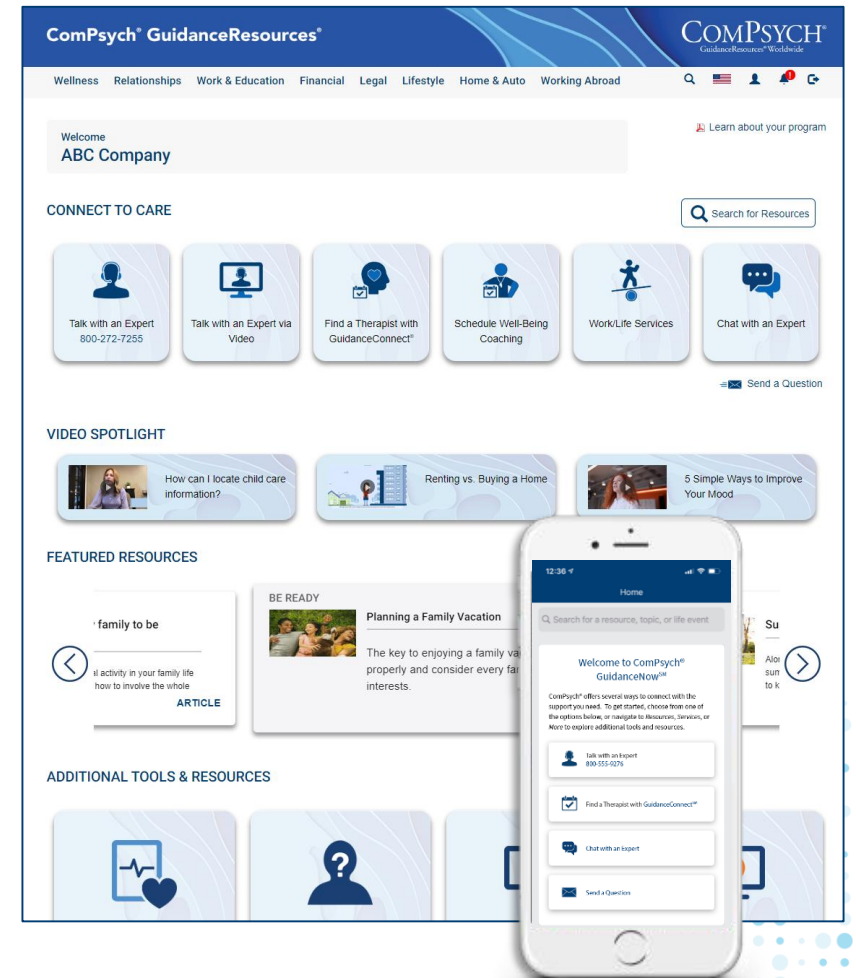
**Expanded on-demand access** via GuidanceResources Online / GuidanceNow App

**New 24/7 Connect to Care feature** includes prioritized high-touch and self-directed delivery options such as:

- Digital intake and referral for counseling and work-life needs
- Chat, click-to-call or send a confidential message to a behavioral health clinician

**GuidanceConnect<sup>SM</sup> - Intuitive self-serve option** allows individuals to:

- Complete a brief, clinically-based assessment to identify their target need
- Indicate counselor preferences (gender, language, background, etc.) as well as view a brief profile
- Review potential counselor matches
- Book appointment with select providers, if desired
- Always supported by immediate 24/7 clinical support



# CCBT & GuidanceConnect Success!

## Approach

- CHCO promotes CCBT and GuidanceConnect via email, flyer, newsletter, website tabling, wellness champions and TMRG
- Team members access Koa Care 360 via the GuidanceResources website
- Within GuidanceResources website CHCO team members access GuidanceConnect online scheduling
- CHCO gives out wellness points in wellness platform for using CCBT
- Created a mental health decision tree to support team members accessing the appropriate services

## Success

- Consistently high utilization of GuidanceConnect online scheduling
- Increasing utilization in 2024 of CCBT





# Mental Health TMRG Success

Your Life. Your Work. Your Best.®

**COMPSYCH**<sup>®</sup>  
GuidanceResources<sup>®</sup> Worldwide

# “Helping Hearts” Resources Group Success!

## Mission

- Bring awareness and education to those in need
- Aim to reduce stigma talking about mental health
- Create opportunities to decrease barriers to accessing resources

## Vision

- Provide awareness, resources and a safe space to support team members to seek care and options available
- Plan to amplify voices and improve experiences of team members struggling

## Membership

- Group with the common goal to have a positive impact on providing awareness and resources
- Created in Spring of 2023, now has over 80 members and is one of eight TMRG's at CHCO





# Strategic Communications

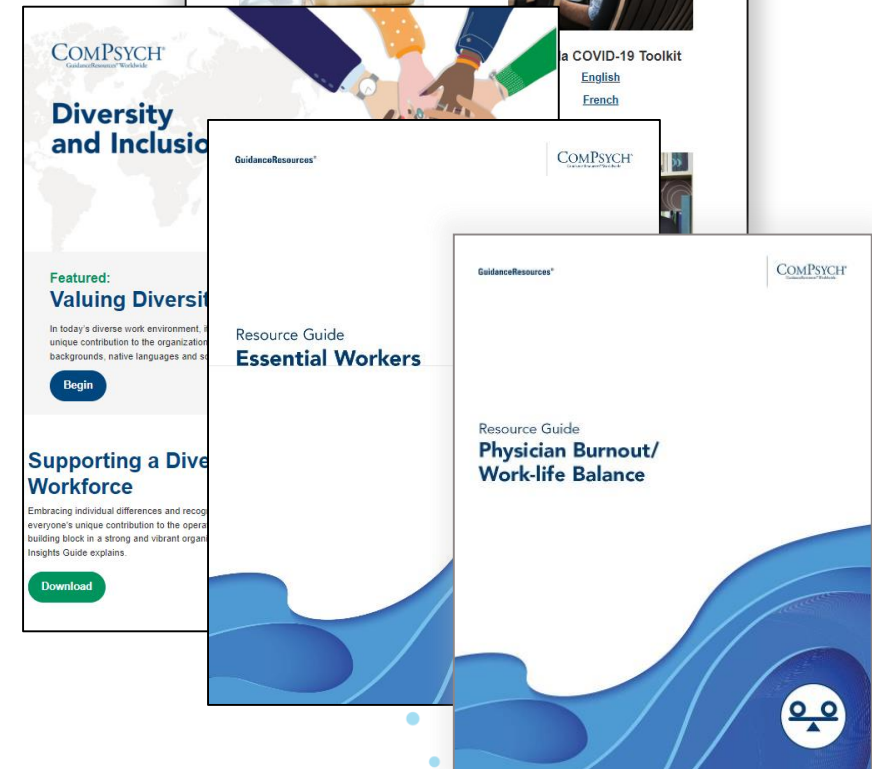
Your Life. Your Work. Your Best.®

**COMPSYCH**<sup>®</sup>  
GuidanceResources<sup>®</sup> Worldwide

# Engagement Strategies and Tools

## Proven Strategies

- Program rebranding – GuidanceResources / Other
- Communications tailored to specific employee groups (e.g. physicians, nurses, staff)
- Digital toolkits – contain helpful tools and serve as one-stop resource (e.g. essential workers)
- Focused work-life promotions to engage medical staff (e.g. grocery delivery, relocation, event planning, home improvement)
- On-demand trainings, geared towards health care setting
  - Preventing Employee Burnout
  - Coping with Compassion Stress
  - The Impact of Shift Work on Mind and Body
  - Managing Staff Through Stressful Situations
  - Resiliency: Bouncing Back After a Setback
- Vendor integration – ensuring GuidanceResources services introduced when individuals most likely to engage (e.g. STD, FMLA, etc.)



# Custom Communications

**GuidanceResources®**  
**Getting Help: Domestic Violence and Abuse**

If you are a victim of abuse, you can put accepting the reality that you are in an abusive situation to rest. If you do something about it, the abuse may end.

**If you are in immediate danger and have recently been abused:**

- Remove yourself and family members from the abusive environment immediately. Go to a safe place.
- Call the authorities. Ask about your legal options. Ask the police and the court system for such as an order of protection.
- Get medical attention. You may be injured more seriously than you realize.

**Domestic Violence and Abuse**

**National Domestic Violence Hotline: 800.799.7233**  
 Trained expert advocates are available 24/7 confidential support to anyone experiencing or seeking resources and information. Help available in Spanish and other languages.

**National Sexual Assault Hotline: 800.678.5868**  
 Connect with a trained staff member from a service provider in your area that offers confidential, free services.

**National Center for Missing & Exploited Children: 800.843.5678**

Clearinghouse and comprehensive reports on issues related to the prevention of and redress of victimization, such as abduction, abuse and exploitation.

**National Coalition Against Domestic Violence: 800.799.7233**  
 Resources explaining domestic violence and ways to combat it.



**24/7 Live Assistance**  
 Call: 844-236-5178  
 TRS: Dial 711

Copyright © 2024 ComPsych Corporation. All rights reserved. This information is for educational purposes only.



**GuidanceResources®**  
**Get Ready for Summer Camp**

It's never too early to start thinking about summer camp for your kids. Many of the most-popular camps begin taking applications as early as March, so it's important to act quickly to secure a spot before they're all filled.

**Call Your GuidanceResources® Program for Help**

Whether you need a day camp, overnight camp, a specialty camp for drama, sports, language, computers, music or survival skills, or a camp for a child with special needs, we're here to help. Tell us what you're looking for, and we'll provide you with three to five listings that match your request. Each referral includes:

- Program description
- Contact information
- Details on camp tuition

The camp may not be free, but our help with finding one is.

**Don't Miss Out!**

Spaces fill up quickly, and camps may not guarantee a spot until they've received your application and fees (if any). Call your GuidanceResources® program today and ask to speak to someone about summer camp referrals.



**24/7 Live Assistance:**  
 Call: 844-236-5178  
 TRS: Dial 711



Online: [guidanceresources.com](https://www.guidanceresources.com)  
 App: GuidanceNow™  
 Web ID: CHCOEAP



Copyright © 2024 ComPsych Corporation. All rights reserved. This information is for educational purposes only.



**GuidanceResources®**  
**Legal and Financial Guidance**

**Get the Expert, Objective Help You Need**

Just call your ComPsych® GuidanceResources® toll-free number. You'll be connected to a highly trained, caring clinician who will discuss your situation and schedule a phone appointment for you with one of our attorneys or financial experts. Our in-house staff is dedicated exclusively to providing you with legal and financial information to you by phone, so you can be assured of impartial, objective guidance, no matter what the issue.

**Talk to our experts about:**

- Credit card and debt management
- Budgeting, retirement and estate planning
- Tax and real estate questions
- Family law, including divorce, custody, child support and adoption
- Mortgages, loans, refinancing or foreclosure
- Landlord or tenant issues



**24/7 Live Assistance:**  
 Call: 844-236-5178  
 TRS: Dial 711



Online: [guidanceresources.com](https://www.guidanceresources.com)  
 App: GuidanceNow™  
 Web ID: CHCOEAP

Copyright © 2024 ComPsych Corporation. All rights reserved. To view the ComPsych NPAA privacy series, please go to [www.guidanceresources.com/privacy](https://www.guidanceresources.com/privacy). ComPsych complies with applicable federal child labor laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.



**GuidanceResources®**  
**Getting Physical with Well-Being Coaching**

If you find yourself struggling with hitting your physical health/fitness goals, Well-Being Coaching from your ComPsych® GuidanceResources® program can help get you and keep you on track.

Call your toll-free number or log on to GuidanceResources® Online today to schedule time with one of our certified personal coaches. They work one-on-one with you to reduce roadblocks and risks — addressing each potential issue holistically and helping you to achieve your unique physical fitness goals. Coaching sessions are available over the phone or via video link and cover a variety of topics, including:

- Developing an Exercise Plan
- Learning to Run
- Weight Management
- Intentional Eating
- Back Care
- Healthy Aging
- Nutrition Planning

Or, if you are looking for way to build on your current fitness goals, try:

- Finding Motivation
- Balancing Competing Needs
- Time Management
- Building Self-Confidence, and more

Not sure what support you need? Schedule a 30-minute consultation to chat with a coach and receive tailored recommendations.



**24/7 Live Assistance:**  
 Call: 844-236-5178  
 TRS: Dial 711



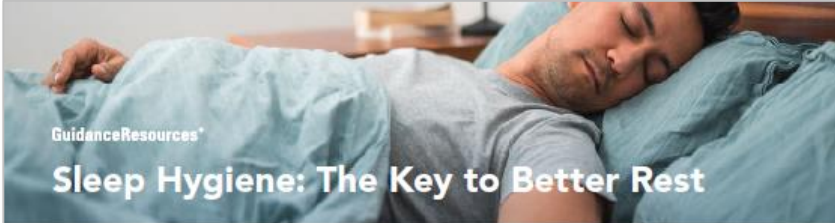
Online: [guidanceresources.com](https://www.guidanceresources.com)  
 App: GuidanceNow™ & Koa Foundations  
 Web ID: CHCOEAP



Copyright © 2024 ComPsych Corporation. All rights reserved. This information is for educational purposes only.



# Custom Communications



GuidanceResources®

## Sleep Hygiene: The Key to Better Rest

**Sleep Hygiene Tips**

Sleep hygiene refers to maintaining a proper sleep environment and habits, which can support a higher quality of sleep and overall health. Here are some tips for improving your sleep hygiene.

- During the day, limit your intake of refined carbs, sugars, alcohol, caffeine and nicotine
- Turn off your devices 1-2 hours before bedtime
- Relieve tension through gentle stretching, deep breathing or progressive muscle relaxation
- Keep your room dark, cool and quiet: around 65°F (18°C)
- Play white noise or calming music on at night if you are restless or a light sleeper
- Reserve your bed for only sleeping and intimacy

Shift workers should take some extra precautions:

- Go to sleep first thing after coming home
- Aim for consistency
- Seek out light exposure within the first hour after you wake up
- Try to get a quick 1-2 hour nap before work
- Eat a high-protein and fiber snack before bed
- Ask friends and family to respect sleep boundaries and put your phone on "do not disturb"
- Sleep in the dark: Daylight naturally triggers our circadian clock to wake us up



**Sleep Well-Being Coaching**


If you're struggling to get a good night's sleep, Well-Being Coaching from your GuidanceResources® program can help with the following:


- Learn strategies for improving sleep quality and creating the ideal sleep environment
- Identify and eliminate factors that cause sleep disturbances
- Understand how dietary habits affect sleep
- Create a sleep journal to track progress


Call your toll-free number **844.236.5178** to schedule time with a well-being coach, or go online to make an appointment:

- Open your EAP website, [guidanceresources.com](https://guidanceresources.com).
- If you are a first-time user, register using your Web ID: **CHCOEAP**. Those already registered can log on directly using their username and password.
- Click on the Health & Well-Being tile under Additional Tools & Resources and click on the Well-Being Coaching tab.
- Free to CHCO team members and dependents. Earn Vitality points for completing 5 sessions.


 

 **24/7 Live Assistance:**  
Call: 844.236.5178  
TRS: Dial 711

 Online: [guidanceresources.com](https://guidanceresources.com)  
App: GuidanceNow™ & Koa Care 360  
Web ID: CHCOEAP



Copyright © 2024 ComPsych Corporation. All rights reserved. This information is for educational purposes only.



GuidanceResources®

## Higiene del Sueño: La Clave para un Mejor Descanso

**Consejos para la Higiene del Sueño**

La higiene del sueño se refiere a mantener un entorno y unos hábitos de sueño adecuados, que pueden favorecer una mayor calidad del sueño y la salud general. A continuación, se ofrecen algunos consejos para mejorar la higiene del sueño.

- Durante el día, limite la ingesta de carbohidratos refinados, azúcares, alcohol, cafeína y nicotina
- Apague sus dispositivos 1-2 horas antes de acostarse
- Alivie la tensión mediante estiramientos suaves, respiración profunda o relajación muscular progresiva
- Mantenga su habitación oscura, fresca y silenciosa: alrededor de 65 °F (18 °C)
- Reproduzca ruido blanco o música relajante por la noche si está inquieto o tiene el sueño ligero
- Reserve su cama solo para dormir y tener intimidad

Los trabajadores por turnos deben tomar algunas precauciones adicionales:

- Vaya a dormir como la primera actividad que haga al llegar a casa
- Procure ser consistente
- Busque exponerse a la luz dentro de la primera hora después de despertarse
- Intente tomar una siesta rápida de 1 a 2 horas antes del trabajo
- Coma un refrigerio rico en proteínas y fibra antes de acostarse
- Pídale a sus amigos y familiares que respeten los límites de sueño y ponga su teléfono en modo "no molestar"

- Duerma en la oscuridad: la luz del día activa de forma natural nuestro reloj circadiano para despertarnos



**Coaching para el Bienestar del Sueño**


Si tiene problemas para conciliar el sueño de noche, el Coaching de Bienestar de su programa GuidanceResources® puede ayudarle con lo siguiente:


- Aprender estrategias para mejorar la calidad del sueño y crear el entorno ideal para dormir
- Identifique y elimine factores que generan problemas para dormir.
- Comprenda cómo los hábitos alimenticios afectan el sueño.
- Cree un diario de sueño para registrar su avance.


Llame a su número gratuito **844.236.5178** para programar una cita con un asesor de bienestar o visite nuestro sitio en Internet para programar una cita:

- Abra su sitio web de EAP, [guidanceresources.com](https://guidanceresources.com).
- Si es un usuario nuevo, regístrese utilizando su ID web: **CHCOEAP**. Aquellos que ya estén registrados pueden ingresar directamente utilizando su nombre de usuario y contraseña.
- Haga clic en la pestaña Salud y Bienestar debajo de Herramientas y Recursos Adicionales y haga clic en la pestaña Coaching de Bienestar.
- Gratis para los miembros del equipo de CHCO y sus dependientes. Obtenga puntos Vitality por completar 5 sesiones.

 **Asistencia en vivo 24/7:**  
Llame al: 844.236.5178  
TRS: Marque 711

 En línea: [guidanceresources.com](https://guidanceresources.com)  
Aplicación: GuidanceNow™ y Koa Care 360  
ID web: CHCOEAP



Copyright © 2024 ComPsych Corporation. Todos los derechos reservados. Esta información se entrega con fines educativos solamente. ES (ES)

# GuidanceResources® for Life

When it comes to your workforce, one size does not fit all:



## Baby Boomer

Born 1946 to 1964  

 25% of the workforce

### Top Presenting Issues:

- Bereavement
- Retirement planning
- Government services
- Elder care

### Communication Style Preferences:



## Generation X

Born 1965 to 1980  

 33% of the workforce

### Top Presenting Issues:

- Psychological issues
- Relationships
- Elder care
- Home & life needs

### Communication Style Preferences:



## Millennial

Born 1981 to 2000  

 35% of the workforce

### Top Presenting Issues:

- Stress & anxiety
- Moving/relocation
- Child care & education
- Relationships

### Communication Style Preferences:



## Generation Z

Born 2001 to 2020  

 5% of the workforce

### Top Presenting Issues:

- Support groups
- College & student loans
- Stress & anxiety
- Moving/relocation

### Communication Style Preferences:



ComPsych addresses the whole system and meets employees where they are:



Multiple Modes of Access



Holistic Services



Empathetic and Compassionate Care



# Key Takeaways

Your Life. Your Work. Your Best.®

**COMPSYCH**<sup>®</sup>  
GuidanceResources<sup>®</sup> Worldwide

# Key Takeaways

## Person to Person Support is Key

- Counseling is still the number one reason for team members reaching out
- Coaching is growing in popularity

## Reducing Barriers to Registration

- Sign up genius has helped encourage registration
- Multilingual flyers reduce barriers

## It's a Journey, not a Destination

- Trial and error with materials has led to success
- Continuing to work to engage clinical team members
- Working on break room assessment, expanding TMRG activities

**Continued focus on creating a culture and community for staff to get involved and advocate for mental health**





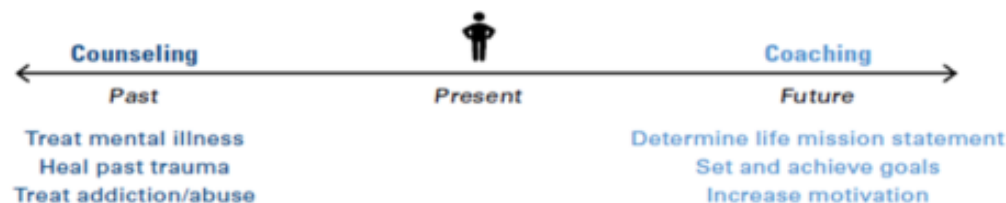
# Appendix

Your Life. Your Work. Your Best.®

**COMPSYCH**<sup>®</sup>  
GuidanceResources<sup>®</sup> Worldwide

# Differences: Counseling & Coaching

EAP Counseling	Coaching
Licensed counselor	Certified coach
Clinical	Non-clinical
Coping-oriented	Action-oriented
Helps to identify and treat problems	Helps to set and achieve goals
Solution-focused	Client-driven
Seeks to address presenting problems and concerns	Seeks to empower, ask “what’s possible?”
Common discussion topics: <ul style="list-style-type: none"> <li>• Anxiety</li> <li>• Depression</li> <li>• Grief</li> <li>• Trauma</li> <li>• OCD</li> </ul>	Common discussion topics: <ul style="list-style-type: none"> <li>• Building healthy habits</li> <li>• Reducing stress</li> <li>• Burnout</li> <li>• Mindfulness</li> </ul>



**Primary Outreach:**  
Schedule your first session



**Session 1**

- Introduction to coaching
- Identifying desired outcomes and purpose
- Setting well-being goals



**Sessions 2 - 4**

- Reflecting on progress, success and barriers
- Accountability
- Fine-tuning goals



**Sessions 5+**

- Review progress
- Celebrate achievements
- Meaningful takeaways and what's next

# Sample Coaching Session Structure

# Benefits of Well-Being Coaching

## Improves mental toughness

- Building resiliency
- Finding motivation
- Navigating burnout
- And more

## Addresses health related behaviors

- Intentional eating
- Back care
- Healthy aging
- Exercise
- And more

## Enhances social and emotional well-being

- Establishing healthy families
- Improving sleep
- Developing self-compassion
- And more

**93%**

**of participants agreed that  
the skills learned in their  
coaching sessions improved  
their quality of life**





# Outcomes Data

95%

said the program helped them feel confident about their ability to maintain the improvements they achieved during their sessions

95%

said they would engage in coaching again

94%

said they would refer someone else to the program

93%

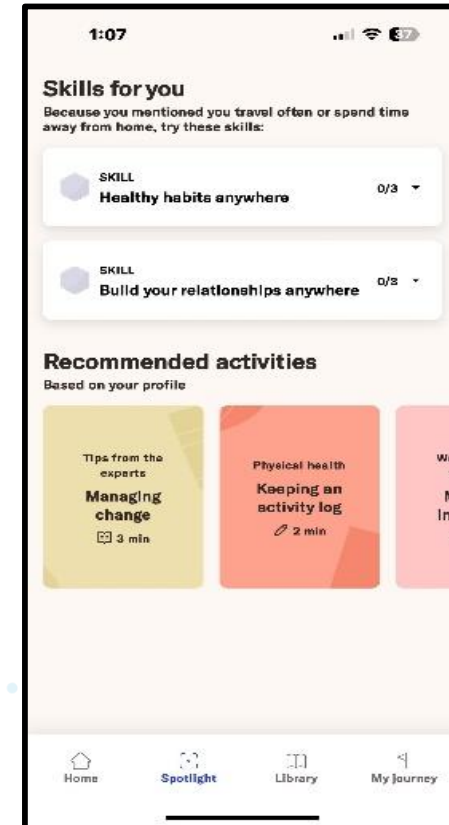
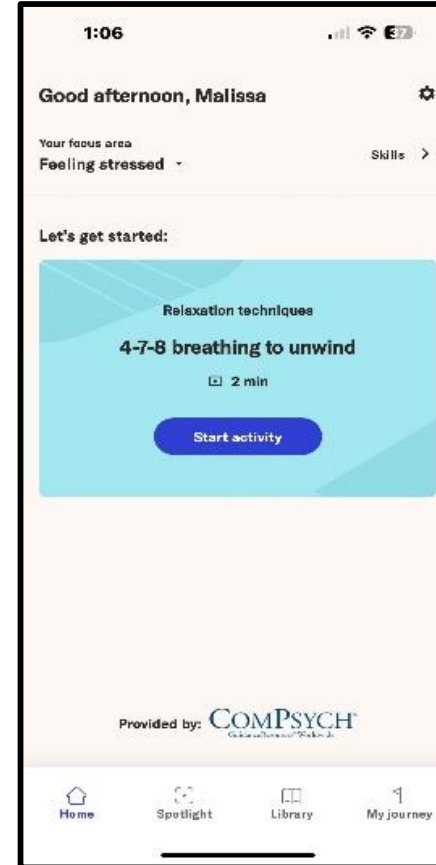
agreed the skills learned in the program have improved the quality of their life

400%

Increase in referrals from coaching to counseling

# CCBT - Koa Care 360

- **Leverages insights and activities from:**
  - CBT (Cognitive Behavioral Therapy)
  - ACT (Acceptance Commitment Therapy)
  - Positive Psychology
  - Mindfulness
- **Designed to support low to mild acuity cases not ready yet for clinical support**
- **Used in conjunction with counseling and/or coaching sessions to complement 1:1 sessions and reinforce behavior change**
- **EAP integration**
- **Bi-weekly well-being check in & scoring based on standard psychological testing that allows for personalized recommendations**



# CCBT on GuidanceResources Online



## Evidence-Based

**Evidence-based therapeutic techniques** used to address targeted mental health concerns via digital tools and services



## Cost Effective

Highly-effective services available beyond face-to-face counseling offered **at no cost to employees**



## Easy to Access

**User-friendly, digital platform** which helps users overcome mental barriers to address stress, depression and more



## Confidential

Exists within the **trusted ecosystem** of GuidanceResources

# GuidanceConnect - Key Observations

## Usage and Features

- Currently provides national provider access to more than 4+ million individuals
- Allows for both immediate appointment scheduling and/or review of counselor options within the platform

## Engagement Highlights

- 70% of users book appointment at time of use (remainder prefer to review therapist choices first)
- Access preferences:
  - 60% video sessions
  - 18% telephonic sessions
  - 17% in-person sessions
  - 5% chat sessions
- Device access: 25% access platform via app/mobile; 75% via desktop
- High engagement with 20-29 and 30-39 age groups



# Continuum of Care Model

## Self-Guided Digital Resources

- CCBT platform –interactive, guided modules in multiple languages to address common emotional wellbeing issues
- Evidence-based self-help resources for mental health and overall well-being
- Engagement-focused activities –on-demand trainings, video, audio, journaling, games, digital toolkits, etc.

## Well-Being Coaching

- Delivered by in-house staff of coaches and behavioral change specialists
- Ideal to support life stressors, transitions, and everyday challenges using evidence-based techniques
- Can be in addition to counseling services

## Counseling/Therapy

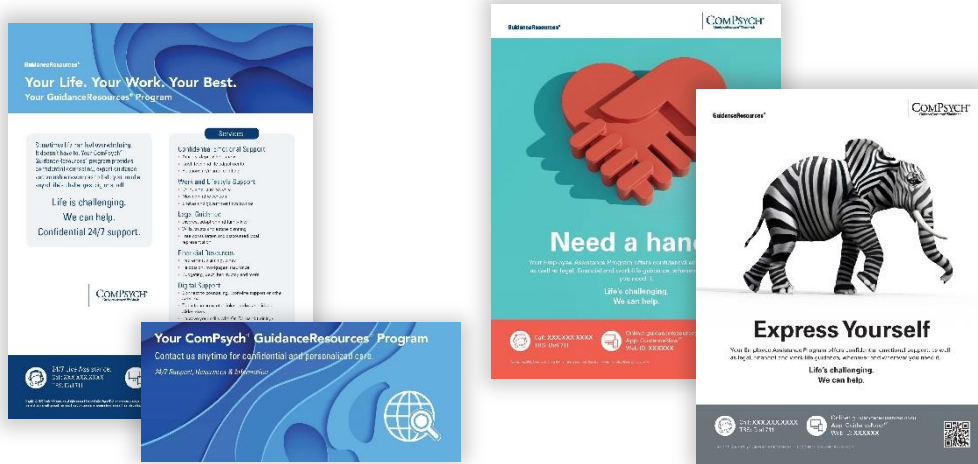
- Access to highly-experienced master's-level and Ph.D.-level mental health counselors
- Established, clinically accepted treatment options, including evidence-based treatments and a wide range of specialties
- Solution-focused therapy across full spectrum of emotional health issues: anxiety, depression, grief, stress, relationships, etc.

## Work-Life Services

- FamilySource®: Unlimited support and tailored work-life referrals to address various life stressors and needs (e.g., child care, elder care, pet care, adoption, relocation, event planning, hardship and broad personal convenience needs)
- LegalConnect®: Unlimited consultation with in-house ComPsych staff attorneys and local referrals available, when in-person representation is needed, which include a free 30-minute consultation and 25 percent discount off legal fees
- FinacialConnect®: Unlimited consultation with in-house ComPsych financial experts (CFPs and CPAs)

# Engagement Strategies and Tools

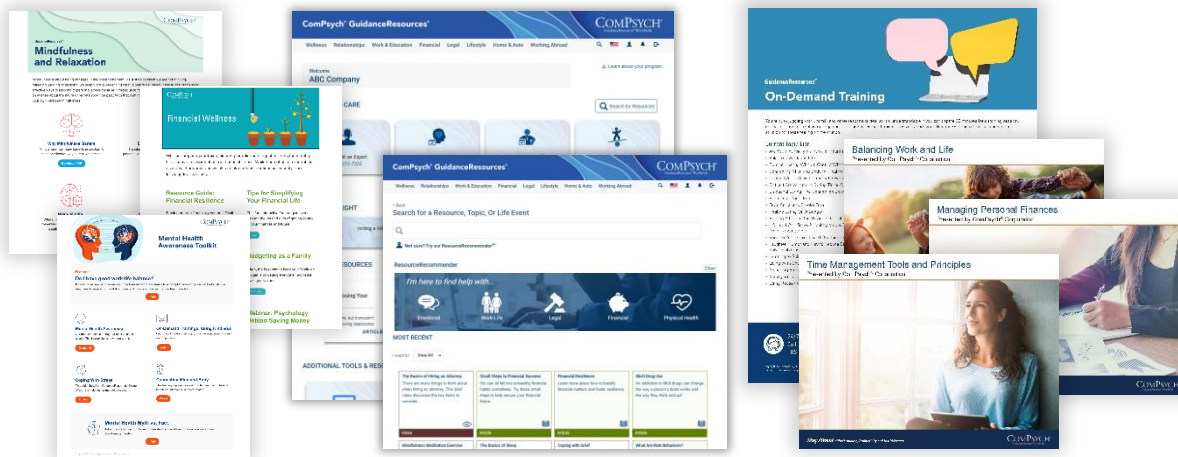
## Announcing GuidanceResources®



## Ongoing Communications



## Digital Communications



## Insights and Resource Guides

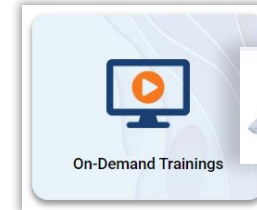
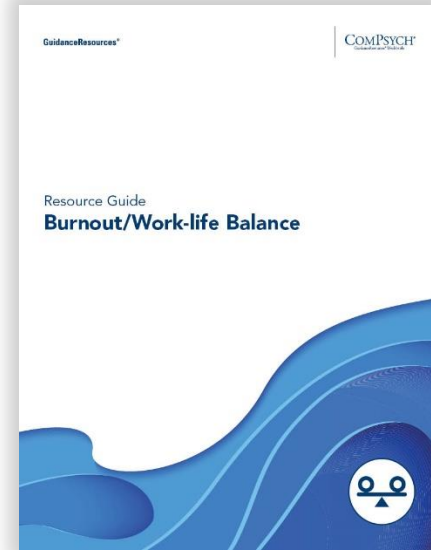


# Resources to Address Workplace Burnout

## Recommended Training Topics

- Managing Staff Through Stressful Situations
- Preventing Employee Burnout
- Self-Care Tips for Managers
- Stress: A Way of Life or a Fact of Life
- Mindfulness: Being Present in Work and Life
- Learning to Relax

## Online Tools

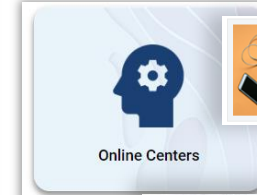


On-Demand Trainings



### Managing Emotions in the Workplace

Emotions play important functions in life, but if they're not managed well, they can lead to impulsive behavior that you'll regret later. This training offers tips to help you stay in control during emotionally-charged situations. You can access more webinars and trainings on various topics here on GuidanceResources Online.

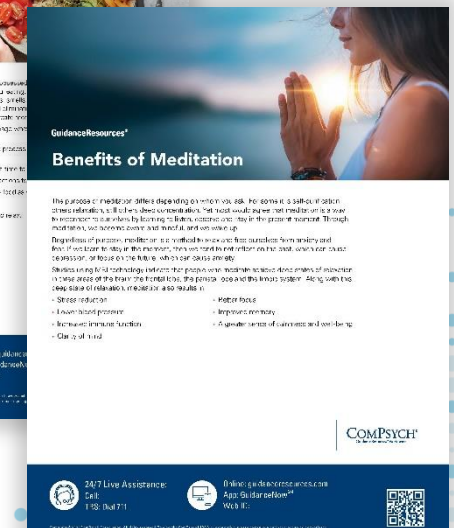


Online Centers



### Unplug and Recharge

Access the latest information and resources on recharging your mind and body.



# Resources to Support Caregivers

## Strategic Engagement Initiatives

- Implement tailored communications that highlight resources for:
  - Combating compassion fatigue
  - Building resiliency
  - Mindfulness and self-care
- Leverage relevant workshops and seminars
  - Coping with Compassion Stress
  - Caring from a Distance
  - Helping Your Senior Loved One be Independent and Safe (webinar only)
  - Living with Change
  - Moving Through Grief and Loss
  - Parenting a Child with Special Needs
  - Resiliency: Bouncing Back After a Setback
  - Talking About the Tough Subjects with Your Parent or Older Loved One
- Highlight causes (e.g., World Autism Awareness Day)
- Emphasize the availability of the EAP for individual support and guidance

**GuidanceResources®**  
**Combating Compassion Fatigue**

Compassion fatigue is a less visible, secondary traumatic stress, it occurs among caregivers who spend a significant amount of time working in the severely ill and hospitalized. Compassion fatigue, a chronic form of the same symptoms with burnout, another common issue among caregivers, but burnout generally indicates a loss of the ability to empathize. Victims of compassion fatigue are characterized by the emotional exhaustion and compassion for those they care for, according to the U.S. Substance Abuse and Mental Health Services Administration.

Compassion fatigue can happen slowly over time, or it can come on suddenly. The U.S. Department of Defense advises on its Military Occupational Risk Assessment website, weapons and their families. The signs are similar to those of post-traumatic stress disorder but can vary greatly among individuals.

- **Nervousness and anxiety.** You may feel fearful about going out or be hyper-vigilant about your own and your family's safety.
- **Anger and irritability.** You may argue with relatives, friends or co-workers or feel angry for no discernable reason.
- **Mood swings.** Compassion fatigue can make it difficult for you to control your emotions. You may feel fine one minute and then find yourself suddenly irritable or being very anxious the next.
- **Difficulty concentrating.** Maintaining focus or making even simple decisions may be signs of compassion fatigue. You may forget to perform your daily routine, like brushing your teeth.
- **Changes in appetite, sleep or other habits.** You may be eating more or less than usual, or may be sleeping too much or not enough. You also may withdraw from others by becoming emotionally distant and detached.
- **Physical changes.** People suffering from compassion fatigue may experience headaches, stomach aches, dizziness, heart palpitations or a shortness of breath. You may notice flu-like or cold symptoms. If you do have any of these physical changes, be sure to seek medical attention from your medical professional.
- **Depression.** Feeling sad, hopeless, or a loss of interest in ordinary activities, memory difficulties, extreme fatigue or frequent crying episodes also are possible signs of compassion fatigue.

**Addressing Compassion Fatigue**

According to the Compassion Fatigue Awareness Project, which works to educate caregivers about the issue, such symptoms are normal displays of stress resulting from the work of caregivers. The good news is that, "With the symptoms are often disruptive, depressing, and inhibiting, an awareness of the symptoms can lead to positive change, personal transformation, and a new 'resilience,' the project says.

Here are some tips from the project to address compassion fatigue:

- Be kind to yourself.
- Be aware of what you're experiencing and educate yourself.
- Accept where you are on your path at all times.
- Understand that it is okay to say you need help from others when you need it.
- Exchange information and feelings with people who can validate what you're going through.
- Listen to others who are suffering.
- Clarify your personal boundaries: What works for you, what doesn't?
- Express your needs verbally.
- Take positive action to change your environment.

Unchecked compassion fatigue can impact your health as well as your work performance. It's that's why it's important to get help promptly. It's always best help is available for the caregiver and their loved ones is important to seek help from the Military OneSource website.

**GuidanceResources®**  
**Building Resilience**

**What is resilience?**

Resilience is about more than coping – it's about confronting difficult situations without getting overwhelmed by them. Resilient people adapt well to changing situations, and are better able to handle the stressors of life. It is important to build resilience because it can help you overcome obstacles and help protect you from depression, stress, and anxiety.

**How can you build resilience?**

Resilience can be strengthened and nurtured in adults and children in numerous ways:

- **Connect.** Maintain strong connections with family and friends.
- **Change Your View.** View problems as obstacles that can be overcome. Keep a long-term perspective and hopeful outlook.
- **Accept Change.** Think about change as a necessary part of life. This may help you accept change as it comes, and serve as a reminder that difficult or challenging circumstances may pass with time.
- **Practice Self-Care.** Take care of your physical and emotional health on a regular basis.

**COMPSYCH**  
CORPORATION

24/7 Live Assistance:  
Call: 711  
TTS: Dial 711

Online: [guidanceresources.com](http://guidanceresources.com)  
App: GuidanceNow™  
Web ID:



# Baby Boomer Life Resources

## Engagement Opportunities

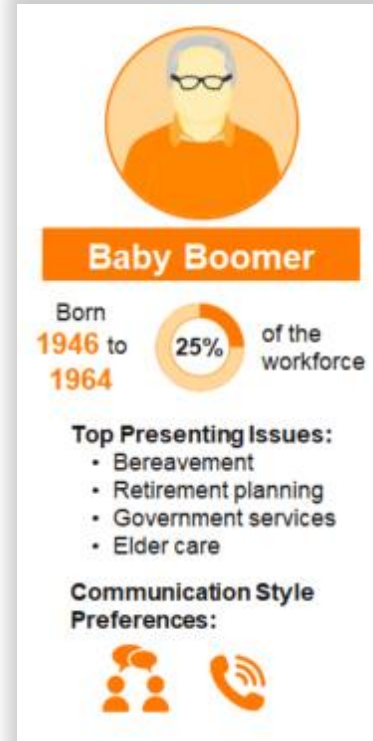
- Leverage on-site benefit educators/wellness ambassadors to promote resources
- Schedule orientation and Q & A sessions
- Vendor collaboration to include GuidanceResources program detail

## Popular Trainings

- Being Part of a Multigenerational Team
- Sailing On: A Guide for Transitioning into Retirement
- Walking for Mental Health
- Counseling and Therapy, Demystified
- Basics of Estate Planning
- Hobbies for Mental and Physical Health

## Program Enhancement Opportunities

- RetireSource



# Generation X Life Resources

## Engagement Opportunities

- GuidanceResources Email Campaign
- Download GuidanceNow App Campaign
- Schedule orientation sessions for new hires, Parenting and/or Caregiver ERG meetings (if applicable)
- Coordinate w/ work-life vendors to include GuidanceResources program detail

## Popular Trainings

- Balancing Work and Life
- Connecting Mind and Body for Healthy Living
- Are you Financially on Track for Retirement?
- Talking About the Tough Subjects with Your Parent or Older Loved One

## Program Enhancement Opportunities

- WellthSource
- HealthyGuidance Coaching
- CCBT

**Generation X**

Born 1964 to 1980

33% of the workforce

**Top Presenting Issues:**

- Psychological issues
- Relationships
- Elder care
- Home & life needs

**Communication Style Preferences:**



**GuidanceResources® Online**

Wellness Relationships Work & Education Financial Legal Lifestyle Home & Auto Working Abroad More...

**ASK A GUIDANCE CONSULTANT**

Send a Question

**Balance and Resiliency Online Center**

Access the latest information on gaining and maintaining balance and resiliency.

**TABLE OF CONTENTS**

- Featured Resource
- Balance
- Coping with Stress
- Staying Resilient
- Time Management

**FEATURED RESOURCE**

**Balancing Work And Life**

Feeling overwhelmed? Looking for ways to put more "me time" into your life? This training describes practical tools to help you feel like you've achieved balance...

# Millennial Life Resources

## Engagement Opportunities

- Leverage on-site benefit educators/wellness ambassadors to promote resources
- Schedule orientation sessions for new hires, Parenting and/or Caregiver ERG meetings (if applicable)
- Coordinate w/ work-life vendors to include GuidanceResources program detail
- Download GuidanceNow App Campaign

## Popular Trainings

- Navigating Life's Big Decision
- Developing Grit - Strategies for Success In Work and Life No Such Thing as Perfect Parent
- The Art of Patience
- Healthy Food Choices on the Go

## Program Enhancement Opportunities

- CCBT
- Work-Life Balance Coaching
- WellthSource

**Millennial**

Born 1981 to 2000

35% of the workforce

**Top Presenting Issues:**

- Stress & anxiety
- Moving/relocation
- Child care & education
- Relationships

**Communication Style Preferences:**

**GuidanceResources®**

### Getting Married

Getting married is a joyful occasion. It's also a big step and can lead to a number of questions and concerns. Life's Programs help ease your mind. Our experienced clinicians, financial planning tools and other resources provide all the tools to your advantage. Save the day a week or two before the big day.

Call anytime for concerns such as:

- Changing your name
- Creating/adjusting your will
- Prenuptial agreements
- Becoming a step-parent
- Having children adjust to the new situation

### GuidanceResources®

### A Growing Family

Having a newborn is an exciting time for parents. It's also a challenging time, especially when it comes to returning to the workforce. Programs can help with these transitions. Our experienced clinicians, financial planning tools and other resources provide all the tools to your advantage. Save the day a week or two before the big day.

Call anytime for concerns such as:

- Diet and pregnancy
- Childproofing your home
- Coping with postpartum depression
- Returning to work after leave
- Adjusting to parenthood

### GuidanceResources®

### Work-Life Solutions

Get the Everyday Help You Need

Just call your ComPsych® GuidanceResources® toll-free number. Our Work-Life Specialists will research your question and, in just a few business days, send you a complete packet of practical information, including prescreened referrals, articles on your topic and much more. The materials can be delivered to you via email or second day air.

Call anytime for assistance with topics, including:

- Finding child or elder care
- Housing searches
- Seeking financial assistance
- Finding pet care
- Sending a child off to school
- Planning a major project or event

24/7 Live Assistance: Call: XXX.XXX.XXXX TRS: Dial 711

Online: guidanceresources.com App: GuidanceNow™ Web ID: [QR Code]

# Generation Z Life Resources

## Engagement Opportunities

- GuidanceNow App Campaign
- Schedule orientation sessions for new hires, NewGen ERG meetings (if applicable)
- Coordinate w/ vendors to include GuidanceResources App & GRO link

## Popular Trainings

- Moving From School to Career
- Tools To Handle Stress
- Eating Healthy on a Budget
- Making Connections At Work and In Life
- Being A Socially Responsible Person
- Paying Off Debt While Building Wealth

## Program Enhancement Opportunities

- CCBT
- Work-Life Balance Life Coaching



**Generation Z**

Born 2001 to 2020

5% of the workforce

**Top Presenting Issues:**

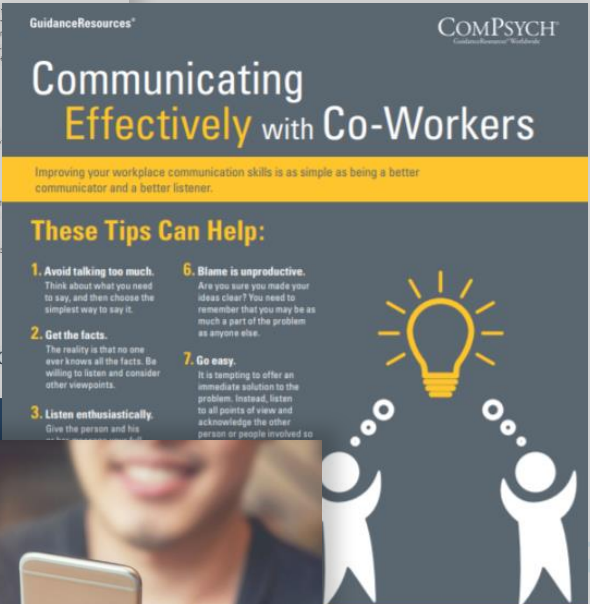
- Support groups
- College & student loans
- Stress & anxiety
- Moving/relocation

**Communication Style Preferences:**



To feel your best, you must take care of yourself. That means eating well, exercising, keeping your home life balanced and maintaining good relationships. There are, of course, however, when even those things can't prevent stress and anxiety from creeping in. That's why self-care is an important part of a small amount of time out of your busy schedule just for yourself. It's easy to handle all you do as while getting the most out of life. Try these tips to give yourself the attention you need to be your best.

- **Exercise.** Physical exercise is a great way to reduce or reduce stress, so try scheduling a 10-minute walk before you start work. Put a phone timer on the treadmill or sign up for a morning spin class.
- **Take a vacation.** If you long to be away from the office for more than a three-day weekend, there is a reason you get vacation days every year, and that is so you can take an actual vacation where you are not checking your email or voicemail every two hours for messages. Go someplace, leave your work behind and spend time doing things for yourself, not for your employer.
- **Get enough sleep.** Lack of sleep affects your immune system and your judgment and makes you more likely to make even minor mistakes. Most people need seven to eight hours a day.
- **Stretching.** Stress often causes tension in our necks, shoulders and back. Stretching exercises can relieve tension, make your body more flexible and produce a warm up of feet. Even just stretching your shoulders, stretching your arms and rolling your neck a few times a day can have positive effects.
- **Be positive.** Our thought patterns often cause or contribute to the stress that we are feeling. The next time you encounter a stressful situation, take a moment to tune into your thoughts and feelings. Voice these thoughts down and then write down a more positive replacement.






GuidanceResources®  
**Communicating Effectively with Co-Workers**

COMPSYCH  
CORPORATION

Improving your workplace communication skills is as simple as being a better communicator and a better listener.

**These Tips Can Help:**

1. **Avoid talking too much.** Think about what you need to say, and then choose the simplest way to say it.
2. **Get the facts.** The reality is that no one ever knows all the facts. Be willing to listen and consider other viewpoints.
3. **Listen enthusiastically.** Give the person and his or her ideas the attention they deserve.
4. **Be clear.** Use simple, direct language. Avoid jargon and acronyms.
5. **Be respectful.** Listen to the other person's point of view and acknowledge the other person's contributions.
6. **Blame is unproductive.** Are you sure you made your ideas clear? You need to remember that you may be as much a part of the problem as anyone else.
7. **Go easy.** It is tempting to offer an immediate solution to the problem. Instead, listen to all points of view and acknowledge the other person or people involved so you can work together to find a solution.



24/7 Live Assistance: Call 1-800-368-7263

Online: [guidanceresources.com](http://guidanceresources.com)  
App: [GuidanceNow™](https://play.google.com/store/apps/details?id=com.guidanceresources)

**Go mobile with GuidanceNow SM!**

Access your GuidanceResources program anytime, anywhere with our new, more interactive app!



**Check it out!**

**Download the app**

1. Search GuidanceNow and install
2. Enter your Username and Password and tap Login

# Who We Are and What We Believe

## The Leader in Behavioral Health

Trusted brand, demonstrated performance and scalable operations

## On-Demand, Clinical-First Approach

Supports the continuum of mental health needs from coaching to crisis

## Care to Address the Whole Person

Counseling, work-life, legal, wellness, financial; delivered holistically

## Meeting Individuals “Where They Are”

Self-Guided to High Touch- more than an app with over 100k+ counselors for in-person and telehealth preferences

## Proactive Organizational Partner

Enterprise support that complements individual care, crisis support, leadership programming, and business-specific priorities

## Meaningful Integration

“Hub” for all organizational mental health initiatives and services

## Global Capability

Provide services in 200 countries worldwide; 10 offices with staff on four continents



# ComPsych: The World's Trusted Leader in Mental Health



## Our Reach

**78,000**

Worldwide Customers

**163M**

Lives Supported

**200+**

Countries

**40%**

Fortune 500 Customers

**1984**

Year Founded

**25**

Exclusive Distribution Partners



## Our Approach to Care

**21** Seconds

Speed to Clinician

**120K**

Clinical Care Network

**<3** Days

Time to Care

**30%**

BIPOC Network

**200+**

Learning and Organizational Excellence Programs (Training)

**10K**

Annual Crisis Events



## Our Results

**90%**<sup>1</sup>

Resolution Rate

**38%**<sup>2</sup>

Clinical Improvement

**70**

Net Promoter Score

**97%**

Customer Satisfaction

**<1%**

Imperfection Rate

**17.4%**<sup>3</sup>

Improvement in Workplace Factors

1. ComPsych BoB measure based on 8+ session models
2. Decrease in depressive symptoms by those presenting with depression
3. Average improvement in the five Workplace Outcomes Suite measures

# Health Care Industry Characteristics

## Major Challenges Facing the Industry



Difficult Staffing Challenges



High level of Illness and Injury



Psychologically, Emotionally and Physically Demanding



Challenges in Engaging Employees

## Expansive Customer Base

# 3,200

Health Care Clients Across Our BoB

- Children's Mercy Hospitals and Clinics
- McLaren Health
- Fresenius Medical
- Rush System for Health
- Geisinger Health
- Texas Children's
- UNC Healthcare

## Top Presenting Issues



**Emotional**  
Psychological  
Family  
Relationships



**Legal**  
Divorce  
Family Law  
Bankruptcy



**Financial**  
Credit  
Budgeting  
Mortgages



**Work-Life**  
Child Care  
Moving

# Healthcare



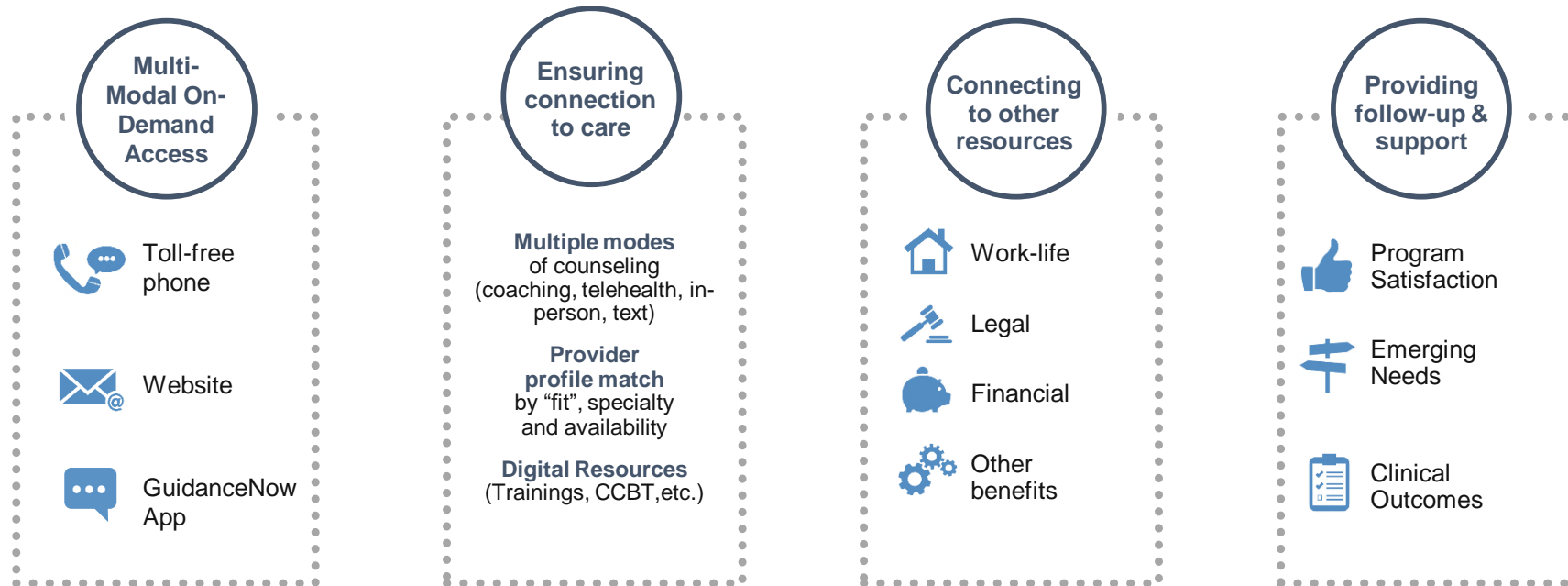


# The GuidanceResources<sup>®</sup> Experience

## Holistic, Comprehensive and Personalized Process



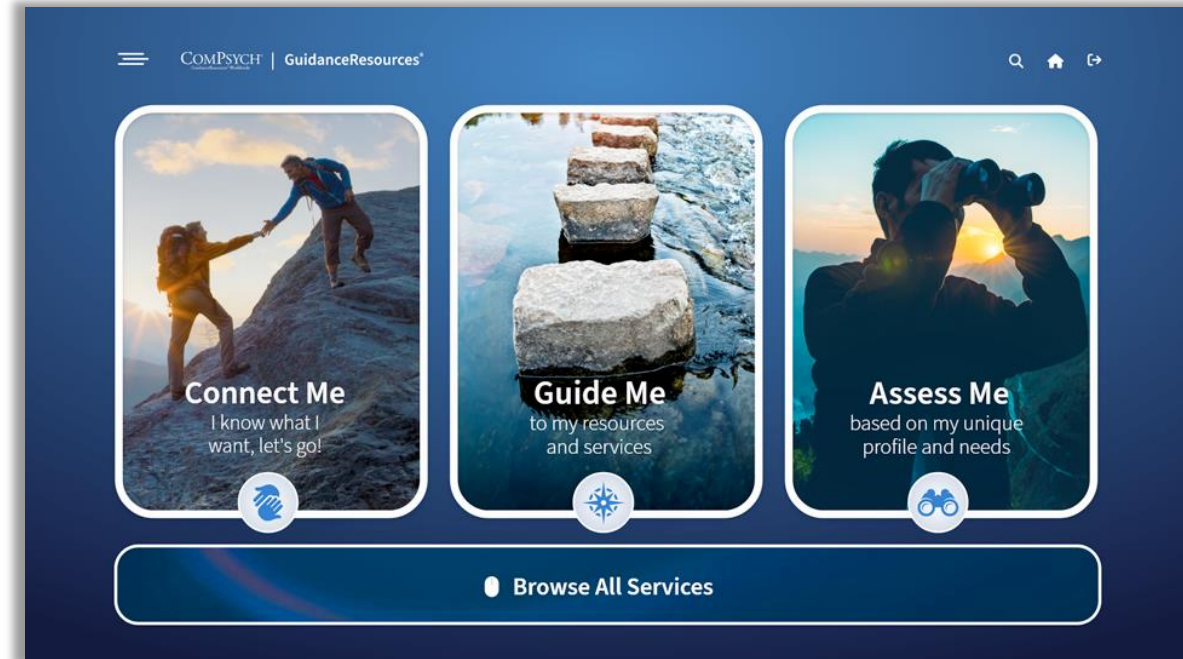
## Our Approach to Meeting Individuals “Where They Are”



# GuidanceResources Online Journey

## Next Generation GuidanceResources Online Platform

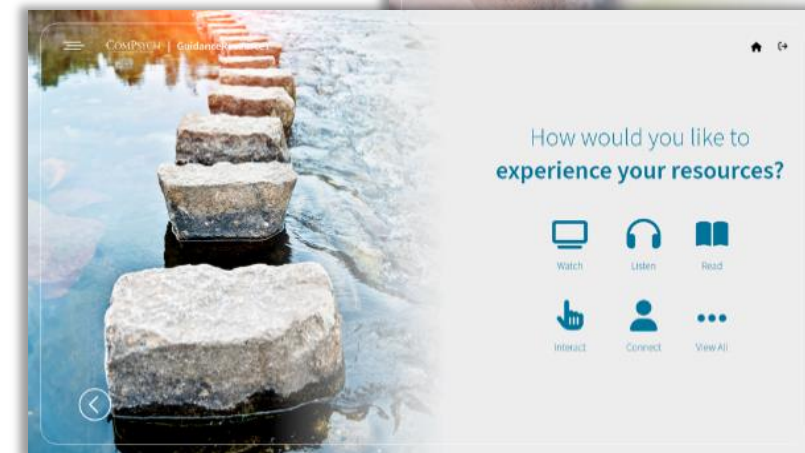
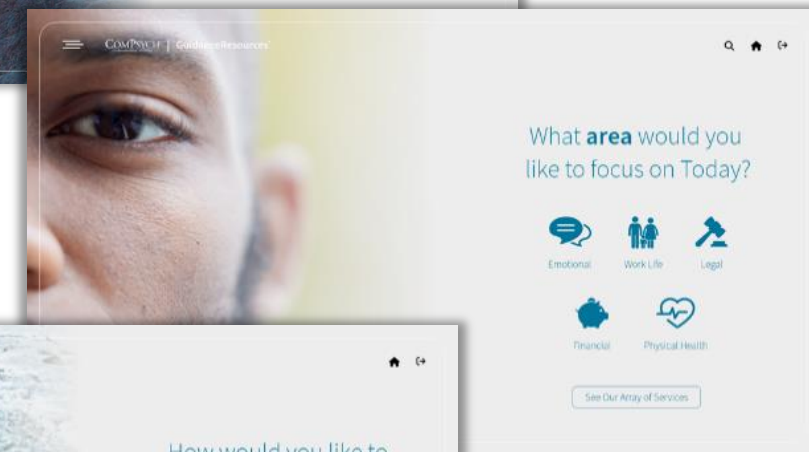
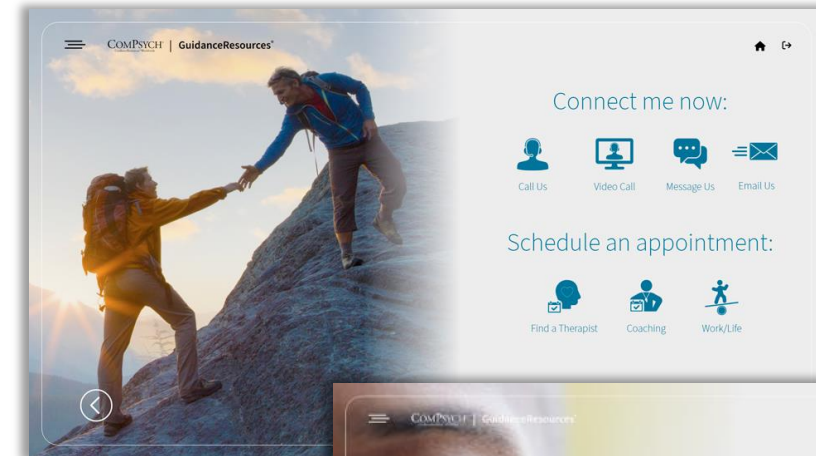
- **Launching 1/1/25**
- **Primary Objectives**
  - Innovative, **best-in-class design** and visual experience
  - Highly **personalized experiences**, suited to assess and provide recommendations based on user's unique needs
  - Comprehensive and **holistic care “Journeys,”** intended to encourage re-engagement with tangible improvement measurements
- **Reimagined Journey Options**
  - **Connect Me** (“I know what I want now”)
  - **Guide Me** (“I have an idea, but would like to be guided to the best tools and resources for me”)
  - **Assess Me** (“I’m seeking a comprehensive needs assessment and highly-personalized care recommendations”)



# GuidanceResources Online Journey

## Intelligent, Personalized Journey Routes

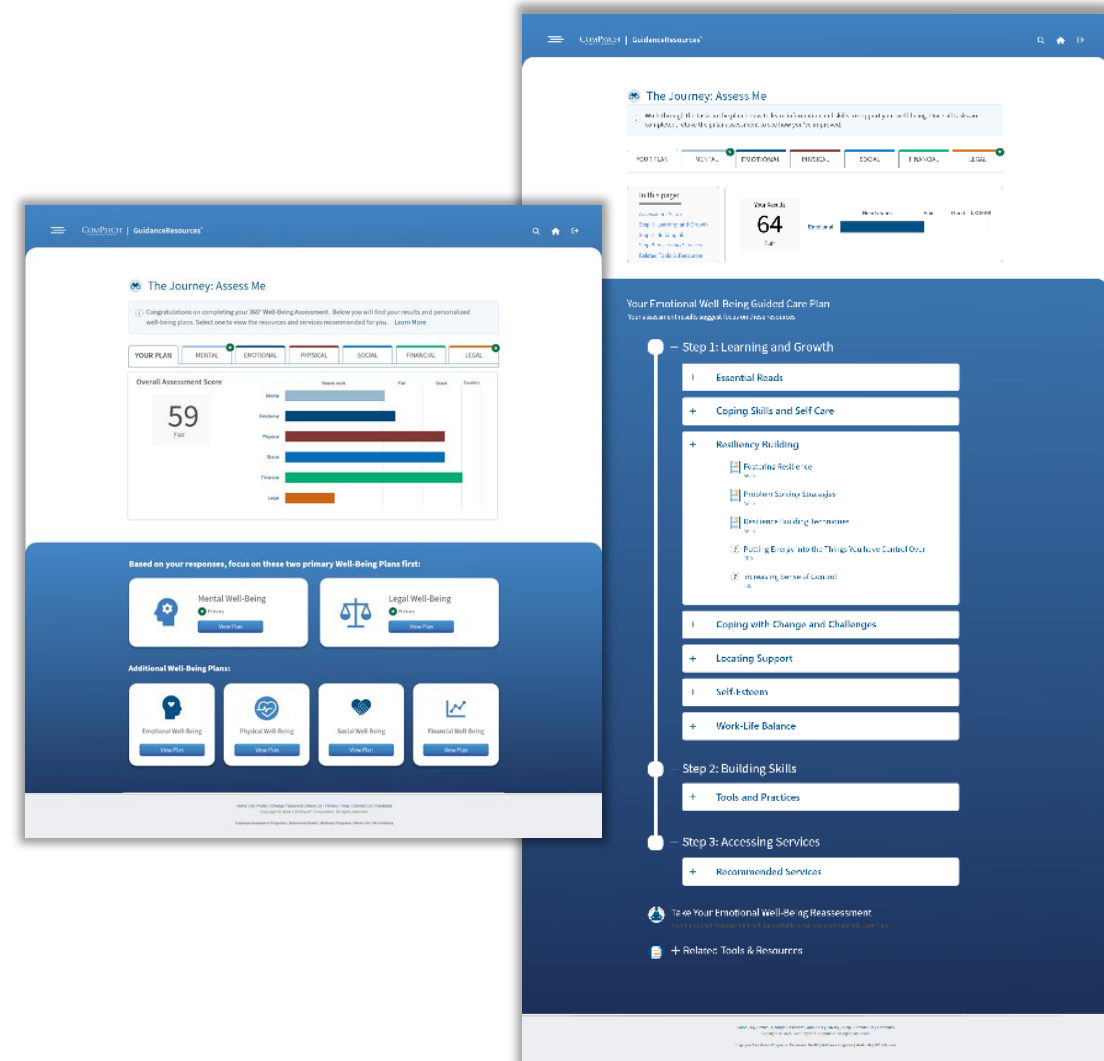
- **“Connect Me” Journey Path**
  - Quickest Journey path for **immediate care**
  - For the user who knows what they need, or needs to **connect now**
  - Two clicks to **connect immediately** with an expert, or schedule therapy, coaching, work-life, or other appointments
- **“Guide Me” Journey Path**
  - For the user who has an idea of what they need help with, but needs **guidance** to the right tools, resources, or care options
  - Three- to six-step click flow assesses user’s area of need, directing them to **live care, tools, and resources** most appropriate to their presenting need and severity
  - More than **1,000 path options** lead to a variety of care recommendations, **tailored** to the user



# GuidanceResources Online Journey

## Intelligent, Personalized Journey Routes

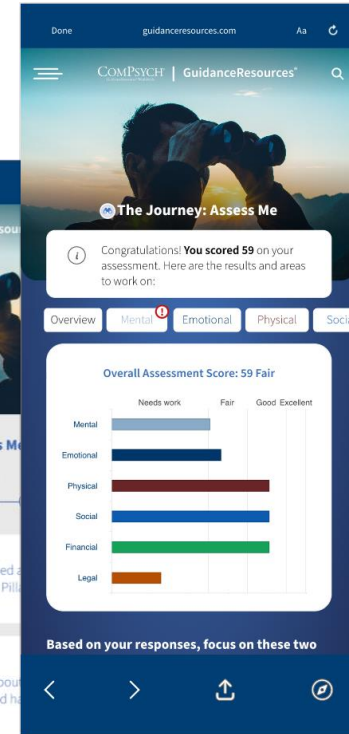
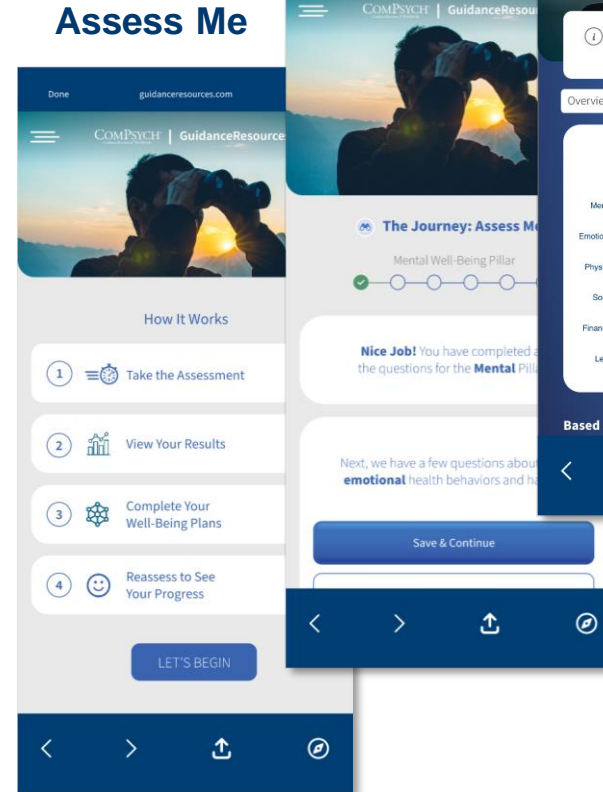
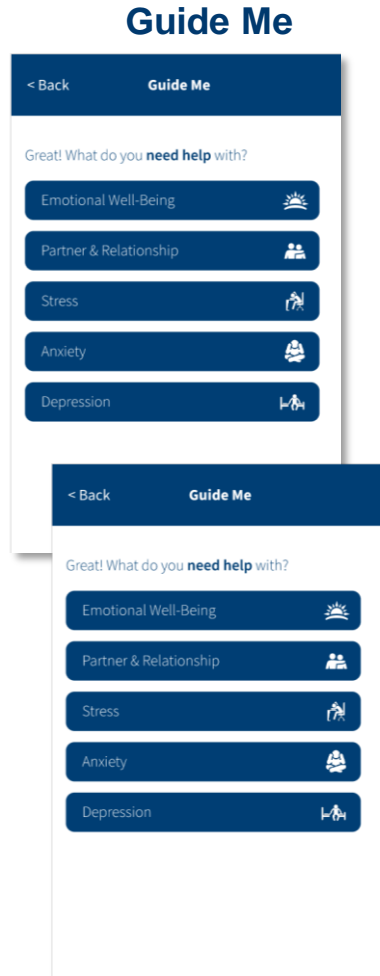
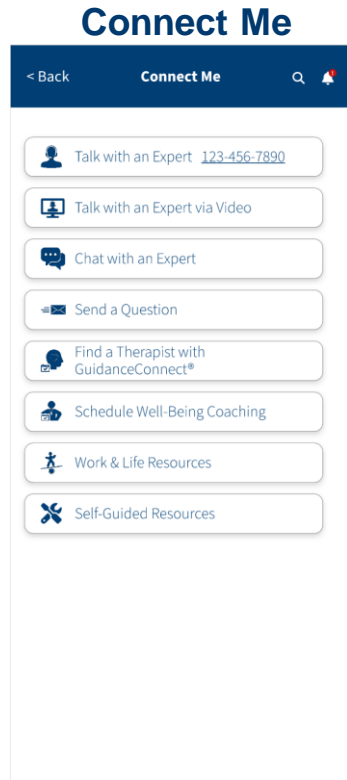
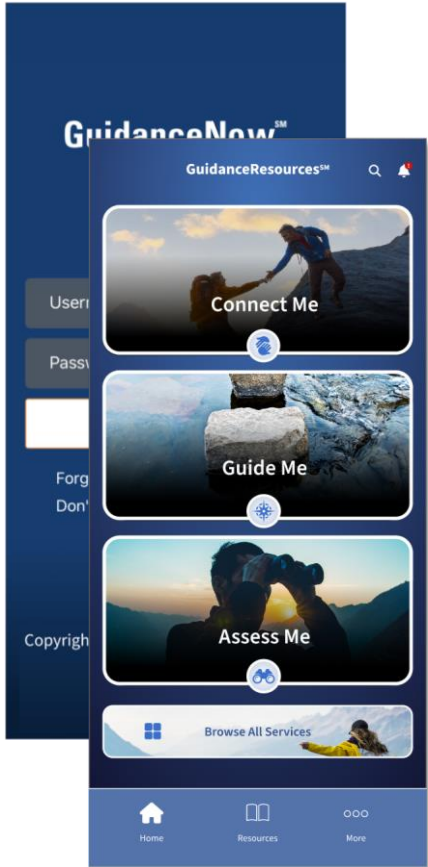
- **‘Assess Me’ Journey Path**
  - Our most complete, **comprehensive** Journey path
  - 10-15 min proprietary, AI-enabled **care assessment** evaluates user’s needs across **six primary care pillars**: Mental, Emotional, Physical, Social, Legal, Financial
  - Assessment grades users across each care pillar, providing **Care Plans** tailored to the user’s areas of need
  - Guided Care Plans suggest multi-step, progressive **care solutions for each pillar** inclusive of:
    - **Helpful Resources**: read, watch, or listen
    - **Interactive Tools**: engage and practice skill-building with tools and products appropriate for the user’s respective progress
    - **Live Services**: connecting with an expert (mental health, legal, financial, wellness, legal, or financial) when live or schedules care is appropriate



# GuidanceResources Online Journey

## Continues Seamlessly on Mobile

### Journey Options:

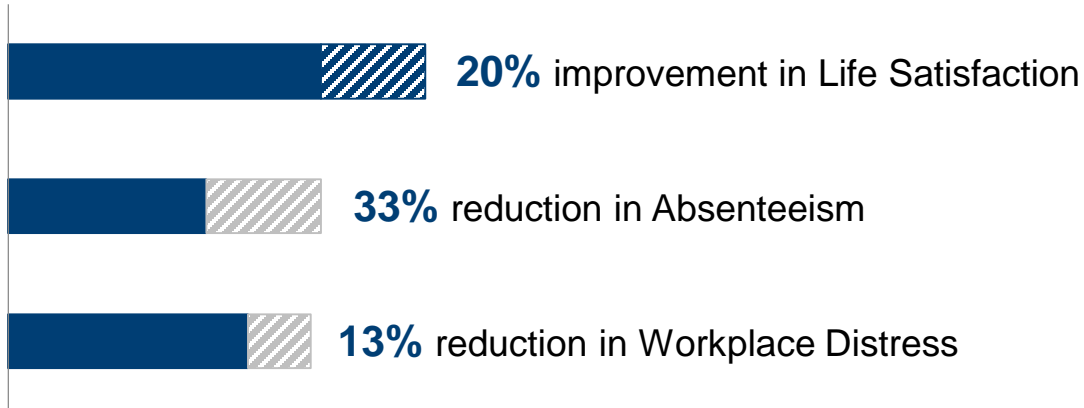


### Returning User

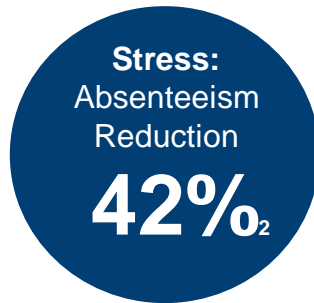
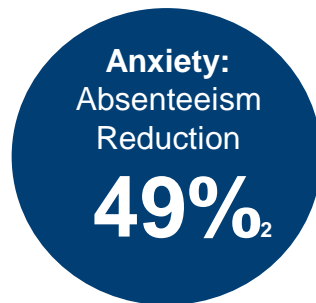
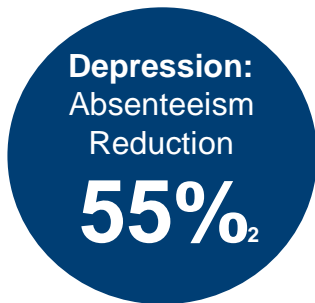


# Program Impacts and Outcomes

## Workplace Outcomes<sup>1</sup>



## Absenteeism Improvements: Clinical Presentation Detail



## Clinical Outcomes

**78% saw a reduction in depression symptoms<sup>3</sup> (All Cases)**

**66% saw a clinically significant reduction<sup>4</sup> (5 point or greater reduction in depression symptoms)**

**57% with clinically significant depression pre-services moved out of this range post services<sup>5</sup>**

1. ComPsych BoB Workplace Outcome Suite – Three Year Average
2. ComPsych BoB 2023 WOS results by those presenting with identified primary issue
3. ComPsych BoB 2023 PHQ-9 results
4. ComPsych BoB 2023 by those with depression at baseline – 5+ point reduction in PHQ-9
5. ComPsych BoB 2023 for individuals who scored in the clinically significant range ( $\geq 10$ ) at the start of services

# Program Results and Satisfaction



## Program Results

**19** Seconds<sub>1</sub>  
Speed to Clinician

**94%**<sub>2</sub>  
Clinical Case  
Resolution Rate

**9.6** Hours<sub>3</sub>  
Average Time Saved  
Per Work-Life Case

**<1%**<sub>1</sub>  
Imperfection Rate



## Satisfaction

**97%**<sub>1</sub>  
Intake Satisfaction

**94%**<sub>1</sub>  
Provider Satisfaction

**70**<sub>1</sub>  
Net Promoter Score

**96%**<sub>1</sub>  
Work-Life Satisfaction

1. ComPsych BoB 2023
2. ComPsych BoB measure based on 8 session models
3. ComPsych BoB Work-Life Services Time Study

# Our Established, Proven Program Solution

Program Component	ComPsych	Digital Point Solutions
<b>Access and Intake</b>	<ul style="list-style-type: none"> <li>• 24/7/365 live answer of toll-free line</li> <li>• Staffed by licensed, masters-level clinicians</li> <li>• Multi-modal options to include web, mobile app</li> <li>• Self-guided to high-touch</li> </ul>	<ul style="list-style-type: none"> <li>• Digital is primary access point</li> <li>• When available, telephonic is secondary, automated, and not promoted</li> <li>• Calls routed to non-clinical staff</li> </ul>
<b>Provider Network</b>	<ul style="list-style-type: none"> <li>• Robust, national (and global) network of 100k+ providers</li> <li>• In-person and virtual options for all specialties</li> <li>• Sessions available within five days on average</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual care is primary option</li> <li>• Coaches are prioritize over licensed counselors</li> <li>• Limited provider specialties, languages, and cultural options within non-national network</li> </ul>
<b>Work-Life Services and Support</b>	<ul style="list-style-type: none"> <li>• Fully integrated, internally staffed support for legal, financial and lifestyle issues</li> <li>• Unlimited support that does not count against any counseling session model</li> </ul>	<ul style="list-style-type: none"> <li>• Outsourced and non-integrated with clinical services</li> <li>• Services usually limited to child and elder care support</li> </ul>



# Our Established, Proven Program Solution

Program Component	ComPsych	Digital Point Solutions
<b>Crisis Response Support</b>	<ul style="list-style-type: none"> <li>• Experienced, 24/7 in-house team</li> <li>• Supports 10,000+ debriefings per year</li> <li>• Debriefing services available within hours when needed</li> <li>• Responsive, valuable resource for leaders</li> </ul>	<ul style="list-style-type: none"> <li>• Outsourced to outside vendor</li> <li>• External vendors have little experience responding to major, high profile events and crises</li> </ul>
<b>Leader and Teammate Support</b>	<ul style="list-style-type: none"> <li>• 200+ Training and Personal Development Workshop titles</li> <li>• Delivered on-site, virtual, or on- demand by experienced, in-house staff of learning and development experts</li> </ul>	<ul style="list-style-type: none"> <li>• No demonstrated experience or expertise</li> </ul>
<b>Outcomes/ROI</b>	<ul style="list-style-type: none"> <li>• Largest BOB in market</li> <li>• Leading Workplace Outcome Suite results</li> <li>• Clinical Tools (PHQ-9)</li> <li>• High levels of participant satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Limited due to new market entry</li> <li>• Immature data and difficult to validate</li> </ul>

# ComPsych® Differentiators

**Nearly 40 years of experience** in behavior change and behavioral health

**Exclusive focus** on EAP, Work-Life, Wellness and HR services

**Proven track record** of growth, performance, stability and innovation

**“Build-to-Suit” solutions** for your organization, employees and budget

**Personalized account management** integrates and optimizes program to align with your needs

**Dedicated clinical-first** support available 24/7

**No outsourcing** of any aspect of program



# Thank you!

