

Behavioral Health in the Workplace:

Challenges and Solutions

June 22, 2022



EAP Overview

1940s

- EAPs began as occupational alcohol program
- Yale Center of Alcohol Studies developed the Plan for Business and Industry

1950s

- EAP field expanded to include employees experiencing issues with mental health

1970s

- The "Hughes Act" mandated EAPs in Federal agencies
- The National Institute on Alcohol Abuse and Alcoholism was established, promoting EAPs further
- Private EAP firms began to offer EAP services for companies

1970s to Present

- Several laws, regulations, and Federal initiatives expanded EAPs in Federal agencies
- Expansion of EAP services for families member grew

EAP Overview

An Employee Assistance Program (EAP) is a work-based intervention program designed to **enhance the emotional, mental and general psychological wellbeing of all employees** and includes services for immediate family members.

EAPs provide employees with a direct outlet for managing the things that are causing stress in their lives.



EAP Overview

- ➔ Mental health services offered through EAPs, including short-term counseling, are typically no cost to the employee, confidential, and accessible through a variety of delivery mechanisms, including teleconference, web-conference, on-site, in-person and online.
- ➔ EAP services are designed and delivered in order to provide “first-line” diagnostic, prevention and short-term counseling services and have been shown to be effective in improving employee well-being and overall health from presenting issues of stress, anxiety, depression and substance abuse associated with lower productivity and higher levels of absenteeism, presenteeism, work distress and disengagement.

(Attridge et al., 2018) (Richmond et al., 2017)

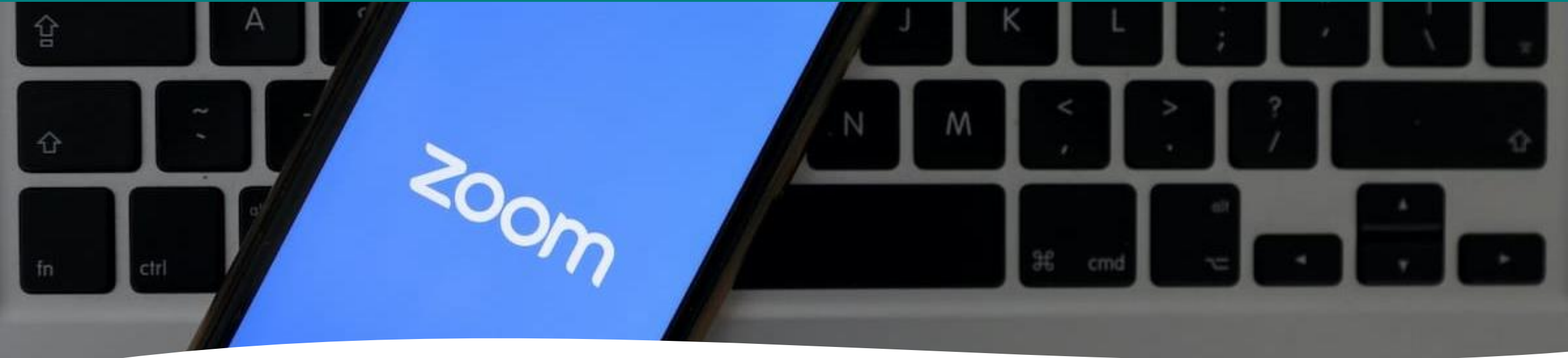
How Do You Choose an EAP?



Employee Assistance Professionals Association offers the following for EAPs:

- ➔ A crisis intervention service that is available 24/7
- ➔ Procedures for determining when to provide short-term services within the EAP, and when to refer an employee to professional or community resources outside the EAP
- ➔ Training for the organization's leaders, so they can learn to recognize issues and intervene by referring employees to the EAP
- ➔ An advisory process involving representatives from all levels of the organization, including leadership, line employees, and other key departments
- ➔ **The flexibility to add services to meet changing needs**

Coastline Responds to COVID-19



- ➔ Like most who had not done so prior, we quickly became experts in using Zoom.
- ➔ COVID Anxiety, COVID Workplace Issue added to our list of client concerns.
- ➔ Created video guide for employers on how to talk to employees about COVID-19 and COVID vaccines.
- ➔ Employer request to track calls we may receive regarding potential layoffs.

Coastline Responds to COVID-19



SEARCH

For assistance: 800.445.1195

NEWS ALERT

Ukraine-Russia War • Texas School Shooting • Buffalo Mass Shooting



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Webinar

Tip

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EAP Intro and Forms

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EAP Newsletters

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SEARCH

For assistance: 800.445.1195

Home > COVID-19 Resource Center

COVID-19 Resource Center



Vaccine Information:
- CDC COVID-19 Vaccine Website

- Recent Resources:
- Memory Issues Plague Long COVID Patients
 - 1 in 8 U.S. Couples Disagree on Vaccination
 - Mental Issues Linger After Severe COVID
 - Teachers Often Faced Harassment, Violence
 - COVID Meds Appear to Work Against BA.2
 - Rise in U.K. COVID Cases Watched by U.S.

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Supporting Children

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Financial Stress & Stability

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Developing Resilience

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Addressing Your Emotional Wellbeing

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Support for Older Adults

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Military Personnel & Families

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Coastline Responds to COVID-19



Facilitated discussions to
human resources and
organizational leaders



Peer Support Groups
training and support

Coastline Responds to COVID-19



May's Wellness Schedule

June's Wellness Schedule



To register click on the links below.
Register for as many Zoom sessions as you would like:

Mindful Breathing (30 Min)
[Wed, June 1st @ 12pm EST](#)

Stretch and Breathe (30 Min)
[Wed, June 22nd @ 12pm EST](#)

Stretch and Breathe (30 Min)
[Wed, June 8th @ 12pm EST](#)
[Wed, June 8th @ 4pm EST](#)

Gratitude Journaling (30 Min)
[Thurs, June 23rd @ 4pm EST](#)

Intro to EAP + Slow Breathing (30 Min)
[Wed, June 15th @ 12pm EST](#)

Breath Meditation (30 Min)
[Wed, June 29th @ 12pm EST](#)

May is Mental Health Awareness Month

Coastline EAP offers live weekly wellness sessions designed to help you rest, restore, and recover from many of the challenges that life can throw your way.

For more information, please click on the links below.
Register for as many Zoom sessions as you would like:

Self-Compassion and Gratitude Practices (30 Min)
[Tues, May 17th at 12pm EST](#)

Slow Breathing to Ease Stress (30 Min)
[Wed, May 18th at 12pm EST](#)

Chair Yoga (30 Min)
[Wed, May 25th at 12pm EST](#)

Travel Journaling (30 Min)
[Thurs, May 26th at 12pm EST](#)

For support and personalized referrals,
call 1-800-445-1195 / 401-732-9444 / www.coastlineeap.com

➔ Since March 19, 2020

➔ 244 Sessions

➔ 3990 participants

The Current Situation

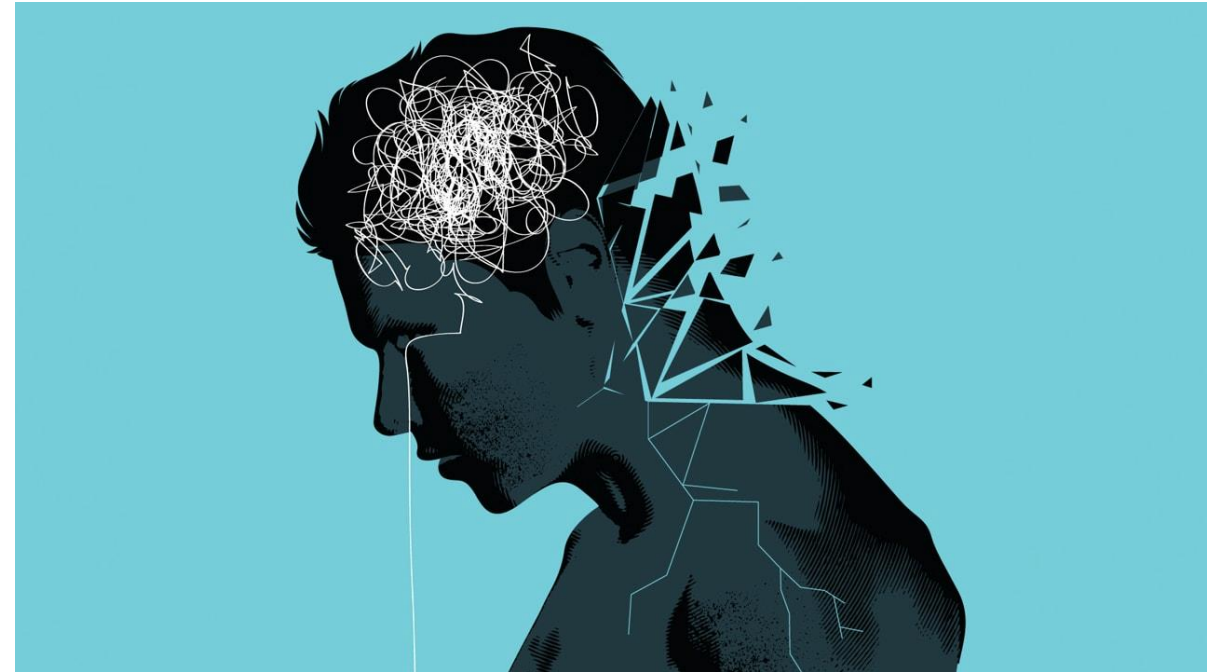
FORTUNE April 26, 2022

About two-thirds (67%) of workers say mental health services offered by employers are beneficial, according to the Harris survey. Millennials, parents with children under 18, and remote workers are most likely to say such services are beneficial.



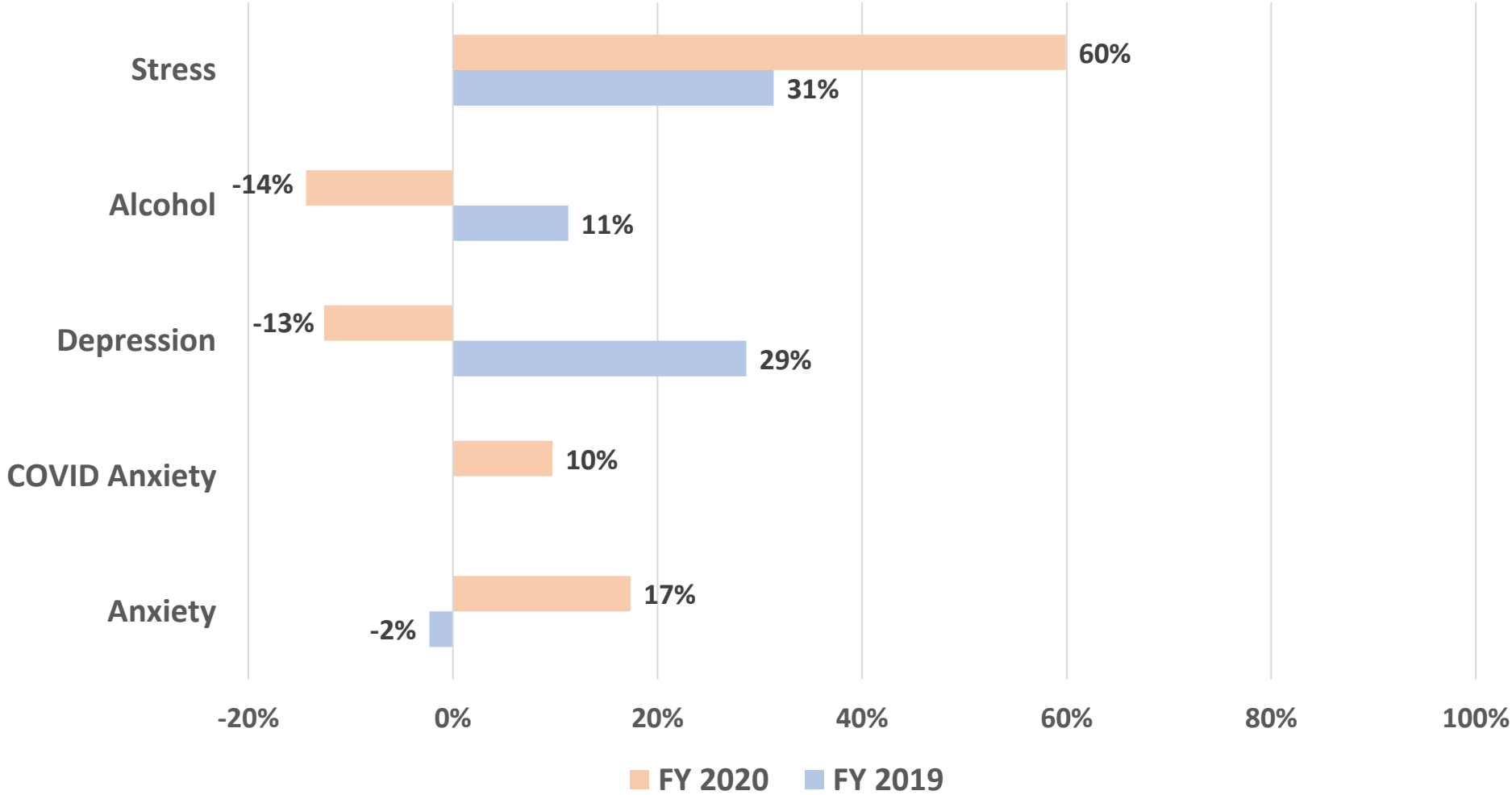
Journal of Insurance
Regulation, 2020

Research continues to support the notion that more, not less, mental health support is necessary for employees. For example, a recent **survey of more than 2000** full-time employees in the U.S. found that **39% of workers** reported they are suffering from low to moderate levels of mental stress, anxiety and depression.



The Current Situation

% Increase in Primary Problem Assessed Year over Year



The Current Situation

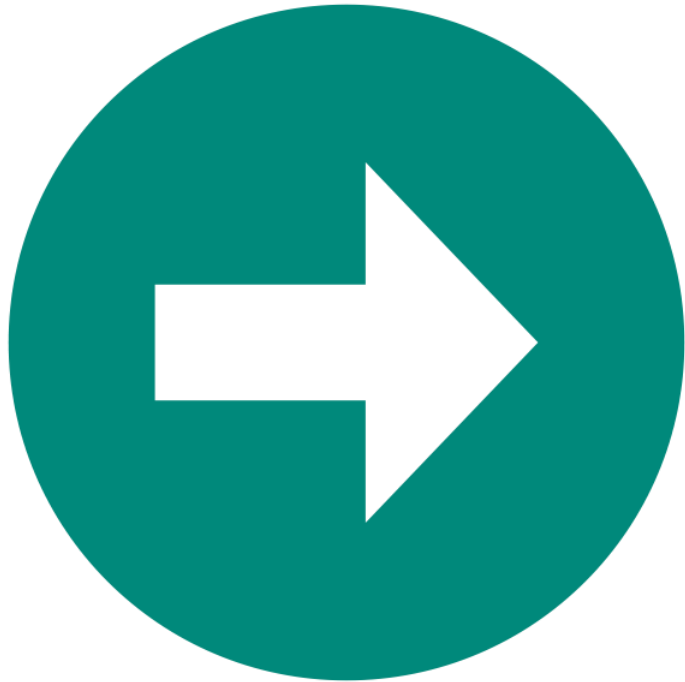
National Business Group on Health BOSTON, March 31, 2022

Employers, who have historically focused on employee well-being, are giving it **increased attention** as they plan return-to-worksite strategies.

83% of them indicating that **employee well-being will have a significant role in the coming weeks**, according to the just-released *13th Annual Employer-Sponsored Health & Well-Being Survey from Fidelity Investments® and Business Group on Health*.

Employers plan to position mental health (91%), physical health (60%) and work/life balance (57%) initiatives as integral components of their return-to-worksite strategy in 2022, according to the survey.

Utilization



Nationally, utilization of EAP's ranges from 3% to 7%.

The National Business Group on Health estimates that only 5% of employees use their employer's EAP annually. (2020)

Utilization

What, or better yet **who**, drives utilization?

*Regardless of organization size, employees report feeling more comfortable talking about their problems with HR versus their direct supervisor or manager.
(The Standard, 2018)*



Managers and Supervisors Can Drive Utilization

Remind. If you have employees, employees are going to have life events that go on all the time.

Recommend is where a supervisor has talked to and employee about “I’m seeing some changes, your performance of the missing work”. The supervisor may **recommend** the employee reach out to the EAP.

Refer is when there’s a part of a performance issue and the manager can say “we’re going to use EAP as an additional resource to make sure that we’re giving you every tool to be able to be successful”.



Communication Drives Utilization

Coastline EAP
EMPLOYEE ASSISTANCE FROM COAST TO COAST

Coastline Makes the Match

Have you ever wished you could pick up the phone and ask a mental health professional for some advice? Perhaps you have been dealing with some issues related to the pandemic and your typical coping strategies are not helping you right now. Coastline EAP may be able to help.

Coastline EAP is available to all employees and their family members for confidential support and referrals to reliable resources in a variety of concerns.

Whether you need in the moment support, or a specialized referral for counseling, Coastline's Master level consultants are there to help you talk things through and create a plan to address issues related to:

- Anxiety
- Stress
- Anger
- Depression
- Covid Burnout
- Grief
- Trauma
- Substance Use Concerns
- Family Problems
- Relationship Conflicts

Coastline will make a specialized match and provide you with ongoing support. Call for a confidential consultation today!

www.coastlineeap.com

Legal and Financial Solutions When You Need Them Most

Did you know that Coastline EAP provides professional consultations and referrals for your most common legal questions or financial concerns?

Legal Referrals

Receive a free 30-minute consultation with an attorney for a variety of legal issues, such as:

- Divorce/Custody issues
- Criminal
- Estate planning/wills/trusts
- Real estate
- Landlord/tenant/eviction issues
- Elder care law
- Bankruptcy
- Personal Injury
- Small claims
- Adoption
- Will preparation
- And more...

Financial Services

Phone consultations are available with a qualified financial counselor regarding:

- Bankruptcy
- Budgeting
- Buying a home
- College fund planning
- Credit card debt consolidation
- Identity theft recovery
- Retirement planning
- Foreclosure prevention
- And more...

How to do I access these services? Call Coastline EAP at 1-800-441-1111

www.coastlineeap.com

Support for Caregivers

Although caregiving can be stressful and exhausting at times, you don't have to do it alone. Get the support you need from Coastline EAP.

Coastline EAP can assist employees with a wide variety of options for managing childcare and eldercare needs.

This assistance includes:

- Individual consultation and ongoing case monitoring with a Masters level EAP consultant
- A comprehensive assessment of needs and referrals to qualified providers and or educational and support services
- Tips on selecting the best provider, including suggested interview questions and information on conducting background checks
- Parenting and or caregiver educational and informational materials
- Professional, confidential counseling for emotional and challenging life transitions

These are some of the specific Parenting and Eldercare services Coastline can assist you with:

Parenting and Childcare	Eldercare Referrals
<ul style="list-style-type: none">• Referrals to licensed childcare providers• Types of childcare• Referrals to summer camps• Referrals to tutors• Guidelines for choosing quality care• Homework challenges• Backup care or other special needs• Parenting concerns• Discipline• Blended families	<ul style="list-style-type: none">• Independent living• Home health• Nutrition groups• Support groups• Community activities• Hospice providers• Nursing home referrals• Respite care services• Health & wellness• Caregiver support

Coastline will make a specialized match to help you and provide you with ongoing support. Call for a confidential consultation today!

www.coastlineeap.com

Workplace Wellness to Ease Stress

Coastline EAP began offering live weekly wellness sessions at the start of the pandemic to help people ease their stress. Due to the positive feedback, popularity of the sessions, and the longevity of the pandemic we have continued offering this service.

About Coastline EAP's Wellness Sessions:

- Coastline EAP offers live weekly wellness sessions through video conference that teach self-care strategies to reduce your stress.
- Our Sessions are led by highly trained mental health professionals who use evidenced based techniques that help you to tap into your body's natural relaxation response.
- Examples of our wellness sessions include positive psychology, meditation, mindfulness, chair yoga, slow breathing, and a variety of journaling techniques.
- Look for our monthly wellness schedule posted on our website.
- We encourage you to sign-up and attend as many sessions as possible.
- To date over 3500 employees have taken advantage of this series.

"Having the option to step away and practice mindfulness midday has been helpful to everyone who takes advantage of the sessions."

See what people are saying about our sessions:

"I really enjoy the live sessions with Coastline EAP. What I really like about the sessions is when I signed up for one for example about stretching – it was done in a chair where most of us work every day on the job. I found this very helpful for me and use it quite often during the week to keep my posture and body in better overall shape."

"I find the sessions grounding and helpful for self-care, personally"

"I was so moved and motivated by your presentation yesterday that I was in awe and speechless! It will take me some time to absorb and change a lifetime of messages about life and the world around us."

Register for wellness sessions at www.coastlineeap.com

Giving our clients the tools that will help improve communication.

Distribution-ready emails to our client companies.

Employee Newsletters in English, Spanish and now, Portuguese!

Utilization



- ➔ Provide meaningful reminders that the program is available
- ➔ Use the tools that we provide you, newsletters, email campaigns, printed collaterals—use as part of or to beef up your
- ➔ Incorporate orientation refreshers into an existing meeting, all-staff, management meetings
- ➔ Work with us to customize and take advantage of the trainings and wellness/benefit fairs that are included in our services to you.

Coastline Features



Organizational Wellbeing: Partner with organization to provide management consultations for challenging situations, as well as orientations sessions for supervisor and employees, participation in health and benefit fairs.



Workplace Referrals: job performance problems can be addressed through support from EAP; we follow up with employer (within the confines of HIPAA); support employee along with their treatment provider



LIVE wellness sessions via video conferencing mindfulness meditation, breathing, chair yoga, journaling, as well as other positive psychology topics; providing tools for managing stress in their work and personal lives.



Trauma Response Service: Support for a sudden or expected loss or tragedy affecting an employer workgroup or workplace.



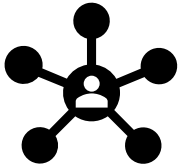
IMPACTS Modules: [Unique to Coastline](#), modules are one-on-one educational programs that employers can require when employees are accused of sexual, other harassment, conflict management issues.

Coastline Features



Access: Multiple points of entry to make it easy to ask for help!

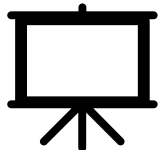
24/7 telephone access, online/web-based services, smart phone app, confidential chat and texting.



Comprehensive mental health assessment! Masters level consultants take into account all aspects of an employee's life with a particular focus on social and emotional health and wellbeing.



Coastline Makes the Match! We do the networking and heavy lifting, so the employee is sure to get to the right mental health provider for them. Qualified referrals to providers that are in the employee's health insurance network and are available.



Trainings

Monthly webinars and archive over 100 webinars and 60 professional development skills courses on our website.

Coastline

Thank you for your time and attention today.

Kelly Wishart
Chief Operating Officer
Coastline EAP/RISAS



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