

ANNUAL REPORT CARD SUMMARY

2021

State of Mental Health at Work




PART 1

EXECUTIVE SUMMARY

Stay at home. Return to work. Wear a mask. Don't wear a mask. Long lines. Material shortages. Increased costs. Social distancing. Financial struggles. Climbing death rates. Isolation from family, friends, and aging loved ones. Unemployment. Parents working from home with children in virtual school. Childcare closings. Economic shutdowns. Limited access to health care. The pandemic changed everything about the way we live and continues to impact us all in some way, two years later.

WITH THESE CATAclysmic changes and struggles came a variety of costs—physical, financial, and emotional. Domestic violence, suicide, eating disorders, anxiety, depression, and substance abuse all increased dramatically, severely taxing the world's mental health resources.



AllOne Health experienced a **25.5% increase** in utilization from 2019 through 2021

In 2021 we continued to deal with these struggles—along with worker shortages, known as the Great Resignation. Half of those who left their jobs in 2021 claimed mental health was the reason. Those left behind are working longer hours, adding to their stress. Employees who report their mental health in the lowest category range have doubled since COVID. These struggles are impacting their family members, too. One-third of parents reported that their child's mental health has declined during the pandemic.

In what is being called a “mental health tsunami,” mental health professionals are working late and beyond capacity—and remain unable to meet the demand. They, too, are burning out, adding to the shortage of mental health providers. Many have not and will not return to in-person therapy since going virtual two years ago and are closing their physical offices. This leads to an even greater shortage of in-person appointments. Wait times across the nation for in-person therapy average five to six weeks and in some areas 12 weeks or longer if appointments are available.

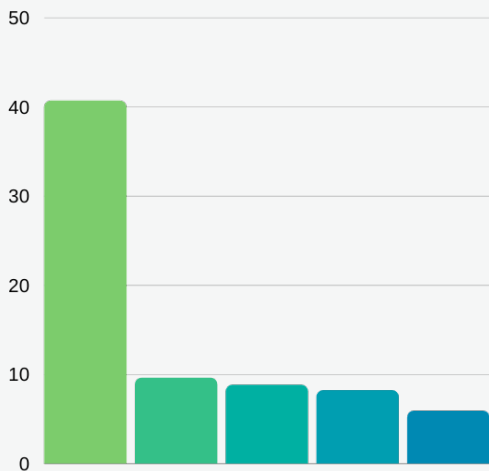
AllOne Health has closely monitored this changing landscape and challenges. We quickly responded by opening new channels for people to receive care. This included the expansion of virtual counseling via video, phone, and text. We enhanced the resources on our web portal to include online requests for counseling and work/life. We also updated our follow-up process and increased and repositioned staff.

Throughout 2021, we saw record numbers of in-the-moment support calls, requests for services, and sessions provided. In fact, ***AllOne Health experienced a 25.5% increase in utilization from 2019 through 2021.*** We were able to meet or exceed the expectations of 94% of users. In a time when mental health and well-being support matters more than ever, AllOne Health continues to adapt to ever-changing needs, strengthen service and support clients every step of the way.

PART 2

TREND REPORT

TOP PRESENTING ISSUES OVERALL



41%

Mental Health

(Such as Anxiety and Depression, Up from 32.4% in 2020, a 26% Increase)

10%

Legal

9%

Stress

(General and Work)

8%

Couples/Relationships

(Up from 7% in 2020)

6%

Family Concerns

ACCESS TRENDS

Video and Online Counseling -
Includes Text and Chat (45%)

Face-to-Face (34%)

Telephonic (21%)

TOP REFERRAL TYPES

Counseling (80%)

Legal/Financial (13%)

Work/Life (2%)

Medical Advocacy (2%)

MOST COMMON MENTAL HEALTH ISSUES*

Mental Health - Unspecified (43%)

Anxiety (22%)

Depression (14%)

Grief (9%)

Substance Use, Abuse, Addiction (7%)

Crisis, Trauma (4%)

GENERAL TRENDS

12% of Counseling Referrals
Were for **In-the-Moment Support**

Legal Was the Most Requested Referral
Following Counseling Support (10%)

Requests for **COVID-Related Concerns**
Dropped 88% from 2020

Suicidal as Presenting Issue
Increased 70% from 2020

*Self-identified issues during intake

PART 3

SERVICE OUTCOMES

AllOne Health distributed an annual scorecard to all clients, and a summary of 2021 results is outlined below.

ACCOUNT MANAGEMENT:

My Account Manager is effective in helping us deal with employee performance issues and other workplace concerns.

94.5%

rated good or excellent

CRITICAL INCIDENT RESPONSE:

My overall rating of AllOne Health's CIR support service is...

95.5%

rated good or excellent

MEMBER PORTAL & APP:

The AllOne Health Member Portal & App offers content and resources that are helpful to our employees and their families.

93.4%

rated good or excellent

PARTNERSHIP EXPERIENCE:

AllOne Health was rated *excellent* or *above average* in the following areas:

97.3% Professionalism

92.4% Management Consultation

94.9% Responsiveness

91.4% Technology & Promotional Tools

OVERALL:

I would rate the overall quality of AllOne Health's Employee Assistance Program as...

96.8%

good or excellent!

PART 4

NEW OFFERINGS

In a time when organizations are looking to respond to the growing demand for mental health support, address whole-person care, and relieve parental stress, while keeping everyone engaged, safe, focused, and resilient—AllOne Health is here to help. More than just an Assistance Program, AllOne Health is your partner for whole health. With expanded offerings, evolved access to care, and all-new tools for engagement, AllOne Health is ready to help organizations respond to what matters most now while preparing for what's next.



Wellness by AllOne Health is the total package solution, offering a powerful combination of mental and physical health support, a premier platform to drive engagement, a team of experts across the six dimensions of wellness, and 400+ challenges, virtual fitness, cooking demos, and courses.

[Click to learn more about Wellness](#)



With decades of experience in providing expert facilitation for leadership coaching, change management, DE&I initiatives, and more, AllOne Health offers expansive **Organizational Development** solutions for any organization looking to elevate people, purpose, performance, and potential.

[Click to learn more about Organizational Development](#)



As students are struggling to cope with the stressors of life and demanding quicker access to mental health than ever before, AllOne Health's **Student Life Assistance** brings menu-driven options for in-the-moment support, counseling and coaching, and a wide range of referrals and resources that can be easily integrated into existing services for higher education.

[Click to learn more about Student Life Assistance](#)



Concierge & Life Convenience helps respond to the "Great Resignation" and engage remote and hybrid teams. New concierge and life convenience benefits are available with a wide range of personal assistance and errand running perks to help tackle to-do's, reduce stress, and boost morale.

[Click to learn more about Concierge & Life Convenience](#)

PART 5

PROGRAM ENHANCEMENTS

NEW MEMBER MARKETING & ENGAGEMENT TOOLS:

Leadership Toolkit

To help leaders, managers, and supervisors understand and utilize the wide range of support services available, AllOne Health is excited to share the new Leadership Toolkit with all customers.



Universal Training Catalog

Expanded to cover 100+ topics, AllOne Health has built an all-new training catalog to help organizations address challenges, build resilience, and strengthen teams.

Insights News Hub

Your monthly newsletter will now be fully searchable and accessible anytime from our new online Insights Hub. With a 2022 Content Calendar, monthly promotional videos, free monthly webinars, and expert resource articles, Insights offers fresh content on timely topics and themes throughout the year.



NEW FEATURES AND CAPABILITIES COMING IN 2022 INCLUDE:

Self-Service Scheduling

Live Chat and Text

AllOne Health is in the business of care, and service is what matters most. Throughout all the innovation and growth, we are still driven by human connection and compassionate care every step of the way.
For any needs, please reach out for support, anytime.