

Virginia Executive Institute
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Access to Mental Health Support for State Employees

Group 4

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In this presentation, we will:



Explore state employee access to Employee Assistance Program (EAP) services



Leadership training



Normalize access to mental health care



Opportunities to expand support and services



Expand awareness

Overview

EAP supports state employees and dependents with behavioral health assistance and emotional support

Despite recent economic and emotional turmoil, EAP use is down over the last 4 years

Employees facing increased pressures

The workforce is changing

Expanding EAP awareness, access and availability helps both workers and the Commonwealth

COVA Care EAP at a Glance

Work/Life Support

Network of Elder,
Child Care providers

Legal & Financial
Consultation

Tools to manage family issues,
professional growth,
emotional well-being

Counseling

Relationship/ family problems;
Alcohol/drug abuse; loss/grief;
Depression/ anxiety; Stress management

Up to 4 sessions
at no charge

Extensive network
of providers

Confidential counseling
for Supervisors

24 hours/ 365 days

COVA Care Data



EAP Information Source

5%	45%	22%	8%
Promotional Material	Prior EAP	Supervisor	Medical

- Information about the EAP mainly comes from prior users and managers
- Increasing reliance on prior EAP users as an information source while use of promotional material is decreasing



60%
Of presenting problems related to Emotional and Psychological Issues

10% increase over 4 years



- Majority of EAP users rely on EAP services to address Emotional and Psychological issues

COVA Care Data

By Age

70% of users over 35 years of age

Over 4 years...



23% to 76% increase in users over 35

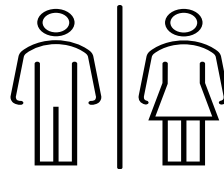


29% decrease in users under 18



By Gender

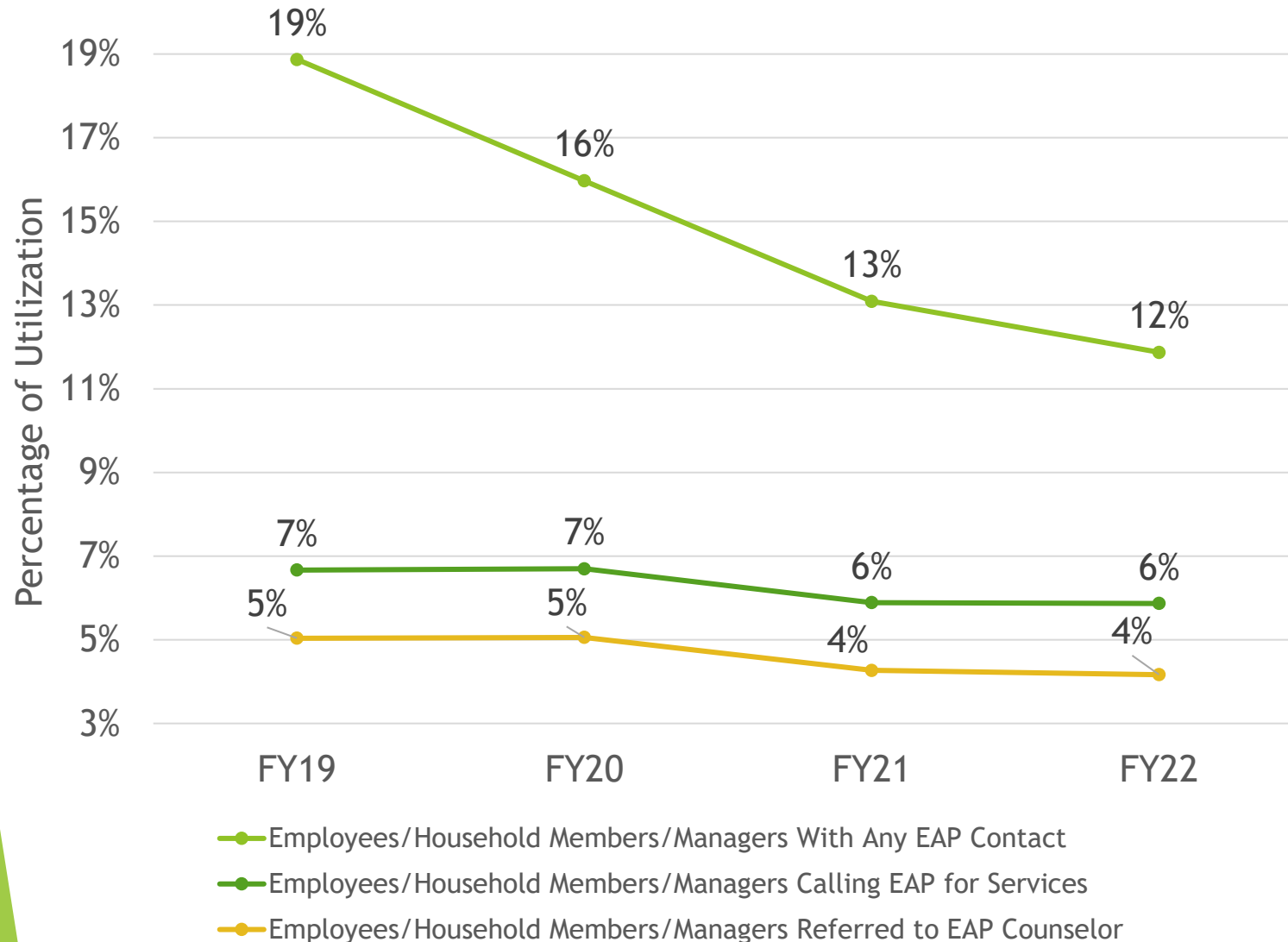
Consistent utilization
over 4 years



70% of women

21% of men

EAP Four Year Trend Shows Declining Usage



- EAP utilization decreasing across all utilization categories
- 37% to 12% decrease over four-year period

*Anthem Annual Utilization Summary: FY19 - FY22

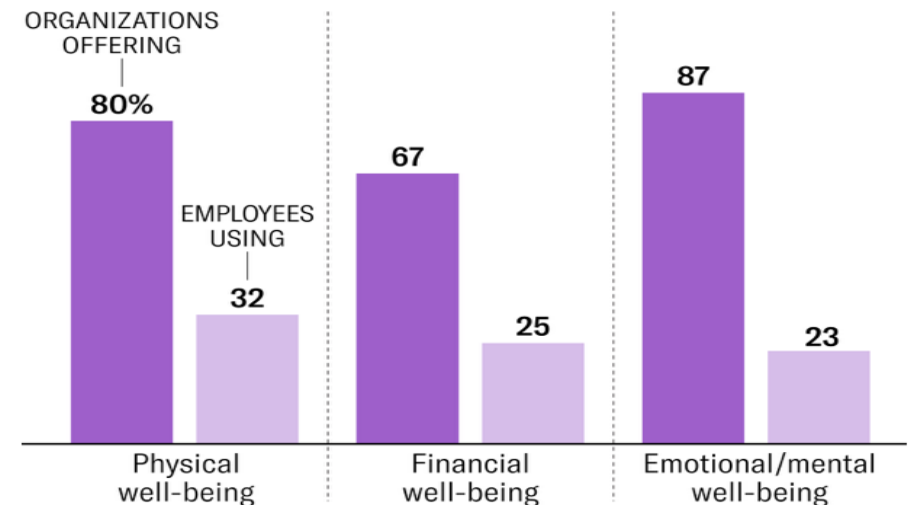
Observations of Current EAP Offering



- ▶ Utilization is minimal
- ▶ Awareness of EAP offerings not consistent across the Commonwealth
- ▶ Locating resources and services is unwieldy
- ▶ Complicated access system, outdated technology
- ▶ Perception as a crisis-oriented solution

Organizations Offering vs. Employees Using Well-Being Programs

Of organizations offering various well-being programs, only about a third of HR leaders and employees report using them.



Source: Gartner 2021 EVP Benchmarking Survey; Gartner 2021 EVP Employee Survey

Disrupting the Trend

Increase Awareness & Integrate
Technology

A light green downward-pointing arrow indicating a flow from the first step to the second.

From EAP to Well Being

A light orange downward-pointing arrow indicating a flow from the second step to the third.

Tracking Progress

Increase Awareness & Integrate Technology

- ▶ Proactive vs. Reactive
- ▶ Establish EAP program leaders - Wellness Champions
- ▶ Reduce barriers, time & effort needed to participate in well being programs



Modern Health

Highly personalized;
questionnaire; interactive



Spring Health

Data-driven insights &
machine learning



CoreHealth by Carebook

All-in-one wellness platform



From EAP to Well Being

- ▶ Leadership Communication
- ▶ Normalizing mental health
- ▶ Training for Supervisors & Managers
- ▶ Responsive resources to meet distinct generational needs



Tracking Progress



- ▶ Implement Objectives and Key Results (OKRs) to measure and track outcomes
- ▶ Wellness Plan for agencies with identified, trained & supported Wellness Champions
- ▶ Pulse Check Surveys



Be Well
Virginia!