



NNAHRA
NATIONAL NATIVE AMERICAN HUMAN RESOURCES ASSOCIATION

27th Annual Conference

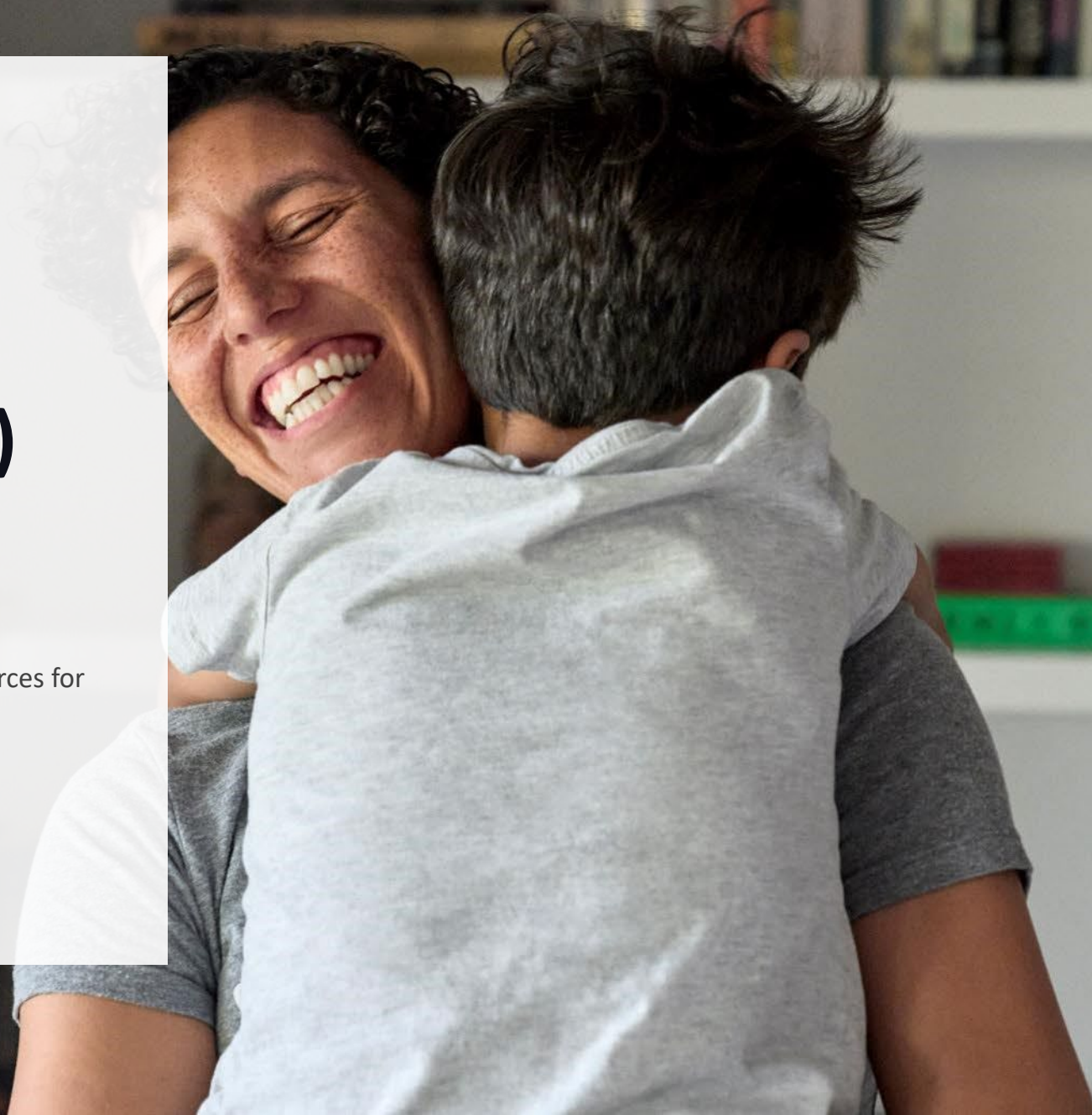
September 25-27, 2023

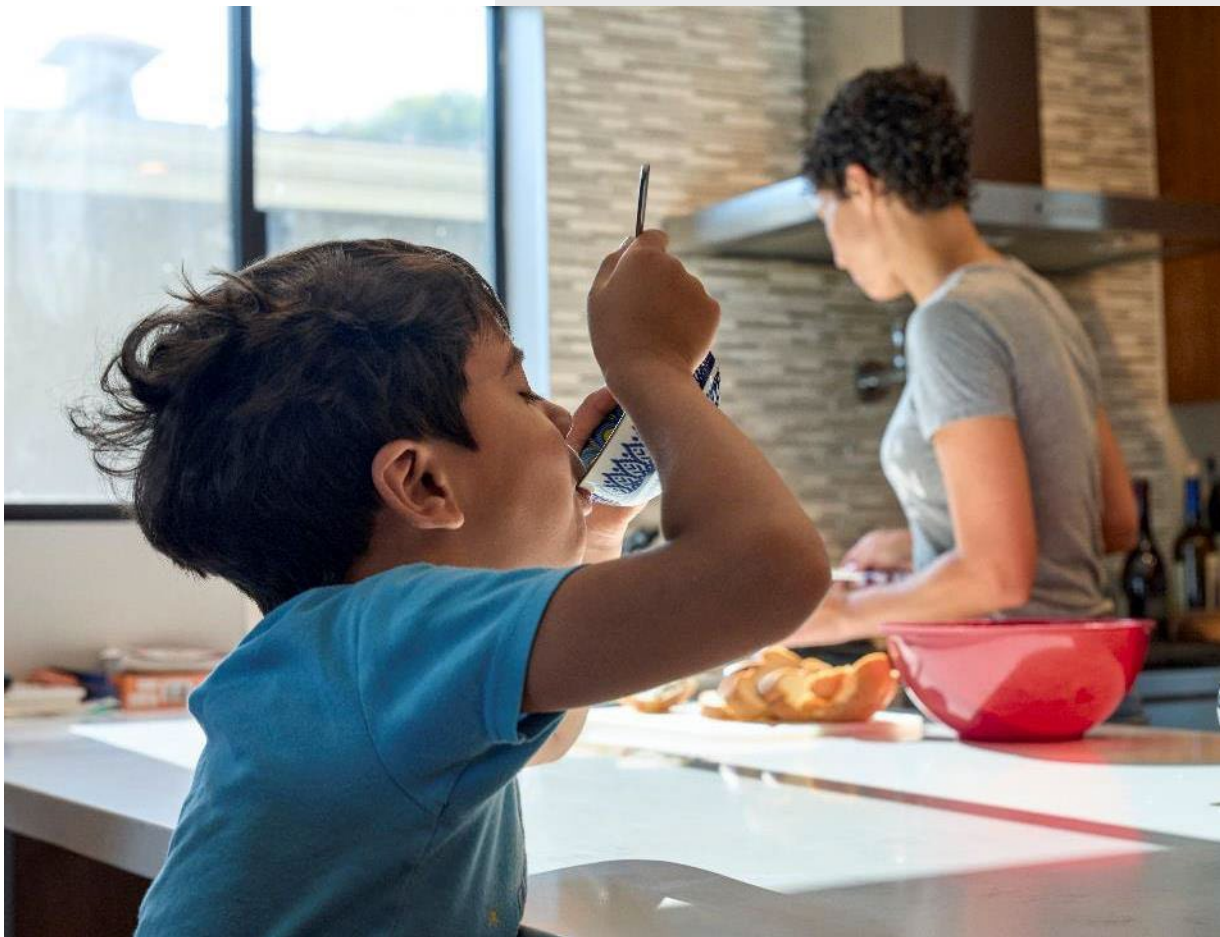
Gila River Resorts & Casinos

Understanding Employee Assistance Programs (EAP)

Mary Ann Perez, LCSW

Director of Worklife and Coaching, Resources for
Living, CVS Health





Agenda

- Mental Well-being Today
- What is an EAP?
- Tips and Takeaways
- Questions

A grayscale photograph of a woman with curly hair sitting on a couch, looking at a laptop screen. The image is dimly lit, with a plant visible in the background. The text 'Mental Well-being Today' is overlaid in the center, flanked by two horizontal lines.

Mental Well-being Today

Mental well-being today



There is an accelerated demand for mental health and decreased stigma in seeking support



People need mental well-being solutions that deliver in a digital world



Mental well-being has a critical role in managing specific conditions and barriers to well-being



There is also a need for solutions for social determinants of health



Mental well-being isn't a one size fits all

Mental health struggles

and lack of access to care can impact people across the US. The effects are widespread, impacting families, workplaces, communities and health care costs.

~20%

Percent of Native population suffering mental illness in the last year¹

31%

of employees said their mental health has declined over the past year (2022), up from 24% in 2021²

22%

Percent of Native youth aged 12 and older that report alcohol use, and more than 16% report binge drinking and other substance use issues³

85%

of parents and caregivers experienced at least one adverse mental health symptom in the past year, such as stress, anxiety, and depression⁴

81%

of employees agree that how employers support mental health is an important consideration when they look for future work⁵

12B

Working days lost per year to depression and anxiety (at a cost of \$1 Trillion per year in lost productivity)⁷

Suicide

The Native population has the highest rate of suicide of any racial/ethnic group in the United States⁶

1. NAMI: <https://www.nami.org/Your-Journey/Identity-and-Cultural-Dimensions/Indigenous>

2. Corporate Wellness Magazine: <https://www.corporatewellnessmagazine.com/article/the-2022-state-of-workforce-mental-health>

3. Youth.gov: <https://youth.gov/youth-topics/american-indian-alaska-native-youth/physical-mental-health>

4. SHRM: <https://www.shrm.org/hr-today/news/hr-magazine/spring2022/pages/supporting-employees-with-caregiving-responsibilities.aspx>

5. APA: <https://www.apa.org/pubs/reports/work-well-being/2022-mental-health-support#:~:text=The%20results%20of%20APA's%202022,now%20than%20in%20the%20past>

6. CDC: <https://www.cdc.gov/mmwr/volumes/67/wr/mm6708a1.htm>

7. WHO: <https://www.who.int/news-room/fact-sheets/detail/mental-health-at-work>

A black and white photograph of two women in athletic wear. The woman on the left is standing next to a bicycle, smiling and looking at the other woman. The woman on the right is walking and looking back at the first woman. They are on a paved path with trees in the background.

What is an EAP?

Employee assistance programs

Traditionally, an employee assistance program (EAP) is a work-based program designed to assist employees in resolving personal problems that may be adversely affecting the employee's performance.

Programs are delivered to employees by stand-alone EAP vendors or providers.

EAPs are evolving, and now cover a broad range of services.

- Support to lead healthier lives
- Enhanced member support
- Resources for everyday needs



Supporting people in living healthier lives

Taking Care of the Whole Person

- Asking questions to get to the heart of the situation
- Aligning with resources that are easy to use and convenient

Building Resilience

- Self-empowering through tools and resources
- Providing emotional support so members can take charge of their health and well-being

Creating Connections

- Supporting health through communities
- Establishing a collaborative environment – with members, families, caregivers, and providers

Impacting the Workplace

- Promoting a psychologically healthy workplace
- Supporting workplace initiatives
- Responding to workplace events



- ✓ **Preventative, early-intervention solutions** that address individuals' various life factors such as, **finance, transportation, family care, mindfulness, and resiliency**
- ✓ Support for patients, customers, and members with **emotional, social and everyday issues** by providing them resources to help them manage life's challenges and ambiguities
- ✓ Connections that help lead individuals to **improved health outcomes and lower medical costs**

Enhanced member support



Counseling & Clinical Support

- Face-to-face, online, and telephonic counseling options to offer short term support for life changes and challenges
- Help with setting, tracking and finding motivation to meet personal and professional goals
- Assessment, identification and referral to behavioral health providers for clinical conditions
- Members have the option to see a clinician onsite at various CVS Health Hub locations for their face-to-face counseling services



Work/life Services

- 24/7 access to expert consultative services, including legal & financial support
- Informational resources such as articles, live webinars, curated life event guidance, management services, and self-service tools
- Specialists who pre-screen child care, pet care, and other resources that meet members' needs
- Expert support and advocacy for adult and elder care and caregiving needs



Digital Tools & Self-Help Options

- Access to RFL support through our member website, live chat with an RFL specialist and mobile app
- Online self-directed therapy for a range of issues from anxiety to insomnia
- Digital counseling options including televideo and chat therapy
- Education and training on healthy living and wellbeing



Management Services

- Unlimited telephonic consultation with the Organizational Risk Management Center (ORMC) to speak with a clinically-licensed management consultant for employee and workplace concerns, like performance issues, substance misuse, policy violations and changes in force
- Proactive support to plan sponsors and communities in the aftermath of natural disasters, acts of violence and other events

24 x 7

In-the-moment
telephone support

Face-to-face

Chat therapy

Televideo

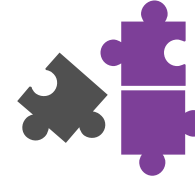
Onsite

Online CBT

On demand

Self-directed

Support for everyday needs



Child Care

- Pre/Postnatal care resources
- Adoption
- Child care
- Child development
- Special needs programs/autism
- Nanny-find services
- Summer programs, etc.

Adult Care

- Caregiving
- Home care
- Assisted living
- Long-term care
- Medicare and Medicaid
- Respite care
- Hospice care
- Retirement

Legal/Financial

- Legal Services
- Free attorney consultations
- Attorney searches
- Discounted rates for additional assistance
- Financial Services
- Free consultations
- Discounted rates for additional assistance
- Identity theft

Education

- K-12, college, and graduate school
- Continuing education
- After-school programs
- Financial aid, loans, grants and scholarships

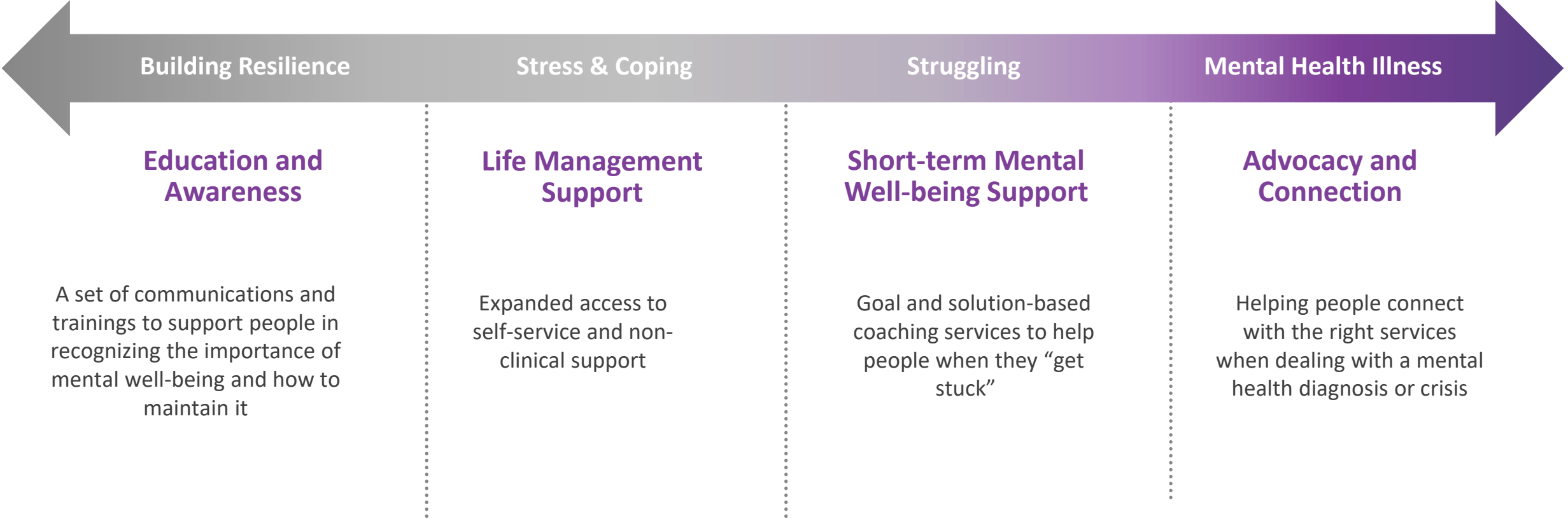
Health

- Nutrition
- Exercise
- Preventative health
- Fitness centers
- Weight loss programs
- Safety
- Wellness and prevention
- Mental Health First Aid
- Mindfulness
- Chat therapy

Daily Life

- Home services
- Automotive
- Relocation
- Pet care
- Convenience services
- Time management
- Discount Centers

EAPs offer a continuum of preventive & non-clinical mental well-being services





Tips and Takeaways

Going beyond offering mental health benefits

- ☒ Consider the types of programs employees need, including resource groups and education programs.
- ☒ Ensure leaders are setting the culture and making well-being a priority across the company.
- ☒ Launch campaigns and resources to help raise awareness.
- ☒ Consider all angles when it comes to promoting well-being, including company policies and support.

Questions



