



Virtual Town Hall 

**Real-World Results: Employer Tactics to Enrich
Your Workplace Mental Health Strategy**

September 23, 2020



Welcome

Right Direction is an online community offering free resources for raising depression awareness in the workplace and demystifying symptoms and treatment options.

Created through partnership ...

RightDirectionforMe.com



RIGHT
DIRECTION

Offering High Impact Tools & Resources

Free customizable resources ...

- Slide Decks
- Posters
- Infographics
- Email Templates
- Cost Calculators
- Videos
- And much more ...



RightDirectionforMe.com

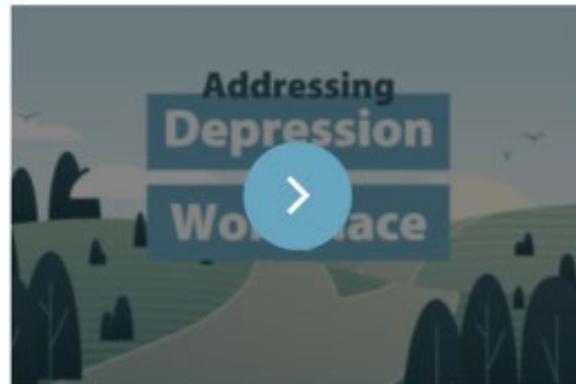
RIGHT
DIRECTION

Our Latest Virtual Town Halls



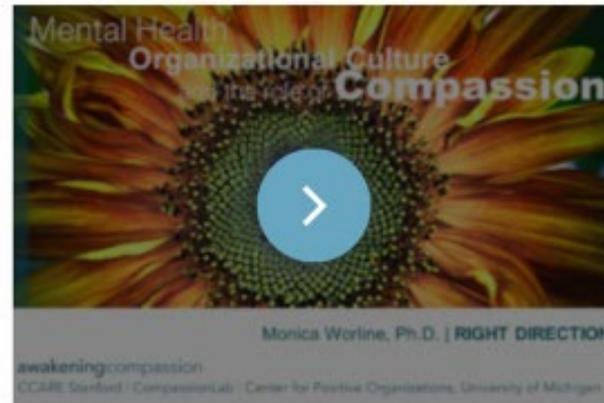
Mental Health, Depression, and Ending Stigma in the Construction Industry

Watch Video >



Video

Effectively Addressing Depression and Mental Health in the Workplace



Video

Mental Health, Organizational Culture, and Compassion in the Workplace

Our Latest Resources from Right Direction

RIGHT
DIRECTION



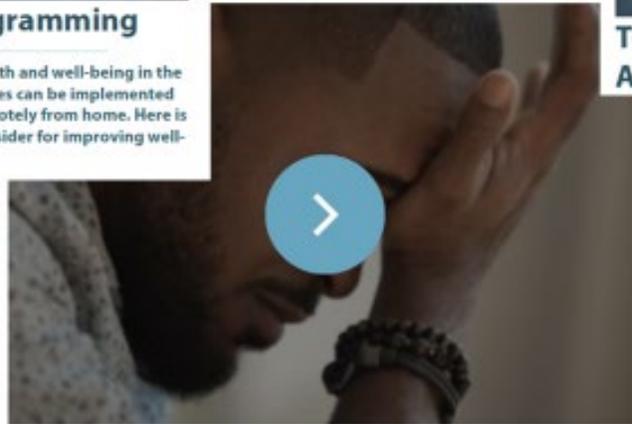
Positive Mental Health Programming

Finding engaging activities to promote mental health and well-being in the workplace does not have to be challenging. Activities can be implemented for employees whether working in the office or remotely from home. Here is a list of mental health programming options to consider for improving well-being at your workplace.

RIGHT
DIRECTION



Telemental Health: Virtually Expanding Access to Care



Video

Recognizing Depression from CBS Anchor

Escalating Rates of Depression

Indicators of Anxiety or Depression Based on Reported Frequency of Symptoms During Last 7 Days

Select Indicator

Symptoms of Anxiety Disorder or Depressive Disorder

Symptoms of Anxiety Disorder or Depressive Disorder

Week Label	7/21 - % CI	May 28 - June 2 Percent	June 4 - June 9 95% CI	June 11 - June 16 Percent	June 11 - June 16 95% CI	June 18 - June 23 Percent	June 18 - June 23 95% CI	June 25 - June 30 Percent	June 25 - June 30 95% CI	July 2 - July 7 Percent	July 2 - July 7 95% CI	July 9 - July 14 Percent	July 9 - July 14 95% CI		
National Estimate															
United States	- 35.1	35.5	34.8 - 36.1	36.1	35.2 - 37.0	36.0	35.2 - 36.8	36.1	35.4 - 36.9	37.8	37.0 - 38.5	39.0	38.3 - 39.6	40.3	39.4 - 41.2
By Age															
18 - 29 years	- 49.2	49.3	47.4 - 51.2	49.3	46.8 - 51.8	48.7	45.5 - 51.8	50.0	47.6 - 52.4	49.4	47.2 - 51.5	50.4	47.7 - 53.0	55.0	52.7 - 57.2
30 - 39 years	- 41.1	40.6	39.2 - 42.0	41.5	39.7 - 43.3	40.3	38.5 - 42.1	40.8	39.3 - 42.4	44.1	42.5 - 45.8	45.9	44.5 - 47.3	46.8	45.2 - 48.4
40 - 49 years	- 37.4	36.9	35.3 - 38.6	39.0	37.2 - 40.9	38.4	36.5 - 40.2	38.5	37.0 - 40.0	39.7	38.1 - 41.3	40.0	38.5 - 41.5	41.6	39.8 - 43.3
50 - 59 years	- 35.4	33.6	31.9 - 35.4	36.0	34.0 - 38.1	35.8	33.6 - 38.0	36.3	34.5 - 38.2	37.4	35.8 - 39.1	38.3	36.5 - 40.0	39.8	37.7 - 41.8
60 - 69 years	- 29.1	27.0	25.6 - 28.5	27.4	25.4 - 29.5	27.7	26.0 - 29.4	27.4	25.7 - 29.1	29.1	27.5 - 30.6	30.8	29.3 - 32.3	31.8	29.7 - 34.0
70 - 79 years	- 21.2	21.7	19.3 - 24.2	19.0	16.9 - 21.3	21.7	19.2 - 24.3	19.3	17.2 - 21.6	23.4	21.2 - 25.8	24.5	22.5 - 26.7	21.4	19.4 - 23.6
80 years and above	- 27.5	19.2	14.7 - 24.4	18.6	13.9 - 24.0	17.6	13.4 - 22.4	14.6	10.8 - 19.2	20.5	15.8 - 25.9	25.6	20.5 - 31.1	18.9	15.3 - 23.0

US Census data: March to July 2020.
Tripling of rates of depression & anxiety.
Models projecting steep rise in suicide and overdoses.

The Importance of the Workplace

Offering the opportunity to ...

- End stigma and break down barriers
- Raise awareness about depression and mental health
- Create org cultures in which people feel psychologically safe seeking help
- Improve access to care

RightDirectionforMe.com



RIGHT
DIRECTION

Today's Presenter



Kim Hauge, M.Ed., PHR, SHRM-CP, CWP, Director, Employee Wellness, Kent State University

Kim Hauge has worked at Kent State for nearly 20 years in benefits administration, communication and project management, talent acquisition, and employee wellness.

She is responsible for the strategic planning and management of a holistic employee wellness program and leads the design and administration of the university's benefits' programs for faculty and staff.



KENT STATE
UNIVERSITY

Real-World Results: Employer Tactics to Enrich Your Mental Health and Workplace Wellness Strategy

A Case Study with Kent State University Employee Wellness

Prepared for Employers Health

September 23, 2020



About Kent State University

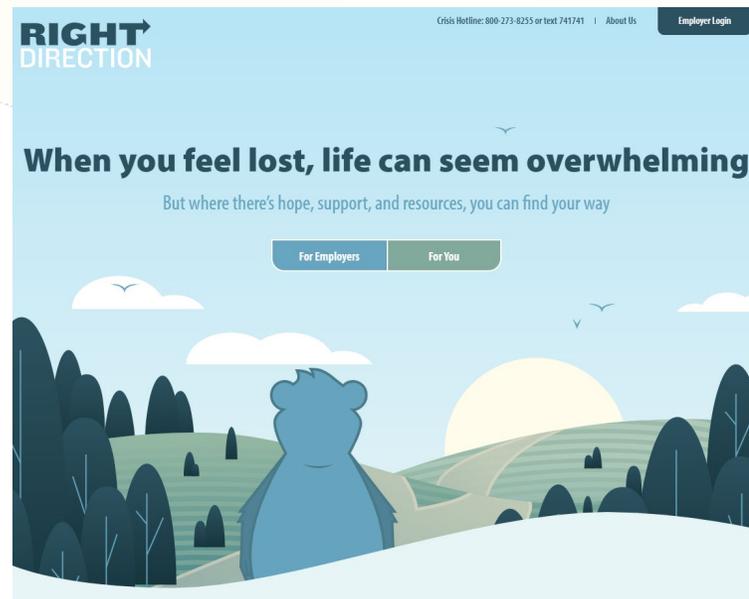
- **Founded 1910**
- **39,000 Students**
- **More than 5,300 employees across 8 campuses**



Early Beginnings – Why Mental Health Too?

In 2014, KSU began launching its five-year strategic employee wellness program, taking a more holistic approach to health management including a focus on **PERSONAL WELL-BEING**, **WORK-LIFE BALANCE** and **MENTAL HEALTH**. As we looked at our data, we knew we needed to address mental health very directly.

Right Direction: a first-of-its-kind, **FREE** depression awareness campaign designed to provide employers with the tools needed to address and manage the effects of depression for employees.



A Deeper Look at Depression at Kent State University

As seen with many employers, **MENTAL HEALTH IS ONE OF THE TOP DRIVERS OF HEALTH AND DISABILITY CLAIMS** at Kent State University (KSU). While further examining our top claim drivers, we found the following:

Depression is frequently cited as a **SERIOUS MEDICAL CONDITION** necessitating family and medical leaves

RISK FOR DEPRESSION WAS SIGNIFICANT when reviewing our online health risk assessment data

Antidepressants ranked in **THE TOP 5-10 MEDICATIONS UTILIZED** in the KSU health plan

SIGNIFICANT CLAIMS COSTS ASSOCIATED with depression-related treatment for employees, and their families

How We Collaborated and Used *Right Direction* to Address Mental Health with our EAP

Educational Sessions

IMPACT Solutions provided **36 education and training sessions** across all campuses that reached more than 400 managers and employees.

Employee Events

Right Direction and IMPACT Solutions included in 10 enrollment fairs serving **800+ employees** and at an employee appreciation event attended by **1,600 employees**.

Customized Materials

KSU **customized, displayed and distributed** *Right Direction* materials: posters, flyers, coasters and newsletters, which were co-branded with IMPACT Solutions.

Ongoing Communication

Included **monthly management update, wellness newsletter articles, and monthly wellness emails** featuring *Right Direction* and EAP branding.

Widespread Launch Tactics: Employee Meetings



IMPLEMENTING RIGHT DIRECTION AT WORK

This outline is designed to help navigate Right Direction online resources and guide the implementation of Right Direction into your workplace initiative. Click on the underlined links below to access each resource.

1 Gain organizational support:
Talk with leadership about prioritizing mental health in the workplace.

- Follow [step-by-step guidance](#) on building a business case for mental health.
- Support a mental health initiative using a [mental health cost calculator](#) to measure your organization's mental health costs and present this information to leadership.
- Use a [Right Direction slide deck](#) to present your case to leadership and secure their commitment for a mental health initiative.

2 Organize your resources and plan your mental health initiative:
Talk with vendors to ensure your employees have the necessary benefits and resources for treatment. Prepare a plan to develop and implement Right Direction into a broader mental health initiative.

- Use the [Mental Health Initiative Checklist](#) to help you develop and plan your initiative.
- Use our [Mental Health Observances Calendar and Communication Planner](#) to set up a communication schedule to share information with front-line supervisors/managers and other key staff.
- Equip managers and staff with information on [mental health warning signs](#), fact sheets on [mental health in the workplace](#), information on [how to start a conversation](#) with someone they are concerned about, and how to connect employees with mental health benefits and services.
- Understand the importance of ensuring employees have [access to mental health care](#) and how to improve it at work.
- Request quarterly reports on mental health cost metrics from medical (depression and anxiety utilization and costs), pharmacy (antidepressant and anxiolytic costs), and EAP vendors (self-referrals, referrals from co-workers/bosses, utilization for mental health) to track and measure the success of your mental health initiative. Request a report before you begin the initiative to obtain baseline information. Keep track of your data and report positive results to leadership to show success and grow your organization's investment into workplace mental health.
- Coordinate the implementation of Right Direction and your broader workplace mental health initiative with your health plan and other care providers. Programming can often be at no cost or very low cost if you bring your partners into the fold.

3 Communicate the importance:
Talk about mental health to employees and share leadership support of a mental health initiative in the workplace.

- Announce organizational support:** Request organizational leaders to email employees reinforcing organization's commitment to support employee mental health and well-being.
- Make information and depression and related mental health issues visible. [Customize Right Direction posters](#) to include your organization's medical, behavioral health, wellness, and EAP information if applicable. Print posters and display in high traffic/common use areas (entrances/exits, cafeteria, bathrooms). Displaying these posters raises mental health awareness, encourages help-seeking, shows the organization's commitment to mental health and well-being, and reminds employees of available benefits and resources.
- Print and hand out [mental health fact sheets](#).
- Keep current with new ideas, guidance, and best practices by [signing up](#) for our free newsletter on workplace mental health.

4 Create a mentally healthy culture:
Maintain what works and expand.

- Make mental health a key part of company culture by creating an [employee resource group](#) focused on mental health and well-being.
- Review [informational articles](#) to learn more about mental health topics from working remotely to burnout and postpartum depression. These topics will be expanded so check back regularly.
- Focus on mental health every month through innovative and diverse programming that touches multiple aspects of well-being.

Learn more at rightdirectionforme.com

Right Direction is an initiative from the American Psychiatric Association Foundation's Center for Workplace Mental Health and Employee Health, a professional benefits organization. Right Direction is supported by Takeda Pharmaceuticals U.S.A., Inc. (TPSA) and Lundbeck U.S., Inc. The information on this website is not intended to replace medical advice from your doctor.
©2013 - 2020 Right Direction.



**Addressing
Depression
in the
Workplace**



Workplace factors that impact well-being

Five common workplace factors that can negatively impact mental well-being:

- High job demands (long hours, workload, time pressure, poor management)
- Lack of role clarity, job responsibilities and expectations
- Unsupportive job environment (low pay, lack of recognition/achievement and few career advancement opportunities, low job security)
- Unfair workplace practices and lack of management transparency
- Misalignment of job functions with skills and personal values

Actionable strategies for management and staff:

- Stay positive and reinforce the value that employees bring to organization
- Set a regular employee check-in to address job concerns and give and receive constructive feedback
- Recognize and reward achievements
- Provide explanation/rationale for decisions/changes in workplace practices
- Create fair practices and an environment of inclusivity where employees feel acknowledged and concerns heard



Widespread Launch Tactics: Posters

Desperate for Direction?

If you feel like you're lost in the woods, now you can find a way out.

Feeling lost may suggest signs of stress or depression. You're not alone. If you feel this way, know that help is available.

Your mental health is important and effective services and support are available to help you thrive in the workplace and experience brighter, clearer days.

RIGHT DIRECTION
KENT STATE UNIVERSITY

It doesn't have to be unbearable. There's help.
Visit RightDirectionForMe.com and get started on the path to wellness.

Impact solutions
Guiding You Through Life

1800-227-6007
www.myimpactsolution.com

Right Direction is an effort from the Partnership for Workplace Mental Health, a program of the American Psychiatric Association Foundation and Employee Health Coalition, Inc. and supported by Sanofi Pharmaceutials U.S.A. Inc. 201504 and Luncheon U.S. © 2015 Right Direction

Take a Step Toward Clarity

Don't stay in a fog at work.

Trouble staying focused, memory problems and difficulty making decisions can all be signs of depression. Resources are available to help you address these issues and make the journey toward a clearer, brighter you.

Take the first step at RightDirectionForMe.com and access useful tools, tips and resources that demystify depression and give you what you need to achieve clarity.

RIGHT DIRECTION
KENT STATE UNIVERSITY

It doesn't have to be unbearable. There's help.
Visit RightDirectionForMe.com and get started on the path to wellness.

Impact solutions
Guiding You Through Life

1800-227-6007
www.myimpactsolution.com

Right Direction is an effort from the Partnership for Workplace Mental Health, a program of the American Psychiatric Association Foundation and Employee Health Coalition, Inc. and supported by Sanofi Pharmaceutials U.S.A. Inc. 201504 and Luncheon U.S. © 2015 Right Direction

Widespread Launch Tactics: Website

RIGHT DIRECTION For Employers For You Crisis Hotline: 800-273-8255 or text 741741 | About Us | Employer Login

KENT STATE UNIVERSITY

You're not alone. We've got you covered.
Help is available

Visit the Kent State Website >

Medical Provider

 **1-866-488-3266**
www.medmutual.com

Employee Assistance Program

 **1-800-227-6007**
Live assistance 24 / 7
www.myimpactsolution.com



Right Direction is an initiative from the American Psychiatric Association Foundation's Center for Workplace Mental Health and Employers Health, a professional benefits organization. Right Direction is supported by Takeda Pharmaceuticals U.S.A., Inc. (TPUSA) and Lundbeck U.S. The information on this website is not intended to replace medical advice from your doctor. ©2013 - 2020 Right Direction

Co-branding logos for KSU and EAP

Widespread Launch Tactics: *IMPACT on the Web*

IMPACT on the Web
The IMPACT EAP offers confidential professional support for work/life matters

KENT STATE UNIVERSITY

Impact solutions
Live immediate assistance, 24/7
800-227-6007

PARENTING ▾ AGING ▾ BALANCING ▾ THRIVING ▾ WORKING ▾ LIVING ▾ INTERNATIONAL ▾

Newsletters & Information EAP Videos

News For You

EAP OVERVIEW JUNE VETERANS HOMECOMING

Welcome Kent State University

Thank you for visiting the Confidential IMPACT Solutions Employee Assistance & Work/Life Program on the web. The IMPACT Solutions staff is here for you and your family 24/7. To learn more about what IMPACT provides [click here](#) or call 800-227-6007.

You can also e-mail your account manager, Lisa Kirby, with non-urgent questions by [clicking here](#), or simply call the toll-free hotline at 1-800-227-6007.

We believe that no challenge is too difficult to overcome with the support of qualified professionals and appropriate resources, and we are here to help.

Sincerely,
The IMPACT Solutions Team

Click the icon below for a welcome message from Click on the icon below to watch Click below to learn about the Savings Center, financial

Centers

Depression Awareness & Prevention Center

Legal & Financial Center

Use the arrows to see more options by scrolling up and down.

Right Direction

Right Direction is a first-of-its-kind initiative to raise awareness about depression in the workplace and its effect on productivity. It promotes early recognition of symptoms and works to reduce the stigma surrounding mental illness.

If you, a co-worker or a loved one suffer from depression, it can feel like being lost in the woods. Right Direction helps put you on a path to the way out. This national initiative raises awareness about depression in the workplace, demystifies symptoms and treatments, and gives you the information you need to get help.

Fully backed and supported by Kent State University, Right Direction is intended to be a starting point on your path to feeling better. Kent State cares about you, and doesn't want you feel lost and confused about how to get help.

Take the first step by visiting [RightDirectionForMe.com](#). It provides a wealth of information about depression in the workplace, as well as an assessment tool and where to go for help.

The most important thing is to reach out for help and not ignore the symptoms!

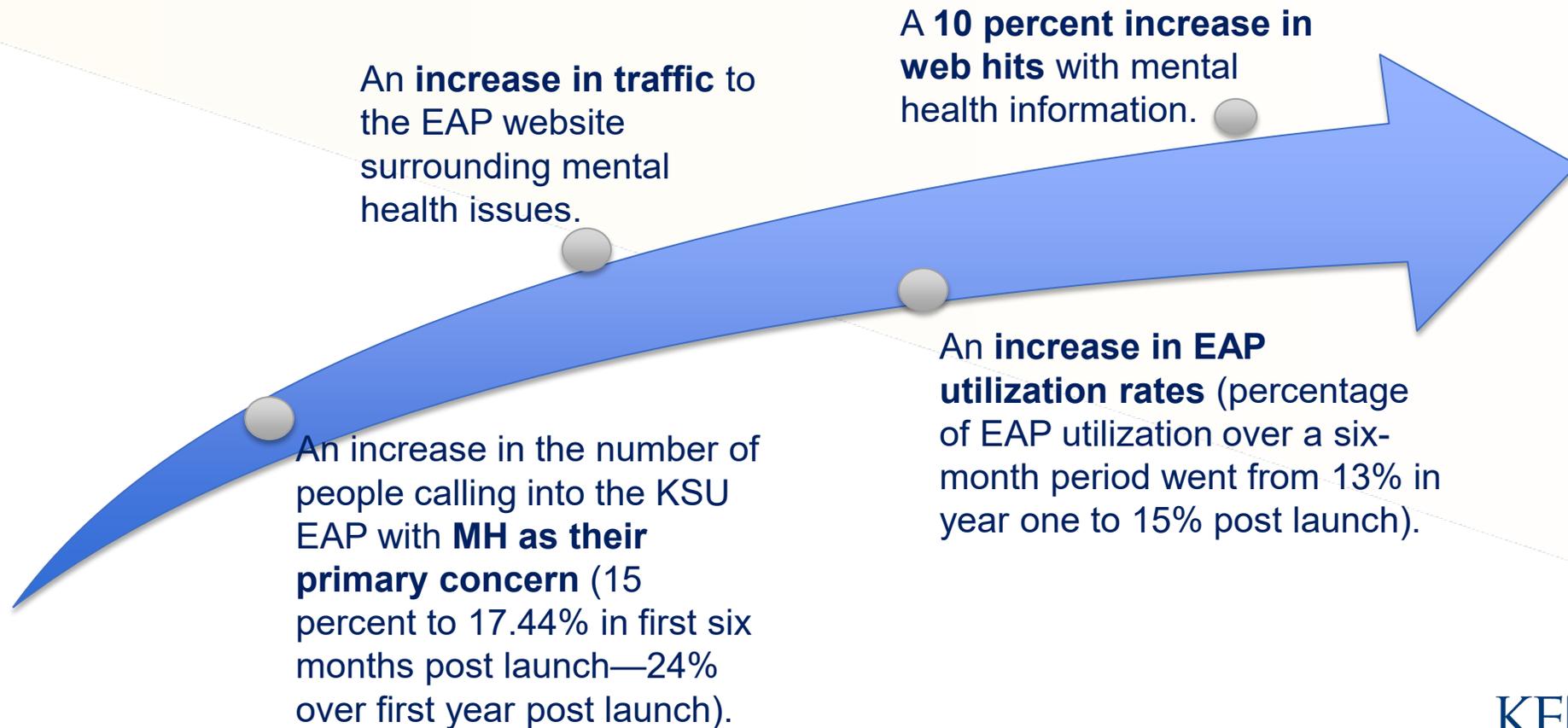
**Contact your IMPACT Employee Assistance & Work/Life Program
1-800-227-6007**

A Counselor is available at all times to provide you with confidential in-the-moment support, problem-solving, assessment and identification of resources. Complimentary face-to-face counseling is also available, with up to 6 sessions included per problem occurrence.

To learn more about your IMPACT EAP resources, click on the links below:

Measuring the Early Success of Depression Awareness Campaign

Kent State University found positive results early on as a result of its initial and ongoing commitment to mental health awareness:



KSU Data Findings

P1 = 12 months pre-depression/EAP campaign (July 2013 – June 2014)

P2 = 12 months post-depression/EAP campaign (July 2014 – June 2015)

Total paid represents all costs, including those for claims unrelated to depression, for members with depression.

Criteria=1 inpatient or 2 outpatient claims to identify member with depression.

Diseases	# of Members		Members per 1000		Office Visits per 1000	
	P1	P2	P1	P2	P1	P2
Major Depression	236	235	24.5	24.1	\$18,247.97	\$17,848.96
ER Visits per 1000			Admission per 1000			Disease Type
P1	P2	P1	P2			
	456.1	446.6	132.8	122.6	Acute & Episodic	

On to Something Good

Total Paid		Per Member Per Year (PMPY)	
P1	P2	P1	P2
\$3,116,174.86	\$ 2,041,274.52	\$ 13,798.56	\$ 8,936.63

Total Paid Reduction = \$1,074,900

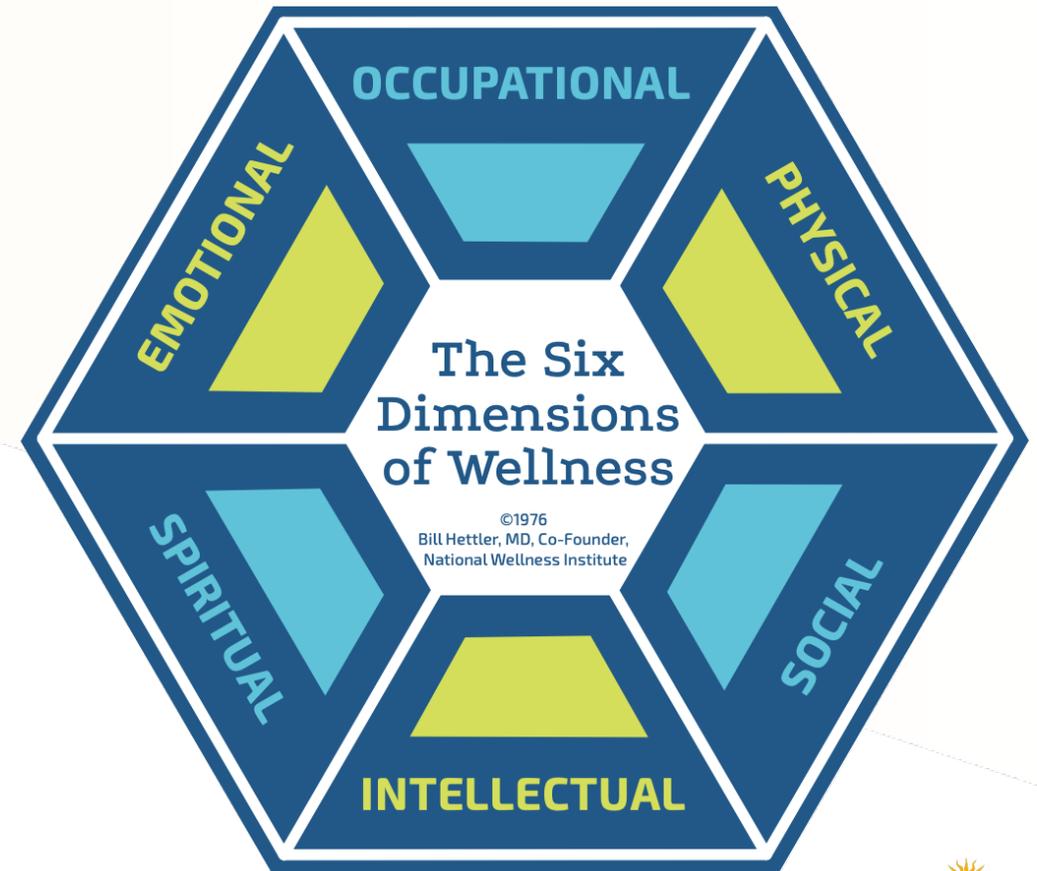
PMPY Reduction = \$4,861.93

More Work to Do – The Facts:

- The burden of depression and other mental health conditions is **on the rise** globally – **1 in 5** adults has a mental illness; leading cause of disability worldwide.
- Half of the individuals with depression do not receive access to treatment either because they are **not aware of the symptoms** or because they are **afraid to seek help due to stigma**
- **Targeted and consistent** messaging along with workplace **interventions** can reduce stigma and encourage **self-help behaviors**. This allows the employee to return to a more healthy and productive state and reduces risk-factors that contribute to other chronic disease states. This conversation, and supporting resources, **cannot be a “one and done.”**
- **Employers and human resources executives** must play an informed leadership, facilitation, advisory and advocacy role to support employees with depression and other mental health disorders.

Getting More Focused: Interconnectedness of Health

- The Six Dimensions of Wellness model helps individuals to become more aware of the interconnectedness of each “dimension” and how it contributes to overall wellbeing.
- Allows the employer to *wrap and weave* mental and emotional health into the promotion of wellbeing...because they are connected!
- **Reduces the stigma around mental health because it “just is” part of being well.**



National Wellness Institute

Appreciating the Interconnection Using the Ecological Model

- The Social Ecological Framework appreciates the interactive effects of **personal** and **environmental factors** that determine behaviors and for identifying **behavioral** and **organizational leverage points** to enhance health promotion within organizations.
- This **use of leverage points** can be done on a **small scale or large scale within any size organization**



Putting Models Into Practice– What Employee Wellness Looks Like at Kent State



Employee Wellness: Our Why?

Our mission is to promote the optimal health and wellbeing of faculty and staff through programming and best practices that permit our workforce to increase control over their lifestyle choices. We recognize that wellness is multi-dimensional, interconnected, self-directed and evolving for each person.

- **Meet Employees Where They're At**
 - Personal priorities and vision matters.
- **Holistic Wellbeing**
 - Wellness has multiple dimensions: spiritual, physical, social, intellectual, emotional, occupational and financial.
- **Using Population Health Strategies/Ecological Model**
 - Recognize that all the factors (social, environmental, cultural, physical) that one is born into, grow up and function within throughout their lifetime *potentially* have a measurable impact on the health of an individual.
 - We embrace research-based, best practices.

How: Employee Wellness Through Collaboration



*New partner for 2020

Using Data to Drive Decisions

- **Pharmaceutical data** – what are your top 5-10 medications?
- **Medical claims data** - what is this telling you about comorbidities and claims related to depression and/or lifestyle?
- **Health Risk Assessment data (HRA's)** – do you ask questions around stress, causes of stress (work, family, financial), food insecurity, sleep hygiene.
- **Employee turnover rates** – why are they leaving?
- **EAP data** – utilization rates and for what types of services?
- **Surveys** you conduct on your own (we send out an Employee Perception Survey every fall to measure employee perceptions of us/their employer).

Build Messaging and Interventions Around Needs

Normalize conversations and offerings around mental and emotional health

- Interweave mental health into your intervention topic. It fits everywhere!

Example – you deliver a financial wellness offering but weave in the effects of sustained financial stress on health. Offer up the EAP services that can assist with the financial health, emotional health, and perhaps other wrap around services that may be needed. This can happen with virtually any intervention topic/workshop. Often when one is struggling in one aspect of wellness there are other identifiable needs that an EAP professional, for example, can assist with. That is the key to helping build awareness around the interconnection between the various dimensions of health. It also promotes the individual to take a step back and evaluate, be mindful, of what else might be going on and promotes self-care.

This is where your EAP can truly become invaluable with their depth and breadth of services!!!

Rhythmic & Predictable Communication



If you want to change behavior, change culture, normalize expectations then you must educate and communicate

- **Employee Wellness Update:** Every 7 – 10 days a targeted email to their inbox of the next 2-3 wellness offerings.
- **Notifications via employer intranet:** Similar messaging from Employee Wellness Update but different delivery mechanism. Perhaps this is a breakroom or central bulletin board in your location.
- **Employee Wellness Ambassadors:** A list of volunteer champions that want to be an extension of you!
- **Employee Wellness Brochure:** Annually plus a first quarter postcard home (perhaps catch the attention of the spouse/partner)
- **Digital:** Landing page where employees can find offerings/digital calendar
- **Fac/Staff News:** A Monday digital employee newsletter. Two wellness events posted. These are all staggered, so employees see different ways and with some repetition.

Measuring Progress Multi-Year Review and Case Study Results



EAP Results - 2015

UTILIZATION REPORT

Kent State University

January 01, 2015 - December 31, 2015 on New Files

SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Cases	244	31.7%	289	15.6%	1416	35.2%
Information Calls	19	02.5%	19	01.0%	19	00.5%
Organizational Services	74	09.6%	1107	59.9%	173	04.3%
Web Activity	423	55.0%	423	22.9%	2269	56.4%
Management Referrals	9	01.2%	9	00.5%	148	03.7%
Total	769	100%	1847	100%	4025	100%

Population / Utilization Rate	Weighted Population Of:	5687
Total Annualized Utilization Rate		13.52%

EAP Results - 2016

Kent State University

January 01, 2016 - December 31, 2016 on New Files

SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Cases	324	16.2%	389	11.0%	1641	30.2%
Information Calls	29	01.5%	29	00.8%	29	00.5%
Organizational Services	80	04.0%	1555	44.0%	114	02.1%
Web Activity	1553	77.9%	1553	43.9%	3461	63.7%
Management Referrals	8	00.4%	8	00.2%	186	03.4%
Total	1994	100%	3534	100%	5431	100%

Population / Utilization Rate	Weighted Population Of:	5875
Total Annualized Utilization Rate		33.94%

EAP Results - 2017

UTILIZATION REPORT

Kent State University

January 01, 2017 - December 31, 2017 on New Files

SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Cases	407	12.9%	466	09.7%	2070	22.4%
Information Calls	47	01.5%	47	01.0%	47	00.5%
Organizational Services	70	02.2%	2269	47.5%	99	01.1%
Web Activity	2618	83.0%	1986	41.5%	6860	74.2%
Management Referrals	12	00.4%	12	00.3%	173	01.9%
Total	3154	100%	4780	100%	9249	100%

Population / Utilization Rate	Weighted Population Of:	5685
Total Annualized Utilization Rate		55.48%

EAP Results - 2018

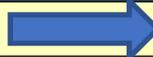
UTILIZATION REPORT

Kent State University

January 01, 2018 - December 31, 2018 on New Files

SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Cases	362	10.7%	394	07.4%	1974	08.9%
Information Calls	91	02.7%	91	01.7%	91	00.4%
Organizational Services	53	01.6%	1963	36.9%	213	01.0%
Web Activity	2859	84.8%	2859	53.8%	19792	89.3%
Management Referrals	7	00.2%	7	00.1%	101	00.5%
Total	3372	100%	5314	100%	22171	100%

Population / Utilization Rate	Weighted Population Of:	5611
Total Annualized Utilization Rate		60.10%

EAP – 2019 Results

Kent State University

January 01, 2019 - December 31, 2019 on New Files

SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Cases	384	09.9%	425	06.1%	1909	08.0%
Information Calls	76	01.9%	76	01.1%	76	00.3%
Organizational Services	84	02.2%	3114	44.7%	281	01.2%
Web Activity	3341	85.7%	3341	47.9%	21435	89.9%
Management Referrals	13	00.3%	13	00.2%	153	00.6%
Total	3898	100%	6969	100%	23854	100%

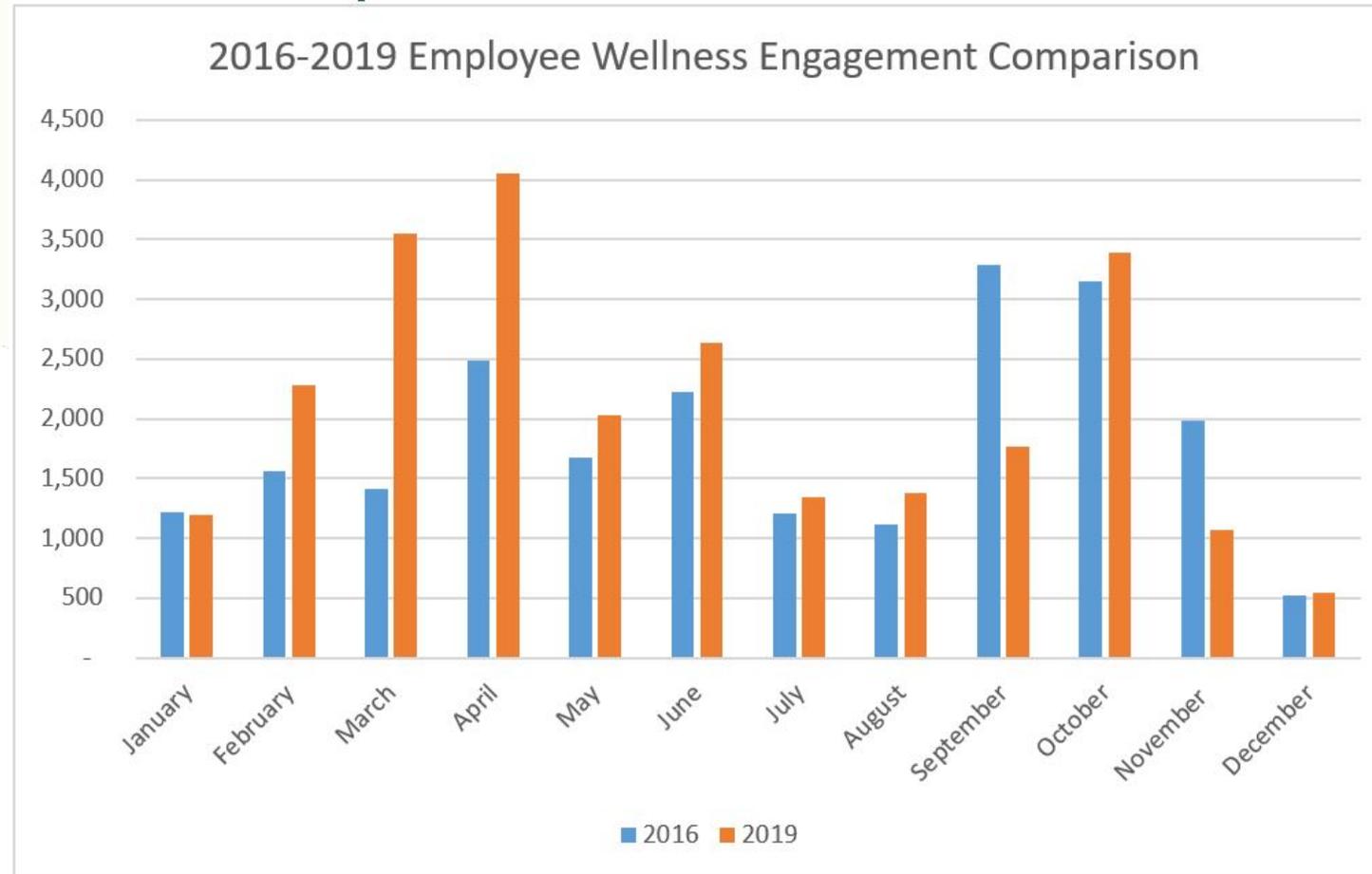
Population / Utilization Rate	Weighted Population Of:	5427
Total Annualized Utilization Rate		71.83%

TYPE

EAP Cases: These numbers reflect the amount of people accessing services via the toll-free IMPACT hotline.

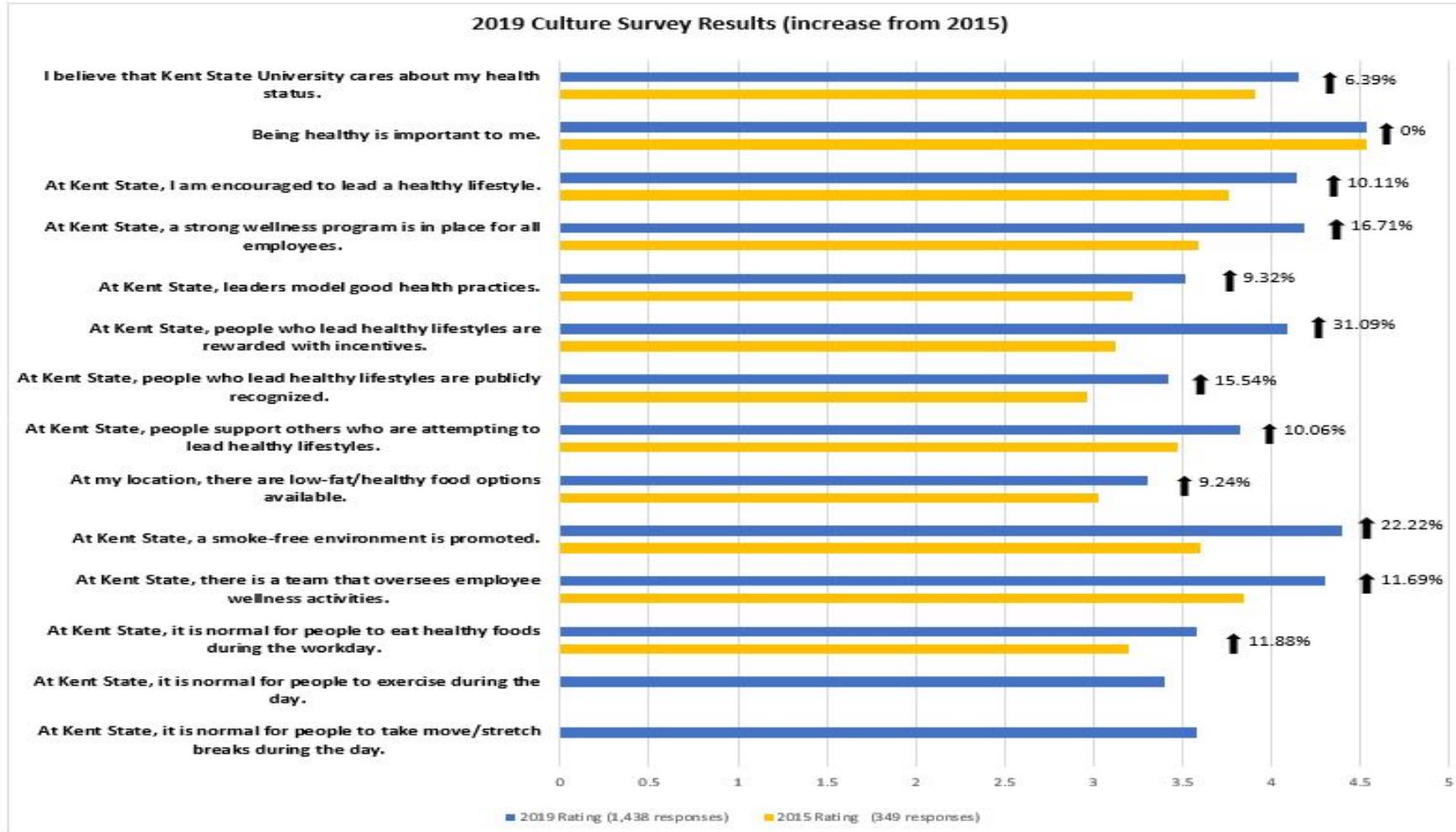
- **Count:** The number of callers requesting new assistance. Assistance may include phone counseling, face-to-face counseling, or referrals for other personal concerns, such as legal, financial, childcare, eldercare, etc.
- **Serviced:** The number of individuals touched by IMPACT services. The Serviced number can be greater than the Count number of EAP Cases since a single case can consist of multiple people (i.e., couples or family counseling).
- **Activities:** The number of activities occurring within all EAP Cases for the reporting period. Activities may include, phone consults, counseling sessions, research, follow-up calls, etc.

Engagement Comparison



21% average increase in employee engagement in wellness activities from 2016 to 2019.

Annual Perception Survey



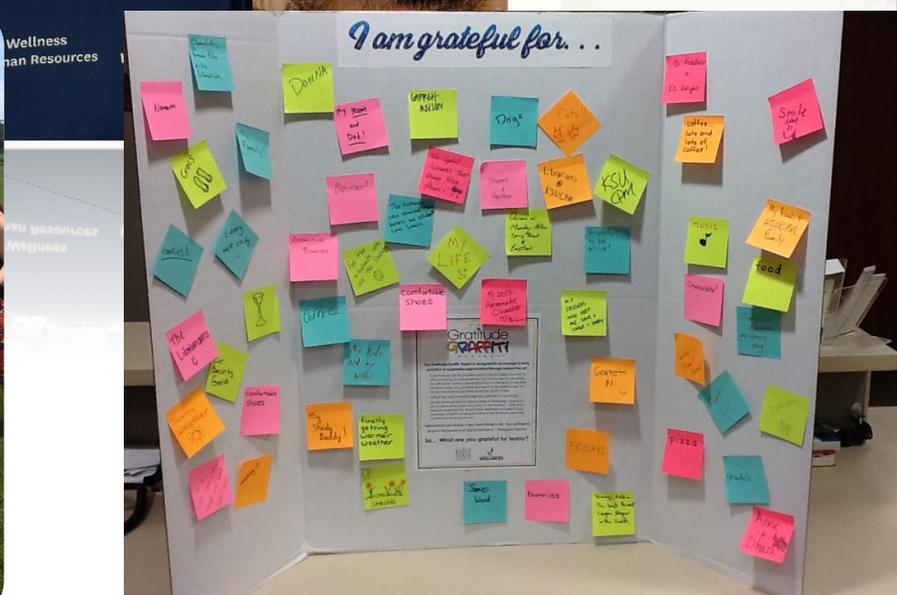
1=Strongly disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly agree

A Culture of Caring for the Whole Person

“A culture of caring, of embracing the wellbeing of others and recognizing the whole person, creates a value proposition for employees to come to Kent State, and STAY at Kent State.”

*~ Kim Hauge, Director
Employee Wellness*





"Train people well enough so they can leave. Treat them well enough so they don't want to." -Richard Branson

Supporting One of the Healthiest Campus Communities in the Nation!



This workplace has been recognized by the American Heart Association for meeting criteria for employee wellness.



This workplace has been recognized by the American Heart Association for meeting criteria for employee wellness.



2018



2019



Kim Hauge, PHR, SHRM-CP, CWP
Director, Employee Wellness
Interim Director, University Benefits
Kent State University
khauge@kent.edu
330-672-7505

“Mental health affects every aspect of your life. It’s not just this neat little issue you can put into a box.”
— Shannon Purser



Thank You for the
Generous Support



RIGHT
DIRECTION

Join Us for Our Next Virtual Town Hall

Title:

Depression: A Clinical Perspective & Impact on the Workplace

Presenter:

Michael Chustek, MD, Board Certified Psychiatrist
APA Distinguished Fellow

Date & Time: Oct. 21st 2 – 3 p.m. EST

Register here: <https://bit.ly/2RPYCS8>

Questions & Answers



Take a Step in the Right Direction

Website: RightDirectionforMe.com

Twitter: @RDBearatWork

LinkedIn: Right Direction for Me



RIGHT
DIRECTION