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PEBB Board Attachment 3

Topics

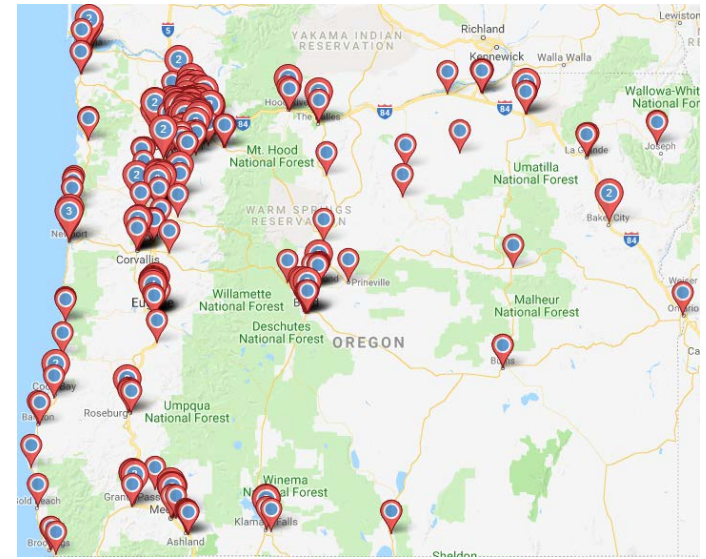
- **EAP Services**
- **Utilization**
- **Satisfaction Outcome Data**
- **Organizational Services**
- **Promotion**
- **New Services**

Summary Of Services

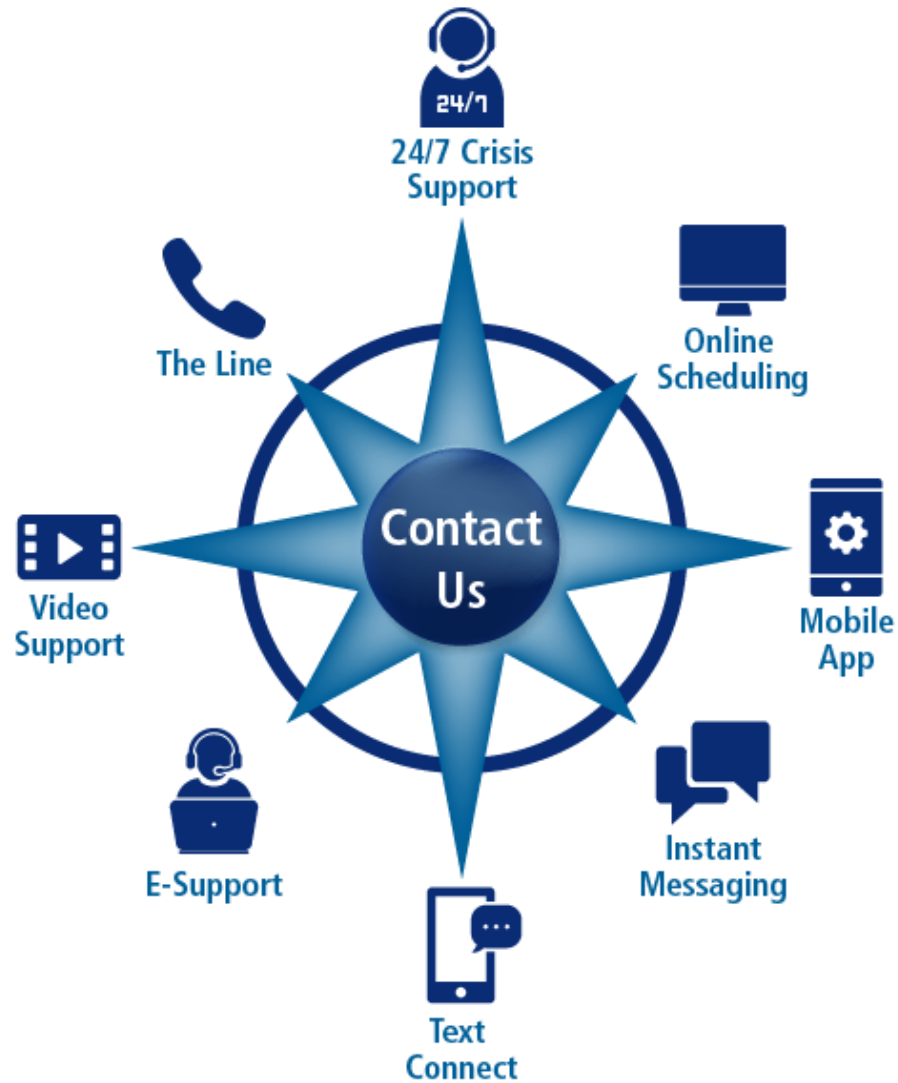
- 3 or 5 sessions for short-term counseling with an EAP Professional
- **Work / Family / Life**
 - Legal/ Mediation, Financial Coaching, Identity Theft Services, Childcare, Eldercare, Resource Retrieval, Home Ownership Program
- **EAP Tools**
 - Will Kit, Tax Preparation, Life Coaching, Gym Membership Discounts Online
- **Cascade Personal Advantage**
 - Customized Web portal, LifePilot Smartphone App, Online Supervisor Support, Online Courses, Webinars
- **Organizational Support**
 - Supervisor Support, EAP Seminars Onsite Support, Presentations, CISDs, Webinars

Enhanced Network Connection

- All Sessions Authorized up Front
- Continuity with Medical Plan
- Enhanced Follow Up
- Scheduled within 1-2 business days
- Over 36,000 Providers Nationwide

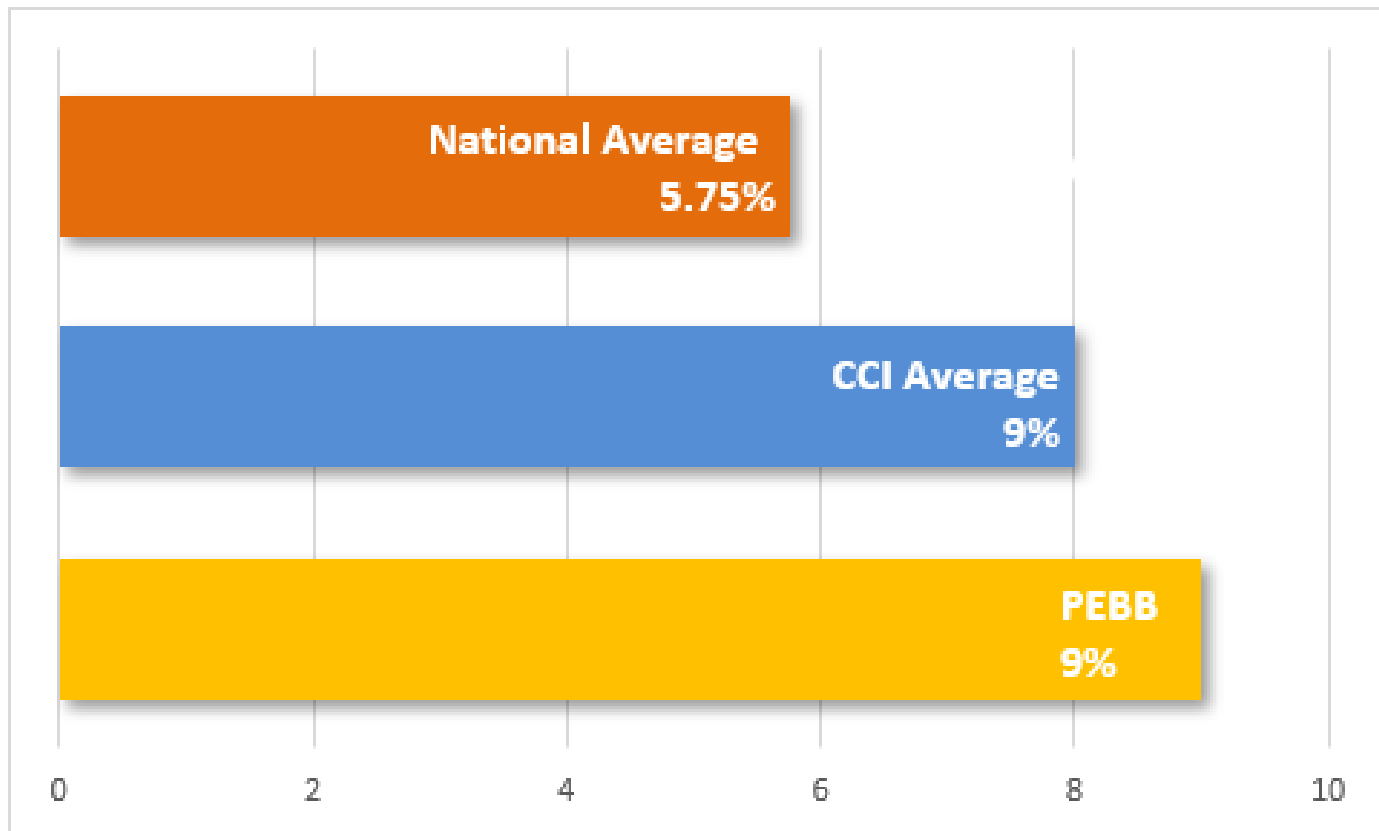


Points of Access



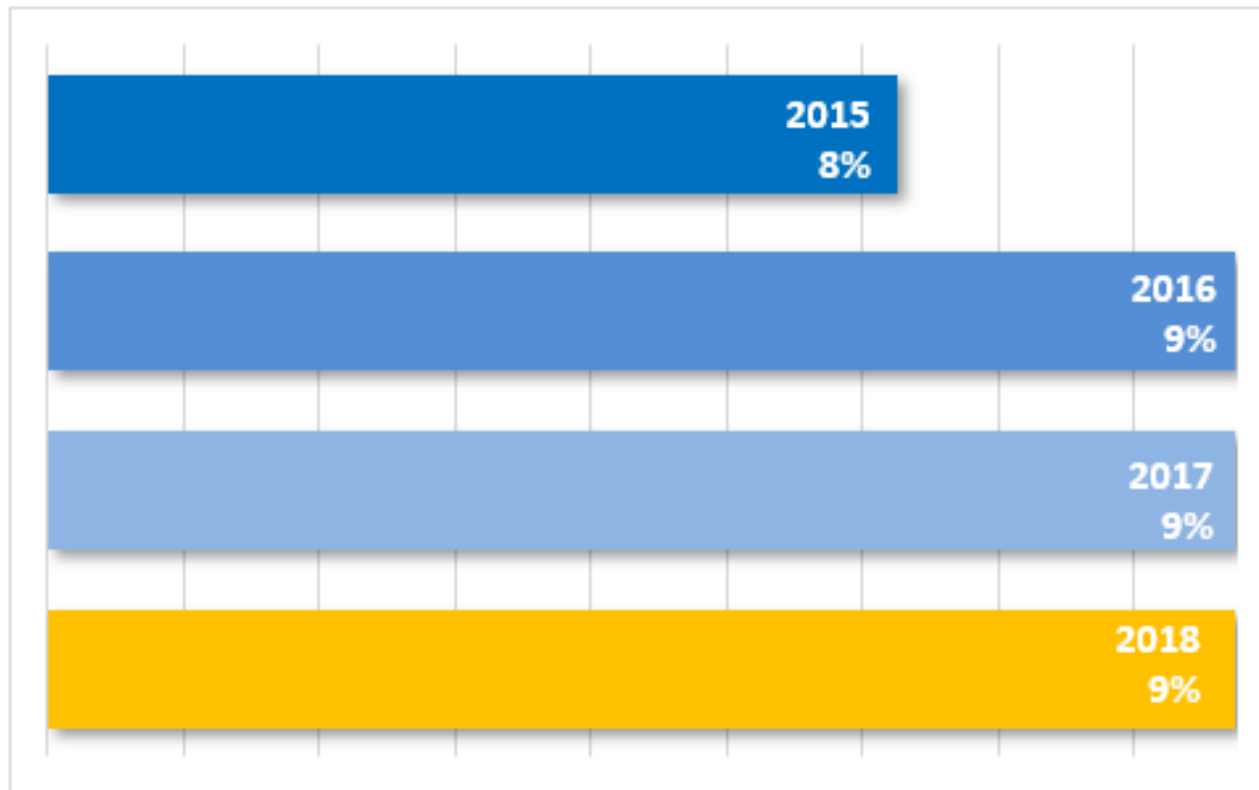
Utilization

Utilization Rate Comparison



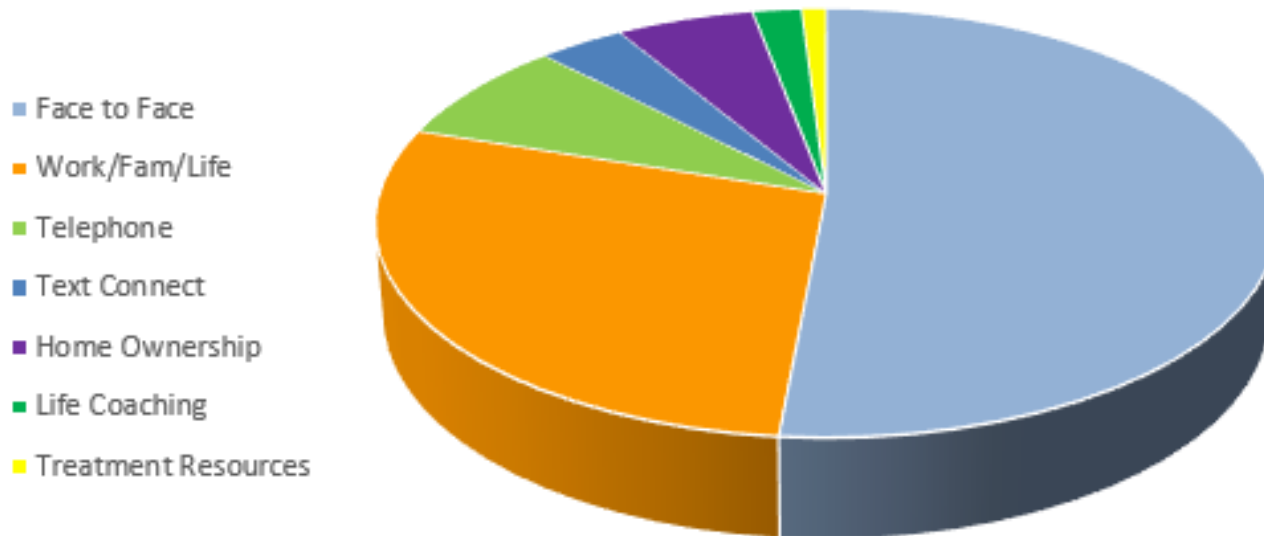
Utilization

Utilization Rate Comparison by Year





Case Type





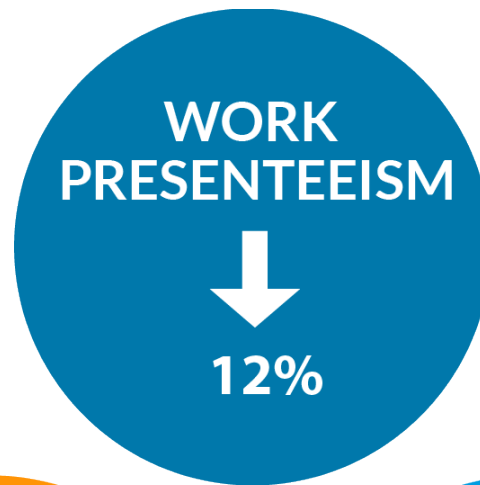
Presenting Problems

Member Identified Problems	
Marriage/Relationship	23%
Family	13%
Depression	12%
Anxiety	11%
Stress Management	8%
Work Related	6%
Grief	4%
Life Adjustment	4%
Substance Abuse	3%
Divorce Adjustment	2.5%

Satisfaction Survey Data

- **93.3%** rated overall satisfaction with Cascade EAP services
- **97.2%** stated EAP staff treated me courteously and professionally over the phone
- **91.6%** rated satisfaction with the speed with which they received an appointment
- **92.5%** rated satisfaction with their EAP counselor

Cascade's EAP Outcomes



Organizational Services

- Unlimited consultation to managers and supervisors (24/7)
- Onsite and Webinar trainings
- Critical Incident Debriefings
- Online, real-time utilization reporting
- Consultation meetings as requested
 - HR/ Benefit department
 - Benefit/ Wellness Committees
 - Wellness/ Benefit Fairs
- Annual Report



Utilization of Onsite Services

Webinars

Onsite

76 EAP Seminars, 1936 total employees attending

Critical Incident Response

29 Critical Incident Stress Debriefings, 323 total employees attending



<u>JANUARY</u> Discounted Pet Insurance	<u>FEBRUARY</u> Access your Money Coach <i>Webinar:</i> What to Expect from Your Coach	<u>MARCH</u> Home Ownership Program <i>Webinar:</i> Home Ownership Program Overview	<u>APRIL</u> Employer's Choice
<u>MAY</u> Suicide Awareness <i>Webinar:</i> How You Can Help Prevent Suicide	<u>JUNE</u> ID Theft	<u>JULY</u> Parent Support <i>Webinar:</i> Raising Resilient Kids	<u>AUGUST</u> Resilience
<u>SEPTEMBER</u> Compassion Fatigue <i>Webinar:</i> Managing Compassion Fatigue	<u>OCTOBER</u> Cascade Personal Advantage	<u>NOVEMBER</u> Stress Management <i>Webinar:</i> The Benefits of Mindfulness	<u>DECEMBER</u> Cascade Will Reimburse you for a Taxi Ride

Promotion

- **Monthly Flyers**
- **Monthly Webinars**
- **Newsletters**
- **Brochures, Wallet Cards Posters**
- **Customizable Flyers (Available is Spanish)**

New Services

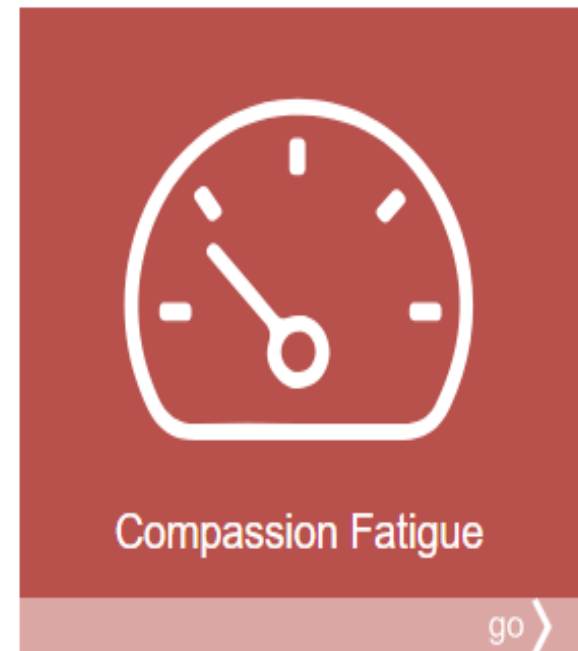
Online Resource: Compassion Fatigue

Managers

Organizations and Managers can implement practices to offset and reduce the risk of burnout and compassion fatigue in staff members.

Employee Tips and Resources

- Access Tips and Resources related to these topics:
- The Importance of Self Care
- Healthy Boundaries
- Boost Your Resilience



Enhanced Financial Coaching





EAP Tool Kit

Online guide to the EAP services available to create a positive and supportive workplace.

- Seminar Outlines
- Webinars
- Promotional Strategies

We're here to help
you create a positive
and supportive
workplace.



End of Life Planning

Online Guide to help with:

- Coping with Loss
- Health Care Issues and Options
- Medical and Legal Paperwork
- Personal Communications
- Funeral Planning and Logistics

Discount Pet Insurance



Your pets are always there when you need them.
Healthy Paws makes sure you can return the favor.

Save up to 90% on Vet Bills!

Get an Employee Discount on
Healthy Paws #1 Customer-Rated
Pet Insurance.



WholeLife Directions



WholeLife Directions

JOURNEY TO THE BEST YOU

DIGITAL EAP

Making quality behavioral
healthcare easily accessible



HOME SESSION 1

CONCEPT
UNDERSTAND STRESS

Read this section to learn what stress is, and how it impacts us?

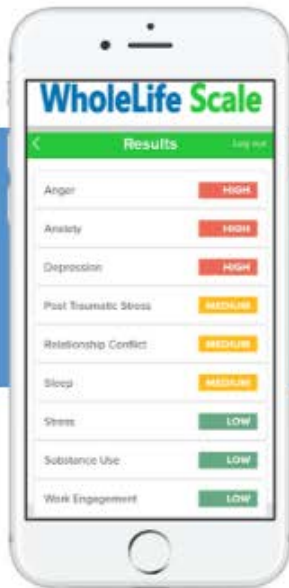
Or you can read full transcript below

Read full transcript

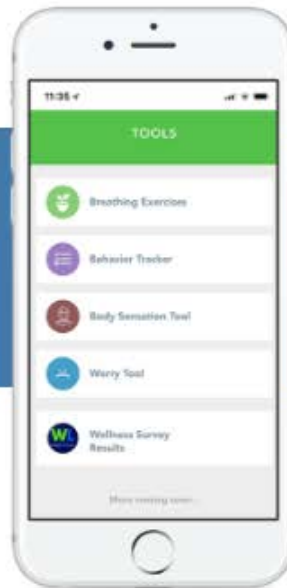
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WholeLife Directions

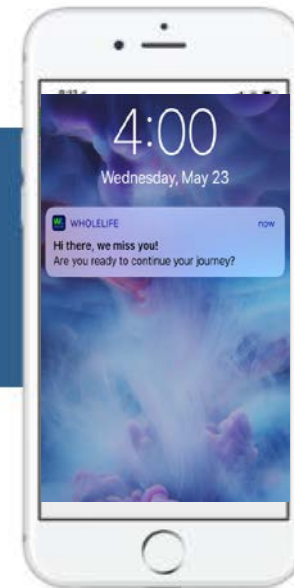
1 Screening



2 Self Use Programs



3 Campaign





Start Your Journey With WholeLife Scale

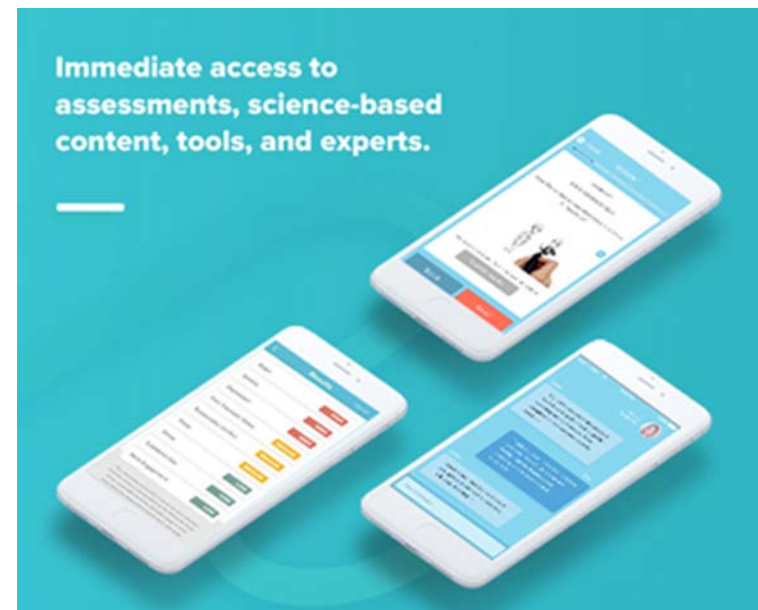
A valid measurement providing immediate feedback and recommendations for nine health domains.

- Depression
- Anxiety
- PTSD
- Work Engagement
- Relationship
- Substance Abuse
- Stress
- Anger
- Sleep


> Relationship Conflict	HIGH
> Depression	MODERATE
> Sleep	MODERATE
> Stress	MODERATE
> Substance Use	MODERATE
> Anger	LOW
> Anxiety	LOW
> Post Traumatic Stress	LOW
> Work Engagement	LOW

Web and Mobile Access


Download the App or go to www.cascadecenters.com



User Journey

 GOALS

14%



How often over the last month has this been true for you?

I had difficulty making decisions.

Not in last month

Once

Twice


Weekly

About twice a week


Half the days

Daily

Back

 GOALS

93%



How often over the last month has this been true for you?

I thought I would be better off dead or thought about killing myself.

Not in last month

Once

Twice


Weekly

About twice a week


Half the days

Daily

Back

 GOALS

93%



How often over the last month has this been true for you?

IMPORTANT

I thought I would be better off dead or thought about killing myself.

Your answer to this question indicates that you may be at risk for harming yourself. If you feel that you may be at risk for harming yourself right now please call 911 or go immediately to the nearest hospital emergency room. You can also call the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255).

OK

About twice a week

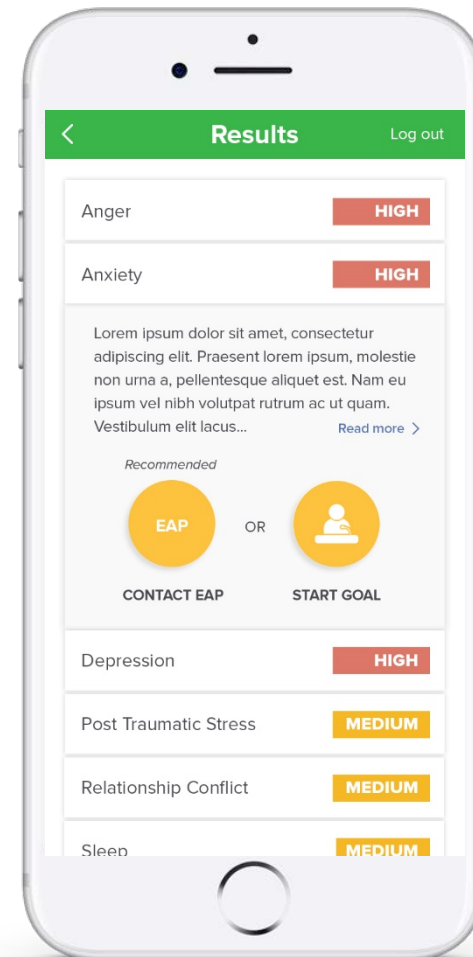
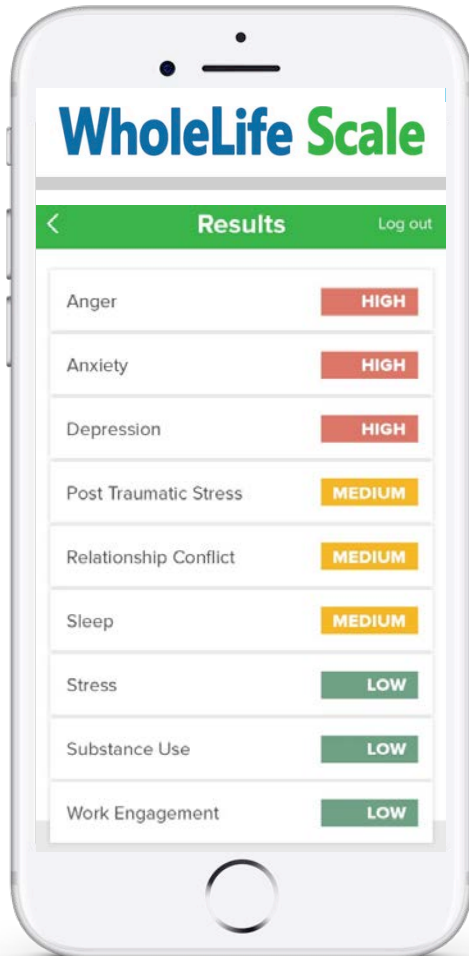
Half the days

Daily

Back

User Journey

View your results



User Journey

Engaging, short and accessible content

