

AllOne Health ANNUAL REPORT CARD

2023

Integrated Solutions for Whole Health



ACI SPECIALTY
BENEFITS

EASE@WORK

ENCOMPASS EAP

ERS EAP

FEI WORKFORCE
RESILIENCE

IMPACTSOLUTIONS

LIFESERVICES EAP

LYTLEEAP PARTNERS

PERSPECTIVES

SANDCREEK EAP

TRIAD EAP

PART 1

OVERVIEW

In our annual report card, data shows that employees continue to face emotional exhaustion, stress and diminished focus, contending with the challenges and demands of contemporary life and work. This creates a workforce dealing with compromised well-being and productivity. Leaders are further challenged with maintaining high levels of employee engagement, performance and retention.

According to a study by Mental Health America:

- **83%** of survey respondents **feel emotionally drained** from their work
- **90%** of employees report that their workplace stress **affects their mental health**
- **71%** of employees find it **difficult to concentrate** because of their work environment

In the face of increasing levels of stress in and out of the workplace, it's now more important than ever to prioritize high-quality mental health support, improved access to care, and holistic support for individuals, communities and organizations.

AllOne Health's Assistance Program seamlessly combines the strengths of a traditional EAP—local support, dedicated Account Managers, valuable organizational services—with the advantages offered by digital platforms, including self-scheduling and a comprehensive digital platform for both self-help and care delivery.

99.5%

of AllOne Health survey respondents agree that **adopting a holistic approach** that considers the mental, emotional, and physical health of employees, along with the overall health of the organization, positively influences the wellbeing and success of their people.

To meet the needs of today's employees, we ensure everyone has fast, effective and easy access to mental health support with virtual counseling and in-person options along with a whole health approach to benefits.



Mental Health

Counseling, Life Coaching, In-the-Moment Support



Physical Health

Medical Advocacy, Mindfulness Tools, Well-Being Platform



Financial Wellness

Financial Consultation, Legal Referrals, Training & Online Tools



Family Care

Comprehensive Caregiving & Work-Life Referrals



Lifestyle Support

Personal Assistant Referrals



Organizational Health

Management Referrals, HR Consultation, Training, Crisis Support

Learn more about how we've transformed the EAP experience with modern access to mental health care, expansive solutions for whole health, and high-level partnership with human resources and leadership at allonehealth.com.

PART 2

TREND REPORT

Top Referral Types

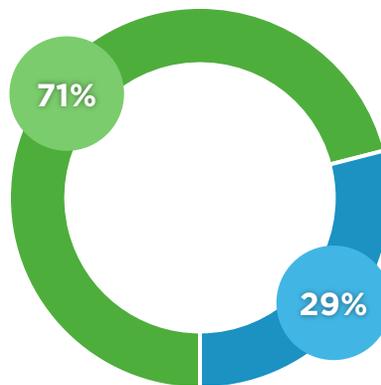


Mental Health

71%

Most Common Mental Health Issues*

- Interpersonal Issue** - 25%
- Anxiety** - 13%
- Depression** - 9%
- Couples Issue- 9%
- Stress - 8%
- Emotional - 8%
- Grief - 6%
- Family Issue - 5%
- Work-Related Stress - 4%



29%

Expanded Services



Top Expanded Services Referrals

- Legal** - 51%
- Financial** - 22%
- Personal Assistant** - 15%
- Childcare - 4%
- Life Coaching - 4%
- Elder Care - 3%
- Medical Advocacy - 2%

Counseling Access Trends



Video & Online
(Includes Text & Chat)

48%



Face-to-Face
(In-Person)

40%



Telephonic

12%

*Self-reported by client.

PART 3

SERVICE OUTCOMES

AllOne Health distributed an annual scorecard to all our customer organizations to solicit feedback on our program, and a **summary of 2023 results** is outlined below.

*Rated
Excellent
or Good:*

My **Account Manager is easy to reach** and responds in a timely manner.

96%

Calls are answered in a **professional manner**.

94%

Supervisory referrals are a helpful tool for employees and organizations.

94%

Critical Incident Response services were an effective way of dealing with the event.

95%

The process for **scheduling a training program** was easy and efficient.

93%

Overall **quality of the EAP**.

97%

Would **recommend our EAP** services to others.

97%

PART 4

EXPANDED OFFERINGS

Our EAP Includes Expansive Solutions for Whole Health

More than just mental health, our whole health EAP includes financial wellness, family care, and support for leadership and organizational health.



In 2023, our Organizational Development group expanded and has a new name. AllOne Consulting is a team of expert consultants, coaches, trainers, and facilitators that help organizations navigate challenges like:

Disruptive or Ineffective Leaders

Lagging or Underperforming Teams

Non-inclusive or Unmotivating Cultures

Volatile Situations or Conflicts



Everything is connected, and common challenges like stress, poor nutrition, low physical activity and substance use can lead to health concerns and increased health care costs. By combining mental health and physical health support with an integrated wellness solution, we help transform individual and organization health with lasting outcomes.

With our wellness solution, employees can get help with many wellness areas including:

Nutrition | **Fitness** | **Sleep**

Disease Prevention | **Weight Management**

Mindfulness | **Holistic Health**

And Wellness Coaching gives employees and their families one-on-one access to credentialed coaches who provide guidance, education and motivation to reach wellness goals.

With AllOne Health, individuals, families and organizations have access to compassionate experts, providing **whole health care and support.**

PART 5

PROGRAM ENHANCEMENTS & TOOLS



It's All About Engagement

AllOne Health's account managers drive successful program kick-off and implementation and provide strategic partnership to achieve high engagement and utilization. We build community with creative and engaging content, resources and promotional tools year-round.

Program Promotion Made Easy with the Promotional Toolkit

The promotional toolkit features everything needed for a successful kick-off and high utilization: informational benefits flyers, orientation videos, topical service flyers, resource links and more.



Insights Newsletter Promotes Monthly Collection of Resources

We promote mental health awareness and well-being year-round with our [Insights Hub](#) monthly newsletter, built for member, student, and leadership audiences.



Webinars and Trainings by Our Team of Expert In-House Clinicians

Two unique, live [webinars](#) are conducted monthly and provide information on important topics. Our expansive library has 120+ trainings to choose from covering diverse topics to meet organizational needs. AllOne Health's network of expert facilitators and trainers provide interactive, informative and engaging sessions.

Launching in App Stores Later This Year:

New AllOne Health App

We're developing the new AllOne Health App to simplify access to care and provide EAP resources at your fingertips. With self-guided therapy modules, in-the-moment counseling requests, chat support, and self-scheduling for virtual counseling sessions, the AllOne Health App will bring a world of access to our customers.



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.