

ANNUAL REPORT CARD SUMMARY

2022

State of Mental Health at Work

ALLONE
HEALTH

ACI SPECIALTY BENEFITS
An AllOne Health Company

EASE@WORK
An AllOne Health Company

ENCOMPASS EAP
An AllOne Health Company

ERS EAP
An AllOne Health Company

FEI WORKFORCE RESILIENCE
An AllOne Health Company

IMPACT SOLUTIONS
An AllOne Health Company

LIFESERVICES EAP
An AllOne Health Company

LYTLE EAP PARTNERS
An AllOne Health Company

SANDCREEK EAP
An AllOne Health Company

PART 1

OVERVIEW

The Future of EAPs and Digital Mental Health Solutions

Teletherapy, virtual counseling, virtual therapy, two-way messaging therapy, telehealth, telepsychiatry, telemental health—it goes by many names, but the digital mental health revolution is here to stay. The good news, your assistance program includes all the latest digital mental health solutions, backed by licensed clinical care and the highest standards of data security and confidentiality.

24/7 In-the-Moment Support for Urgent Mental Health Needs

We provide instant access to licensed clinicians to support members experiencing emotional distress or acute mental health concerns requiring immediate attention.

Scheduling Sessions by Phone, Online, or Live Chat

Our Member Portal and Progressive Web App provides 24/7/365 access for employees, members, or students to request mental health sessions and life management referrals.

Care Your Way: Choose from Video, Virtual, and In-Person Support

We provide options for virtual counseling, including video counseling sessions, telephonic sessions, text with a therapist, as well as in-person sessions for those who prefer face-to-face counseling.

Digital Mental Health & Well-Being Platform & Tools

We provide expansive self-help tools, interactive checklists, financial tools, soft skills courses, and a wide range of articles, information and resources for all areas of mental health and well-being.

Trusted Security and Confidentiality

While many emerging mental health apps are facing serious allegations and potential liabilities surrounding privacy concerns, ethical breaches, and false advertising, our digital mental health is 100% confidential, secure, and HIPAA-compliant.

Human Connection and Compassion

Behind every text, chat, online request, and phone call is a real person, ready to listen and prepared to respond.

Mental Health Awareness Education and Resources

We help build mental health awareness and education year-round through our new Insights Hub, free monthly webinars, video and social media marketing—learn more at our [Resources page](#).

Having been in the business of care for over 50 years, we know mental health is one of the most important issues of our time. We also know that everything is connected, our assistance program supports the whole person and the whole organization with a wide range of expansive offerings.



Mental Health

Counseling, Life Coaching, In-the-Moment Support



Physical Health

Medical Advocacy, Mindfulness Tools, Well-Being Platform



Financial Wellness

Financial Consultation, Legal Consultation, Training & Online Tools



Family Care

Comprehensive Caregiving & Work-Life Referrals



Lifestyle Support

Personal Assistant Referrals



Organizational Health

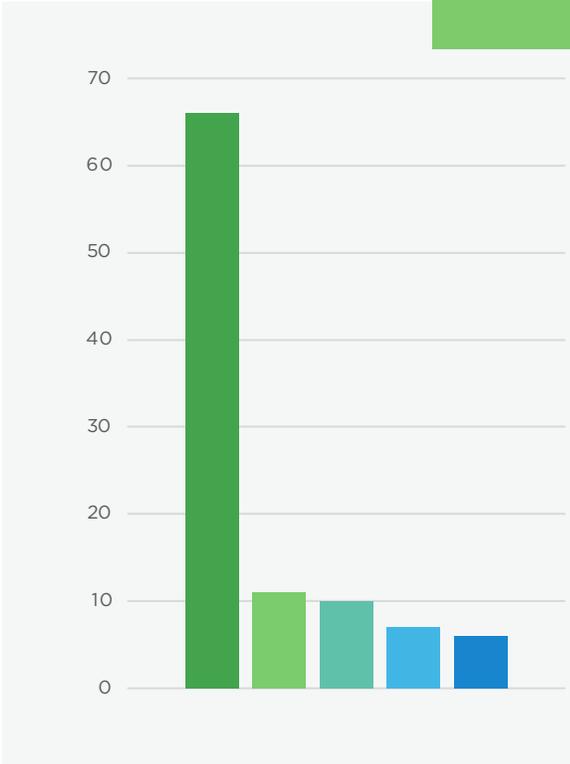
Management Referrals, HR Consultation, Training, Crisis Support

Learn more about how we have been innovating and evolving our services to support the whole person, improve access to care, and empower leaders as 'your one solution for whole health' at our new [AllOne Health website](#).

PART 2

TREND REPORT

TOP REFERRAL TYPES



66%

Mental Health Support: Sessions

11%

Legal

10%

Mental Health Support: In-the-Moment

7%

Work-Life
(excluding Legal & Financial)

6%

Financial

MOST COMMON MENTAL HEALTH ISSUES*

- Emotional/General - **35%**
- Relationships - **23%**
- Stress - **12%**
- Anxiety - **10%**
- Depression - **8%**
- Substance Abuse - **6%**
- Grief - **4%**
- Anger - **2%**

TOP WORK-LIFE REFERRALS

- Legal - **50%**
- Financial - **21%**
- Personal Assistant - **16%**
- Child Care - **5%**
- Medical Advocacy - **4%**
- Elder Care - **3%**

COUNSELING ACCESS TRENDS

- Video & Online Counseling (Includes Text & Chat) - **53%**
- Face-to-Face Counseling - **40%**
- Telephonic Counseling - **7%**

*Self-reported by client.

PART 3

SERVICE OUTCOMES

AllOne Health distributed an annual scorecard to all of our customer organizations to solicit feedback on our program, and a summary of 2022 results is outlined below.

*Rated
Excellent
or Good:*

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

98.6%

My **Account Manager is effective** in helping us deal with employee performance issues and other workplace concerns.

98.8%

Supervisory referrals are a helpful tool for employees and organizations.

97.6%

My overall rating of the **24/7 live phone line**.

96.4%

I am satisfied with our **current utilization rate**.

94.2%

I feel confident in the **quality of the provider network**.

95.8%

My overall rating of **Critical Incident Response** support service.

98.6%

The **Member Portal & App** is easy to access and navigate using various mobile devices.

97.4%

My overall rating of AllOne Health's **promotional tools**.

98.2%

I would recommend AllOne Health's Employee Assistance Program to others...

99.4%

PART 4

NEW OFFERINGS

AllOne Health Solutions

AllOne Health is the premier provider of whole health solutions for organizations worldwide. We combine cutting-edge technology with compassionate care to help people and organizations unleash their full potential.

At AllOne Health, our solutions have evolved beyond traditional Employee Assistance Programs to provide **real solutions for what matters most right now.**

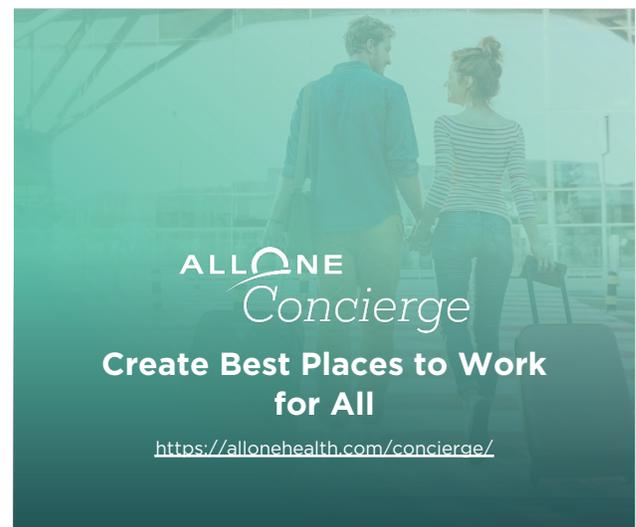
**The world of work has changed.
And so have we.**



ALLONE
Wellness

**Boost Healthy Living &
Build Community**

<https://allonehealth.com/wellness/>



ALLONE
Concierge

**Create Best Places to Work
for All**

<https://allonehealth.com/concierge/>



ALLONE
*Organizational
Development*

**Unlock Purpose,
Performance & Potential**

<https://allonehealth.com/organizational-development/>



ALLONE
*Crisis
Management*

**Be Prepared to Respond
When It Matters Most**

<https://allonehealth.com/crisis-management/>

PART 5

PROGRAM ENHANCEMENTS

Your Assistance Program offers a wide range of resources and support services to address whole person care, strengthen well-being, and build connection and engagement across the organization. To help make sure that everyone is aware of the services available, communication is key. Here is a quick summary of some promotional tools and strategies to promote your Assistance Program services throughout the year.



Insights Newsletter

Promote mental health awareness year-round by sharing your Insights monthly newsletter. Featuring a monthly theme, videos, and content from subject matter experts on all areas of whole health: mental health, physical health, financial wellness, family care, lifestyle support, and organizational health, the Insights newsletter is intended to remind everyone of the wide range of support and resources available for any issue impacting well-being.

This monthly newsletter is delivered via email, and can be forwarded to all staff, teams, employees and even family members, shared on internal sites and channels, and included in any organizational communications. Visit the [Insights Hub](#), for anytime access to all monthly newsletters, search topics, and use these resources for your year-round communication and engagement strategies.

Webinars

AllOne Health's team of expert in-house clinicians produce and present monthly webinar topics on trending topics across all areas of whole health. These webinar invitations are included in the monthly Insights newsletter, and on the [Webinars page of the website](#).

Social Media

Follow AllOne Health on [LinkedIn](#) and [Twitter](#), and feel free to engage, comment, and share posts with your organization or network. AllOne Health regularly posts on mental health awareness, financial wellness, whole person care, and a wide range of special observances across social media.

NEW FEATURES AND PROGRAM ENHANCEMENTS COMING IN 2023:

Redesigned
Member Landing Pages

Brand New Series of
**Cognitive Behavioral Health
(iCBT) Training Videos** on the
Member Portal

Improved Accessibility
across Websites and
Communications

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.