Battling Mental Health Issues in the Workplace

How a Robust EAP can be a First Line of Defense

MYgroup
McLAUGHLIN YOUNG

Who are We?

Overview

McLaughlin Young Group is a full-service human capital consulting firm founded as an EAP 35 years ago. Since 1987, we have developed and provided a holistic range of services to a wide range of clients, including Fortune 500s, small businesses, and public sector entities. Our network includes over 40,000 clinicians and consultants spanning 200 countries.

Market Segments

Our Approach

We believe in a people centered approach to profitability.

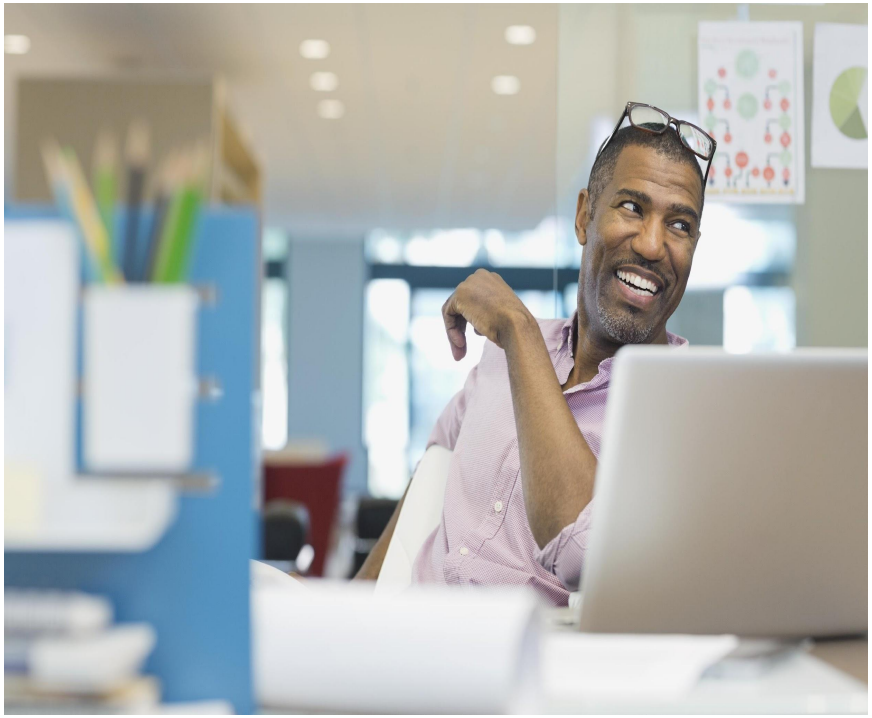
Effective organizations demonstrate . . .	High levels of trust	Resiliency	Clear, compelling direction and purpose
We often see . . .	An erosion of trust and engagement	Debilitating stress	Absence of a “Third Circle”
Our response . . .	Diagnosis, Feedback and Development	Employee, Student, Member Assistance	Organizational Effectiveness
How we do it . . .	• Assessments & MY360 • Organizational Health audit & Pulse surveys • Leadership Development	• Employee, Student and Member Assistance Programs (EAP, SAP, MAP) • Specialized Healthcare and First Responder Assistance Programs • Work-Life Services • Training & Development	• Leadership Selection • Change Management • Succession • Board Relations

What is an EAP?

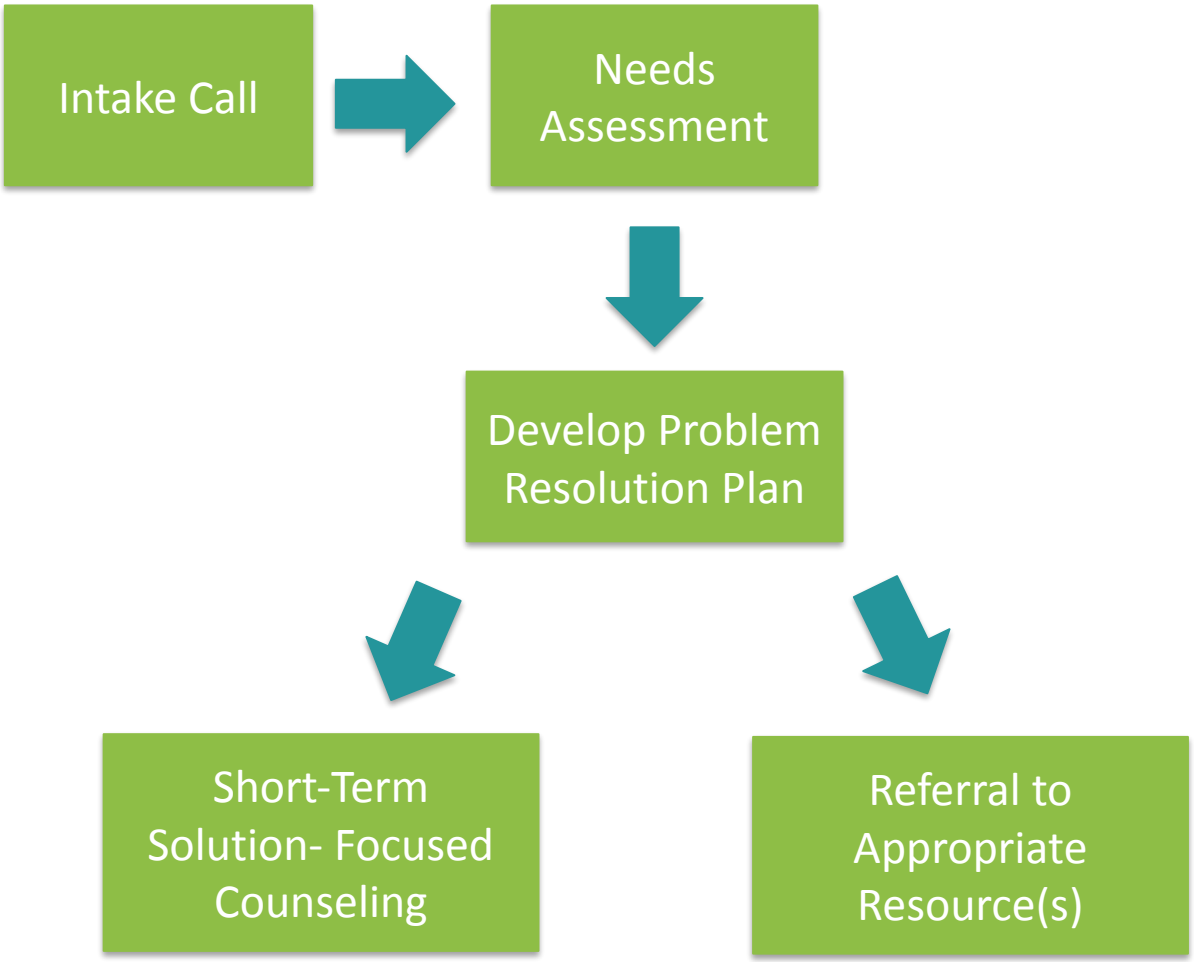
(And how it can help)

Employee Resource

- **CONFIDENTIAL**
- 24/7 Telephonic Clinical Support
- EAP Consultation (employees and household family members)
- Unlimited Number of Issues per Year
- Up to contracted # (3,4,5,6, etc.) of Face-to-Face, Telephonic or Video Counseling Sessions
- Extension of Services: Bereavement, After-Termination & Retirement



How Does It Work?



Key Resources

- Account Manager
- Utilization Reports
- Formal Referral Coordinator
  - Unlimited Consultation (i.e. performance, behavior, and substance abuse concerns)
  - Formal Referrals
  - Fitness For Duty
- Trauma Team
  - CISD Training/Response

Management - Resources/Tools

- Unlimited Management Consultations
- Formal Management Referrals
- Substance Abuse Screening
- Coordination of Fitness for Duty
- Critical Incident Response
- Policy Development

Formal Management Referrals

- Performance-focused (also behavior, drug & alcohol)
- Assures that professional resources are utilized for quick resolution of problems
- Consistent feedback informing management of client's continued participation and compliance
- Respectful of client's confidentiality

Fitness for Duty

Psychological problems can lead to a decline in work performance or bizarre and disruptive behavior. Our clinicians can assist with:

- Coordination of assessment and evaluation with a forensic psychologist, psychiatrist or licensed clinician
- Case management prior to referral and subsequent to evaluation if action plan so specifies

Critical Incident Response

McLaughlin Young appreciates that each crisis is different and requires a customized approach through collaboration between management and the EAP. Through the **CAARES** process, McLaughlin Young partners with the organization's management to best determine the response to a critical incident:

- Consult
- Assessment
- Action
- Response
- Evaluation
- Support

Work-Life Services

- Online Resources
- Legal Services
- Financial Services
- ID Theft Recovery
- Online Training
- Online Seminars

An EAP’s Impact

An EAP's Short & Long-term Impact

ABSENTEEISM

Survey Question: Please total the number of hours your personal concern caused you to miss work.

MYgroup decreased missed work hours by

35%

PRESENTEEISM

Survey Question: My personal problems kept me from concentrating on my work.

MYgroup improved presenteeism by

24%

WORK ENGAGEMENT

Survey Question: I am often eager to get to the work site to start my day.

MYgroup improved work engagement by

23%

3X the industry average of 7%

LIFE SATISFACTION

Survey Question: So far, my life seems to be going very well.

MYgroup improved life satisfaction by

33%

WORK DISTRESS

Survey Question: I dread going to work.

MYgroup improved work distress by

11%

An EAP's Impact

We also use proprietary tools to measure satisfaction with the EAP and the effectiveness of our formal management referral process.

SATISFACTION

Survey Question: I am very satisfied with the EAP.

92%

of employees who used MYgroup's EAP were very satisfied

PERFORMANCE ISSUE

Survey Question: Is the person still employed by your organization?

75%

of employees who participated in our formal management referral process to address a performance issue retained employment

What is Mental Health?

What is Mental Health?

“Mental Health can be conceptualized as a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community”

- World Health Organization

What is Mental Health?

Examples of mental health disorders in adults in any one year:

Anxiety Disorders – 18.1% of Adults

Major Depressive Disorder – 6.8%

Substance Use Disorder – 8.1%

Bipolar Disorders – 2.8%

Eating Disorders – 5%-10%

Schizophrenia – 0.3%-0.7%

Any Mental Disorder – 18.5%

What is Mental Health?
(Signs & Symptoms of Top Issues)

Stress:

- Aches and pains
- Chest pain or a feeling like your heart is racing
- Exhaustion or trouble sleeping
- Headaches, dizziness or shaking
- High blood pressure
- Muscle tension or jaw clenching
- Stomach or digestive problems
- Trouble having sex
- Weak immune system

What is Mental Health?
(Signs & Symptoms of Top Issues)

Stress – Additional signs (Behavioral; Unhealthy):

- Drinking alcohol too much or too often.
- Gambling.
- Overeating or developing an eating disorder.
- Participating compulsively in sex, shopping or internet browsing.
- Smoking.
- Using drugs.

What is Mental Health?
(Signs & Symptoms of Top Issues)

Anxiety:

- **Cardiovascular –** pounding heart, chest pain, rapid heartbeat, flushing
- **Respiratory –** hyperventilation, shortness of breath
- **Neurological –** dizziness, headache, sweating, tingling, numbness
- **Gastrointestinal** – chocking, dry mouth, stomach pains, nausea, vomiting, diarrhea
- **Musculoskeletal** – muscle aches & pains (esp. neck, shoulders, and back)
- **Psychological** – excessive worry, fear, mind racing/blank, decrease in concentration/memory, impatience, indecisive, irritable, anger, confusion, nervousness, sleep issues, etc.
- **Behavioral** – avoidance of situations, obsessive or compulsive behavior, distress in social situations, phobic behavior

What is Mental Health?
(Signs & Symptoms of Top Issues)

Depression:

- Sad mood
- Loss of interest/enjoyment
- Lack of energy; tiredness
- Feeling worthless; feeling guilty though no fault
- Thinking/wishing about death
- Difficulty concentrating
- Sleeping too much or too little
- Changes in eating habits (weight gain/loss)

What is Mental Health?
(Signs & Symptoms of Top Issues)

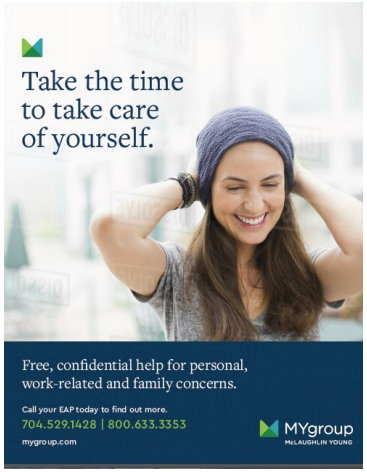
Suicide:

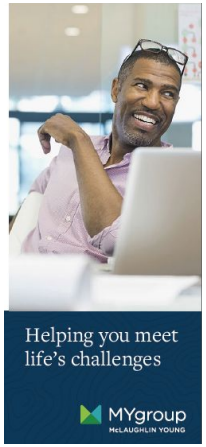
- Threatening to hurt or kill oneself
- Looking for ways to kill oneself (pills, weapons, other)
- Talking, writing about death/dying/suicide
- Expressing hopelessness
- Feeling rage/anger
- Acting recklessly
- Feeling trapped
- Increase in alcohol/drug use
- Withdrawing from friends/family
- Experiencing anxiety or agitation/ sleeping too much or little
- Dramatic mood changes
- Feeling no reason for living/no sense of purpose

Helping through Consistent Promotion

Promotional Materials

- Posters, Brochures & Wallet Cards
- Monthly Newsletters for Employees and Managers
- Monthly Online Seminars
- Employee Orientation
- Supervisor Training





MYgroup APP

MYgroup
Health & Fitness

OPEN

App Includes:

- Online tools, such as interactive learning modules and self-help articles
- Direction to in-the-moment support for more distressing issues
- MYportal access to Work-Life, Employee & Manager portals
- Login credentials remain the same as they are for mygroup.com

Questions

McLaughlin Young Group

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Developmental Continuum