





Centered on YOU





Mental and Emotional Well-being USG Faculty and Staff

Karin Elliott - Assoc. Vice Chancellor, Total Rewards **Farrah Williams** - System Wellness Manager

Friday, Feb. 26, 2021







Agenda

- Background Mental Health
- USG Resources
 - Kepro
 - USG Well-being
 - Accolade/Anthem
 - Kaiser Permanente
 - Supervisor/Employee Training





Background







Background

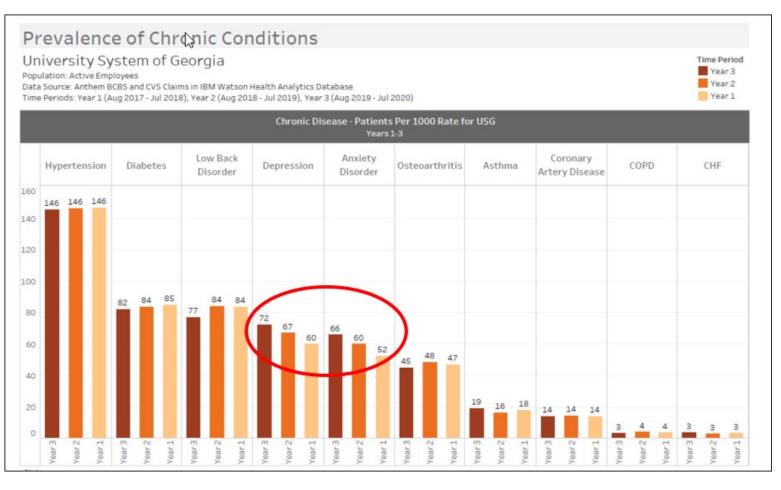
- Diagnoses and treatment for mental health conditions are growing across the USG employee population and across higher education institutions nationally.
- 60% of college presidents nationally rank faculty and staff mental health as a top concern. (American Council on Education Survey, November 2020)
- COVID-19 has exacerbated the challenges across work, family, health and community environments.







Snapshot – USG Employees



- Rates of depression have increased by 20% over three years (Anthem Plans, claims only)
- Rates of anxiety disorder have increased by 27% (Anthem Plans, claims only)
- 36% of USG employees (11,282) completing the 2019 Health Assessment report having "high stress" levels
- Behavioral health costs for USGinsured employees have increased by more than 15% in the past year







Strategies and Timing

- Putting together a resource guide and toolkit for campuses
 - Campus support to communicate resources and implement mental health programming for employees
 - Training/programming for supervisors to recognize and help employees
 who may be struggling with mental health
 - Release Date: Tentatively May/June 2021
- Gathering feedback about campus needs and data collection
 - USG data available through Anthem, Virgin Pulse, Kepro and state and national data





Kepro







Kepro



- Kepro Employee Assistance Program
 - https://www.usg.edu/well-being/site/article/usg_employee_assistance_program
- <u>Learn more</u>. Your company code is: USGcares
 - 1-844-243-4440; Available 24/7; 365 days a year
- Counseling and Life Resources
 - Up to 4 sessions, per counseling issue, at no cost to the individual
 - Telephonic Counseling
 - 24/7/365 Toll-free access to licensed clinical caring professionals







Kepro









USG Well-being/Virgin Pulse







USG Well-being

Wednesday Virtual Workshops – Mental Health and Emotional Well-being

Date	Topic	Time
March 3	Supporting your Childs Mental Health	11:00 a.m.
March 17	Will There Be a Couch? What to Expect From Counselling	2:00 p.m.
March 24	Building Resilient Muscles	12:30 p.m.
March 31	Bereavement: Coping with Loss	1:00 p.m.
April 7	Disrupting Negative Thoughts	11:00 a.m.
April 21	Identifying Signs of Addiction in a loved one	12:00 p.m.
April 28	Coping with Change	12:30 p.m.
May 5	Healthy Mind Toolkit; Boosting your Mental Health	1:00 p.m.
May 19	Creating a Resilient mindset	11:30 a.m.
May 26	Switching Off-Preventing Digital Burnout	12:00 p.m.







USG Well-being/Virgin Pulse

USG Well-being phone coaching





Coaching by Phone with Virgin Pulse

Getting Active Reducing Stress Eating Healthy

If you could improve anything about your life or health, what would it be? Virgin Pulse Coaching allows you to choose from an array of topics -- whatever is most important to you.

Journeys (digital coaching)

Reducing Stress



View All (5)



Choose a New Attitude 1 of 10 Days Complete



Find Your Focus
10 Days to Complete



Make Time for Play 10 Days to Complete



Stress Less in 10 Minutes 10 Days to Complete







Weekly Well-being e-mails

- E-mail is sent from USG Well-being usgwellbeing@mail.virginpulse.com
- Promotes weekly well-being themes:
 - Financial Well-being
 - Challenges
 - Mental Health Resources
 - Daily Live Events





A little direction is a good thing.

Goal setting is a powerful practice that works in any aspect of your life, from physical and mental health to your career, family and more. Defining a goal helps direct your energy by bringing clarity to what's most important. When you know exactly what you want to achieve, you can better focus your efforts.

Check out these USG Well-being resources to help you strategically set goals and put yourself on a path to better health and well-being.







USG Well-being Liaisons

- Support USG Well-being in implementing well-being on their campus
 - Enlist institution leadership to heighten awareness of well-being programs
 - Promote employee participation at the institution level
 - Facilitate communications to promote well-being programs
 - Attend Well-being Liaison conference calls every 2nd Tuesday of each month
 - Support well-being activities/events (e.g., onsite screenings/flu shot clinics/virtual events)
 - Host Committee/Champion meetings
 - Submit monthly campus activity reports
- To find your campus well-being liaison visit: https://www.usg.edu/well-being/liaisons









USG Well-being Mini-grants

- Up to \$10k in well-being funding is available to each institution to support mental health and well-being
- USG will award funding to USG institutions that are working toward:
 - Creating a sustainable environment which promotes physical activity, social and community engagement;
 - Educating the community about opportunities to achieve positive behavior change;
 - Encouraging personal accountability for physical health, and financial, social and community well-being.
- Institutions must apply and be approved for the funding.
 - Proposals are submitted to Farrah Williams, USG System Benefits Wellness Program manager, at <u>Farrah.Williams@usg.edu</u>
- In 2021, one program must focus on employee mental health





USG Healthcare Plan – Anthem enrolled employees







Accolade – Personal Health Assistant

- Accolade is a resource for employees enrolled in the Anthem healthcare plans (Consumer Choice HSA, Comprehensive Care or BlueChoice HMO plans)
- A personal health assistant connects employees to their healthcare plan benefits and resources to get the most from their benefits
- Great resource to help employees find mental health resources available through USG
- Website: https://login.myaccolade.com/
 Phone: 1-866-204-9818 24/7 nurseline
 Monday through Friday, 8 a.m. to 11 p.m. ET



Have you seen the Accolade Personal Health Assistant?

Newl Beginning 2021, if you are enrolled in an Anthem healthcare plan, contact your new Accolade Personal Health Assistant for all your healthcare questions. Visit the Accolade Website or call 1-866-204-9818. Mon. – Fri., 8 AM to 11 PM ET. Need help after hours? Accolade also has a 24/7 nurse line - call the main Accolade phone number to connect.



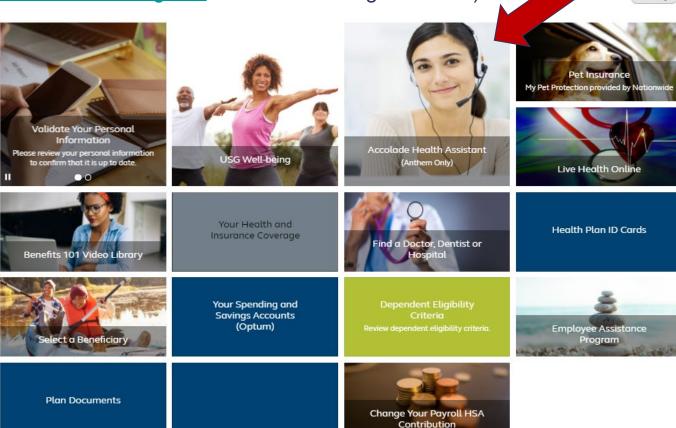




Accolade – Personal Health Assistant

Login to OneUSG Connect – Benefits

(<u>OneUSGConnect.usg.edu</u> – Click on Manage Benefits)

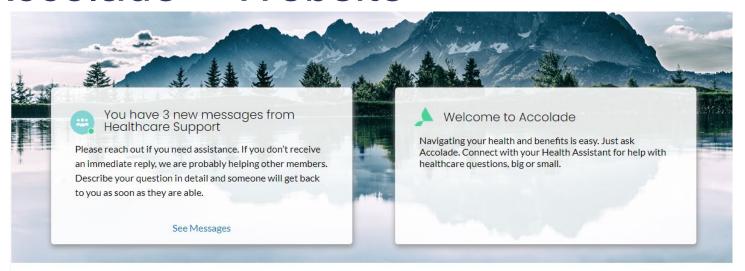








Accolade – Website



Featured Programs



Anxious? Sad? Stressed? Overwhelmed?

View the support resources we have to help you.

Learn More



Health Assessment

Complete the Health Assessment to unlock your \$100 well-being credit!

Learn More

Have questions?



Healthcare Support

Your Health Assistants

Office Hours:

Mon - Fri: 8AM - 11PM EST (866) 204-9818

Available

Send Message

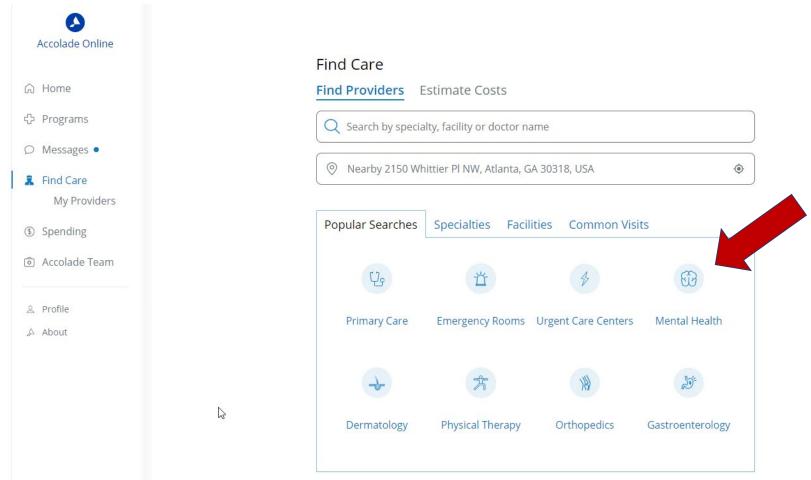






Accolade Provider Search

Anthem network of doctors and facilities









Accolade - Mobile

Download the Accolade mobile app.

Find Providers Estimate Cos	sts		
Search by specialty, facility or doctor name			
MENTAL HEALTH / PRACTICE AREAS			
Q Anxiety Disorders	K		
Attention Deficit Disorder (ADD) Attention Deficit Hyperactivity Disorder (ADHD)	K		
Q Autism Spectrum Disorders	K		
Q Conduct Disorder	Κ		
Q Depression	K		
Q Eating Disorders	K		
Family Counseling (mental health, therapist)	K		
Q Gender Dysphoria	K		
Q Gender Non-conforming	Κ		
Group Psychotherapy Spending Find Care Messages Programs	O		







Anthem Network Providers and Facilities

- Anthem's provider network contains a mental health specialists including:
 - Psychologists
 - Psychiatrists
 - Professional Counselors
 - Licensed Clinical Social Workers
- Includes in-patient and out-patient facilities







LiveHealth Online Psychology

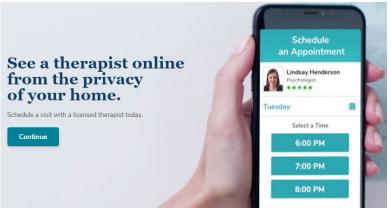
- Schedule an appointment to with a psychologist or licensed therapist from your mobile device or computer
- Get help for these issues and more:
 - Stress, anxiety, depression, relationship issues, grief, panic attacks, stress from coping with an illness, substance abuse, life transitions, etc.
- https://livehealthonline.com/psychology/

 Employees enrolled in the BlueChoice HMO or Comprehensive Care plan receive up to three (3) visits for \$0 copay in 2021. Employees enrolled in the Consumer Choice HSA plan must pay \$80-\$95 per visit until they reach their

deductible, then are subject to a co-pay

If you experience medical emergency, call 911 or go to emergency room!







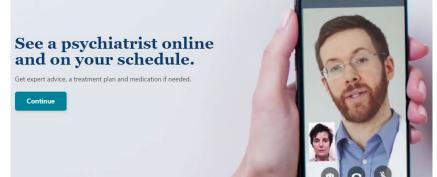


LiveHealth Online Psychiatry

- Schedule an appointment to with a psychiatrist from your mobile device or computer
- Get help for these issues and more:
 - Stress, anxiety, depression, medication concerns, obsessive compulsive disorder (OCD), panic attacks, bipolar disorder, post-traumatic stress disorder (PTSD), etc.
- https://livehealthonline.com/psychiatry/
- Employees enrolled in the BlueChoice HMO or Comprehensive Care plan receive up to three (3) visits for \$0 copay in 2021. Employees enrolled in the Consumer Choice HSA plan must pay \$175 for an initial evaluation and \$75 for follow-up visits until they reach their dedu

If you experience medical emergency, call 911 or go to emergency room!







USG Healthcare Plan -Kaiser enrolled employees







- Members have many ways to access mental health care and do not need referrals for mental healthcare within Kaiser Permanente.
- Kaiser's mental health team includes psychiatrists and psychologists, as well as marriage and family therapists, addiction medicine physicians and medical social workers.
 - https://kp.org/mentalhealth
- Phone Coaching wellness
- Virtual Care telephone and video visits, 24/7 nurse line, chat with a doc, access to an advice line

Understanding mental health



MENTAL HEALTH & WELLNESS

Call us to get started

What to expect

ake the depression self-

Understand your health plan

Emotional wellness tools

Need help now? If you think you're having a psychiatric emergency, call 911 or go to the nearest









Mental health and emotional wellness

Getting help

Mental health services

Learn more about

- ADHD
- Anxiety
- Bipolar disorder
- Dementia
- Depression
- · Eating disorders
- Schizophrenia
- Substance use
- Other conditions



Behavioral health services

Georgia

We take care of the whole you. Your personal physician coordinates your care with a mental health specialist or team that can diagnose mental health issues that affect your health and well-being.



Combining <u>research</u> and clinical expertise, we ensure that your care benefits from the most recent advances in medical and behavioral science, and we work with you to find the most effective treatment for you, based on your needs and comfort level.

Your care begins with you

Depending on your needs, you can choose from a wide range of services:

- · Call or email your doctor.
- Make a non-urgent <u>appointment</u> online with your primary care doctor.
- Call to make an appointment for therapy and other counseling services. Use our <u>location finder</u> to get the phone number of the mental health, behavioral health, or psychiatry department in your area.
- Talk to an advice nurse or make an appointment by calling the Kaiser Permanente Health Line:
 - 404-365-0966 or 1-800-611-1811 (toll free)
 - 711 (toll-free TTY for the hearing/speech impaired)
- For substance abuse treatment, make an appointment by calling the Kaiser Permanente Health Line:
 - 404-365-0966 or 1-800-611-1811 (toll free)
 - 711 (toll-free TTY for the hearing/speech impaired)

Online tools

- » Depression selfassessment
- » Personalized plans to help with stress, sleep, and more
- Suided imagery for positive change

Connect with others

- » Classes and support groups
- » Trusted online communities
- » Wellness coaching

Need help now?

- » Talk to a mental health professional
- » Email your doctor
- » Make non-urgent appointments







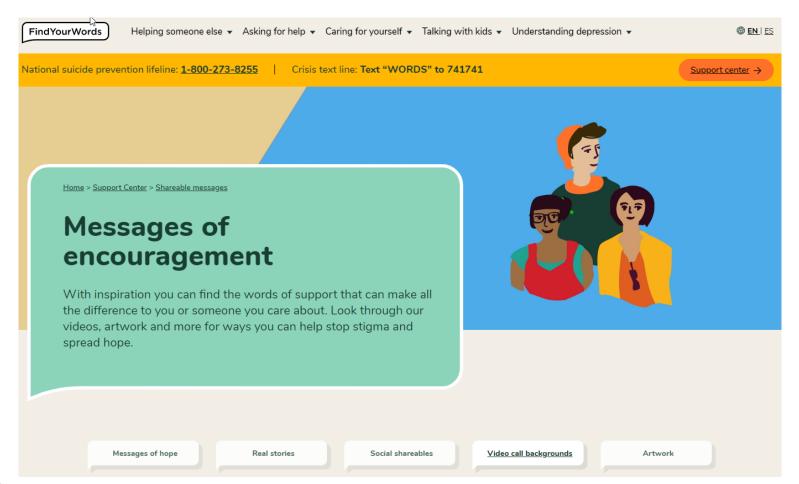
- In-person classes and community support
 - From interactive wellness classes to local resources and group support, these programs will help you thrive in mind, body and spirit
 - In-person classes, Therapy and support groups, Individual counseling sessions, Community resources, Group appointments, Healthy Living Classes
- Online classes and wellness coaching by phone
 - These classes are taught by care teams and can be scheduled as group appointments.
 - Some of these classes may only be available by referral, so talk to your doctor if you have any questions
 - Online classes and over-the-phone coaching
- Find your words https://findyourwords.org/







Find your words









Mental health and emotional wellness apps



Self-care at your fingertips — at no cost to members

Everyone needs support for total health — mind, body, and spirit. These wellness apps can help you navigate life's challenges, and make small changes to improve your sleep, mood, relationships, and more. It's self-care made easy, designed to help you live well and thrive.









Calm — an app for meditation, mental resilience, and sleep

Calm is the #1 app for meditation and sleep — designed to help lower stress, reduce anxiety, and more. Kaiser Permanente members can access all the great features of Calm at no cost, including:

- · The Daily Calm, exploring a fresh mindful theme each day
- · More than 100 guided meditations
- · Sleep Stories to soothe you into deeper and better sleep
- Video lessons on mindful movement and gentle stretching



myStrength — an app to improve your awareness and adapt to life

myStrength is a personalized program that helps you improve your awareness and change behaviors. Kaiser Permanente members can explore interactive activities, in-the-moment coping tools, community support, and more at no cost.

- · Mindfulness and meditation activities
- · Tailored programs for managing depression, stress, anxiety, and more
- Tools for setting goals and preferences, tracking current emotional states and ongoing life events, and viewing your progress





Supervisor/Employee Training







Kepro Manager Training

Contact Becky Rosheim, from Kepro, rrosheim@kepro.com to request training.

MENTAL HEALTH: RECOGNIZE AND RESPOND FOR MANAGERS

One-hour seminar

Every manager has a legal, business, and moral responsibility to be proactive in helping support their employees during times of need. Our working lives can have a powerful influence on our mental state and, as leaders in a demanding and high-pressured world, it is essential that we develop the confidence and competence to identify individuals at risk and intervene in an appropriate and effective way. The aim of this session is to help you to recognize signs of concern and respond appropriately.

HOW PARTICIPANTS WILL BENEFIT

At the end of this session participants will be able to:

- Emphasize why mental health awareness is important
- Understand mental health and different conditions
- Recognize signs of concern
- Establish strategies for having a conversation with an employee in need of support
- Learn how to manage in a crisis







Mental Health First Aid at Work MHFA@Work

- Training for supervisors/employees to recognize potential mental health issues in individuals and to understand how to have a conversation to point someone toward helpful resources
- 4-hour and 8-hour training sessions
 - \$3,500 for 4-hour training
 - \$5,500 for 8-hour training
- We are coordinating these trainings through the HR office. Reach out to your HR office if you are interested





Centered on YOU





Questions?





USG Mental Health Initiative

Sponsored by Governor's Emergency Education Relief Fund



UNIVERSITY SYSTEM OF GEORGIA

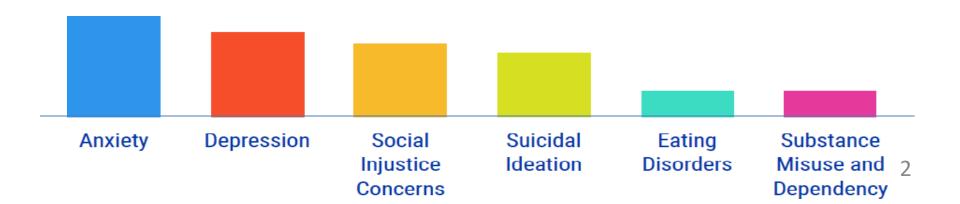
Initiative Background

According to the Center for Collegiate Mental Health (CCMH) 2016 Annual Report, student visits to campus counseling and disability service centers rose over 30% nationally from 2010-2015, outpacing counselor availability.

In a survey completed by USG institutions, campus clinical directors reported the below mental health issues as key concerns for students.

The chart below is an illustration of the increases in mental health concerns seen by USG clinical directors since March 2020.

This information was collected by the USG Mental Health Taskforce.





UNIVERSITY SYSTEM OF GEORGIA

Initiative Overview

The University System of Georgia has launched a comprehensive Mental Health Initiative to significantly expand student mental health services during the COVID-19 pandemic.

In August, Governor Kemp allocated funds from the Governors Emergency Education Relief (GEER) of the federal CARES Act specifically to support mental health and student support services within USG.

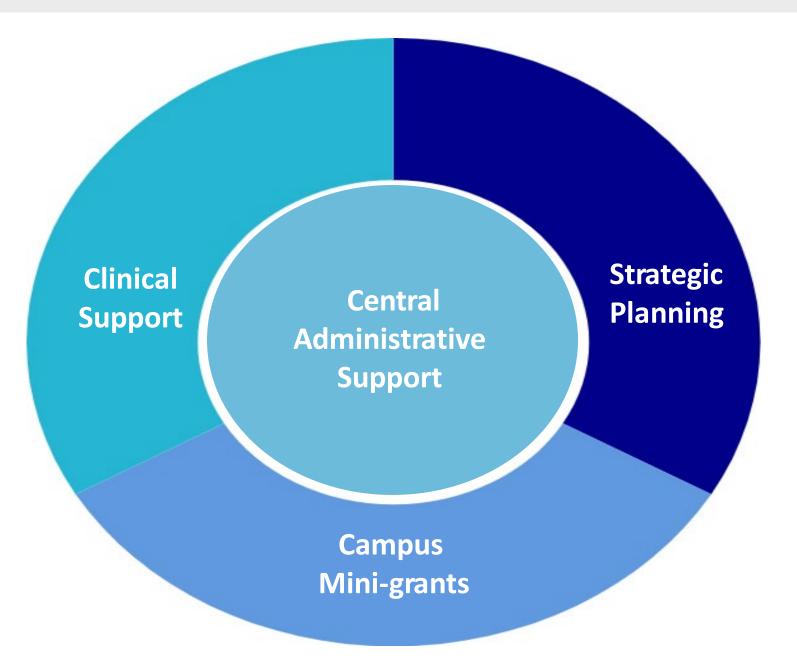
The plan includes short- and long-term mental health services using the \$11.5 million in funding provided by Governor Kemp from the Governor's Emergency Education Relief Fund through the CARESAct in support of the work by the USG Mental Health Task Force.

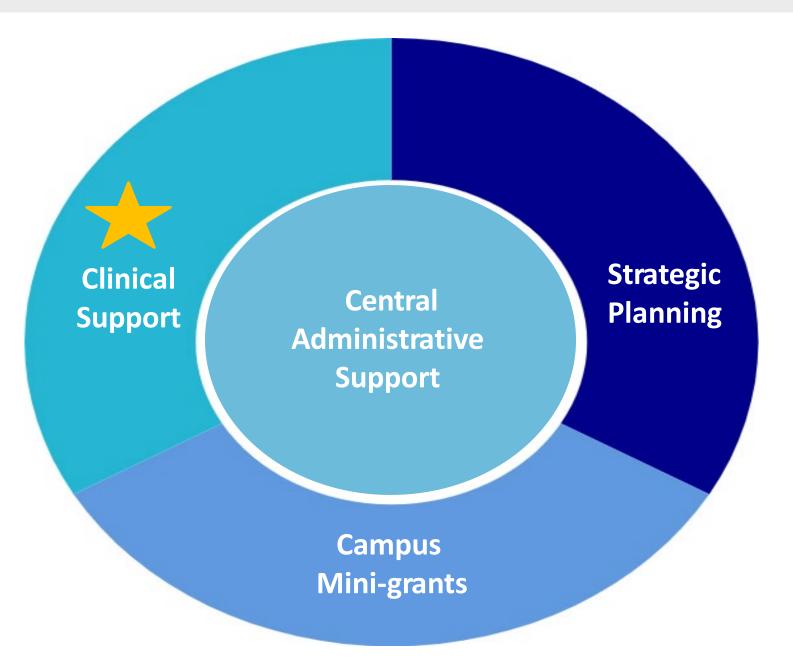


UNIVERSITY SYSTEM OF GEORGIA

Initiative Activity

- ✓ October 2019: Chancellor Steve Wrigley appointed USG Mental Health Task Force
- ✓ March 2020: The Governor declared a public health state of emergency in response to COVID-19
- ✓ August 2020: Governors Emergency Education Relief (GEER) funding allocated to USG
- ✓ **October 2020:** The Chancellor and Presidents Carvajal and Fedrick led a president's briefing on the USG Student Mental Health Initiative
- ✓ **November 2020:** Mental Health Initiative Official Launch
- ✓ January 2021: Christie Campus Health services are live (24/7 mental health counselor access, psychiatric services available, and Wellness HUB availability)





Clinical Support

Improve student mental health and well-being through the expansion of campus resources

Objectives:

- Expand telephonic psychiatric care
- Increase clinical support capacity
- Establish well-being support program
- Set up 24/7 hotline
- Establish Job Aid agreement with each institution

Resource Partner: Christie Campus Health – Connect@College program





Innovative solutions in college behavioral health

CONNECT@College

Mental Health Initiative Kickoff



CONNECT@College – Service Details



24/7 Support Line

- Staffed by licensed clinicians
- Risk assessment, in-the-moment support, and links to next steps
- Available to students in the U.S. & abroad



Psychiatric Prescribing

- MD and APRN prescribers available virtually
- Providing psychiatric evaluations and ongoing medication management
- Medical records integrated with campus health and/or counseling centers



Treatment Options

- Student access to a broad network of counselors via telehealth orface-to-face
- Allows for access in all 50 states and internationally at no cost to the student



Navigators

- Provide one-on-one personal assistance for students
- Care management and referral assistance
- Guide students through the complexities of the mental health system
- · Appointment follow-up and tracking



ICare ICBT program

- Self-guided Internet-based cognitive behavioral training (ICBT) developed specifically for collegestudents
- 8 sessions completed on a student's own schedule
- Supported by CONNECT Navigators



Wellness Hub

- Best-in-class custom contentdesigned for students
- Access to videos, written content, and self-assessments
- Contributors include JED Foundation, Hazelden Betty Ford, MGH Clay Center for Young Healthy Minds

CONNECT@College – Service Details



We can all use a little support sometimes

HOPE Connect @ VSU is FREE access for ALL students to 24/7/365 expanded mental health resources. HOPE stands for Honesty, Openness, Perspective, and Empathy. The VSU Counseling Center and HOPE Connect @ VSU are here to provide you with the support you need anytime. Christie Campus Health is partnering with Valdosta State University/USG to provide these expanded resources. Christie Campus Health specializes in the well being of college students nationwide.



In-Person Counseling

229.333.5940



24/7 Support Line

833.910.3365



Text Tess: Coming Soon



Virtual Appointments Available

You can set up a virtual appointment through the VSU Counseling Center or by calling the 24/7/365 support line.

HOPE Connect @ VSU has many follow up care resources available for you as well. Call 833-910-3365 for more information.

COUNSELING CENTER

VSU WELLNESS HUB

CONTACT US

Christie Campus Health

About HOPE Connect

HOPE Connect @ VSU International

What is ICare

Who are Navigators

Psychiatric Referral Services

24/7 Support Line

833.910.3365

VSU Counseling Center

229.333.5940



CONNECT@College – Service Details



CONNECT@CoastalGeorgia



My story of growing up and finding my identity as an Indian American



Ask the professor: "How many times should I retake a class?"



FitnessU: Cardio kickboxing workout for strength, balance, and coordination



How to tap into flow state to up your fitness game



BeWell@MGA







Nigel Cares (Christie Campus Health) A free 24/7/365 mental health support resource for UNG students.

LiveWell East Georgia

Part of the University System of Georgia Mental Health Initiative

Wellbeing@KSU

Wellbeing@KSU - 24/7 MENTAL HEALTH SUPPORT

Everything you need to Find Your Support. The University System of Georgia has partnered with Christie Campus Health to expand the mental health resources for every student. Wellbeing@KSU is here to support you with flexible options and tools to help lift you mentally and emotionally.

Speak with an experienced clinician, get a referral for one-to-one counseling and access to free counseling sessions, and even schedule an appointment with a local or video counselor.

All Services Offered through Wellbeing@KSU are Confidential. No information will be shared without your consent.



SUPPORT STARTS WITH A CALL

A 24/7/365 mental health support line for in-the-moment support and linkages to next steps, regardless of time of day or your location. Call us anytime, any place at 470-578-6600 and select Option 2 to be connected to a licensed counselor who will listen, offer guidance, and help you set a plan.



FIVE FREE COUNSELING SESSIONS

On your first call with Wellbeing@KSU we will help you connect locally or virtually with a counselor to schedule session times that work for you.

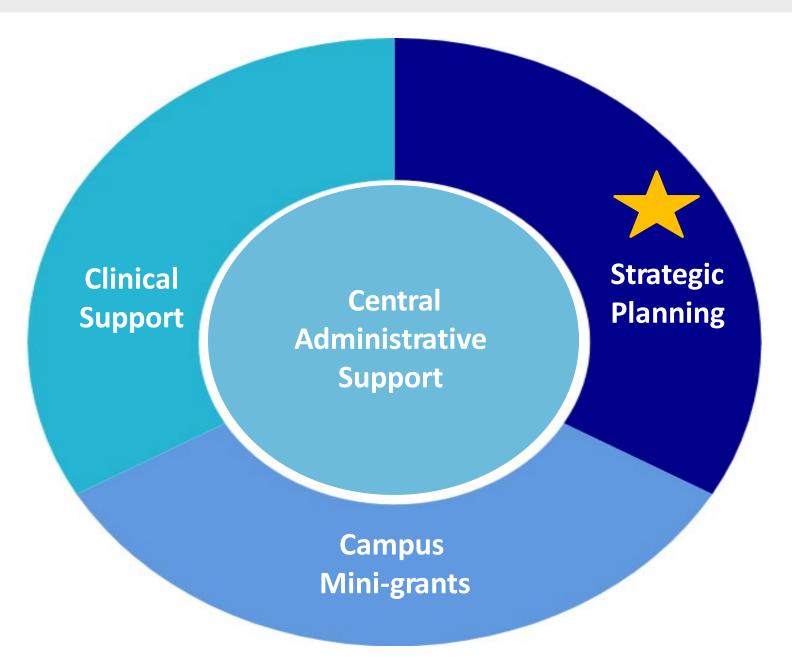


KENNESAW STATE

COUNSELING AND PSYCHOLOGICAL SERVICES

VIDEO COUNSELING

Wherever you are, there's someone you can trust as close as your phone, iPad, or laptop. Wellbeing@KSU offers licensed counselors you can connect with for support.



Strategic Planning

Develop short- and long-term strategies to support mental health and wellbeing unique to our individual campus and system needs.

Objectives:

- Efficient
- Effective
- Sustainable
- Integrated

Resource Partner: USG Mental Health Consortium, JED Foundation- JED Campus



JED Campus

Empowering schools to enhance student mental health, substance abuse and suicide prevention efforts

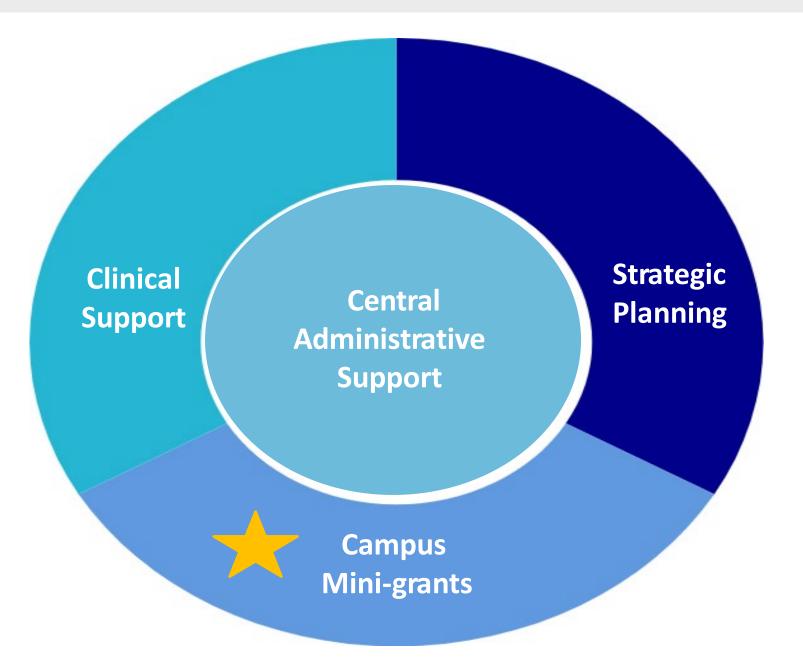


JED Assessment Framework

"We believe in a comprehensive, public health approach to promoting emotional well-being and preventing suicide and serious substance abuse. Utilizing JED's Model for Comprehensive Mental Health Promotion and Suicide Prevention for Colleges and Universities, we assess efforts currently underway on campus, identify existing strengths and areas for improvement."







Campus Mini Grants

In recognition of the unique needs of each USG campus, minigrants have been made available to campuses to address mental health needs that have arisen because of the COVID-19 pandemic.

Objectives:

These funds can be used to establish:

- New Technology Resources,
- Increased Campus Programming, or
- Student Resources & Materials.

Resource Partner: USO Staff and Campus Partners



Campus Mini Grants

Examples of Mini-Grants

Training

- **Kognito** Uses simulations to allow users to enter a virtual environment and engage in role-play conversations with virtual humans to prepare faculty, staff, and students to recognize, approach, and discuss a referral with students exhibiting signs of psychological distress.
- **QPR (Question. Persuade. Refer) Training** *Train the Trainer* & *Gatekeeper* programs that allows campus to provide innovative, practical and proven suicide prevention training.
- **Mental Health First Aid** Mental Health First Aid is a skills-based training course that teaches participants about mental health and substance-use issues; how to help and support others.

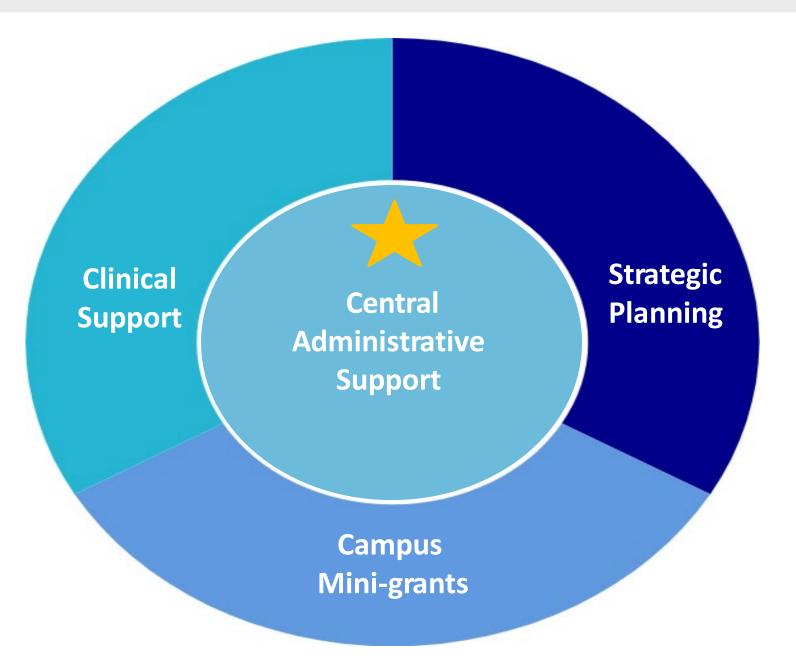
Technology

- **Doxy.Me** provides telemedicine solutions for providers and clinics to facilitate virtual appointments.
- **Technology** Telehealth location improvements to ensure privacy during student appointments such as office acoustic materials, headsets for clinician, etc.

Programming

• Fresh Check Days – A national program using a peer-to-peer messaging model, Fresh Check Day utilizes student groups in addition to college/university staff to develop and execute interactive booths that deliver mental health and resource information in a fun and engaging way.





Central Administrative Support

Central program administration will serve to support campus implementations and ensure initiative goals are achieved.

Objectives:

- Oversight and support
- Support communication and technology needs
- Leverage synergy across institutions
- Support for Campus Points of Contact

Resource Partner: USO Staff and Campus Partners

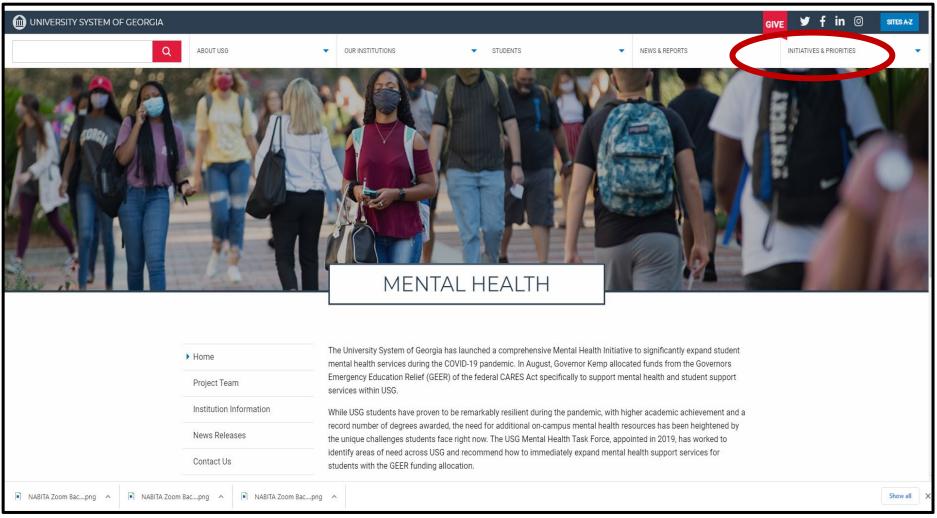


Central Administrative Support: USO Key Contacts

Name	Project Role
Dr. Juanita Hicks Vice Chancellor of Human Resources University System of Georgia	Project Sponsor
Dr. Chip Reese Associate Vice President for Student Affairs Columbus State University	System MHI Project Director
Dr. Lacy Till Licensed Psychologist, Suicide Prevention Coordinator Augusta University	System JED Project Coordinator
Rich Loftus Associate Vice Chancellor of Strategic Implementation University System of Georgia	Project Manager Lead
Tracie Arnold-Dixon Senior Project Manager for Strategic Implementation University System of Georgia	Project Manager
Dr. Joyce Jones Vice Chancellor for Student Affairs University System of Georgia	Student Affairs Subject Matter Expert(SME)

Campus Administrative Support: POCs

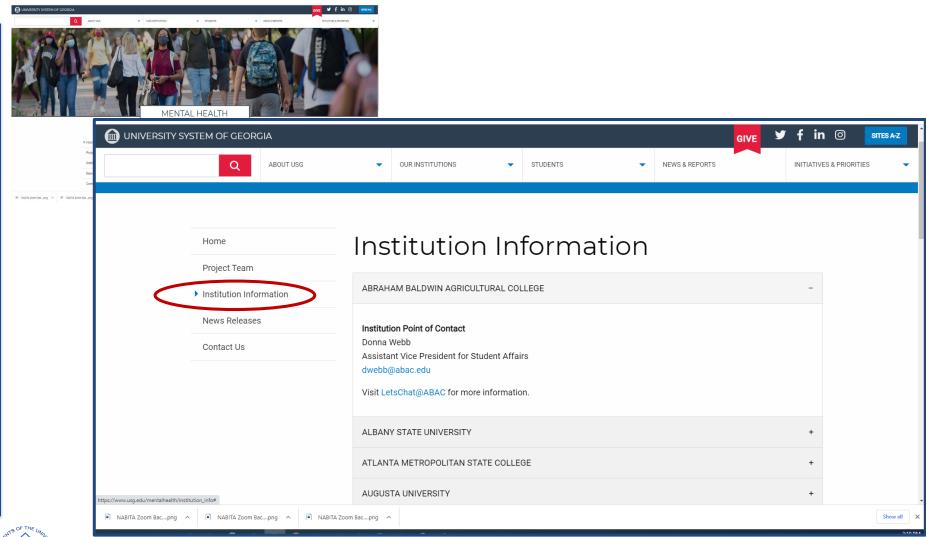
Campus Point of Contact: Each institution has a central point of contact appointed by their President.





Campus Administrative Support: POCs

Campus Point of Contact: Each institution has a central point of contact appointed by their President.



Timetable

Healthy Minds Survey Pre-work

Nov 10 - Dec 7

Nov 9 - 10 Campuses Identification of Project Teams

Nov 10 - 11

(JED) Campus Registration

Nov 16 - 20 Individual Campus Meetings

Nov 9 - 30

Mini-Grant Requests

Jan. 1

Go-live



USG Mental Health Initiative

Sponsored by Governor's Emergency Education Relief Fund