

# WELLNESS WORKS



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# Seize the Moment: Change the Perception of Mental Wellness

This is an **opportunity** for Missouri leaders to use the shared COVID-19 experience to create a stigma-free culture and normalize mental wellness discussions, thus improving the State of Missouri employees' mental wellbeing.



# Wellness is Worth It

*"Research shows that employees in good health are more likely to deliver optimal performance in the workplace."*

-CDC Workplace Health Research Center

ROI (Return on Investment)	VOI (Value on Investment)
<ul style="list-style-type: none"><li>• Increased Productivity</li><li>• Reduced Absenteeism</li><li>• Increased Presenteeism</li><li>• Reduced Health Care Costs</li></ul>	<ul style="list-style-type: none"><li>• Happier Workforce – Increased Morale</li><li>• Job Satisfaction</li><li>• Community Engagement</li></ul>

A 2010 leading study by Harvard researchers found that for every dollar spent on wellness programs:

- Medical costs fell by **\$3.27**
- Absenteeism-related costs fell by **\$2.73**



# COVID – 19: A Stressful Opportunity

## Stressors

- Disruption of normalcy
- Sudden switch to remote work
- Physically disconnected from team
- Change in work/life balance
- Overwhelmed essential employees
- Department budget constraints
- Additional stress (physical, mental, financial)
- Uncertainty about future

## Opportunities

- Prove change at scale is possible
- Test remote work
- Streamline processes
- Focus on mental wellness
- Become more employee-focused
- Improve communication
- Stretch employees in new ways
- Chance to develop new skillsets
- Identify emerging leaders



# Employees Are Feeling Additional Stress Due to COVID-19

In June 2020, we surveyed all MO state employees and over 6,200 employees responded.

**70.8%** reported increased *emotional / mental* stress

**50.9%** reported increased *physical* stress

**31.1%** reported increased *financial* stress



# Now Is Our Opportunity to Focus on Mental Wellness

The workplace is an optimal place to positively influence mental health and create a positive mental health setting:

- Working adults spend between 1/4 and 1/3 of their daily lives in the workplace
- Communication structures are already in place
- Programs and policies come from a central team
- Social support networks are available
- Resources are provided at no or low cost

“Mental health is a critical component of overall health and quality of life and should be addressed with the priority that is given to physical health.”

-DHSS



# Missouri Does Not Measure Up in Key Mental Health Indicators

MO is ranked **34<sup>th</sup>** in the nation for poor mental health days (4.1 days in the previous 30) <sup>(1)</sup>

MO's depression prevalence (**20.6%**) is higher than the national average (17.5%) <sup>(1)</sup>

MO's suicide rate (**19.48 per 100,000**) is higher than the national average (14.2 per 100,000) <sup>(2)</sup>

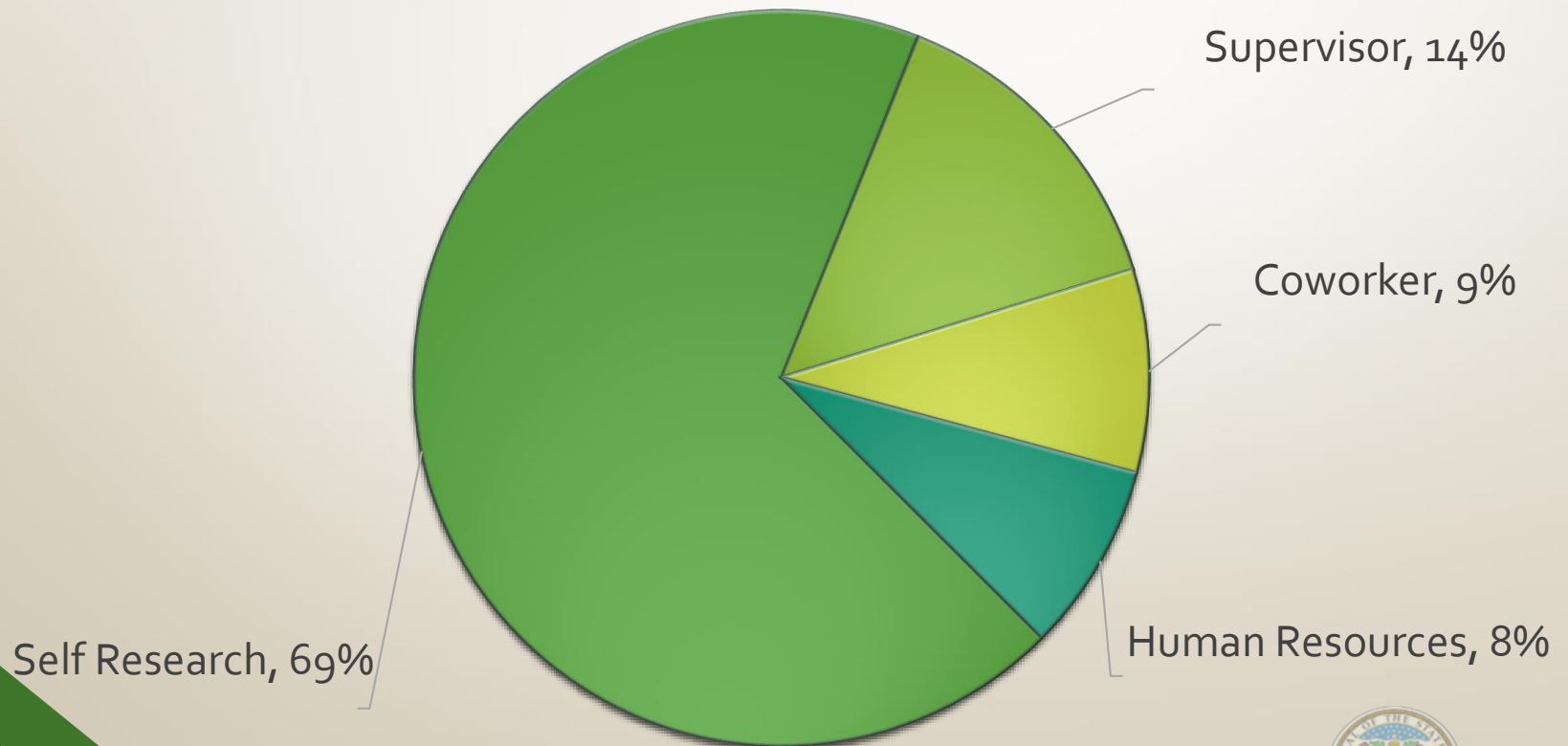
Source: (1) DHSS – Missouri's Health Assessment Summary, 2013

(2) American Foundation for Suicide Prevention, 2020



# Employees Rely on Self Research for Wellness Information

*Where do state employees turn for mental wellness information?*





## Wellness Programs Are Underutilized



**66.7%** of state employees surveyed have not used the Strive Employee Life and Family (SELF) program – the State of Missouri’s employee assistance program.



**92.7%** of state employees surveyed have not used Anthem’s Engage App – a free personalized health assistant application for employees who have Anthem Blue Cross insurance.



## Supervisors Feel Equipped But Are Not Formally Trained

Do supervisors feel equipped to discuss wellness topics with employees?

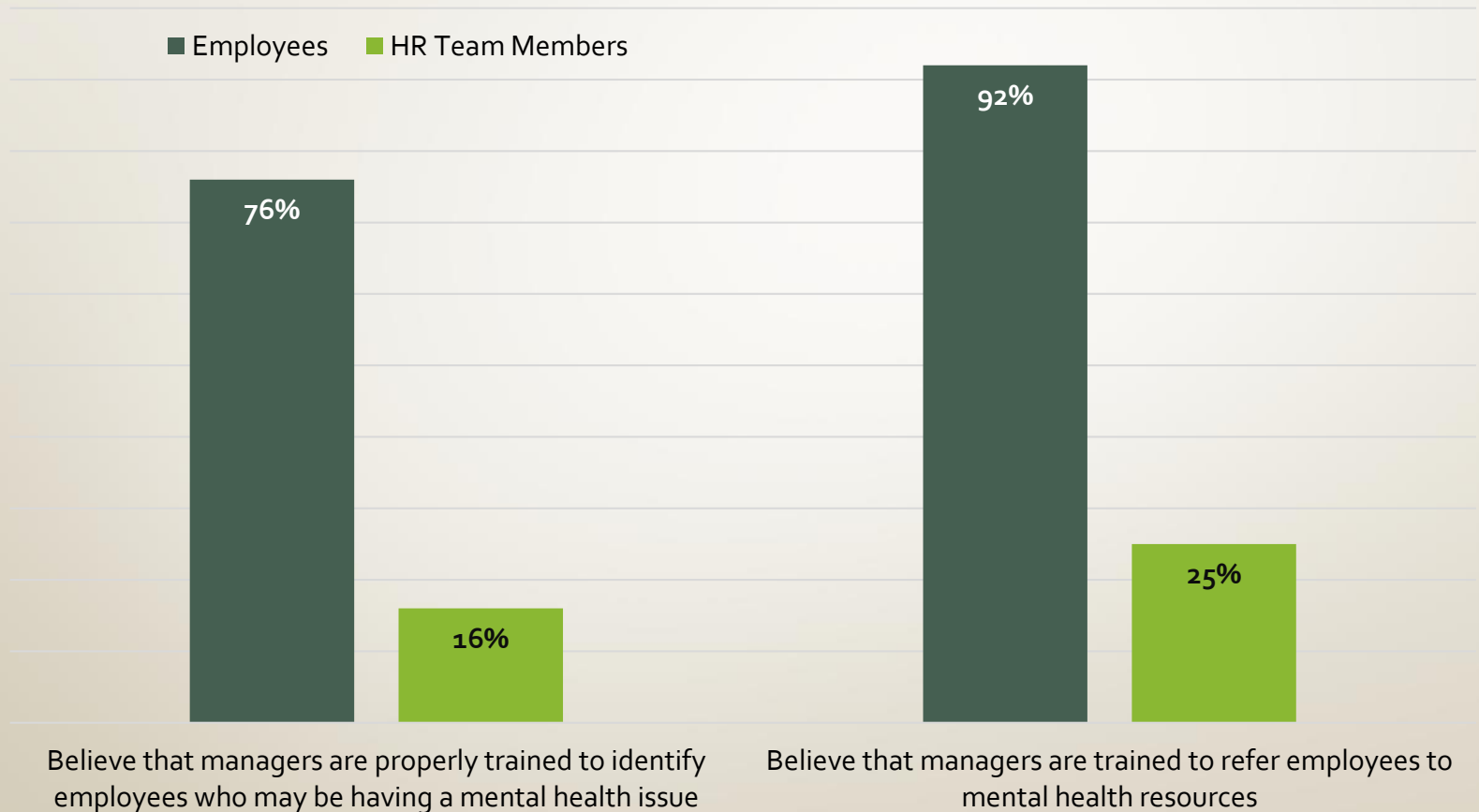


Have supervisors received formal training through the State of Missouri regarding how to discuss wellness issues with an employee?



# Managers Are Less Trained Than Employees Believe

National Data



Source: Strong Minds at Work Report (Unum/Disability Management Employer Coalition)



# Employees Fear the Stigma Associated with Mental Wellness Issues



## 68%

of employees nationally worry that reaching out about a mental health issue could negatively impact their job security.<sup>(1)</sup>



## 1 of 5

state employees surveyed are not comfortable having and fear wellness conversations with their supervisor.



# Employees Feel Leaders Do Not Prioritize Their Mental Wellness

What percent of State of Missouri employees feel their mental wellness is not important to supervisors and department leadership?

**35 %**



"...my supervisor I feel is concerned about my wellbeing. However, as a 19 year State of Missouri employee, I don't feel that my department cares about my wellbeing."

-Anonymous Survey Respondent



## Supervisors Feel Leaders Do Not Prioritize Employee Mental Wellness



**4** out of **10** supervisors surveyed do not feel that upper management supports prioritization of employees' mental wellness.



# State of Missouri Does Not Have a Statewide Wellness Coordinator

- The 7 top rated companies with outstanding wellness programs all have a designated position responsible for the oversight of the program (e.g. Google, Draper, Inc., Zappos) <sup>(1)</sup>
- Several states also have a statewide wellness coordinator position (MS, TX, CA)<sup>(2)</sup>
- Current Wellness Ambassadors – Wellness is not their priority; no passion for the program



Source: <sup>(1)</sup> Mashable

<sup>(2)</sup> CDC, Current Practices in Worksite Wellness Initiatives



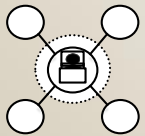
# Top Four Priorities for State Leaders



Remove the stigma associated with mental wellness issues and perceived lack of support from management



Supervisors need formal mental health training



Create a State of Missouri Wellness Coordinator position



Make wellness information centralized and readily accessible







## Management Role Modeling Employee Wellness to Break the Stigma

- Break the stigma and calm the fear of mental wellness issues
  - Supervisors, Managers, and Senior Management openly discuss wellness issues and available programs
  - Promote a stigma-free culture
  - Recommend the use of annual leave to “de-stress”
- Encourage workforce use of wellness programs
  - Support the use of wellness sick leave
- ***Department of Mental Health (DMH) Cares***
  - Promote participation in weekly WebEx meetings





# Supervisor Wellness Training

- Include “Wellness” as one of the required categories for the new ***Leadership Development Rule***
- Specify mandated training for supervisors
  - Mental Health First Aid
  - Stress First Aid
- Use ***ENGAGE*** meetings to connect and follow-up with employees
- ***MO Learning*** path for Mental Health Wellness Resources
- Work with MCHCP to develop and distribute a video regarding wellness programs





# Statewide Wellness Coordinator

- Assigned to OA, Division of Personnel
  - Liaison with MCHCP, DMH, and DHSS
- Responsible for:
  - Strategic plan
  - Information distribution
  - Maintain wellness information hub on the ***Employee Self Service (ESS) portal***
  - Develop and promote wellness training
  - Research wellness opportunities for State of Missouri
  - Engage the Wellness Ambassadors





# Wellness Information Distribution

- Centralized Hub (**ESS**)
  - Description of wellness programs offered and links to those programs
  - Access to wellness resources, including handouts
- Pamphlet Distribution
  - Mental Health hotlines
  - Distribute MCHCP handouts to all supervisors and employees
  - Integrate into onboarding

## Benefits Links

<a href="#">Log Me In To Commuter Benefits Program (ASI)</a>
<a href="#">Log Me In To Missouri Cafeteria Plan (ASI)</a>
<a href="#">Log Me In To Missouri Consolidated Health Care Plan (MCHCP)</a>
<a href="#">Log Me In To Missouri State Employees' Retirement System (MOSERS)</a>
<a href="#">Log Me In To State of Missouri Deferred Compensation Plan</a>
<a href="#">Take Me To Achieving a Better Life Experience Program (MOABLE)</a>
<a href="#">Take Me To Missouri Department of Conservation Employee Benefit Information</a>
<a href="#">Take Me To Missouri Saving for Tuition Program (MOST)</a>
<a href="#">Take Me To Missouri Voluntary Life Insurance Commission (MOVLIC)</a>
<a href="#">Take Me To MoDOT and Highway Patrol Employees' Retirement System (MPERS)</a>
<a href="#">Take Me To Non-State Sponsored Voluntary Products available for Payroll Deduction</a>
<a href="#">Take Me To State of Missouri Employee Discount Website</a>
<a href="#">Take Me To Treasury Direct (US Savings Bonds)</a>
<a href="#">Take Me To WeSave Missouri State Employee Discount Program</a>

Current ESS Portal



# Seize the Moment: Change the Perception of Mental Wellness

Now is our **opportunity** as Missouri leaders to use this shared experience and influence to improve the State of Missouri employees' mental wellbeing by:

- Creating a stigma-free culture towards mental wellness
- Normalizing mental wellness discussions by sharing our personal stories
- Prioritizing our employees' mental wellbeing

**BE A POSITIVE MENTAL HEALTH ROLE MODEL**



# Thank You

Questions?



# References

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