

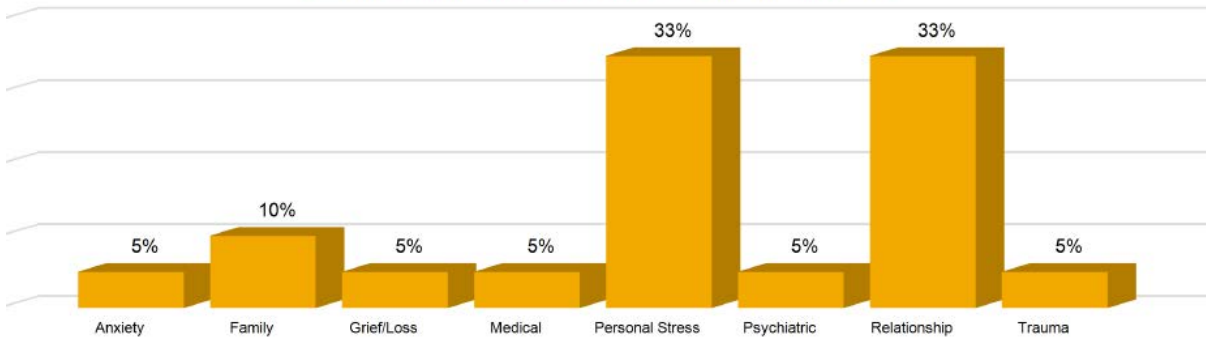
BCFD Live Well Program

Jan 1, 2020 – Dec 31, 2020

Trends and Observations

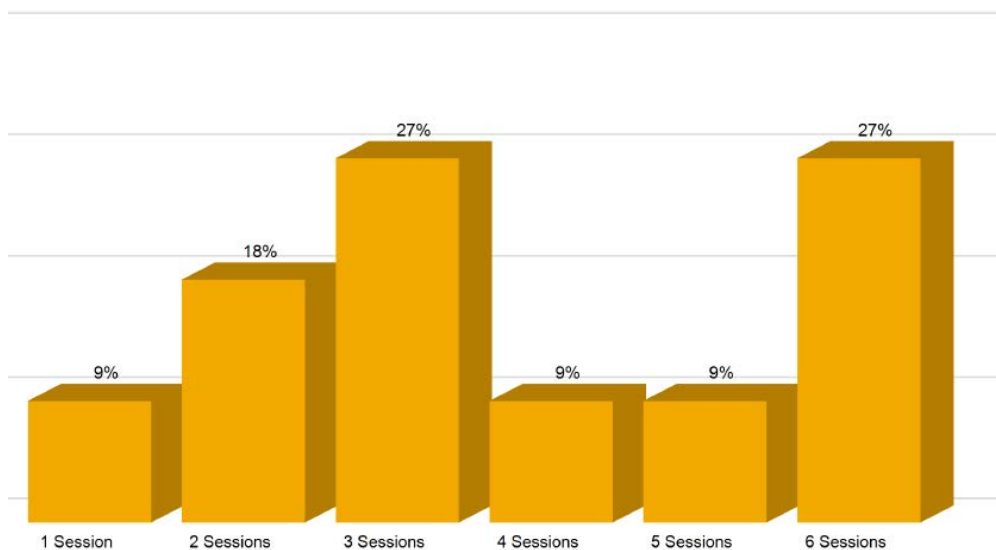
- Trend 1 – Utilization increased in Q3 & Q4 after a trend of lower access in the first 4-months of the pandemic - 2021 is off to a good start with 5 cases having already been opened
- Trend 2 – Top presenting issues were: Relationship, Personal Stress, and Family. Relationship and Personal Stress have been in the top 3 across much of the BHS' BOB during the pandemic

Presenting Problems For Self Referral And Formal/Mandatory Cases



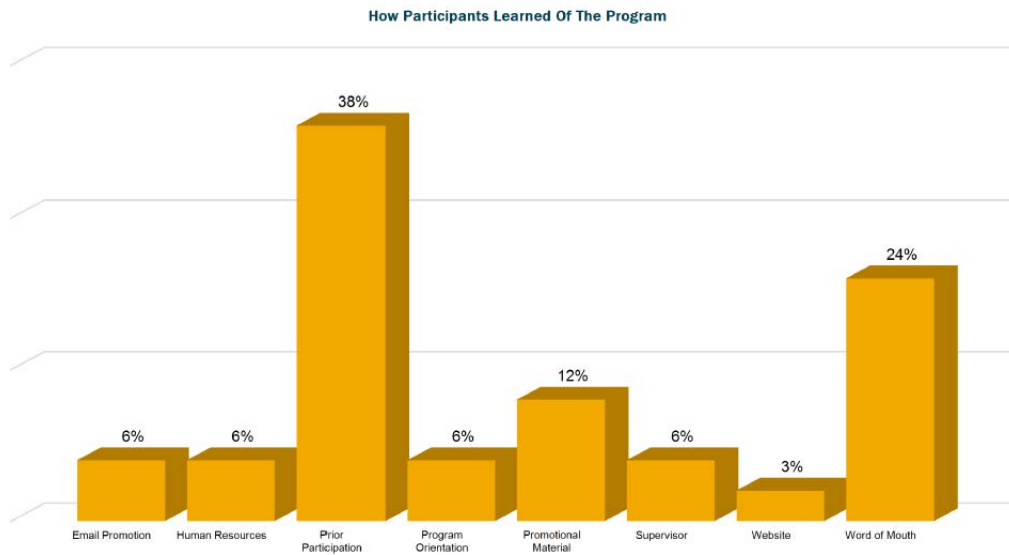
- Trend 3 – Childcare and Eldercare work-life services were not utilized however those resources were accessed in the BHS portal
- Trend 4 – 27% of cases utilized all 6 sessions with an overall average of 3.73 sessions/case which aligns with the national average for a 6-session model

Percentage Of Sessions Completed For Closed Self Referral And/Or Formal/Mandatory Cases



Average Number Of Sessions Used: 3.73

- Trend 5 – 31% of participants accessed services via online methods. 24% knew of the Live Well program via Word Of Mouth



- Trend 6 – 63% of cases were managed via video or telephonic sessions and may become more of an industry norm, as individuals become more comfortable with technology
- Trend 7 – Top categories of interest in the BHS portal were: Financial Support, Relationships, and Benefit Review

Survey Says!

“My care coordinator was responsive, understanding, and caring. She placed me with the right therapist.”

“Keep up the great work!”

Program Goals for Moving Forward

- Recommendation 1 – Continue to offer/record virtual chats to engage employees in healthy activities
- Recommendation 2 – Promote the portal resources as well as the ease of access and in-the-moment support feature of the Live Well program
- Recommendation 3 – Consider virtual refresher orientations and/or a recorded presentation for posting to BCFD intranet