



## **AGENDA**

### **State and Public School Life and Health Insurance Board Benefits Sub-Committee**

**October 3, 2014**

**10:00 a.m.**

**EBD Board Room – 501 Building, Suite 500**

- I. Call to Order .....Shelby McCook, Chairman***
- II. Approval of August 8, 2014 Minutes .....Shelby McCook, Chairman***
- III. New Committee Member Introduction .....Shelby McCook, Chairman***
- IV. Employee Assistance Program ..... Dale Branda, ComPsych***
- V. Director's Report .....Bob Alexander, EBD Executive Director***

#### ***Upcoming Meetings***

***November 7<sup>th</sup>***

***January 9<sup>th</sup> 2015***

***NOTE: All material for this meeting will be available by electronic means only asepse-board@dfa.arkansas.gov***

***Notice: Silence your cell phones. Keep your personal conversations to a minimum. Observe restrictions designating areas as "Members and Staff only"***

# **State and Public School Life and Health Insurance Board Benefits Sub-Committee Minutes October 3, 2014**

The Benefits Sub-Committee of the State and Public School Life and Health Insurance Board (hereinafter called the Committee) met on October 3, 2014, in the EBD Board Room, 501 Woodlane, Suite 500, Little Rock, Arkansas.

## **Members Present**

Janis Harrison  
Carla Wooley-Haugen  
Becky Walker  
Shelby McCook  
Jeff Altemus  
Angela Avery  
Claudia Moran

## **Members Absent**

Dan Honey

Bob Alexander, Executive Director, Employee Benefits Division (EBD)

## **Others Present**

John Kirtley, David Keisner, Dwight Davis, UAMS; Lori Eden, Stella Greene, Ethel Whittaker, Leslie Smith, Janna Keathley, Marla Wallace, EBD; Kristi Jackson, Dale Branda, Jennifer Vaughn, Dale Grenolds, ComPsych; Pam Lawrence, AHH; Eileen Wider, Sylvia Landers, Minnesota Life; Mark Watts, Nicholas Poole, ASEA; BJ Himes, Andra Kaufman, QualChoice; Wayne Whitley, Ronda Walthall, Larry Dickerson, AHTD; Treg Long, ACS; Alicia Hayden, CTRX; Steve Althoff, MTI; Jennifer Smith, ASU; Andy Davis, Arkansas Democrat Gazette; Jackie Baker, ASP; Kim Henderson, ADFA; Ro Summers, ACHI; Bill Clary, H&H; Robyn Keene, Mike Mertens, AAEE; Marvin Parks, BPS; Diana Shoptaw; Kathleen Crain, ADE; Kanita Collins, Takisha Sanders, M. Carlson, Health Advantage; Eric Hicks, KARK; Martha Hill

## **Call to Order**

The meeting was called to order by Shelby McCook, Chairman

## **Approval of Minutes**

A request was made by McCook to approve the minutes from August 8, 2014. Harrison made the motion to approve. Wooley-Haugen seconded. All were in favor.

## **Minutes approved**

### **INTRODUCTION OF NEW BOARD MEMBER:** *by Shelby McCook, Chairman*

McCook introduced and welcomed Claudia Moran as the newest Benefits Sub-committee Member. Moran is a native of the Community of Sherwood. She is an Occupational Therapist for the North Little Rock School District. She is the third teacher employee from North Little Rock to represent PSE teachers on the Benefits Sub-committee.

### **EMPLOYEE ASSISTANCE PROGRAM:** *by Dale Branda, ComPsych*

Branda reported ComPsych was founded in 1984 and has grown to be the largest provider of EAP services in the world. Partner with EBD since January 1, 2012. They have an expansive and diverse customer base covering more than 62 million individuals and 23,000 organizations throughout the U.S. and over 120 countries.

Customer base includes over 750 government entities of all sizes, including several other states. They are a GSA approved contractor. ComPsych is the pioneer and leading provider of fully integrated EAP. Legal, financial, work-life and wellness services under its Guidance Resources brand.

They offer services in Employee Assistance, Wellness, Work-Life Services, Legal Information, and Financial Information.

The following chart indicates The Program Utilization:

	2014 YTD as of 07/31	2013	2012
Total Points of Contact	12,904	9,666	6,149
EAP/Counseling	2,285	2,797	2,361
Legal & Financial Issues	1,415	1,937	1,043
Work/Life	977	1,436	845
Wellness Program	7,571	2,726	1,593
Critical			

Incident/Training	656	770	307
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The total 2014 utilization to date this year is over 210% of the program's first year (2012).

The ComPsych EAP significantly reduces absenteeism, lowers stress, and improves productivity in the workplace. The EAP closes 94% of cases without referral to the medical program. The Health Coach Phone lines are available 24 hours daily.

Return from Program = \$2.62 for each \$1.00 invested. Return on Investment considers only live EAP counseling cases. It does not include the benefit of legal, financial, work/life, or online services, and it does not include the benefits of the Healthy Guidance wellness programs.

The goal is to build current wellness momentum into a sustained, outcomes-based program that yields real behavior change for employees and improved medical plan experience for EBD.

#### **DIRECTOR'S REPORT:** *by Bob Alexander, Executive Director EBD*

Alexander reported after speaking with Senator Pryor regarding Medicare Advantage. Unfortunately, the consultant passed away. Therefore, it has been postponed until further notice.

#### **Meeting Adjourned**



COMPSYCH®  
GuidanceResources® Worldwide

## EAP and Wellness Program Overview

Benefits Subcommittee Meeting

Meeting Date: October 3, 2014

**STAY AHEAD** of Productivity, Performance and Health Issues



## ComPsych® Team

### **Dale Grenolds**

*Senior Vice President, Sales and Account Services  
Chicago, IL*

### **Dale Branda**

*Director, Account Services  
Chicago, IL*

### **Jennifer Vaughn**

*Account Representative  
Little Rock, AR*

### **Kristi Jackson**

*Service Coordinator  
Little Rock, AR*

## Agenda

ComPsych® Introduction

Programs and Services

Utilization

Program Return on Investment

Next Steps

## Overview

Founded in 1984 and grown to be the largest provider of EAP services in the world

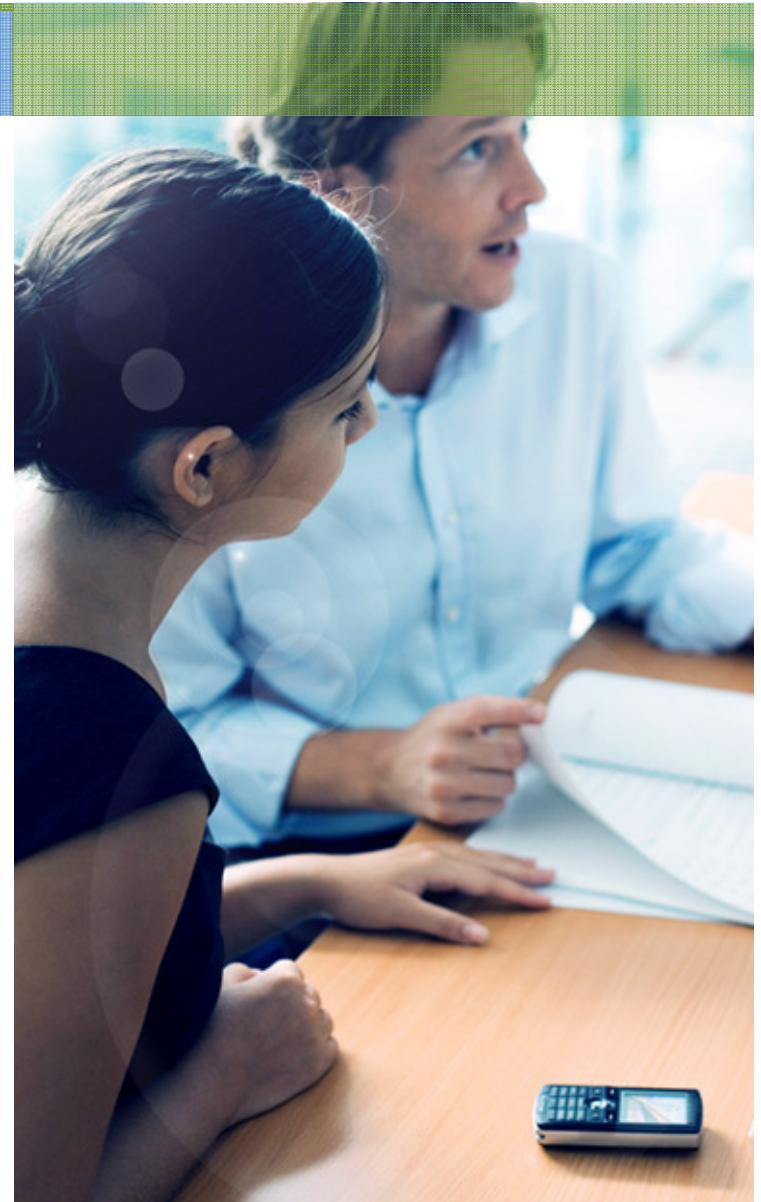
Partner with EBD since January 1, 2012

Expansive and diverse customer base covering more than 62 million individuals and 23,000 organizations throughout the U.S. and over 120 countries

Customer base includes over 750 government entities of all sizes, including several other states

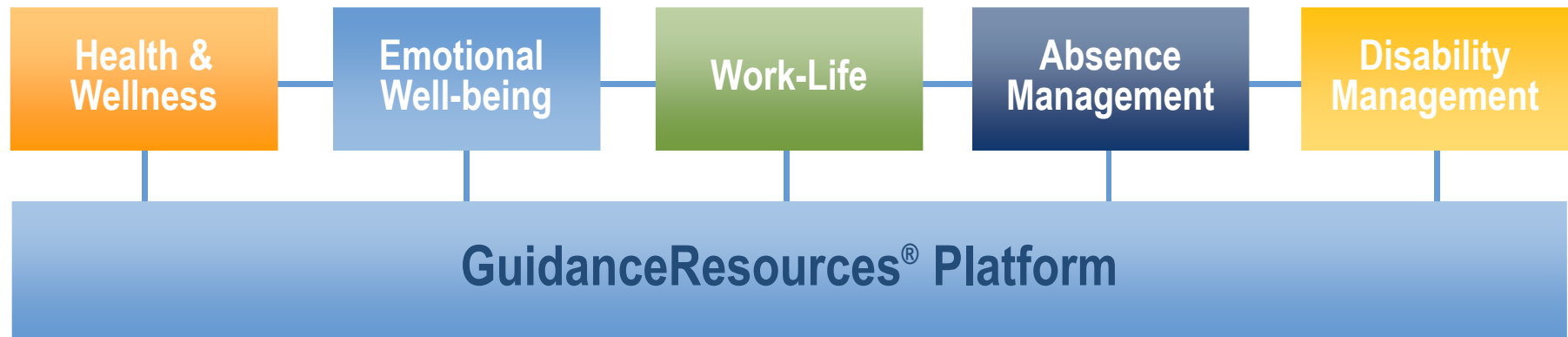
GSA approved contractor

Pioneer and leading provider of fully integrated EAP, legal, financial, work-life and wellness services under its GuidanceResources® brand





## Creating the Optimal Workforce



**For Employers:** A total solution for employee productivity pre-empting issues before there are costs and problems

**For Employees:** A whole person approach, complete guidance, resources and information for any aspect of life

**The Result:** Motivated, healthy and engaged employees



# ARBenefits Program Summary

## Employee Assistance

8 face-to-face behavioral health counseling sessions

LegalConnect®

FinancialConnect®

FamilySource®

GuidanceResources Online®

240 hours of training

## HealthyGuidance®

Health coaching

- › Tobacco cessation
- › Diabetes prevention
- › Cardiovascular disease prevention
- › Stress management
- › Weight management
- › Sleep coaching
- › HealthyGuidance Kids

Health risk assessment

Interactive wellness portal

## Management Services

Local account management team

Manager consults

Conflict resolution

Critical incident support

Detailed reporting

# The GuidanceResources® Process



## Program Utilization

	<b>2014 YTD</b> (as of 7/31)	<b>2013</b>	<b>2012</b>
<b>Total Points of Contact</b>	<b>12,904</b>	<b>9,666</b>	<b>6,149</b>
EAP/Counseling	2,285	2,797	2,361
Legal & Financial Issues	1,415	1,937	1,043
Work/Life	977	1,436	845
Wellness Program	7,571	2,726	1,593
Critical Incident/Training	656	770	307

Total 2014 utilization to date this year is over 210% of the program's first year (2012)

# Presenting Issues

## Employee Assistance Program

- › Counseling
  - Psychological
  - Relationship
  - Family/Child
- › LegalConnect®
  - Divorce
  - Civil
  - Family Law
- › FinancialConnect®
  - Retirement Planning
  - Budgeting
  - Mortgages & Debt
- › FamilySource®
  - Child Care
  - Gov't Financial Assistance
  - Moving-Apt

## HealthyGuidance®

- › Health risk assessment
- › Weight management coaching
- › Tobacco cessation coaching

## GuidanceResources® Online

- › Online Topics
  - Fitness & Nutrition
  - Physical Health
  - Emotional Wellbeing
- › Online Searches
  - Lawyer
  - Child Care
  - Financial Planner



GuidanceResources Online  
welcomes ARBenefits.

## I'm Looking For

- Counselor
- Lawyer
- Certified Financial Planner
- Child Care Provider
- Elder Care Provider
- College and University
- Discounts

## Wellness

- Health Risk Assessment
- Online Wellness

## Alert: Breaking News and Information



### Ebola Resource Guide

The 2014 Ebola outbreak is one of the largest Ebola outbreaks in history. Get the latest information here.

## News from Your Organization

### Hurry to Good Health! HRA Promotion With Great Prizes!

Complete the HRA (Health Risk Assessment) between May 5th and June 29th and be eligible to WIN weekly prizes, 37 WINNERS in 8 Weeks! Including the WINNER of a NEW iPad!

Prize drawings begin May 12th and continue thru June 30th. Click on the RED HEART on this homepage to complete the HRA.

*Don't Delay Better Health, The deadline is 6/29/14.*



## Talking about Marriage

## News Headlines

October 1, 2014

- After-school Exercise May Improve Thinking Skills
- Online Alzheimer's Tests Inaccurate
- Vegetarian Day Marks Start of a Meat-free Month

Browse

Hot Top

- Alt

## GRO Information

<http://www.guidanceresources.com>

Web ID: ARBEN

## Ask a GuidanceConsultant

- Send a Question
- Chat
- Call 877-247-4621



## My Service Requests

Enter client details to view:

- Certifications
- Provider Contact Information
- Managed Care Claims
- Explanation of Benefits

## Recommended

Most Viewed Top Rated Newest

Understanding Your Employee Assistance Program

Understanding Your



## Program Outcomes

The ComPsych® EAP significantly reduces absenteeism, lowers stress, and improves productivity in the workplace

- › Outcome studies of those engaging with the EAP indicate the following:
  - 24% Reduction in number of days absent related to presenting issue
  - 63% Reduction in stress as related to presenting issue
  - 34% Reported improvement in productivity

The EAP closes 94% of cases without referral to the medical program

### ROI Model

- › Return from Program = \$2.62 for each \$1.00 invested
  - **ROI considers only live EAP counseling cases** - It does not include the benefit of legal, financial, work/life, or online services, and it does not include the benefits of the HealthyGuidance® wellness programs



## 2014 Initiatives

Goal: Build current wellness momentum into a sustained, outcomes-based program that yields real behavior change for employees and improved medical plan experience for EBD

### Wellness

- › HRA promotion – 5,634 HRAs completed to date
  - Targeted follow-up based on risk group now in progress to encourage action
- › In 2013 and 2014, over 580 people participated in the HealthyGuidance® coaching, which is almost 1,600 sessions
  - 748 weight management coaching sessions
  - 775 tobacco cessation coaching sessions
- › HealthyGuidance continues to integrate with the medical and pharmaceutical plans for nicotine replacement therapy (NRT)
- › Online coaching expansion: *Smoking Cessation, Healthy Aging and Life Balance*

# 2014 Initiatives

## Training

- › Almost 600 participants this year -- over 100 live training topics available at no cost
- › Curriculum expansion -- *Resiliency*, *New Financial Realities* and other titles for 2014
- › Full training session posted online each quarter
- › 10 new web-based, interactive sessions released in July

## Communications

- › Service Coordinator reaches each HIR twice/month with wellness and EAP information
- › Full use of EBD communication vehicles (*The Buzz*, *eNewsletter*)
- › Direct outreach: calls and on-site support from our account service team

## Next Steps - Integration Opportunities

### Co-branded communications (ComPsych® and AHH)

- › Communicate AHH and ComPsych programs seamlessly, such that employees are presented with a full continuum of support services that is vendor-independent

### Integrated case management/EAP/Wellness opportunities

- › Bariatric surgery support
- › Maternity management
- › Diabetes prevention and support

### Proactive outreach based on disability or other data

### State-wide wellness challenge

- › HealthyGuidance® works with EBD and other state agencies to set incentives and manage a large-scale wellness events in support of EBD's wellness goals

### Consulting or other support for EBD wellness centers

## The ComPsych Experience—Our Guiding Principles

A **passion** and **dedication** for our clients and our work that is second to none.

A “**Build-to-Suit**” approach of **innovative**, cutting-edge programs uniquely designed for each client.

A service orientation to always **over-deliver** on customer expectations.

Impeccable **integrity**—demonstrated by our conduct in and out of the office.

Demonstrated superior **quality** and **value** that forges long-term service relationships with our clients.