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.
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 USG-insured 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](https://www.usg.edu/well-being/site/article/usg_employee_assistance_program)

- **Learn more.** 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
USG Well-being/Virgin Pulse
# USG Well-being

## Wednesday Virtual Workshops – Mental Health and Emotional Well-being

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Time</th>
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<tbody>
<tr>
<td>March 3</td>
<td>Supporting your Child's Mental Health</td>
<td>11:00 a.m.</td>
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<tr>
<td>March 17</td>
<td>Will There Be a Couch? What to Expect From Counselling</td>
<td>2:00 p.m.</td>
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<td>March 24</td>
<td>Building Resilient Muscles</td>
<td>12:30 p.m.</td>
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<td>March 31</td>
<td>Bereavement: Coping with Loss</td>
<td>1:00 p.m.</td>
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<td>April 7</td>
<td>Disrupting Negative Thoughts</td>
<td>11:00 a.m.</td>
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<td>April 21</td>
<td>Identifying Signs of Addiction in a loved one</td>
<td>12:00 p.m.</td>
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<tr>
<td>April 28</td>
<td>Coping with Change</td>
<td>12:30 p.m.</td>
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<td>May 5</td>
<td>Healthy Mind Toolkit; Boosting your Mental Health</td>
<td>1:00 p.m.</td>
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<td>May 19</td>
<td>Creating a Resilient mindset</td>
<td>11:30 a.m.</td>
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<tr>
<td>May 26</td>
<td>Switching Off-Preventing Digital Burnout</td>
<td>12:00 p.m.</td>
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[https://www.usg.edu/well-being/events](https://www.usg.edu/well-being/events)
USG Well-being/Virgin Pulse

- **USG Well-being phone coaching**

  Coaching by Phone with Virgin Pulse

  ![Coaching by Phone with Virgin Pulse](image)

  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

  ![Reducing Stress](image)

  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](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 Farrah.Williams@usg.edu

- 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
Accolade – Personal Health Assistant

- Login to OneUSG Connect – Benefits
  - (OneUSGConnect.usg.edu – Click on Manage Benefits)
Accolade Provider Search
Anthem network of doctors and facilities
Accolade – Mobile

Download the Accolade mobile app.
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/](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 deductible.

*If you experience medical emergency, call 911 or go to emergency room!*
USG Healthcare Plan - Kaiser enrolled employees
Kaiser Permanente

- 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](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
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 research 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 appointment online** with your primary care doctor.
- **Call to make an appointment for therapy and other counseling services.** Use our location finder 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)
Kaiser Permanente

- 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

Messages of encouragement

With inspiration you can find the words of support that can make all the difference to you or someone you care about. Look through our videos, artwork and more for ways you can help stop stigma and spread hope.
Kaiser Permanente

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.
Kaiser Permanente

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
Questions?
USG Mental Health Initiative

Sponsored by Governor’s Emergency Education Relief Fund

Questions or concerns? Email USG-MHI@usg.edu
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.
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 CARES Act in support of the work by the USG Mental Health Task Force.
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)
Focus Areas

- Central Administrative Support
- Strategic Planning
- Campus Mini-grants
- Clinical Support
Focus Areas

- Clinical Support
- Central Administrative Support
- Campus Mini-grants
- Strategic Planning

Mini-grants are marked with a yellow star.
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
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

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

ICare ICBT program
- Self-guided Internet-based cognitive behavioral training (ICBT) developed specifically for college students
- 8 sessions completed on a student’s own schedule
- Supported by CONNECT Navigators

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

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

Wellness Hub
- Best-in-class custom content designed for students
- Access to videos, written content, and self-assessments
- Contributors include JED Foundation, Hazelden Betty Ford, MGH Clay Center for Young Healthy Minds
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.
CONNECT@College – Service Details

CONNECT@CoastalGeorgia

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 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, anywhere at 470-578-6690 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.

VIDEO COUNSELING

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

Nigel Cares (Christie Campus Health)
A free 24/7/365 mental health support resource for UNG students.
Develop short- and long-term strategies to support mental health and well-being 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
"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."
In recognition of the unique needs of each USG campus, mini-grants 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
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.
Focus Areas

- Central Administrative Support
- Strategic Planning
- Campus Mini-grants
- Clinical Support
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

<table>
<thead>
<tr>
<th>Name</th>
<th>Project Role</th>
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<tbody>
<tr>
<td>Dr. Juanita Hicks</td>
<td>Project Sponsor</td>
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| Vice Chancellor of Human Resources
  University System of Georgia |
| Dr. Chip Reese      | System MHI Project Director           |
| Associate Vice President for Student Affairs
  Columbus State University |
| Dr. Lacy Till       | System JED Project Coordinator        |
| Licensed Psychologist, Suicide Prevention Coordinator
  Augusta University |
| Rich Loftus         | Project Manager Lead                  |
| Associate Vice Chancellor of Strategic Implementation
  University System of Georgia |
| Tracie Arnold-Dixon | Project Manager                        |
| Senior Project Manager for Strategic Implementation
  University System of Georgia |
| Dr. Joyce Jones     | Student Affairs Subject Matter Expert(SME) |
| Vice Chancellor for Student Affairs
  University System of Georgia |
Campus Administrative Support: POCs

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

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.

While USG students have proven to be remarkably resilient during the pandemic, with higher academic achievement and a record number of degrees awarded, the need for additional on-campus mental health resources has been heightened by the unique challenges students face right now. The USG Mental Health Task Force, appointed in 2019, has worked to identify areas of need across USG and recommend how to immediately expand mental health support services for students with the GEER funding allocation.
Campus Administrative Support: POCs

Campus Point of Contact: Each institution has a central point of contact appointed by their President.
Healthy Minds Survey Pre-work

Nov 10 - Dec 7

Campuses Identification of Project Teams

Nov 9 - 10

(JED) Campus Registration

Nov 10 - 11

Individual Campus Meetings

Nov 16 - 20

Mini-Grant Requests

Nov 9 - 30

Jan. 1

Go-live
USG Mental Health Initiative

Sponsored by Governor’s Emergency Education Relief Fund

Questions or concerns? Email USG-MHI@usg.edu