

Mental Health and Wellness Support for Restaurant Workers

Presented by:

Illinois Restaurant Association, Hope for the Day, HUB International, and UnitedHealthcare
in conjunction with
Cook County Board President Toni Preckwinkle and the Cook County Community Recovery
Initiative including partners Illinois Business Immigration Coalition and National Partnership
for New Americans.

January 28, 2021



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ILLINOIS



RESTAURANT
ASSOCIATION

IllinoisRestaurants.org

Cook County
COMMUNITY
RECOVERY INITIATIVE



*Strengthening residents and small businesses affected by
COVID-19 through rapid financial relief and essential support*

CookCountyIl.gov/Recovery

Cook County
COVID-19
RECOVERY
*Small Business
Assistance*



CookCountySmallBusinessAssistance.com



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Panelists



Trevor Rose-Hamblin
Mental Health Instructor
Hope For The Day's 86 The Silence
And Co-Founder Old Irving Brewing Co



Fran Scott, M.Ed.
Health & Performance Practice Leader
HUB International



Tammy Huf, BSN, MBA, RN
Director of Client Management,
Behavioral Health
UnitedHealthcare



Hope For The Day's 86 The Silence And Co-Founder Old Irving Brewing Co



Trevor Rose-Hamblin

Mental Health Instructor

<https://www.hftd.org/find-help>



86

THE SILENCE

FOOD AND BEVERAGE MENTAL HEALTH

5



CHALLENGES THAT MAY AFFECT THE MENTAL HEALTH OF THOSE IN

THE FOOD + BEVERAGE INDUSTRY

- Internalizing other people's feelings or being too empathetic.
- Working long hours with little downtime to regroup.
- Lack of a social life outside of work.
- Interpersonal issues.
- Frustrated with the landscape of your profession.
- Feeling undervalued.
- An industry wide shortage of formal trainings on how to interact with and/or manage individuals with mental health challenges.



PROACTIVE PREVENTION



Hope for the Day (HFTD) is a non-profit movement empowering the conversation on proactive suicide prevention and mental health education.

THREE TARGETS OF PROACTIVE WORK

RAISE VISIBILITY

GET EDUCATED

TAKE ACTION



STIGMAS.....

Social and cultural factors that influence and try to dictate how we are permitted to express ourselves as individuals.



8



IF YOU CAN'T TAKE
THE HEAT, **GET OUT**
OF THE KITCHEN.

86
THE SILENCE
FOOD AND BEVERAGE MENTAL HEALTH



HOW TO BE SUPPORTIVE

When someone experiences a mental health challenge, here is how you can be supportive.



LISTEN



**BE NON
JUDGMENTAL**



**ASK WHAT
NOT WHY**



**GIVE INFORMATION
DON'T DIAGNOSE**



**ACT AS
A BRIDGE**



**TEAMMATE
IN SUPPORT**



BROUGHT TO YOU BY OUR PARTNERS IN PREVENTION



WE ARE IN THIS TOGETHER

CITATIONS



National Institute
of Mental Health



American Foundation
for Suicide Prevention



World Health
Organization



HUB International



Fran Scott, M.Ed.

Health & Performance Practice Leader



Agenda

1. Framing Wellbeing and Mental Health
2. Impact of COVID on Mental Health
3. Mental Health Stats – Industry Spotlight
4. Barriers
5. Solutions
6. Resource List



Framing Wellbeing, Mental Health & Resilience

Wellbeing:

- Multi-dimensional
- Every aspect of life – personal and professional – influences one's state of wellbeing
- Range: low (struggling) to high (thriving)

Mental Wellbeing:

- WHO: a state of wellbeing in which an individual can reach their full potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.

Resilience

- The process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress—such as family and relationship problems, serious health problems, or workplace and financial stressors. As much as resilience involves “bouncing back” from these difficult experiences, it can also involve profound personal growth.



Mental Health Continuum



Mental Illness

Languishing

Moderately Mentally Healthy

Complete Mental Health & Flourishing



DSM diagnosis of mental disorder & low functioning

Low affective well-being & low functioning

Neither flourishing or languishing

High levels of well-being & high functioning

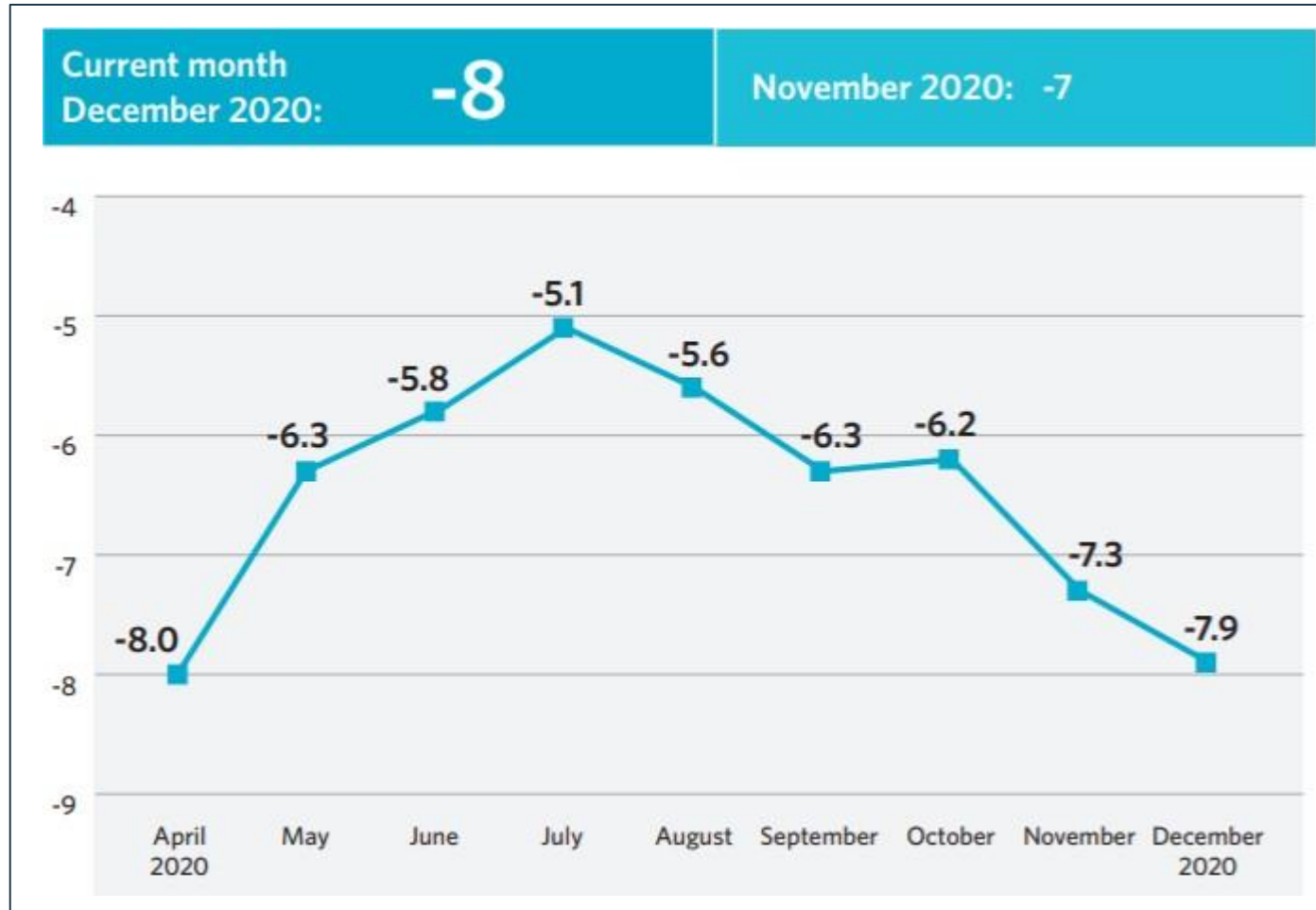
Adapted from Every Moment Counts, Keyes, C. L. (2007). *American Psychologist*, 62, 95-108.



2020 started...then this happened



Mental Health Index – last 7 months



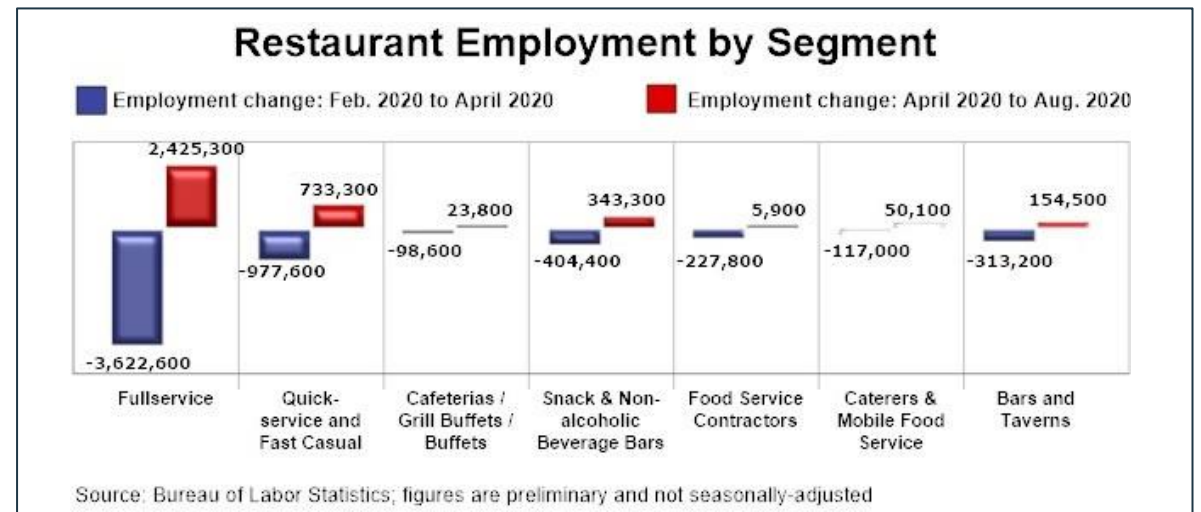
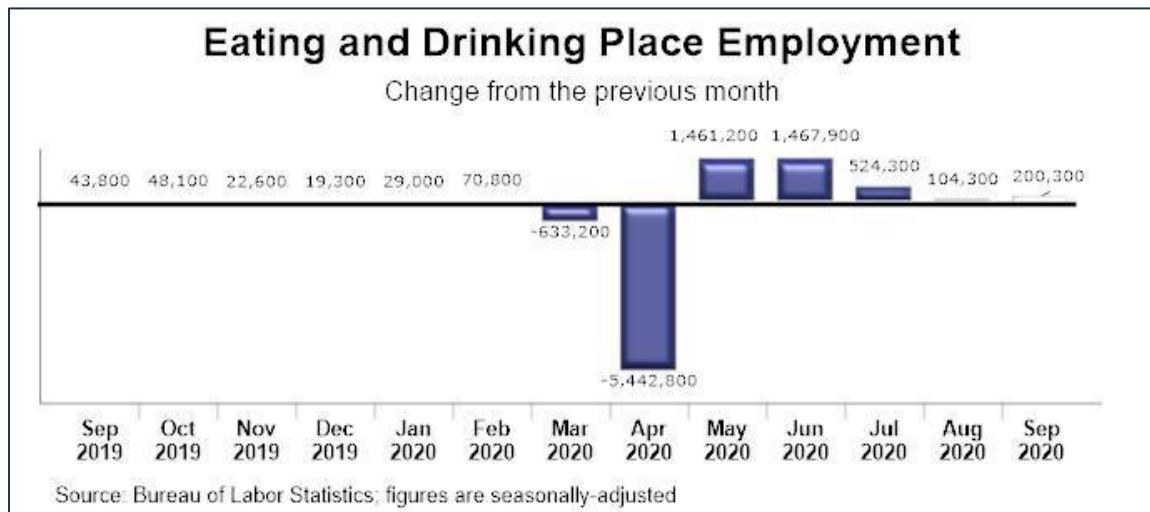
December marks the ninth consecutive month where the Mental Health Index™ reflects strained mental health in the US population.

Lifeworks - The Mental Health Index™ — The United States | December 2020



Restaurant Groups Hit Especially Hard

- According to the Bureau of labor statistics, Restaurants have lost nearly three times more jobs than any other industry since the beginning of the coronavirus outbreak.



Mental Health in the US – Industry Spotlight

Mental health is a state of successful performance of mental function, resulting in productive activities, fulfilling relationships with other people, and the ability to adapt to change and to cope with challenges. Mental health is essential to personal well-being, family and interpersonal relationships, and the ability to contribute to community or society. — healthypeople.gov

Approximately
1 in 5

suffer from a mental health issue every year.

Substance Abuse and Mental Health Services Administration

WHO estimates that depression and anxiety cost the global economy

1 Trillion

per year in lost productivity.

NIMH says that

50%

of mental health conditions go undiagnosed.

According to a survey from Mental Health America, not only are service workers in tipped environments [more likely to develop mental illness](#) than [those in non-tipped, salaried industries](#), but they also tend to have the [highest rates of heavy alcohol consumption](#).



Barriers Persist

56% of American adults with a mental health issue do not seek treatment

Stigma

- Average 8-10 years between onset of symptoms and treatment (*NAMI*)
- 80% of those with a mental health condition report shame and stigma prevent them from seeking treatment (*NAMI*)

Access

- 40% seeking care wait 1 week for treatment (*National Council for Behavioral Health*)
- 123 million Americans live in a mental health professional shortage (*Kaiser Family Foundation*)

Cost

- Subject to medical plan design
- Average 12-16 weekly session for clinical improvement



Solutions to Consider as an Employer

1	Stigma: Culture eats strategy for breakfast. Address your company culture and normalize mental health discussions. Consider an awareness campaign.
2	Access: Make it easy for your workers to get the help they need: help workers understand specifically how to utilize company or community resources
3	Cost: Many tactics organizations can take to promote employee mental health are completely free or that you may already have in place (e.g. community resources, industry resources, EAP)



Resource List for Restaurant Groups

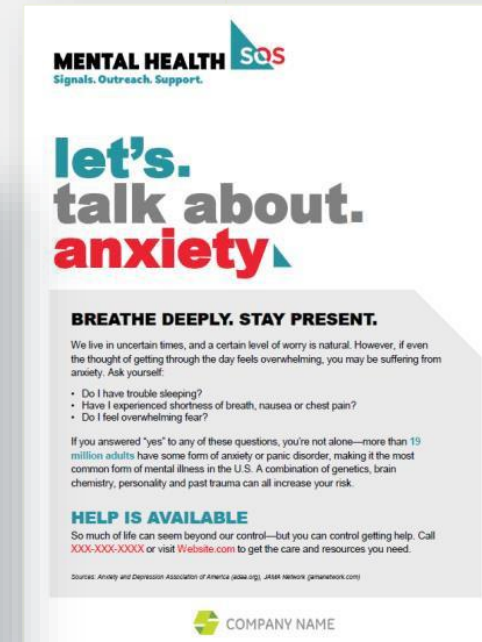
- Free Resources:
 - [James Beard Foundation](#)
 - [Restaurantafterhours.org](#)
 - [NAMI](#)
 - [Mental Health America](#)
 - [Illinois Restaurant Association](#) and [National Restaurant Association](#)
- Employer resources:
 - EAP (if available)
 - Awareness campaigns (e.g. HUB MH SOS)



HUB's Mental Health SOS Awareness Campaign

Mental Health S.O.S 12-Month Employee Awareness Campaign

- Customizable with your logo and [mental health resources](#) you make available
- Administrator's Launch Guide
- Leadership Announcement Email / Letter
- 8.5x11 PDFs for printing as posters
- Newsletter Snippets
- Emails



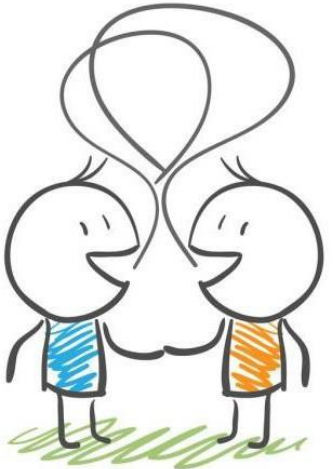
Promote 4 Individual Behaviors to Optimize Health

- 1. Eat
- 2. Rest
- 3. Move
- 4. Connect



HEALTHY SLEEP

NO	HEALTHY SLEEP	YES
DRINKING COFFEE		READING
DRINKING ALCOHOL		COMFORTABLE TEMPERATURE
HARD TRAINING		DAILY REGIME
WATCHING TV		MEDITATION
SOCIAL NETWORKS		HEALTHY FOOD



UnitedHealthcare



Tammy Huf, BSN, MBA, RN
*Director of Client Management,
Behavioral Health*





Behavioral Health



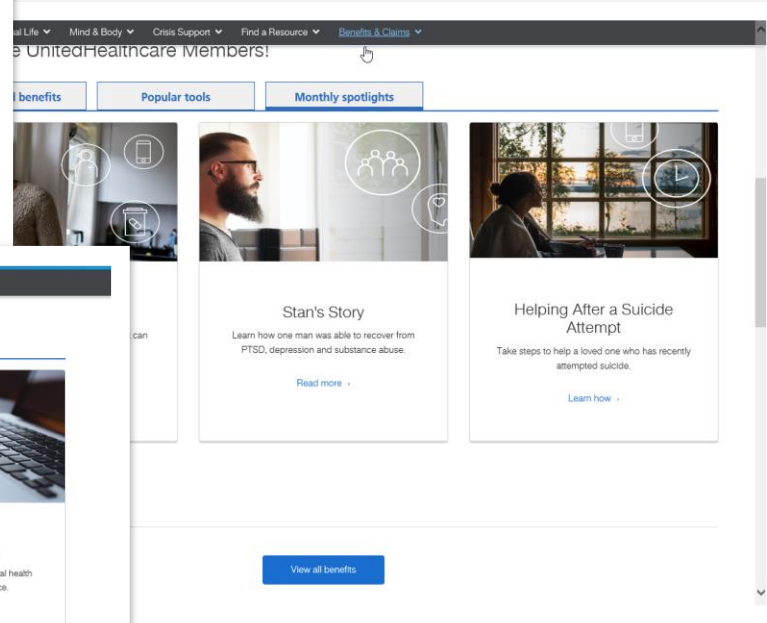
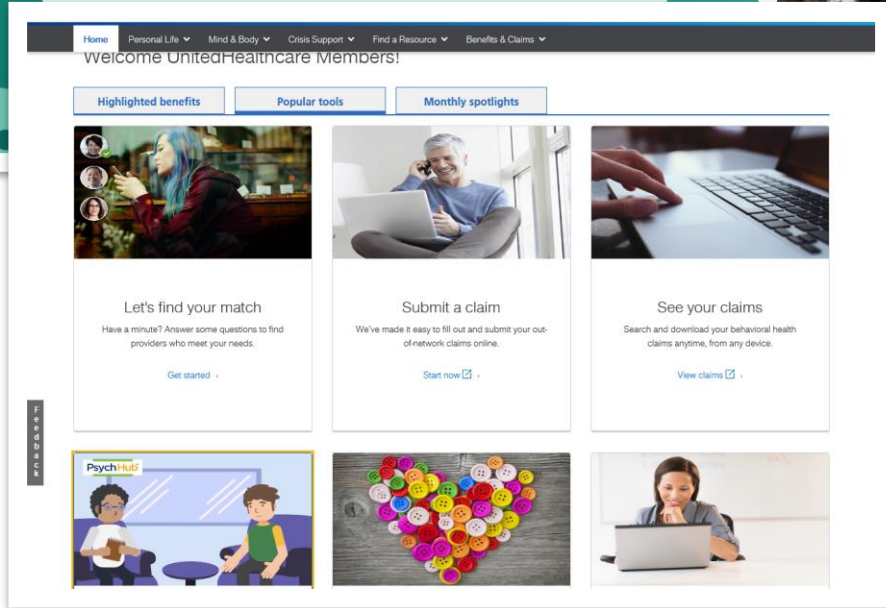
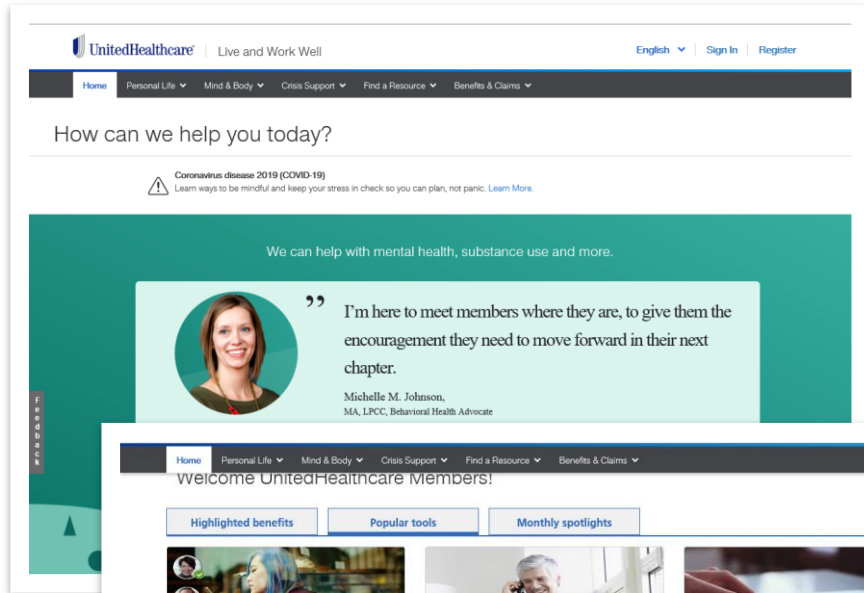
Behavioral Health Themes and Actions

With a global pandemic continuing to interrupt people’s everyday lives, access to behavioral health and emotional support has never been more critical.

Network	Access	Clinical Care	Innovation	Awareness
<p>High-performing practitioners and facilities. The best care and cost result when members stay in network.</p> <ul style="list-style-type: none"> • Network growth, Diversity and Adequacy of network • MAT, Specialty, and Platinum and Preferred SUD providers 	<p>Using virtual technology to help expand employee access to care.</p> <ul style="list-style-type: none"> • Guided Provider Search • Virtual Visits and Express access 	<p>Clinical guidance for ABA/Autism, SUD, Specialty Care.</p> <ul style="list-style-type: none"> • Clinical care continues to be important. • Public Crisis Line and Substance Use Disorder Helpline 	<p>Technology that drives access and clinical care</p> <ul style="list-style-type: none"> • Sanvello • Talkspace • AbleTo 	<p>Education and Anti-Stigma</p> <ul style="list-style-type: none"> • OptumEAP site and Liveandworkwell.com • Live Behavioral Health Webinars (Mental Health Matters) • Psych Hub



liveandworkwell.com



liveandworkwell.com

Key features:

- Provider search
- Managing and scheduling virtual visit appointments
- 24/7 help line
- eCards
- Access to articles, guides, videos and other resources on a variety of topics



Sanvello

Empowering people to get care on their terms

Sanvello is a top-rated self-help app that uses clinically validated techniques such as cognitive behavioral therapy (CBT). Individuals can relieve symptoms and build life skills that can reduce potential high-cost interventions through:

- Daily mood tracking
- Personalized progress
- Guided Journeys
- Coping tools
- Community support

On-demand self help for stress, anxiety and depression – **no diagnosis required**



Participants interact with Sanvello nearly **5X more often** than traditional therapy alone¹



Lasting effects

Sanvello **decreases symptoms of depression and anxiety** even after individuals stop using the app²



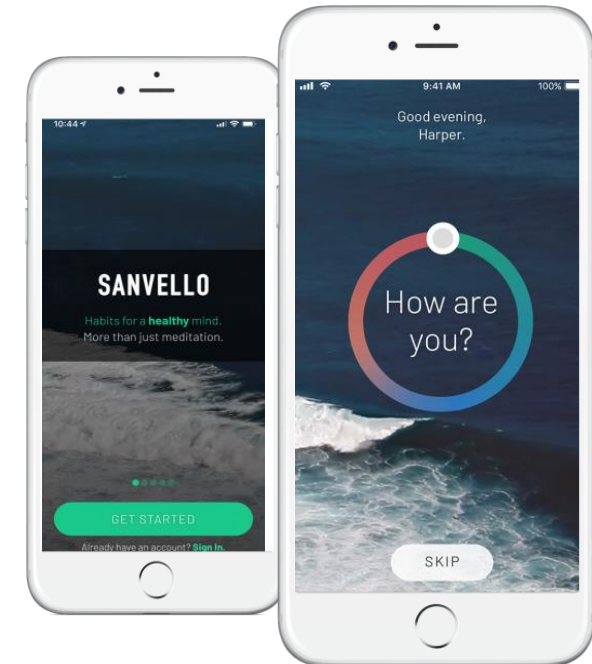
iOS



TABLET



ANDROID



1. Anne Moberg, Christine & Niles, Andrea & Beermann, Dale. (2019). Guided Self-Help Works: A Randomized Waitlist Controlled Trial of Pacifica, a Mobile App Integrating CBT and Mindfulness for Stress, Anxiety, and Depression. J Med Internet Res 2019;21(6):e12556, <https://www.jmir.org/2019/6/e12556/>

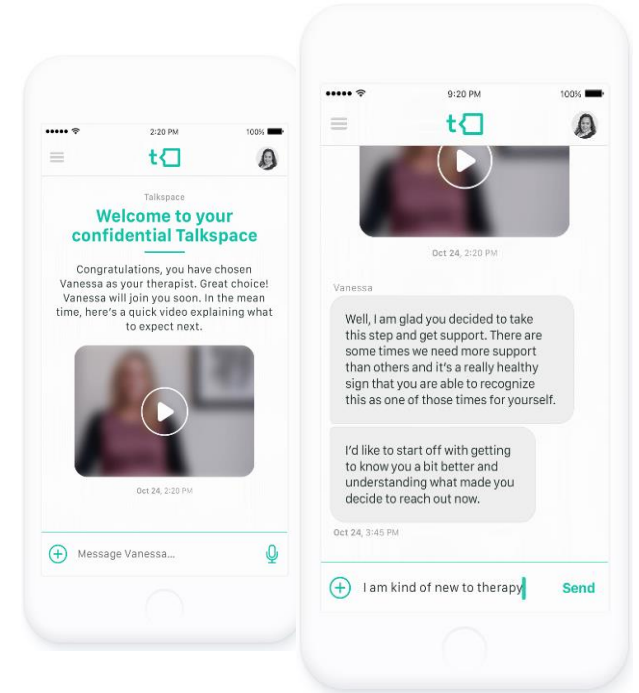


Expanded Virtual Visit Network with Talkspace

Connecting people to quality care with an effective alternative to face-to-face therapy



- **4000+** licensed therapists across all 50 states
- Digital provider matching tool
- **Send text, audio and video messages** and receive responses daily, 5 days per week
- Schedule **real-time video sessions** as needed
- **Ability to begin therapy within hours** of selecting a provider, no appointment needed
- <https://www.talkspace.com/connect>



98%

of users found Talkspace more convenient than traditional therapy

50%

fewer missed hours of work over a 7-day period after treatment

Talkspace study with Columbia University. Results reflect respondents to a study after 3 months of using Talkspace. Recent studies suggests text-messaging based psychotherapy delivery systems like Talkspace are effective, show statistically and clinically significant decreases in patients' levels of dysfunction, and achieve results that compare favorably with past clinical trials of face-to-face psychotherapy. Still, therapy through Talkspace may not be right for everyone, please review all terms and conditions. To learn more, go to [Talkspace.com](https://www.talkspace.com) and read about our User Survey and recent studies - <https://research.talkspace.com>



Medical Behavioral Dual Diagnoses: AbleTo


A Leading Provider of High-Quality Virtual Care


Evidence-based and personalized 8-week virtual therapy program provides convenient access and helps control medical costs


- 10 years delivering remote therapy
- 12 peer-reviewed published studies and research papers
- URAC, NCQA, HI-TRUST Accredited
- Nation-wide network of nearly 1,000 providers
- 800K+ completed sessions
- 25 million covered lives
- 9 health plan partners representing commercial, Medicare Advantage, and Medicaid lines of business
- 97% member satisfaction

IMPROVED BEHAVIORAL OUTCOMES		IMPROVED MEDICAL OUTCOMES		IMPROVED PRODUCTIVITY	
↓ 55%	↓ 45%	↓ 17%	↓ 46%	↓ 55%	↓ 43%
Depression	Anxiety	Pain severity	Medication Non-Adherence	Absenteeism	Presenteeism

PROACTIVE DATA-DRIVEN IDENTIFICATION AND OUTREACH

 Mark is overwhelmed managing type 2 Diabetes, experiencing depression and low energy. Based on information from Mark's claims data we predict a need.

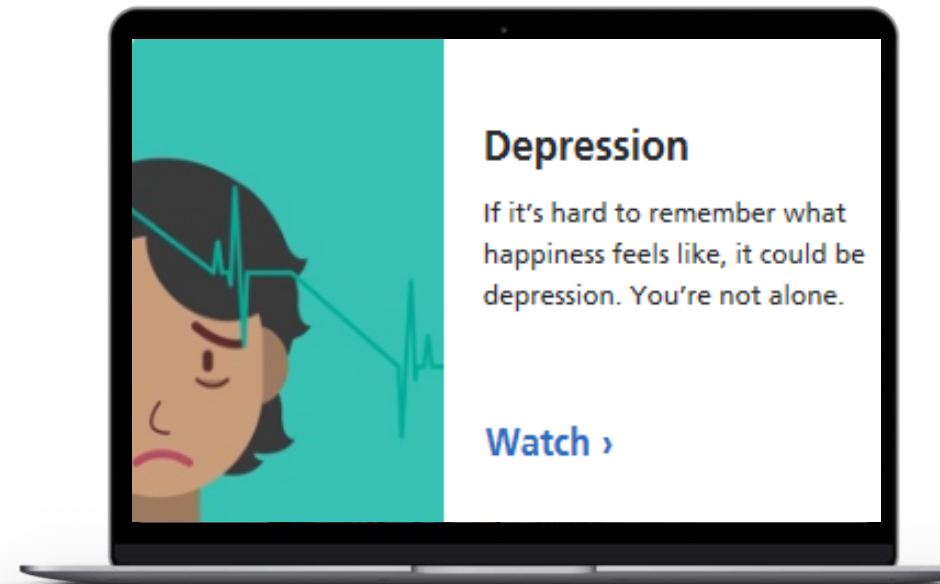
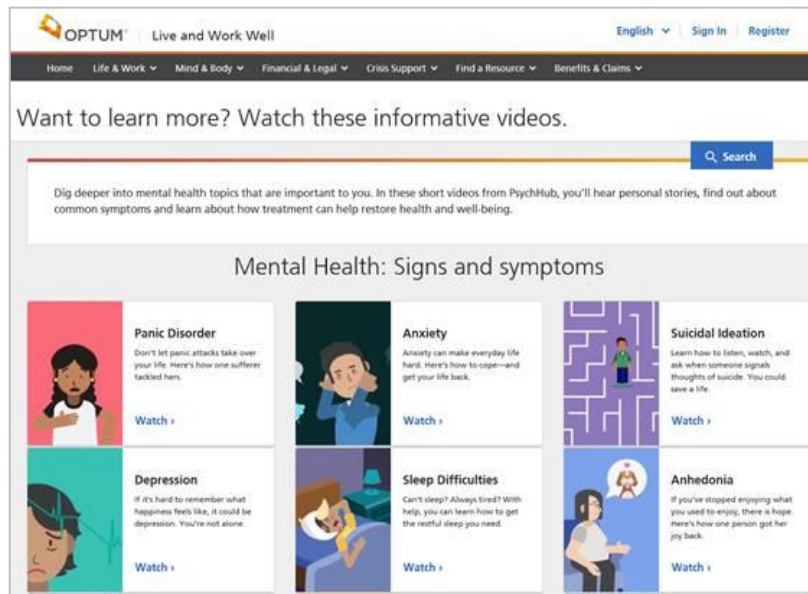


 Proactive outreach engages Mark in both behavioral coaching and personalized therapy via phone or video twice a week for up to 8 weeks.



Psych Hub Videos - Addressing Stigma

Supporting Consumer and Provider Education through short videos currently accessible on LiveAndWorkWell.com. **80%** of employees with a mental health condition attribute non-treatment to shame and stigma.¹ **Optum is developing tools and resources for members to help break down these barriers.**



1. <http://www.bhsonline.com/blog/ending-mental-health-stigma-in-the-workplace>

Q&A

Thank you!

