



wayForward

COVID-19 and Mental Health Trends





Introduction

Mapping employees' digital behavioral health needs and preferences in the time of COVID-19.

During the COVID-19 crisis, wayForward requested users to respond to our comprehensive survey. This comprehensive survey assessed 535 users across 20+ companies in six domains of mental health and emotional wellness.

wayForward's comprehensive survey covered screening for Depression, Anxiety, Stress, Sleep and Relationship problems as well as measured levels of Work-Engagement & Productivity. Additionally, since the pandemic made it impossible for individuals to access traditional mental health services such as in-person therapy, the purpose of our preference questions was to identify how individuals would prefer to access emotional wellness and mental healthcare.

The data from these have been highlighted within the current report, depicting current trends in needs and utilization of services, distributed across a varied demographic.

Furthermore, this data is provided on a de-identified aggregate basis in accordance with our rigorous privacy and security standards. At wayForward, we believe that privacy is non-negotiable and healthcare data has to be handled carefully, hence we are not only HIPAA compliant but SOC 2 certified.



Emotional Wellness **Assessment**

Anxiety

- Feeling nervous, anxious, or on edge
- Not being able to stop or control worrying
-and more



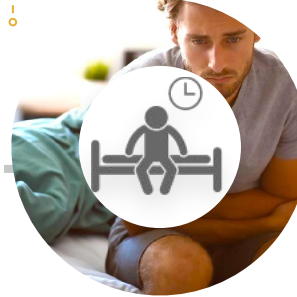
Depression

- Feeling sad, hopeless
- Not interested in pleasurable activities anymore
- Tired, unable to concentrate
-and more



Sleep

- Not able to fall or stay asleep
- Waking up in the night and worrying
-and more



And several more emotional wellness topics like

- Stress
- Relationships
- Work Engagement and productivity

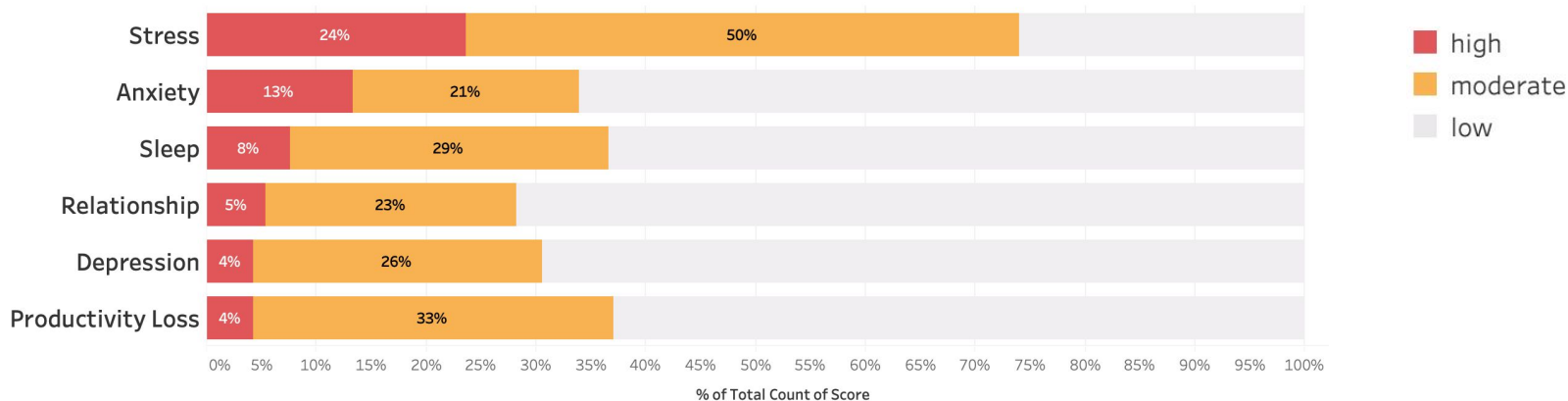


Over the last 2 weeks, how often have you been bothered by the following problems?



Top Organizational Concerns

OVERALL TRENDS: Based on assessment results for this limited time COVID-19 focused rollout, we see a high level of overall stress and anxiety, with almost 3 in 4 employees surveyed reporting moderate to high levels of stress. A large proportion of employees also report sleep problems and markedly reduced levels of productivity. The effects of stress, burnout, extended isolation and loss can have a long lasting impact on employee wellbeing and organizational productivity. Lower employee engagement, more mistakes at work and low morale are all related to lowered emotional health. During the current COVID-19 crisis, most organizations across the globe are observing such trends. However, efforts to mitigate these emotional issues can significantly improve wellbeing.



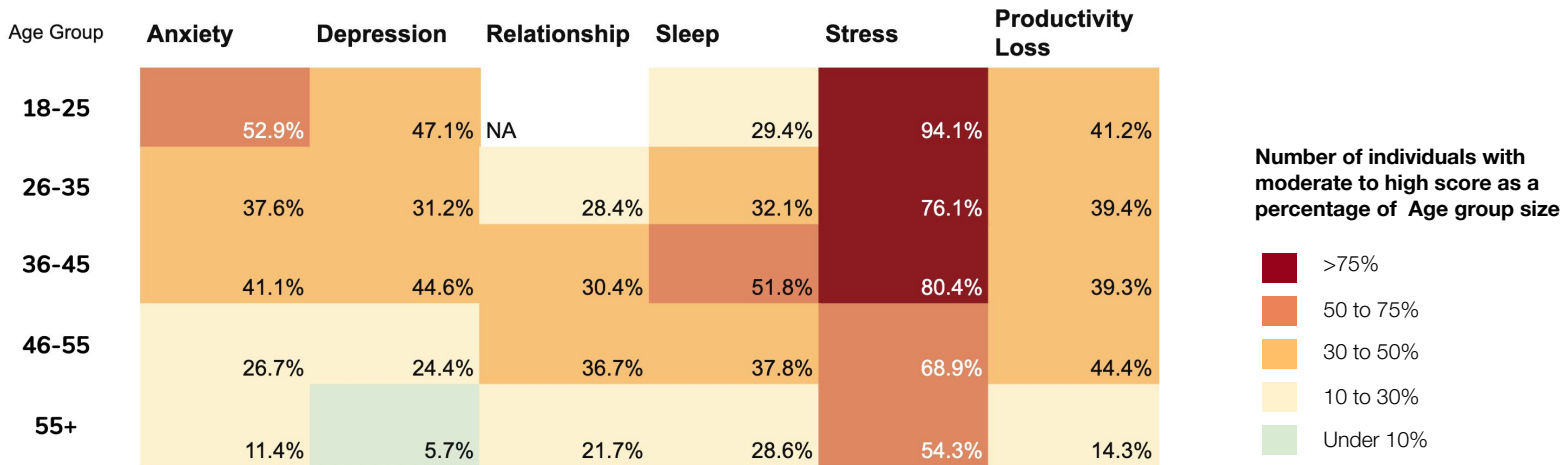


Top Organizational Concerns

CORE FINDINGS:

During this three month COVID-19 focused assessment, we saw a number of clear patterns related to elevations in symptoms of various problems. Significantly higher levels of Stress, Anxiety and Depression have been documented from our data, and this is more or less stable across gender and age groups. There are specific trends and individual differences based on age cohorts, which have been highlighted in the next slide.

In addition to mental health concerns, respondents also endorsed significant loss in productivity as they experienced and tried to adjust to new ways of work and life, while dealing with the emotional impact of the pandemic.

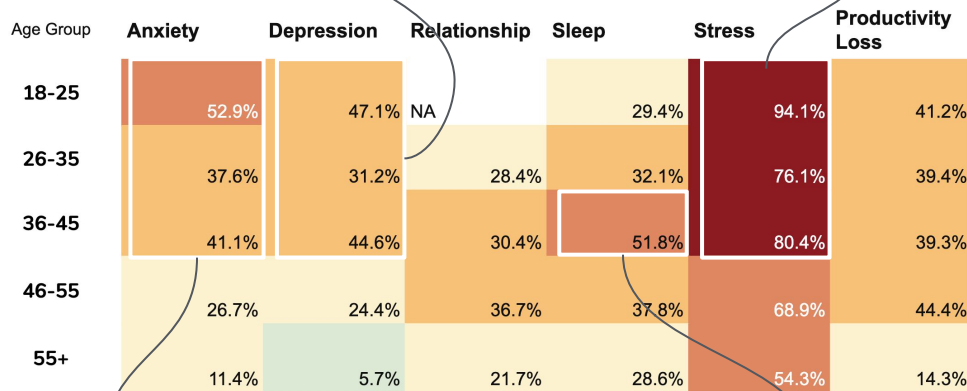




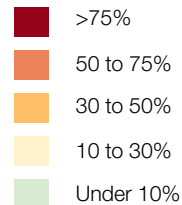
Top Organizational Concerns

#2 - Within the 18-45 age group, a large proportion of employees also report moderate levels of **depression** and marked **loss in productivity**.

#1 - **Stress** levels were significantly elevated among majority of the population, especially between the age groups of **18-45**. Such high levels of stress over long periods of time is detrimental to emotional and physical health, and leads to lowered productivity as well as increased absenteeism and turnover.



Number of individuals with moderate to high score as a percentage of Age group size



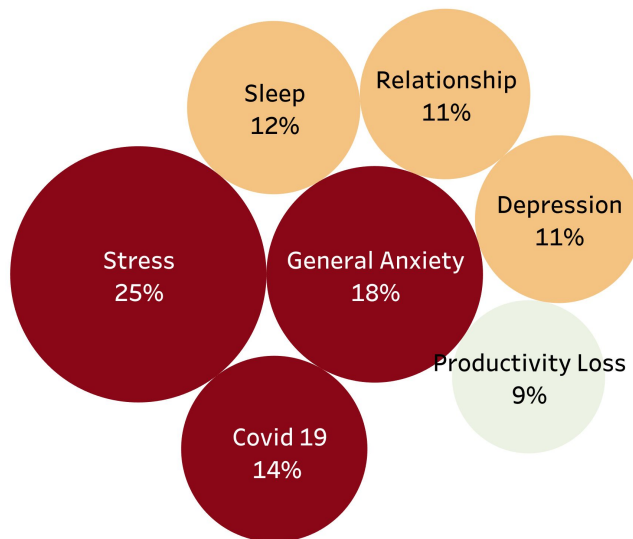
#3 - **Younger** populations reported high levels of **anxiety**, especially related to their individual future prospects as well as the world and economy at large.

#4 - **Sleep** problems appear to be a common concern within employees aged **36-45**.



Top Goals Chosen by Users

Analyses of our utilization data reveal that most users opted for the stress relief program, followed by our programs for managing anxiety and sleep problems. Improved mood and sleep contribute to higher wellbeing and productivity. Understanding how important it is to actively manage each individual's emotional health and to provide employees with the right resources to manage these problems, we developed a specific COVID-19 focused clinical program. This program received positive feedback and high utilization.



25%

Stress

18%

GENERAL ANXIETY

14%

Covid 19

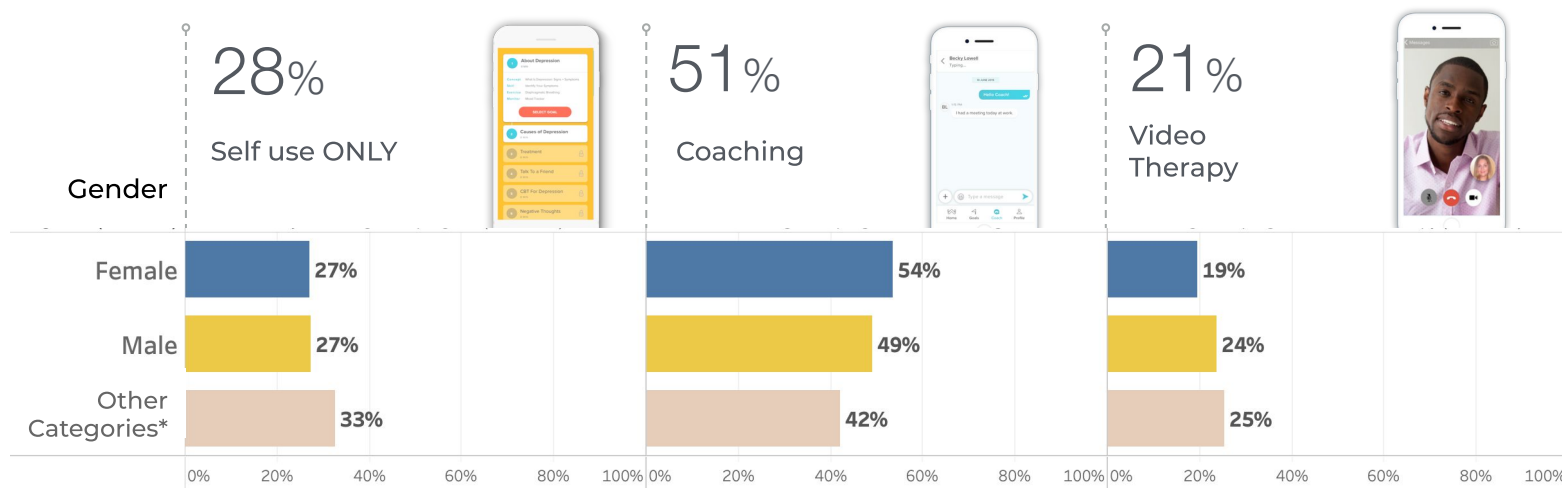


Understanding User Preferences

Distribution of employee preferences by gender.

The majority of the respondents we surveyed, irrespective of gender, expressed a preference for emotional wellness coaching. This shows a significant acceptance of coaching, and a much higher demand compared to self use (without any expert help) or even video therapy option.

The demand for video based therapy as well as a preference to use self-guided coping and resiliency tools seems similarly distributed. Digital-first therapeutic resources have become an essential part of mental healthcare during the current crisis and makes access easier and timely, not just right now but for the future as well.

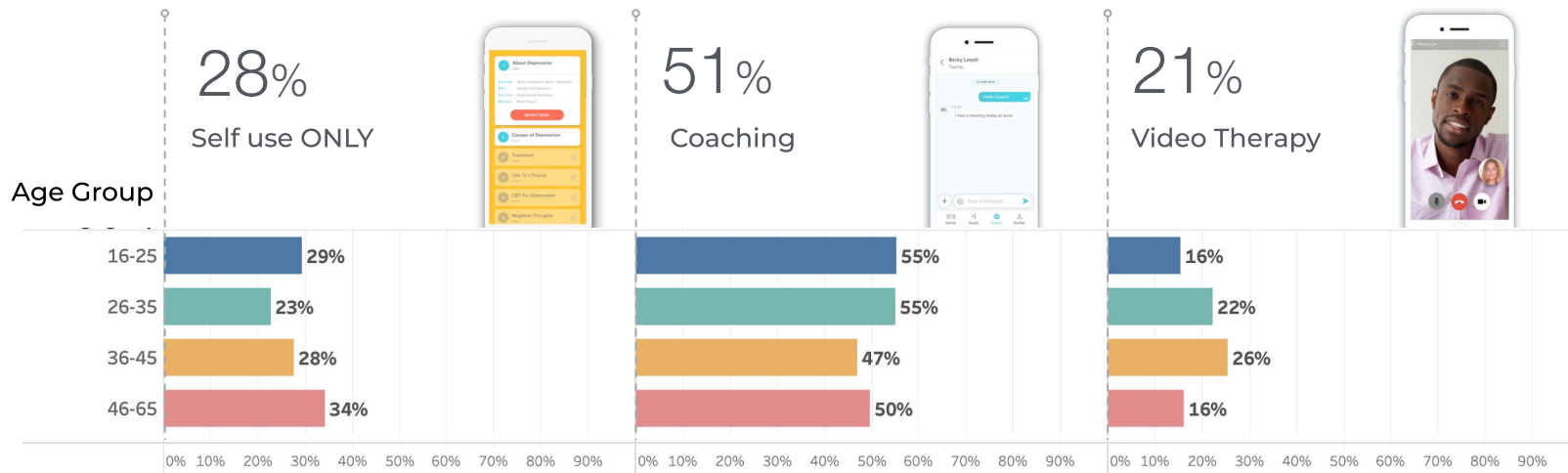




Understanding User Preferences

Distribution of employee preferences by age.

Similar to the results based on data segregated by gender, there is a strong preference for coaching across age groups. Specifically, between the age ranges of 16 - 35 years, a significant number of individuals expressed a preference for mental health and emotional wellness coaching. Within the age range of 46-65, there was a preference for self guided tools and skills, which might be reflective of a preference for choosing their own pace for getting help, and maintaining privacy. About one fifth of the employees surveyed wanted video therapy as their preferred form of care, which is best suited for a higher level of care. Within this sample, 36-45 year olds had a strongest preference for this modality.





Results Summary

Here are the key takeaways of the survey.

- **Stress levels were significantly elevated** among majority of the population, especially between the age groups of 18-45
- Younger populations reported **high levels of anxiety**
- A large proportion of employees in the 18-45 age group report **moderate levels of depression**
- More than 1 in 3 employees reported **marked loss in productivity**
- **Sleep problems** appear to be a common concern, especially within employees aged 36-45.
- **51% users** prefer access to emotional wellness and mental health coaching



About wayForward

Outcome focused care for
every employee

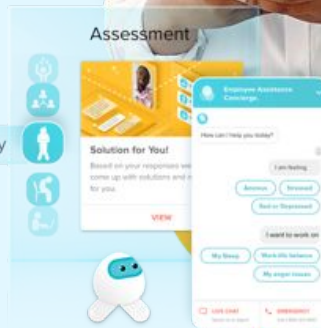
Delivers



Navigates

Assessment

Anxiety



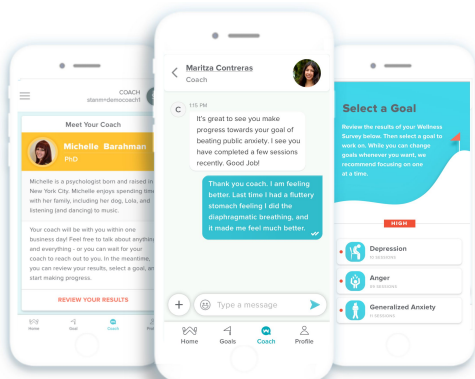
Identifies



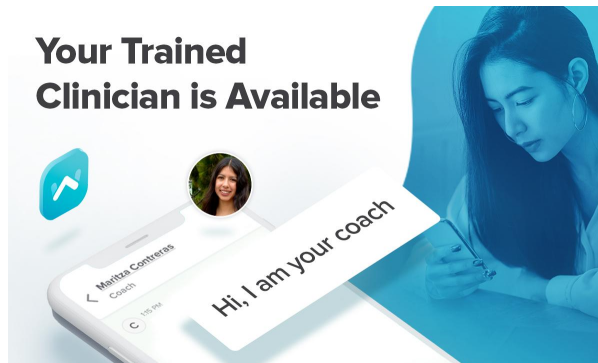
wayForward's Digital Care Options

79% of users prefer Coaching and Self-Use programs. Designed by wayForward's clinical experts, our programs deliver among the best care outcomes in the world.

Coaching Services - Clinical Experts support users via text and voice chat. Coaching services are provided by Master's or PhD level clinicians. The text chat is asynchronous so does not require scheduling. Coaches support proactively and encourage users towards their goal of managing stress, anxiety, relationship problems etc.. Coaches guide users when they are stuck and not making progress toward their wellness goals.



Your Trained Clinician is Available



Self-use programs: based on Cognitive Behavioral Therapy (CBT), mindfulness and positive psychology. These programs include over 800+ animated videos and audio pieces with interactive sessions that are delivered via app and web. The program contains coping skills, science based techniques to manage emotional problems, tools and techniques to foster resilience and positive thinking, as well as mindfulness based relaxation exercises. There are over 20 standard CBT and Mindfulness based programs in wayForward.

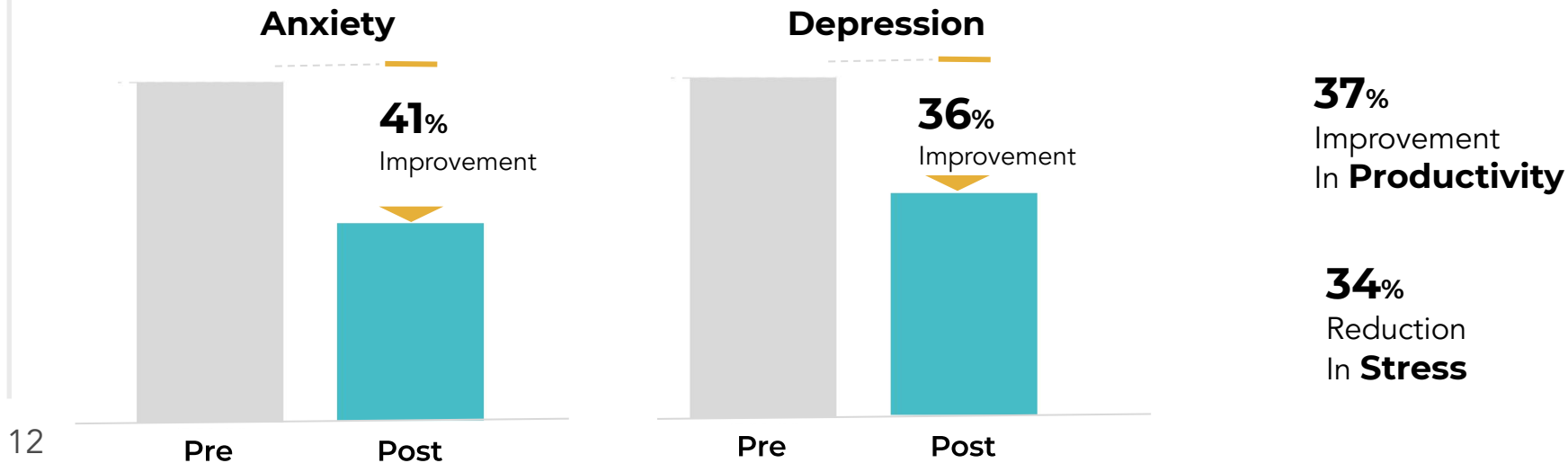


Outcomes

wayForward program has shown efficacy in independent research and client rollouts. Here are some of the outcomes for individuals who received the wayForward Self Use Program and Coaching for an 8 week "intervention" program. Based on before and after scores, our data show marked reduction in Depression and Anxiety Symptoms, with 36% and 41% symptom improvement respectively. There was also a 34% reduction in stress levels, which led to overall improvement in mood and quality of life.

We also assessed these individuals on their self-reported level of productivity and saw significant gains of 37%.

Our typical screening consists of the standardized measures GAD-7 (Anxiety) and PHQ-9 (Depression) and the WOS-5 (Organizational metrics).



* Outcomes data is based on rollouts in 2019/2020, and is independent of COVID focused survey.



way**Forward**

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