

RESILIENCY MATTERS- FOR YOUR HEALTH & PRODUCTIVITY

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THE IMPACT OF BEHAVIORAL HEALTH

1 in 5 will struggle with mental illness this year*



8% have a substance use disorder**

19% live with anxiety disorders*

About 20% of Americans who have depression or an anxiety disorder also have a substance use disorder***

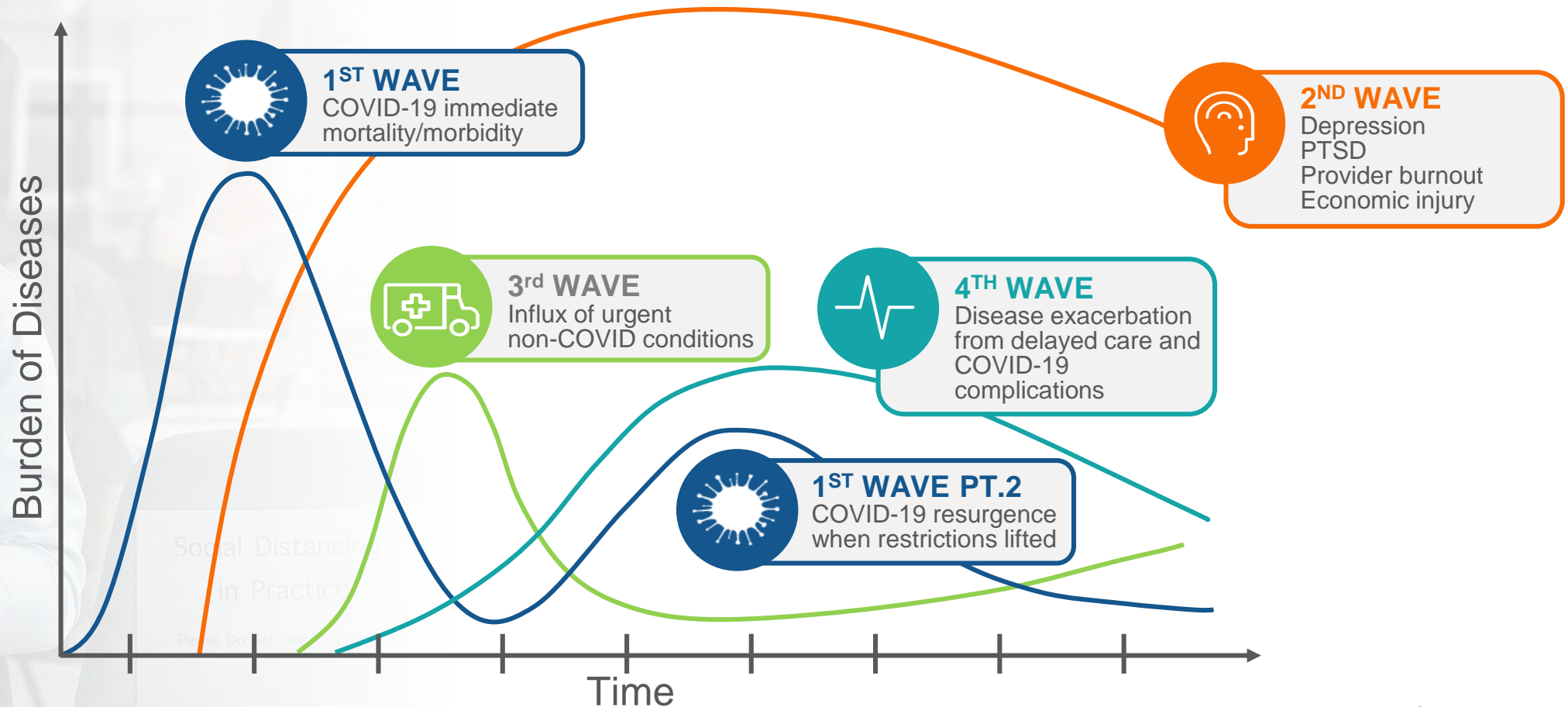
*"Mental Health By The Numbers," National Alliance on Mental Illness, <https://www.nami.org/learn-more/mental-health-by-the-numbers>, September 2019.

**Results from the 2018 National Survey on Drug Use and Health, August 2019, <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHNationalFindingsReport2018/NSDUHNationalFindingsReport2018.pdf>.

***Statistics on Addiction in America, Addiction Center, <https://www.addictioncenter.com/addiction/addiction-statistics/>, August 2019.

CLINICAL WAVES OF IMPACT FROM COVID-19

Cigna is addressing the evolving nature of the crisis over the long term



Social Distancing
in Practice
Please Do Not Use

Graph adapted from Victor Tseng – Pulmonary & Critical Care Physician: University Of Colorado, March 2020

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POLL QUESTION

ARE YOU SEEING AN INCREASE IN MENTAL HEALTH CONCERNS IN YOUR WORKFORCE?

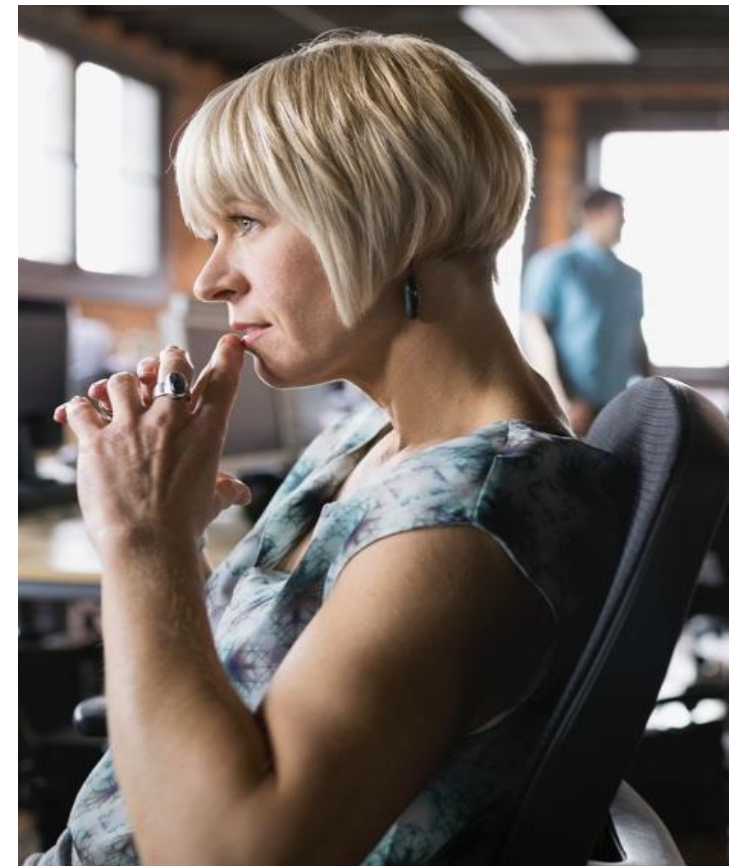
- A. Yes**
- B. No**
- C. Unsure**



RESILIENCE:

WHAT DOES IT LOOK LIKE?

- Doesn't give up
- Seeks solutions and faces fears
- Is able to adapt
- Believes in self
- Manages stress



Resiliency varies from person to person and is impacted by:

- The volume of stress
- Vulnerabilities
- Strengths

CIGNA'S RESILIENCE INDEX

2020 U.S. REPORT

RESILIENCE IS AT RISK IN 3 IN 5 AMERICANS

Resilience: our ability to quickly recover from challenges



RESILIENCE DECLINES AS CHILDREN GROW

29%

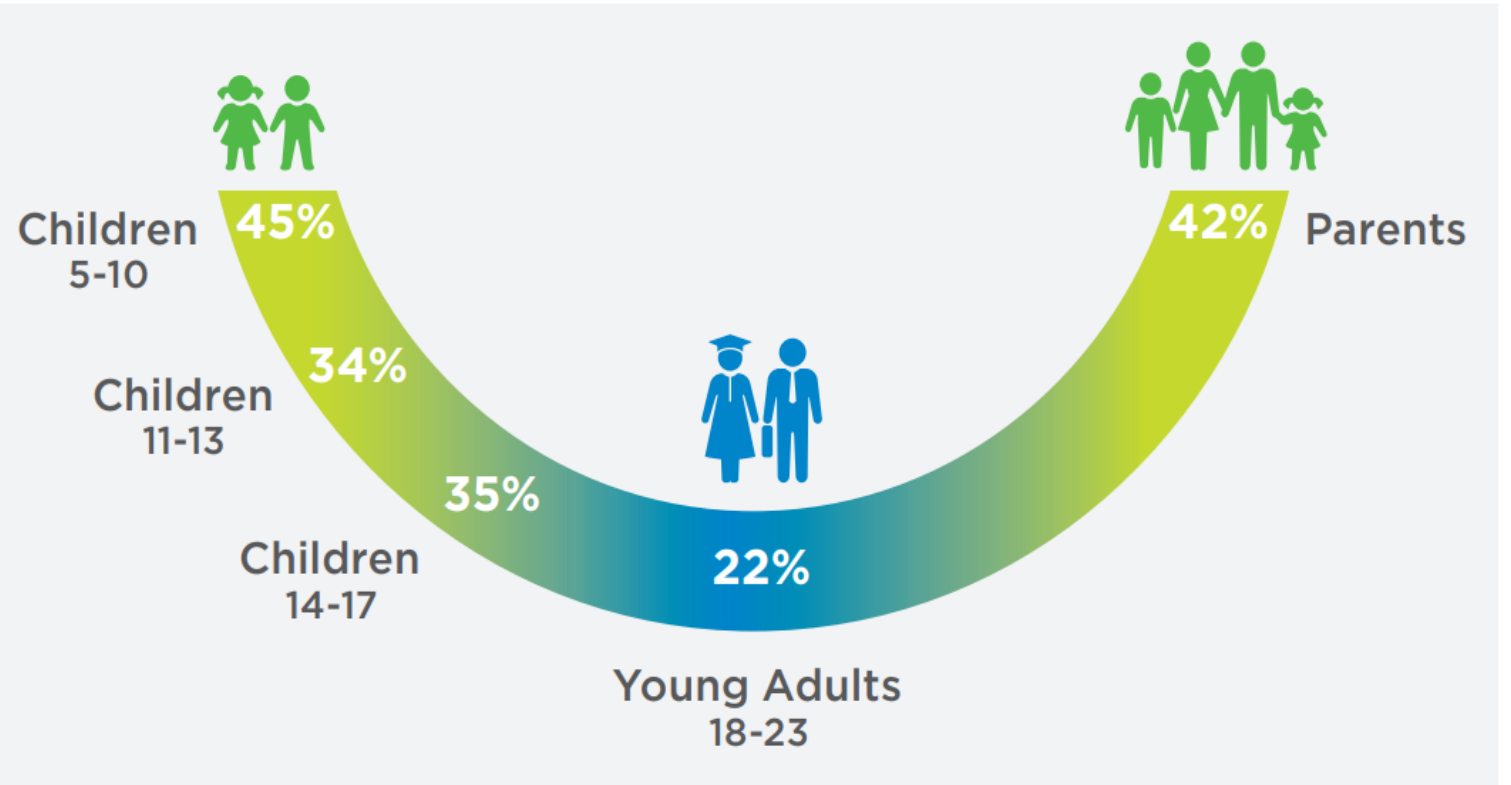
of children feel they fit in with other children only sometimes, or not at all

54%

of young adults ages 18-23 feel they belong in their community only somewhat, or not at all

34%

of parents feel they belong in their community only somewhat, or not very much at all



RESILIENCE AMONG GOVERNMENT WORKERS

37%

of full-time government workers have high resilience

56%

of government workers are experiencing stress about the recent deaths of Black Americans like George Floyd.

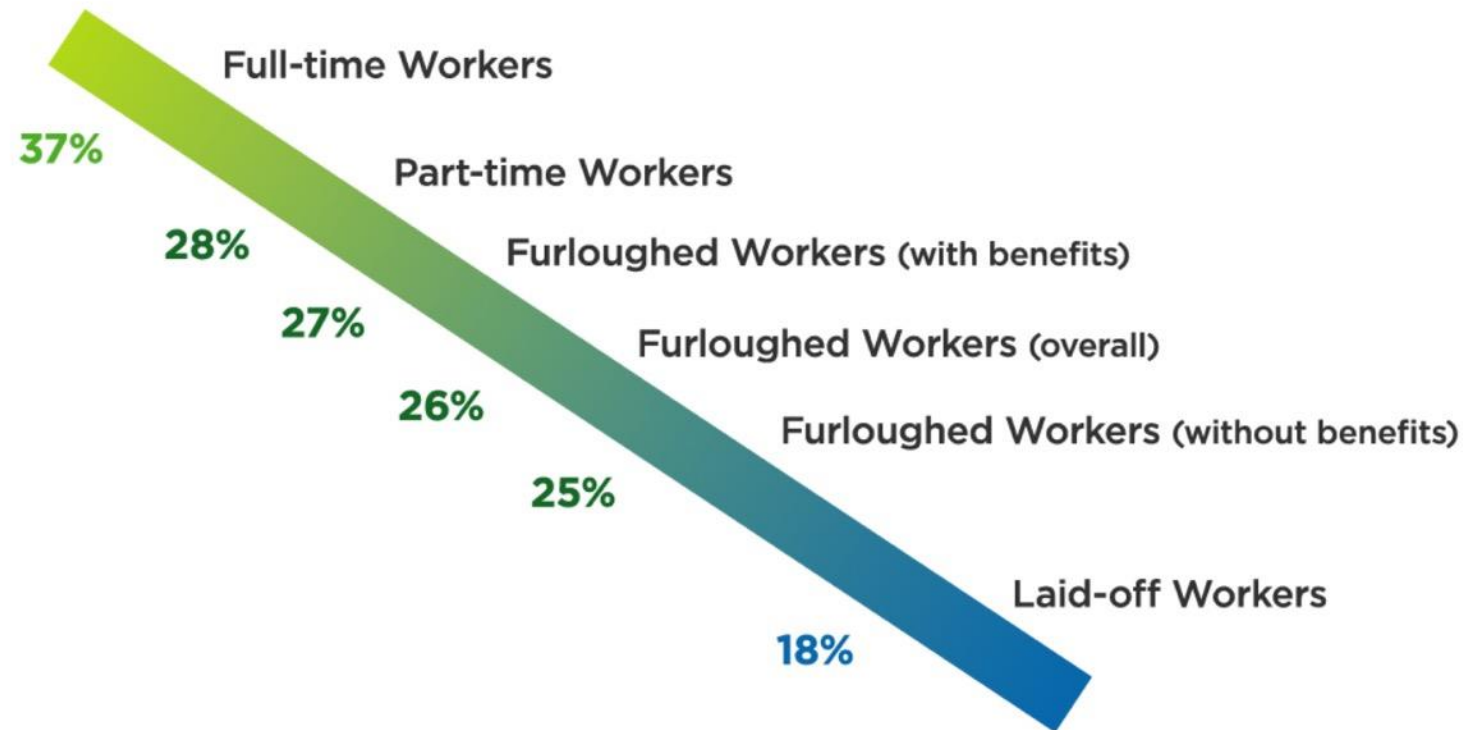
69%

of government workers are stressed by the current economic uncertainty

anxiety

EMPLOYMENT STATUS IS A KEY DETERMINANT

As employment status moves from full-time employment to part-time employment then to unemployment, resilience levels decline



LOW RESILIENCE COMES AT A COST TO ORGANIZATIONS

Less resilient workers have:

- Lower job satisfaction and higher likelihood for turnover
- Lower performance and professional ambition
- Weaker relationships and lack of community at work
- Lower feelings of self-worth and self-esteem
- Less ability to cope with the impact of COVID-19



A POSITIVE WORKPLACE CULTURE BENEFITS WORKERS' RESILIENCE

COMMUNITY

- Full-time workers who feel included in the social aspects of work are more likely to have high resilience **(42% resilient vs. 18% resilient)**

INCLUSIVITY AND AUTHENTICITY

- **40%** of full-time workers who do not feel the need to hide their true selves at work are considered to have high resilience, compared with **32%** of those who do

COMPANY CONTRIBUTION

- Full-time workers who agree that their company contributes to the greater good are significantly more likely to be resilient than those who disagree **(41% vs. 18%)**

ANONYMOUS POLL QUESTION

ARE ANY OF THE FOLLOWING TYPES OF ACTIVITIES BEING PROMOTED BY YOUR ORGANIZATION?

- A. Physical Activity
- B. Social Connection
- C. Activities Promoting Inclusivity
- D. Two or more of the above



PHYSICAL AND MENTAL HEALTH IMPACT RESILIENCE

And vice versa

PHYSICAL HEALTH



Full-Time Workers with Good or Better Physical Health



Full-Time Workers with Fair or Poor Physical Health

MENTAL HEALTH



Full-Time Workers with Good or Better Mental Health



Full-Time Workers with Fair or Poor Mental Health

Activities that correlate with higher levels of resilience include:

- Daily exercise
 - Family time
 - “Me time”
 - Stress-reduction activities
-

SUPPORTING EMPLOYEES AS THEY FACE CHALLENGES

HOLISTIC HEALTH



Focus on mental and physical health and a good work-life balance

SOCIAL CONNECTIVITY AT WORK



Improve the quantity and quality of communications and relationships with coworkers and peers

INCLUSIVE AND DIVERSE WORKPLACE



Create diverse racial, cultural, ethnic and social backgrounds to improve workplace morale and strengthen resilience

TRANSPARENT TWO-WAY COMMUNICATION



Facilitate proactive conversations between employees, managers and leadership

TECHNOLOGY



Help find the right balance between over and under use of digital communication tools (chat, phone, video, etc.)

ACCESS TO RESOURCES AND TOOLS



Offer Employee Resource Groups, paid parental leave, mental health resources, and more

[CIGNARESILIENCE.COM](https://cignaresilience.com)

FOUR STEPS TO HELP BUILD RESILIENCE

G



Ground yourself in the situation.

Write down your ideal outcome

R



Recognize what you can control.

Commit to one thing you can tackle today

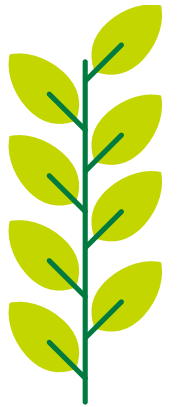
O



Organize the resources you need.

Visit [CignaResilience.com](https://www.CignaResilience.com) to access expert resources

W



Work with your community for support.

Remember that asking for help is a sign of strength

Learn more, take a questionnaire and assess resilience levels at [CignaResilience.com](https://www.CignaResilience.com)

EMOTIONAL WELL-BEING CAPABILITIES

Programs and digital tools help improve emotional well-being and manage life events.

On-demand peer coaching and personalized learning help boost your mood and improve mental health**



Digital self-guidance tool to help increase resilience**



*Three visits per issue per year. Restrictions apply to fully insured business situated in New York.

**iPrevail and Happify offered through Cigna.

EAP SERVICES

INDIVIDUAL

- Includes employee household members
- Problem-solving consultations by phone
- Face-to-face or EAP telehealth counseling
- EAP and work/life support
- Live and on-demand webcasts

HR/MANAGER

- Management consultation
- Supervisory/management referrals
- Ongoing education and manager webcasts
- EAP Resources for Managers and Organizations microsite

ORGANIZATION

- Strategic consultation
- Custom critical incident stress management
- Customized communications
- Quarterly reporting
- Wellness seminars and management training

Questions?



This information is for educational purposes only. It's not medical advice. Always ask your doctor for appropriate examinations, treatment, testing, and care recommendations.

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