



January 1, 2020, marked a brand new decade and many of us implemented exciting strategic plans, as well as personal and professional goals. Just as quickly as we turned the pages on our calendars, life as we knew it began to change.

TELEHEALTH

Telehealth has become an essential Best Care EAP tool during the pandemic.


At the end of March, we quickly converted all clinical and training services to online formats.

Since then, we have provided almost 1000 online counseling sessions, in addition to the 1700 in-person sessions that had already taken place this year.

We have also seen a 51% increase in web site logins over 2019 – most to watch live or recorded webinars, as well as seek out mental health resources and educational materials.

As we have now passed the halfway point of this year, we wanted to give you an update on **2020 utilization trends in comparison to 2019**. It's been a challenging time for many of us and here are some of the areas we have seen significant changes in EAP utilization. 2020 Increases (over 2019) in the following areas:

Legal & Financial	20.5%
Child/Adolescent	19.2%
Job/Career	15.0%
Domestic Violence	8.7%
Grief & Loss	7.2%
Anxiety	4.5%
Stress	4.5%



As we head in to the second half of 2020, Best Care EAP stands ready to support you and your workforce during this confusing time in history. Here are some of the positive outcomes of this challenging time:

- **We are all growing in our knowledge and use of technology.** Even GREAT counseling and training can occur online!
- **Breakthroughs and innovations are all around us** – the environment demands it.
- **We are caring for others** – especially our older population and family members. We are spending more time with family, being together and helping each other. There is probably a different pace in your home these days!
- **All of us have been practicing better hygiene.**
- **Less air pollution** – nature is rejuvenating and even thriving!
- **Reimagined education.** With schools closing down, online education, educational games and self-led learning have made great strides.
- **We have a new appreciation and respect for our frontline healthcare workers and other essential personnel that take care of us and make our lives safer and healthier.**

We encourage you to make your own list and add to it every day. Be grateful. A sense of gratitude helps us **rekindle hope and build resilience** – two things we all desperately need to remain physically and emotionally healthy. In the meantime, if Best Care EAP can support you, your family or workforce, please **call 800-801-4182** or send us an email at eap@bestcareeap.org. We're here to help!

