

The Story of WELLSPACE@WORK

THE WAY
BEHAVIORAL
HEALTH
Should Be

What makes us different?

WellSpace@Work is the only employer therapist program in Maine. We provide:

FAST ACCESS. Offering the Maine workforce quick access to a therapist – no wait times or insurance hassles.

GREATER ENGAGEMENT. Providing significantly higher engagement rates than existing programs, resulting in a more engaged, productive, and healthier workforce.

EASIER CONTRACTING. Taking a simple and collaborative approach; the direct-pay, fee-for-service model cuts out the bureaucracy, friction, and expense of managed care.

BETTER COORDINATION. Enabling employers to better coordinate physical and mental health programs, improving their claims experience with group health, disability, and workers' comp plans.

MEANINGFUL REPORTING. Using well-established data collection and reporting procedures, including the Workplace Outcome Suite, to illustrate value for the behavioral health care dollar.

REDUCED STIGMA. Working to diminish the stigma of mental health care through company training and mental health webinars.

MISSION

Our Mission is to provide employers of Maine with behavioral health care services that are high quality, cost-effective, accountable, and, above all, readily accessible to support the emotional well-being of all Maine workers.

WHAT IS WELLSPACE@WORK?

WellSpace@Work is a freestanding, local behavioral healthcare benefit that can be bolted on to a current group insurance plan. It was created in response to the pandemic, as it became clear in the spring of 2020 that Covid-19 was taking an emotional toll on the Maine workforce. We help workers resolve an array of emotional challenges that may be adversely affecting their wellbeing.

HOW DOES IT WORK?

An employer contracts with wellspace@work so that their employees have a clear and confidential path to services with a dedicated client service team, a guaranteed rapid response, and no cost to the employee. The employer can customize a package of services ranging from counseling sessions, employee support, and webinar trainings.



WellSpace@Work

261 Main Street • Yarmouth, ME 04096
75 Pearl Street • Suite 460 • Portland, ME 04101
INFO@WELLSPACEMAINE.COM • 833-619-3356

OUR LEADERSHIP



LINDY GRAHAM, LCSW FOUNDER AND PRESIDENT

WELLSPACE MAINE AND WELLSPACE@WORK

Lindy started in the mental health field in psychopharmacology research before training in psychotherapy and returning to Maine to open an outpatient practice.

After working independently for 12 years specializing in eating disorders, adolescent mental health, and couples therapy, she began growing her practice to be of greater service to more people and to create greater access to psychotherapy in Maine. This practice was eventually named WellSpace Maine. In 2018, the practice began to train conditionally licensed clinicians in advanced psychotherapy practices and continues to do so through the robust WellSpace Maine Training Program.

In 2020, largely in response to the overwhelming strain that the COVID-19 pandemic placed on the wellbeing of Maine employees, Lindy and her colleagues formed WellSpace@Work, providing direct-contracted therapy services for the employer market.

EDUCATION

Bachelor of Arts Psychology
Connecticut College

MSW Smith College
School for Social Work

Internship:

Counseling and Psychology Services
University of Virginia

Fellowship:

Advanced Psychotherapy Training,
University Health Services
Harvard University



ERIKA PAUSMAN, LCPC DIRECTOR OF OPERATIONS

WELLSPACE MAINE AND WELLSPACE@WORK

Erika has been a Licensed Counselor for 20 years and joined WellSpace Maine in 2019. In addition to direct care, Erika has substantial experience working on the corporate side of Behavioral Health in both managed care and EAP settings.

Erika has specialized training in parent-child psychotherapy, play therapy with children, cognitive-behavioral therapy, and solution-focused brief psychotherapy. Erika is also a primary supervisor in the WellSpace Maine Training Program.

EDUCATION

Bachelor of Arts
Furman University

Masters in Counseling Psychology
University of North Carolina, Charlotte



WellSpace@Work

261 Main Street • Yarmouth, ME 04096
75 Pearl Street • Suite 460 • Portland, ME 04101
INFO@WELLSPACEMAINE.COM • 833-619-3356

IN THE NEWS

MAINE'S LARGEST BREWER ADDS MENTAL HEALTH BENEFIT FOR EMPLOYEES

BY RENEE CORDES

To help employees cope with stress during COVID and beyond, Portland's Allagash Brewing Co. has signed on with a local mental health therapy provider to add free counseling to its workplace benefits package.

The provider is a new division of WellSpace Maine, a Portland-based mental health counseling practice, called wellspace@work. WellSpace Maine was founded in 2017 by Lindy Graham, a licensed clinical social worker who leads a team of 12 practitioners.

After landing Allagash as the first wellspace@work client, WellSpace Maine has its sights set on working with employers throughout the state in the coming year.

"It can be really challenging to find a therapist at this time, and many employers are keenly aware of the struggle the pandemic has created for their workforce," Graham told Mainebiz in a phone interview.

She said her firm began working with Allagash on Oct. 1.

"The way that it works," she said, "is that the employer contracts directly with wellspace@work, so the cost of that is not on the employee at all, and the employer pays on a fee-for-service basis."

Besides the therapeutic benefit to those who use the services, Graham said there are also financial benefits to the employer. They include helping reduce absenteeism and reducing workers' compensation claims because "we end up being a cost-effective tool that mitigates those kinds of risks."

Allagash, Maine's largest brewer in terms of annual production, employs around 145 people. Its arrangement with wellspace@work means

that the brewer picks up the entire cost of care that employees need, including virtual appointments during the pandemic.

The move comes as higher stress levels during COVID nationwide spark greater demand for counseling and other mental health services, as shown in various studies.

In addition to providing therapy services, wellness@work offers educational support including webinars on topics including seasonal affective disorder and juggling work and remote learning for children at home.

ANTICIPATING DEMAND

Celine Frueh, human resources director at Allagash, told Mainebiz the partnership is going well so far and that the webinars have gotten positive feedback.

"It is such a huge comfort to me knowing that our employees can be 'seen' [virtually] within a week if they need support," she said. "WellSpace has been so accommodating and flexible, offering everything from weekly therapy sessions to one-time consults on a particular issue."

Frueh also said that while Allagash already has a great benefits package, it decided to expand its offering in anticipation of increased demand during COVID.

"Anticipating increased demand for services," she said, "we wanted to be sure that if anyone on the Allagash team wanted support for stress-related issues, they would be able to access it readily."

As for plans to expand wellspace@work to other employers, Graham told Mainebiz that the focus would be primarily on smaller and medium-sized employers but it would also be open to larger ones as well.

"Our overarching goal is to provide employers of Maine with behavioral health care services that are specialized and cost-effective," she said. "The most crucial piece of this is they're readily accessible to employees."



The Current State of MENTAL HEALTH *in the Workplace*

A happier
workforce
creates a
healthier
workplace.

Why did we feel the need to expand to the employer market?

- The Society for Human Resource Management (SHRM) examined the relationship between COVID-19 and mental health in a recent study. It found that $\frac{2}{3}$ of employees said they feel depressive symptoms sometimes, with 22-35% reporting they face these symptoms often.
- A McKinsey survey of approximately 1,000 employers found that 90 percent reported that the COVID-19 crisis was affecting the behavioral health and often the productivity of their workforce.
- In a pre-COVID, Ginger study conducted in 2019, the survey represented a random sample of US employees. 91 percent of employees surveyed believed that their employers should care about their emotional health, and 85 percent said that behavioral health benefits were important when evaluating a new job.

THE FINANCIAL IMPACT of Mental Health in the Workplace

- Mental health spending has increased twice as much as overall medical spending.
- The work performance of an employee with depression is impaired an average of 20% of the time.
- An employee with depression misses 6 to 25 days per year.
- Employees with depression lose 8% of work productivity on average.
- 9 percent of employees leave a job because of wellbeing-related concerns.

THE WELLSPACE@WORK SOLUTION

WellSpace@Work is prepared to provide:

- Clinically validated treatment interventions
- Fast, confidential access
- High utilization rates
- Competent clinical staff that is diversified in their expertise
- Management and employee training to reduce stigma
- Data collection and analysis to insure ROI

SOURCES

- <https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/mental-health-in-the-workplace-the-coming-revolution>
- <https://www.springhealth.com/hidden-costs-of-mental-illness/>



WellSpace@Work

261 Main Street • Yarmouth, ME 04096
75 Pearl Street • Suite 460 • Portland, ME 04101
INFO@WELLSPACEMAINE.COM • 833-619-3356

TESTIMONIALS

MAINE EMPLOYERS SEE THE HEALTH BENEFIT FOR EMPLOYEES

CELINE FRUEH
Director of
Human Resources
ALLAGASH BREWING
COMPANY

“With WellSpace, we have ready access to a local, high quality group with the experience to address the range of emotional issues that are front and center today. And they have a very good feel for the Maine workforce.”

“It is such a huge comfort to me knowing that our employees can be ‘seen’ [virtually] within a week if they need support,” she said. “WellSpace has been so accommodating and flexible, offering everything from weekly therapy sessions to one-time consults on a particular issue.”

Mark St. Germain, President of St. Germain, a science and engineering company in Westbrook reached out to WellSpace, and together, they came up with a plan that fits the needs of his employees. He said that the COVID-19 pandemic has impacted everyone and changed the way they work.

“It has caused us to renegotiate a lot of our healthy habits – things like going to the gym at lunch, joking around with co-workers in the office, or simply having child care and an office door that closes. Because these changes are so diverse and personal, we want to provide our team members the opportunity to work confidentially with a WellSpace counselor any time they need some extra support.”

MARK ST. GERMAIN
President
ST. GERMAIN



WellSpace@Work

261 Main Street • Yarmouth, ME 04096
75 Pearl Street • Suite 460 • Portland, ME 04101
INFO@WELLSPACEMAINE.COM • 833-619-3356