



2023 Workplace Wellbeing Trends Report



Trends in Mental Health

The last few years have shown that workplace wellbeing is more important than ever.

This report provides employee benefits decision makers and consultants a deeper understanding of wellbeing trends to help inform their investment in workplace mental health.

Employees Want More Wellbeing Support

With a global decline in mental health, employees are looking to employers for support.

Insecurities related to global uncertainty, food, housing, and inflation have increased the rates of:

- Anxiety
- Depression
- Social isolation
- Job burnout



76%

Increase in mental health issues¹



81%

Of employees will look for an employer who supports mental health¹



67%

Of employees want their employers to do more to support their mental health wellbeing²

¹ The U.S. Surgeon General's Framework for Workplace Mental Health & Well-Being

² SilverCloud Health Study

Dedication To Diversity, Equity, Inclusion, And Belonging (DEIB)

Employers are seeking partners committed to DEIB.

- Culturally Competent Care
- Provider Diversity
- Access and Availability



80%

Of employees say meeting their needs across all life stages and diversity criteria is important³

³ MetLife's U.S. Employee Benefits Trend Study

Access to Care

Discerning employers are asking:

- *Are providers seeing new clients virtually and in-person?*
- *Are social drivers of health being addressed?*
- *Are members being matched with insurance networks?*
- *Are members being connected to the right level of care via phone or a virtual care navigator?*



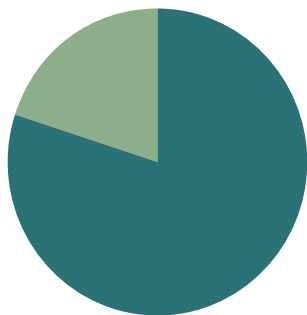
A Strong Network

- Access to diverse panel
- Expertise and shared lived experience
- Culturally responsive care
- Rigorous selection criteria and evidence-based care

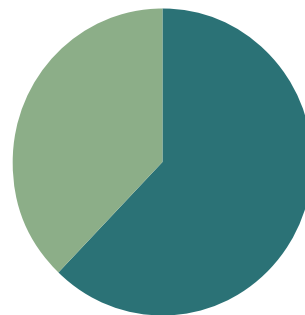
Increase Wellbeing Support and Decrease Stigma

Organizations want proactive tools
and increased engagement:

- Mental health support & response training
- Customized promotional materials
- Resources for leaders & teams
- Live & on-demand employee webinars



80%
Employees report
negative effects of
workplace stress⁴



62%
Employees don't
seek help due to
stigma⁴

⁴ Gallop: State of the Global Workplace: 2022 Report



Increased Demand for Organizational Support

- HR burnout
- Crisis support
- Retention
- Culture building
- Reporting
- Training

Trends in Buying Decisions

- 1** Decreased interest in over-hyped, high-priced, and digital first narrow “solutions”
- 2** Demanding more than check-the-box, low-priced, and low-service EAPs can provide

Realizing the value of a next-generation EAP requires:

- **Modern Member Experience:**
Unique personalized support powered by technology with a human touch
- **Innovative Solutions:**
Comprehensive, holistic services that offer an array of modern options to support member and organizational wellbeing
- **Elevated Organizational Support:**
Strategies, resources, and training for groups and leaders to create a thriving workplace

87%

Employers recognize that benefits play a key role in building and sustaining workplace culture, up from 75% since 2020³



³ MetLife's U.S. Employee Benefits Trend Study (2022)

**We'd Love To Have
A Conversation With You.**



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