

Honorable Mention for the 2024 Carolyn C. Mattingly Award for Mental Health in the Workplace

The Carolyn C. Mattingly Award for Mental Health in the Workplace recognizes and celebrates exemplary organizations that advance the mental health and well-being of their workforce. Learn more here: <https://theluvproject.org/workplaceaward/>

Program Overview

Careforth's mission is to empower family caregivers with the support and resources they need to confidently care for their loved ones at home. Through our programs, Careforth has helped thousands of caregivers stay in their homes and communities, with the support of a dedicated care coach through a secure, HIPAA-compliant platform. In addition to our direct services, we partner with major health insurers. Recognizing the challenges faced by our associates, **we prioritize mental health and holistic wellness through our "You Care for Others. We Care for You." philosophy.** Our Wellness 360 program focuses on emotional, financial, nutritional, social, and physical well-being, ensuring that associates feel supported and valued. This commitment to wellness not only benefits our associates but also enhances the care and support provided to the caregivers and families we serve.

Mental Health Benefits and Resources:

- No-cost and accessible on-the-go mental health resources including **EAP, mindfulness tools, and mental health coaching** available to all associates and dependents.
- **Holistic approach** to mental health with a comprehensive **financial wellness** platform available to all associates.
- Offer a wide variety of tools to engage with to **meet each associate where they are.**

Workplace Policies and Practices:

- **Flexible Scheduling:** Associates have the autonomy to create schedules that balance work and personal life.
- **Open-Door Policy:** Encouraging open communication between leadership and associates, fostering trust and support.
- **Growth and Mentorship:** Careforth provides transparent role descriptions, expectations, and a mentor program to support associates' growth.

Workplace Culture and Environment:

- **Inclusive Environment:** **89% of associates** feel their managers foster an inclusive team environment, and **88%** feel genuinely cared for by their managers.
- **Volunteerism:** Careforth supports giving back through company-wide initiatives, and 1 annual community service day.
- **Diversity, Equity, and Inclusion:** Employee Resource Group offers monthly newsletters and events.

INNOVATION

Careforth's approach prioritizes cutting-edge technology for our on-the-go associates to ensure they are well-supported as they care for themselves and others, no matter where they are, 24/7. Careforth offers a diversity of ways to engage with wellness including newsletters, wellness webinars, a dedicated Teams channel, and various platforms to keep wellness top of mind and foster a supportive community.

Leadership Support:

Careforth's leadership fosters mental wellness through active participation in programs, sharing experiences, coaching training, and crisis support via EAP.

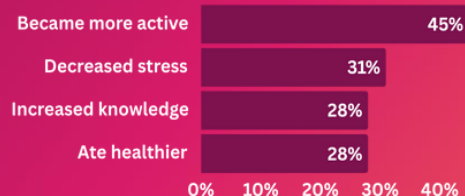


91% of associates feel supported and leaders cultivate an inclusive, caring environment.

Program Impacts and Outcomes:

Engagement Survey Results: **89% participation rate** in the engagement survey, with **84% of associates** expressing satisfaction with the Careforth's wellness resources.

Goals Achieved Through Participation:



Overwhelming stress about personal finances dropped from **26% to 18%** through utilization of financial wellness solution.

Lessons Learned:

Continuous Feedback: Regular surveys help refine our wellness programs and identify barriers to better serve associates.

