

# Navigating the Burdening Challenges of the Behavioral Health Epidemic

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# Life, Stress and our Emotional Well-Being<sup>1</sup>

Consider your Total Stress Profile

**Stress is a normal part of life.**

Stress is any stimulus that takes us out of homeostasis

## **Distress vs Eustress**

### **Acute stress**

- Passes quickly and typically responds to coping techniques.

### **Chronic stress**

- Hard to escape and can impact both mental and physical health.



**79% of United States workers report stress related to their job<sup>2</sup>**

# Understanding Stress

## High levels of stress can lead to:<sup>1</sup>

- Poor concentration
- Bad moods
- Mental health issues
- Physical health problems
- Professional burnout

**76% of adults reported their health was impacted by stress in the last month<sup>2</sup>**

1- National Institutes of Health, [7 Steps to Manage Stress and Build Resilience](#) | Office of Research on Women's Health (nih.gov), Retrieved February 2023

2. American Psychological Association, [Stress in America 2022: Concerned for the future, beset by inflation](#) (apa.org)



**Stress** is a normal emotional response to negative, demanding or adverse situations.

# Burnout Syndrome

- Results from excessive and ongoing emotional and physical stress.
- Characterized by:<sup>1</sup>
  - ✓ Feelings of exhaustion (mental and physical)
  - ✓ Increased mental distance from one's job or feelings of cynicism toward one's job
  - ✓ Decreased professional efficacy/productivity
- Burnout can impact work, caregiving, parenting, hobbies.
- Compassion Fatigue

1. APA "Burnout and Stress are Everywhere", [Burnout and stress are everywhere \(apa.org\)](https://www.apa.org/stress/burnout).





# Recovery from Burnout

- Overcoming Burnout is not an event, it is a process
- Recovery from Burnout is not linear in nature – people are prone to Relapse
- Requires an active approach
- What tools and resources are available?
  - ✓ Your Manager and Colleagues
  - ✓ Your social support network (family and friends)
  - ✓ Employee Assistance Program
  - ✓ Executive Coaching



# The mental health toll is multiplied by physical effects.

## Mental and physical health connection

**Over half**

of people with a mental health condition also have a physical ailment.<sup>1</sup>

## Untreated issues

**55%**

of adults with mental health conditions don't get care.<sup>2</sup>

## Youth crisis

**20%**

of youth experience a mental health disorder.<sup>3</sup>

## Poor productivity

**35%**

less productivity<sup>4</sup> for depressed workers who don't receive treatment

## Lower quality of life and lifespan

**25 years'**

shorter lifespan<sup>5</sup> and poorer quality of life for individuals with unaddressed behavioral needs

## Multiplied costs

**3 to 6 times**

greater total health care costs for people with both behavioral and physical health conditions.<sup>6</sup>

# Colorado by the numbers

Behavioral Needs are  
higher in Colorado

**30% Behavioral  
Health Prevalence**

Cities and Towns

**31% Behavioral  
Prevalence**

More People are  
seeking Care in CO

**17.1%**

Book of Business Norm – 12 to  
15%

Cities & Towns

**19%**

of people presenting for behavioral care

Top Diagnosis

- Anxiety
- Reactive Stress
- Depression
- ADHD/ ADD
- Bi-Polar Disorder

Top Costs by Condition

- Depression
- Anxiety
- Reactive Stress
- Alcohol related conditions
- Autism



# Our minds and bodies are connected

And our emotions and thoughts are linked with our physical health.



Cancer  
**40%**  
are depressed.

Diabetes  
**27%**  
are depressed.

Depression  
**20%**  
also have obesity  
and/or diabetes.

Cardiovascular  
disease  
**17%**  
also have depression.

Schizophrenia  
**14%**  
also have obesity  
and/or diabetes.



# Stress in Public Sector Employees

- 52% reported feeling stressed.<sup>1</sup>
- 47% said they are burnt out and fatigued.<sup>1</sup>
- 44% report feeling anxious at work.<sup>1</sup>
- 21% of public sector workers are experiencing higher levels of compassion fatigue compared to a study 15 years ago (16%).

1. Mission Square Research Institute. "Survey Results: Public Sector Employee Views on Finances and Employment Outlook Due to COVID-19." July 2021.

# Stress in Emergency Responders

- **30%** of first responders develop behavioral health conditions.<sup>2</sup>
- Police and firefighters **are more likely to die by suicide** than in the line of duty.<sup>3</sup>
- Approximately **1 in 3** first responders develops post-traumatic stress disorder (**PTSD**), compared to 1 in 5 in the general population.<sup>3</sup>
- Emergency responders **often do not seek help** because they view it as professionally risky and fear negative repercussions for seeking help.<sup>3</sup>

Emergency Responders require **culturally competent** therapists

Well+Good. "For First Responders, Exposure to Trauma Is Part of the Job, but It Took COVID-19 for Many To Realize It Isn't 'Normal'".  
<https://www.wellandgood.com/first-responder-mental-health/>. Sept 2021.

Ruderman Family Foundation. "Police Officers and Firefighters Are More Likely to Die by Suicide than in Line of Duty."  
[https://rudermanfoundation.org/white\\_papers/police-officers-and-firefighters-are-more-likely-to-die-by-suicide-than-in-line-of-duty](https://rudermanfoundation.org/white_papers/police-officers-and-firefighters-are-more-likely-to-die-by-suicide-than-in-line-of-duty). Accessed Mar 2022.

3. D'Amore. "Mental Health Issues Affecting First Responders."  
<https://damorementalhealth.com/resources/mental-health-issues-in-first-responders/>. May 2022.

# Stress in K – 12 Schools

## Education staff:

- **63%** report feeling stressed. <sup>1</sup>
- **54%** feeling burnout or fatigue. <sup>1</sup>
- **79%** of Superintendents say they do not have the staff or budget to focus on the worsening Mental Health of their students. <sup>2</sup>

## Students:

- More than **4 in 10** students felt persistently sad or hopeless in 2021.<sup>3</sup>
- **29%** of students experienced poor mental health.<sup>3</sup>
- More than **1 in 5** students seriously considered attempting suicide.<sup>3</sup>
- **1 in 10** attempted suicide.<sup>3</sup>

1.Mission Square Research Institute. "Report: K-12 Employee Job Satisfaction Plummets as Stress and Worries Increase Regarding COVID-19 Safety and Personal Finances." <https://slge.org/resources/report-k-12-employee-job-satisfaction-plummets-as-stress-and-worries-increase-regarding-covid-19-safety-and-personal-finances>. Feb 2021.

2.Modan, Naaz. Dive Brief. "Educators say they lack resources to address worsening mental health crisis." [https://www.k12dive.com/news/superintendents-teachers-resources-student-mental-health\\_crisis/642940/](https://www.k12dive.com/news/superintendents-teachers-resources-student-mental-health_crisis/642940/). February 2023.

3. CDC. "Adolescent Mental Health Continues to Worsen." <https://www.cdc.gov/healthyyouth/mental-health/index.htm>. February 2023.

# Mental Health Conditions

Three most common clinical mental health diagnoses:  
**anxiety, depression, and substance use disorders.**

- **Anxiety:** characterized by persistent, constant, irrational, unexplainable, excessive fear or worry in situations that are perceived as threatening.
- **Depression:** feelings of hopelessness, loss of enjoyment, disrupted sleep and eating, withdrawal, mood changes, feelings of guilt, and low self-esteem.
- **Substance use disorder:** recurrent use of alcohol or other drugs (or both) causes clinically significant impairment, including health problems, disability, and failure to meet major responsibilities at work, school, or home.





# Risk Factors for Behavioral Health Conditions



A family history of mental illness



Stressful life situations



An ongoing (chronic) medical condition



Brain damage because of a serious injury (traumatic brain injury)



Traumatic experiences



Drug and alcohol misuse



A childhood history of abuse or neglect



Limited social support



A previous mental illness

# Recognize Common Symptoms of Behavioral Disorders – Red Flags

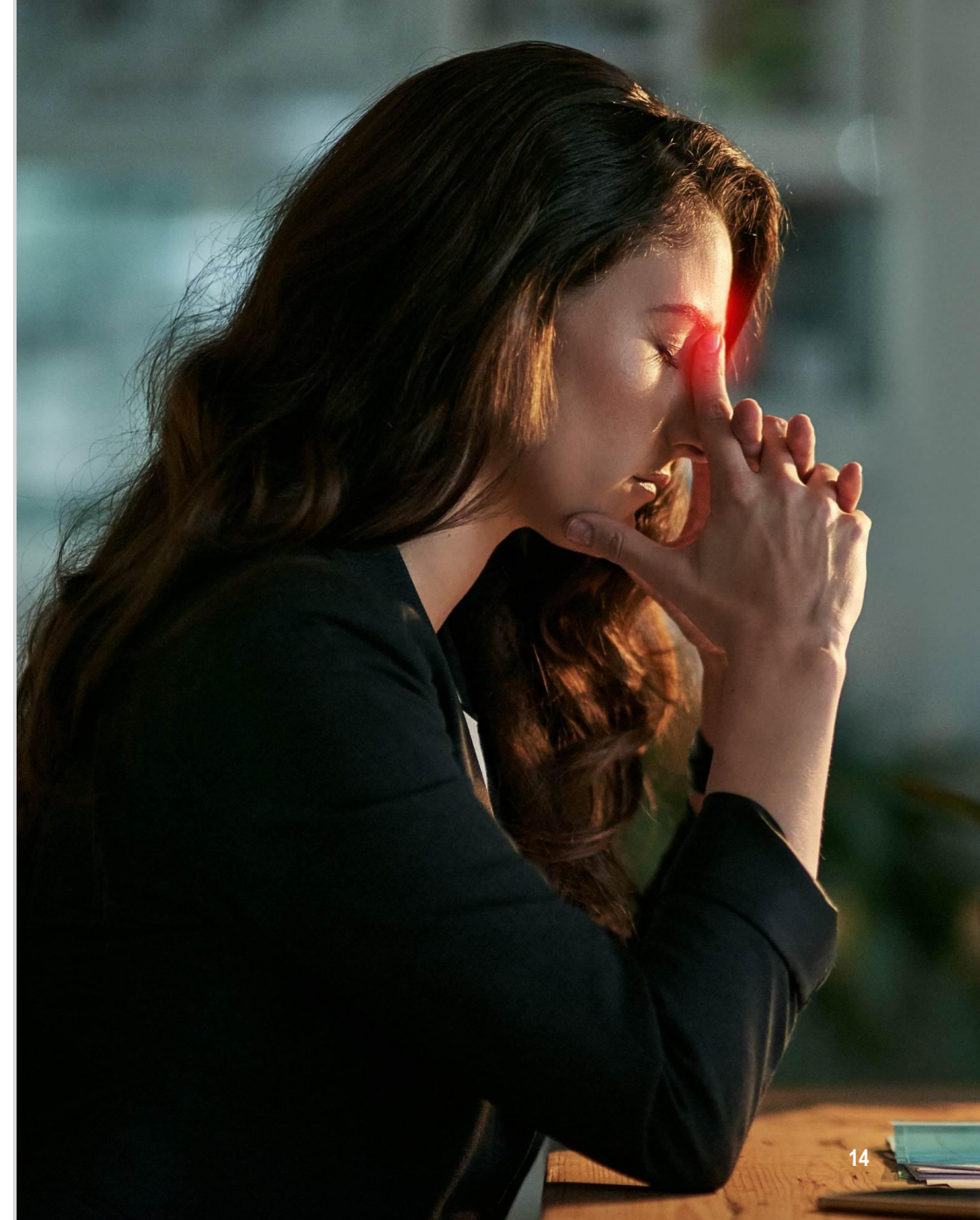


- Noticeable **changes in behavior** or mood
- **Difficulty with concentration**, tasks, attendance
- **Emotional upset**: excessive worry or fear, feeling sad or low
- Uncharacteristically **withdrawn**, avoiding friends
- **Tired**, complaints of sleep problems
- Inability to carry out daily activities or **handle stress**

# Respond

Finding the words to **open the conversation**

- “I **notice** \_\_\_\_\_. I am concerned about you. I would like to be supportive of you.”
- **Listen**; let them take the lead, and treat them with dignity and respect
  - > Watch out for your sympathy response
  - > Do not express judgment
- **Reassure that you care** and are here to help. Be specific with how.





# Protective Factors Matter<sup>1</sup>

**Protective factors** are conditions or attributes that help people deal more effectively with stressful events.

- Help reduce risk with:
  - ✓ Healthy diet
  - ✓ Exercise
  - ✓ Sleep
  - ✓ Supportive relationships
  - ✓ Good coping skills

1. Mental Health First Aid, 1/2022,  
How Protective Factors Can Promote Resilience - Mental Health First Aid



# Supporting Emotional Well-Being in the Workplace

- ✓ Don't forget your Employee Assistance Program (EAP)
- ✓ EAP isn't just for employees...it's for managers
- ✓ Integrated benefits matter...even your dental!
- ✓ 24/7/365 support is critical – in-the-moment support is becoming the new normal
- ✓ Navigation is the new normal
- ✓ Digital and Virtual Behavioral Care is here to stay



# Invitation to You

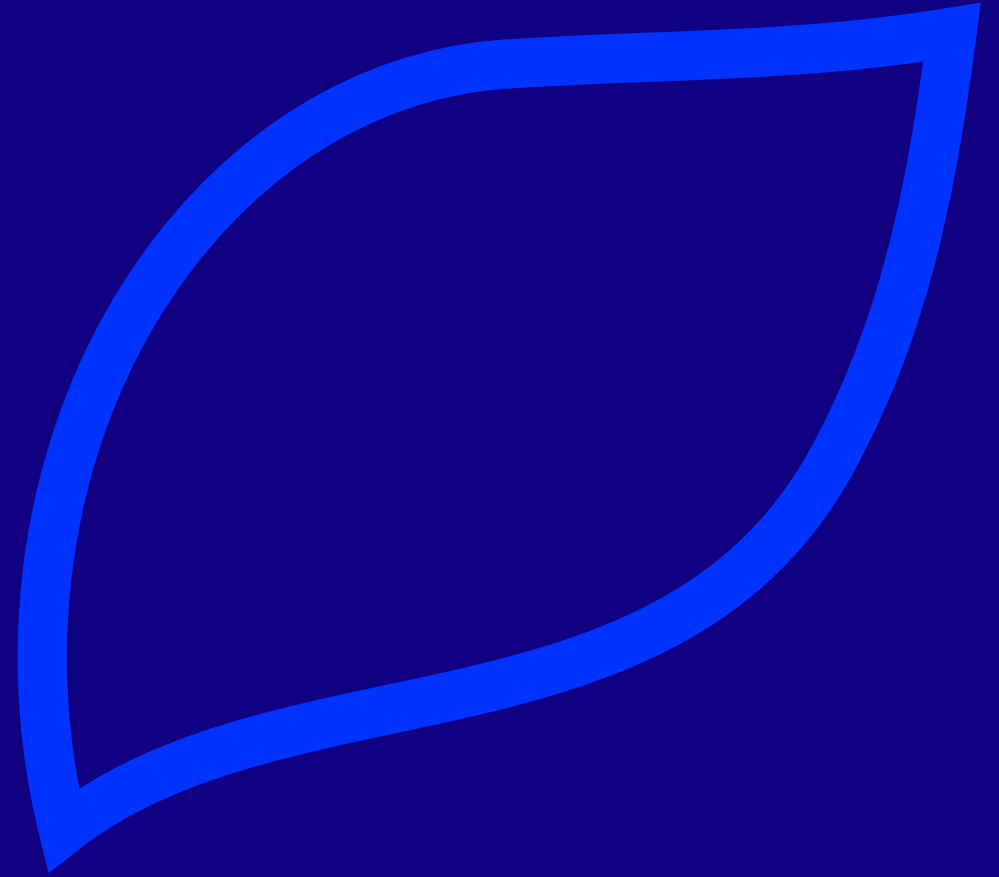
The Solution is Simple:  
It starts with you...today

“The biggest gift you can give to those who love and depend upon you, at work and at home, is your own health and well-being”





# Questions?



# Thank you

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna Healthcare representative.

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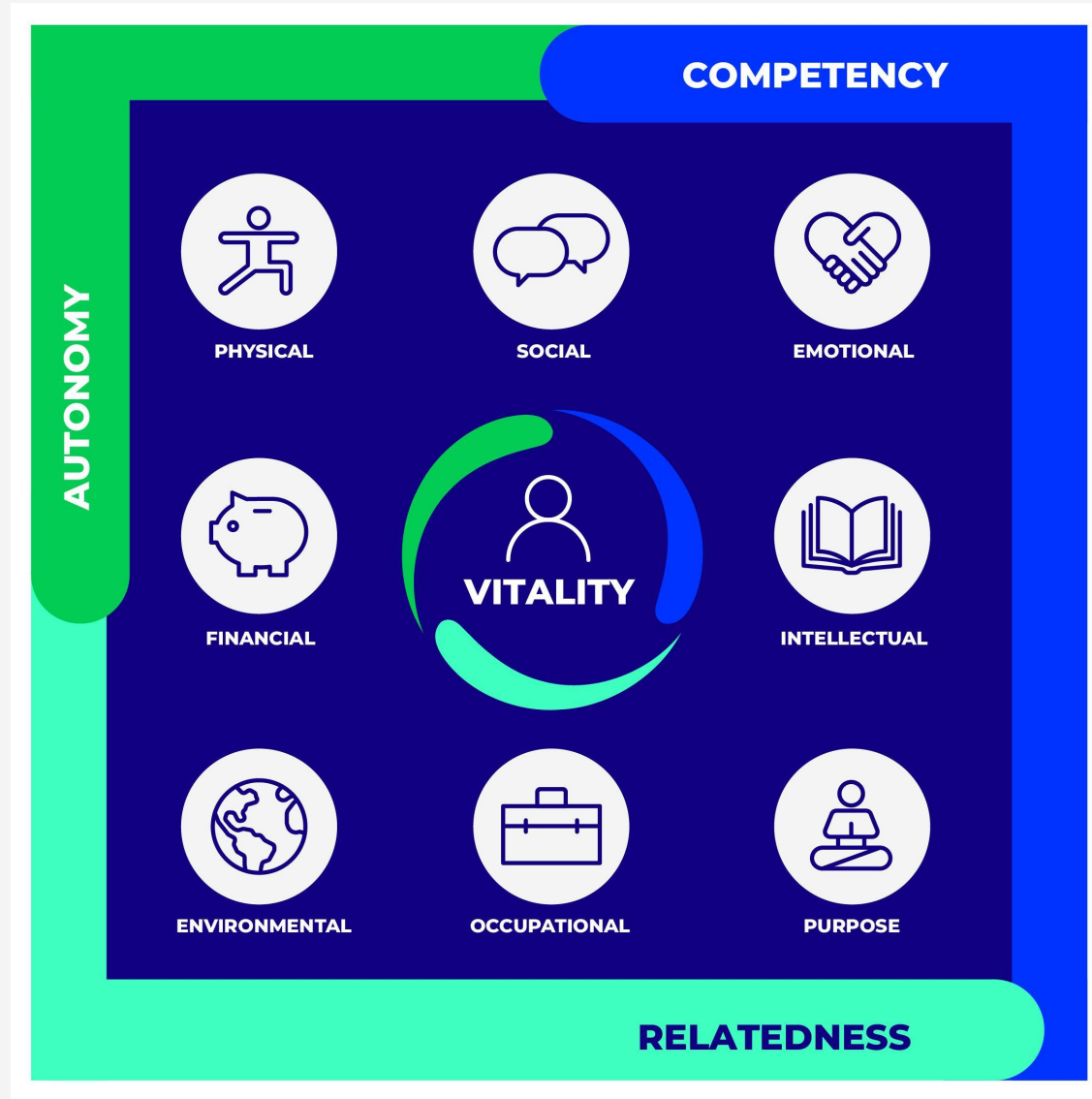


# Driving Better Health through Vitality



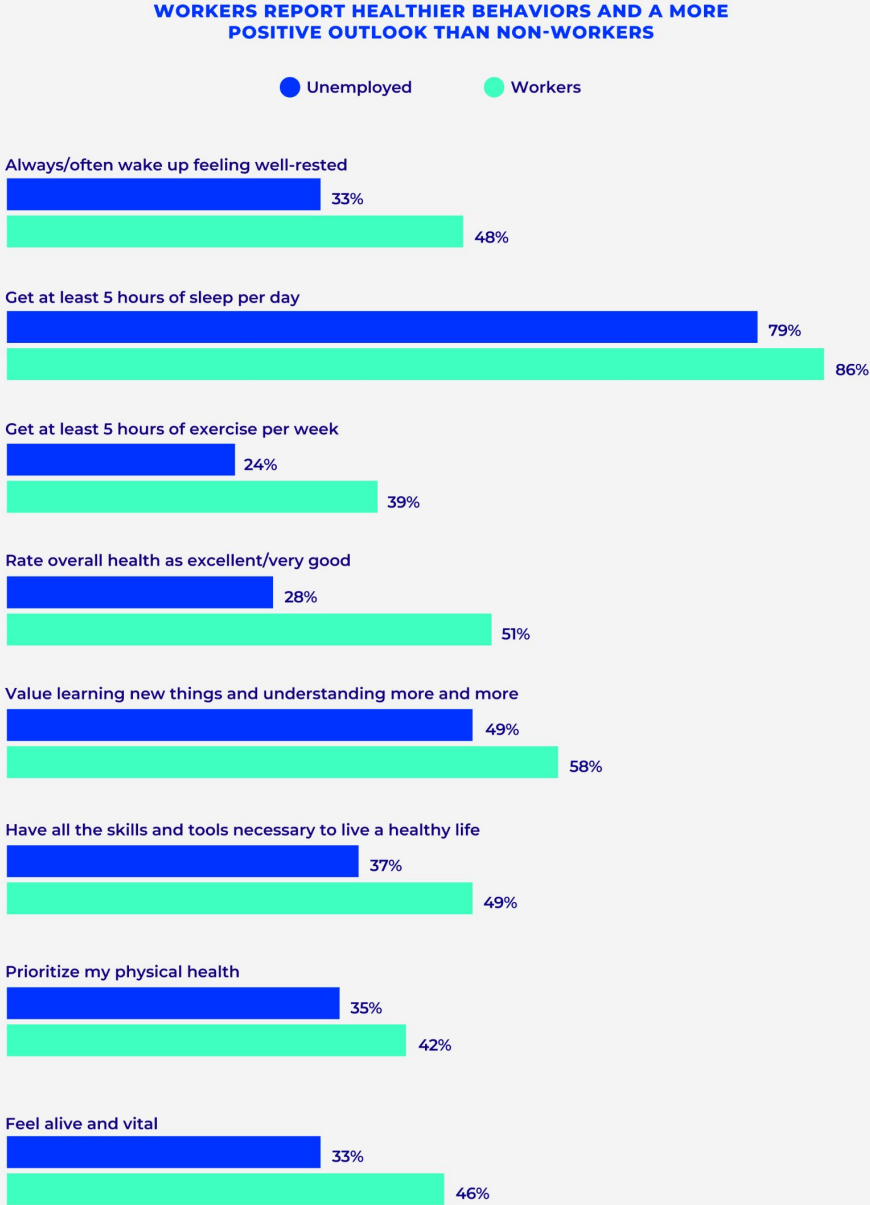


# Using Vitality to Boost your Well-Being



# People who are employed are healthier and have higher vitality

Half of workers believe they have the skills and tools necessary to live a healthy life compared to 37% of non-workers.



# Gen Z are less confident and capable at work

While most are satisfied with their job, they lack the enthusiasm for work that older generations have.

VITALITY SCORES FOR WORKING ADULTS VARY BY GENERATION

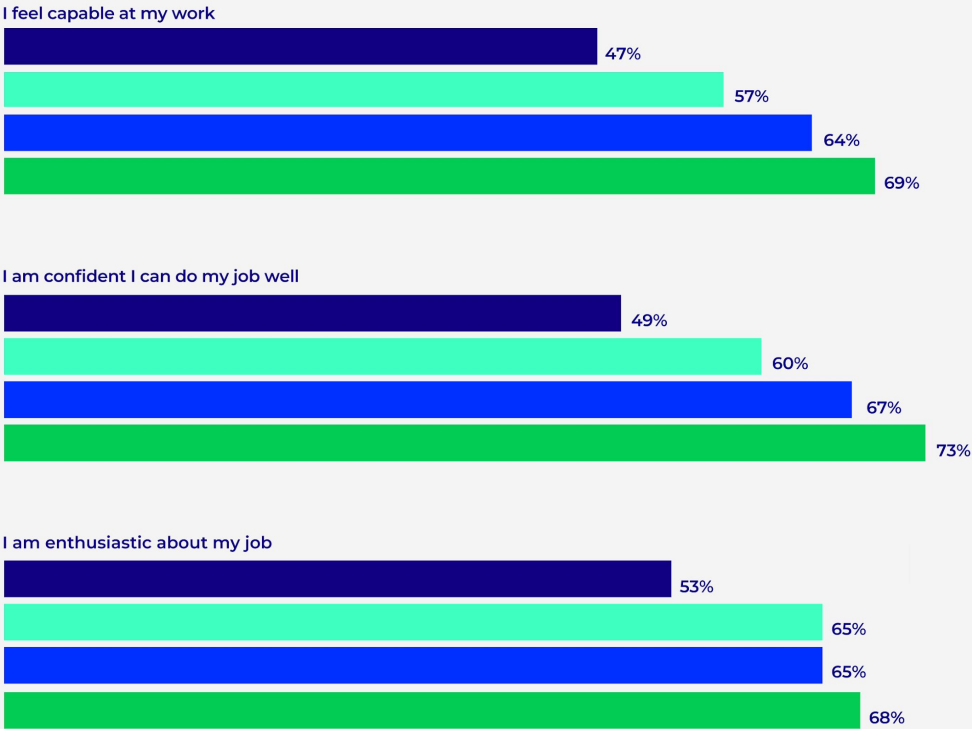


2024 Vitality Index

- Improvement in autonomy and competence
- Learning skills for a healthy lifestyle and feeling more in control of their stress

WORKFORCE SENTIMENT BY GENERATION

● Gen Z ● Millennials ● Gen X ● Baby Boomers



2024 Vitality Index

## Completely sedentary workers:

- Rate their health more poorly and have a higher incidence of physical and mental health conditions, such as depression, anxiety, and obesity
- Less likely to get adequate physical activity during non-work hours
- Less likely to get enough quality sleep
- Report the lowest job satisfaction and highest rate of stress on the job

**1 out of every 6 workers** report spending their entire 8-hour workday sitting down – **and they have the lowest vitality across workers**



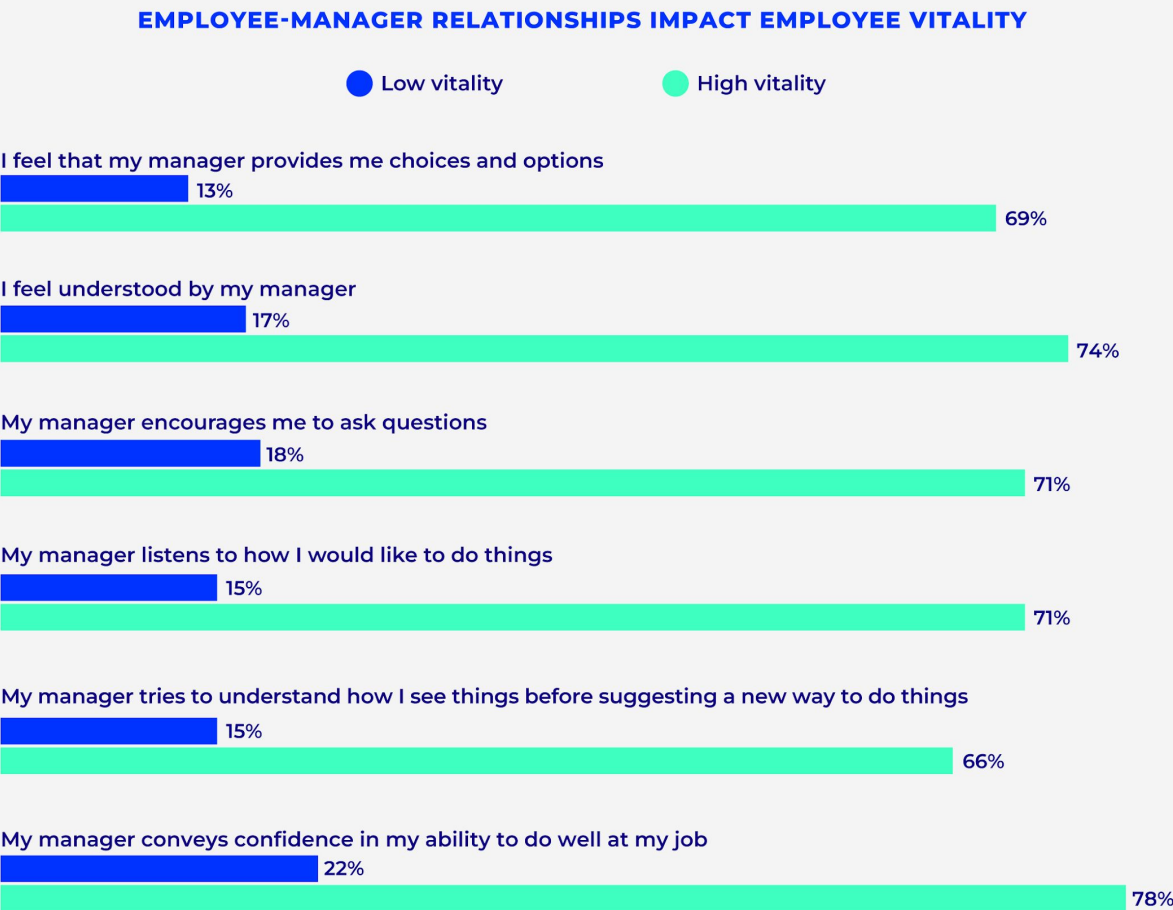
# Sleep quality is highly connected to vitality

People with high vitality are 5x more likely to say they wake up feeling well-rested

## HIGH VITALITY ADULTS ARE MORE LIKELY TO ENGAGE IN HEALTHY BEHAVIORS



# Manager relationships significantly impact worker mental health and vitality



2024 Vitality Index