

## CASE STUDY

## Dropbox Achieves 40% Modern Health Utilization While Shifting to Virtual-First Workforce Globally



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Wendy Macias, Director of Global Benefits

### Background

#### Seeking mental health support during virtual-first workforce transition.

The COVID-19 pandemic forced companies to re-think how employees work, and many have transitioned away from physical offices to remote operations. This shift was jarring, but most companies have adapted to this new work experience and some, like Dropbox, used this opportunity to adopt a permanent virtual-first workforce worldwide. With this virtual-first approach came a renewed need to prioritize employee well-being with an added mental health benefit. Dropbox searched for a solution that could help employees cope with the new landscape of remote work and manage stressful events or moments happening in the world. Most importantly, Modern Health was unique in that it was a truly global solution that could support every Dropboxer. "We want to make sure our employees feel supported as we all adjust to this new way of working," said Dropbox Director of Global Benefits Wendy Macias. "This transition can feel pretty isolating, so we want to make sure our employees have the resources they need to take care of themselves. Mental health is a huge part of that."

### Solution

#### Delivering on partnership goals with Modern Health.

Dropbox's Total Rewards team explored various mental health solutions and chose Modern Health in June 2020. Modern Health was best-equipped to deliver on Dropbox's primary goals. The first was to encourage proactive prioritization of mental well-being. After registering and taking a brief self-assessment, Modern Health provides personalized care recommendations based on an employee's unique needs. The second goal was to improve the experience of getting mental health support. Modern Health has useful self-serve resources, along with its own network of therapists and coaches available for free virtual sessions through the app. The average wait time is less than one day for a first session. The third goal was to deliver care across a broad spectrum of needs and locales. Modern Health meets Dropbox employees wherever they are, with coaches and therapists in 55 countries that speak 45 languages.

### Outcome

#### Improving employee well-being.

Dropbox employees have received tremendous value from Modern Health since its launch. Of all eligible employees, 49% have registered (against an industry average of 25%), and 40% have engaged with the application. Dropbox employees utilizing one-on-one care are grateful for the benefit and have seen remarkable clinical outcomes. Of the Dropbox population seeking coaching or therapy, 91% agree that the care has improved their well-being. Additionally, 61% of Dropbox members who use 1:1 care with Modern Health have shown clinical improvement over time after at least 4 sessions with a coach or therapist. Another successful care modality that employees love are Modern Health's live, video-based group therapy experiences called Circles. Dropbox was especially appreciative of sessions that covered sensitive cultural moments like the pandemic, social justice, wildfires, and natural disasters impacting specific member regions and is excited to participate in more Circles moving forward. The Circles sessions were an amazing opportunity for Dropbox to provide additional support to their DEI&B initiatives and employee resource groups with topics ranging from "Healing Latinx/Hispanic Communities" to "Recognizing Juneteenth. Listen, Learn, Amplify." "It's exciting to see our employees embrace this benefit," said Macias. "I'm proud that as a company, we're able to support our employees' mental health through this program."



### OUTCOMES



**49%**

global workforce  
registration



**91%**

agree care has improved  
well-being



**4.9**

out of 5 stars average  
provider quality rating