



Beyond the EAP: How Lucid Software's focus on mental health helps make it a "Great Place to Work"

Case Study:

Leah Dunn
Dir. People Operations
Lucid Software

Website:

<https://lucid.co>

Industry:

Software Development

Company size:

501-1000 employees

Background

Mental health issues have reached pandemic proportions, with 40% of people in the workforce expressing symptoms of mental illness. For many employers, this often manifests as "quiet quitting" and high turnover, but employees at Lucid Software are consistently engaged and connected. How does a company consistently top Great Places to Work charts, even while many employees face mental health challenges? The answer lies with their innovative approach to benefits.

The Problem

The traditional EAP is insufficient in addressing mental health challenges

Lucid's People Operations team knew standard mental health benefits needed a boost. Leah Dunn, Director of People Operations, discussed the shortcomings of a standard Employee Assistance Program.



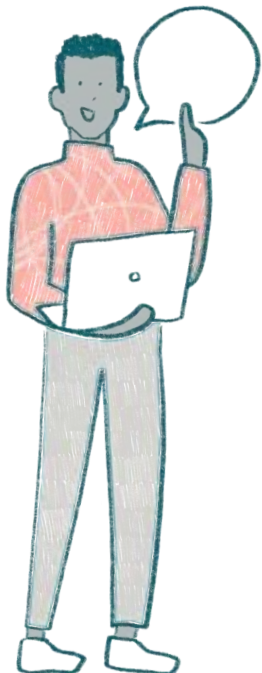
"Many of our employees' mental health needs were going unaddressed."

"We found that a standard EAP didn't offer the consistent, regular appointment option with a provider trained in the specific area of need that our employees required. Additionally, the limited providers in a medical plan network and the long waiting periods to be seen by any provider meant that many of our employees' mental health needs were going unaddressed."

The Solution

Simple and convenient mental health care

After evaluating a variety of options, Lucid found the solution they were looking for. "Lucid sought to provide a solution to the issues our employees faced when seeking mental health care with limited provider options," Dunn said. "Tava has solved that issue by allowing our employees to get the care they need at an affordable price and in a way that's convenient for themselves and their family members."



The Results

"Tava Health makes it super easy for me to find a mental health therapist; doing so through other ways is so difficult I probably wouldn't do it otherwise."

-Lucid employee



25%

utilization

More employees
get the help
they need

6.7

sessions/client

Employees actually
reach their mental
health goals

70%

report

they would not
have received care
without Tava

Employees are all in on Tava

Participation in Tava quickly showed that Lucid had made the right choice.

Tava utilization at Lucid is almost **25%—12x more than traditional EAPs**. Clients referred through a traditional EAP meet with their therapist an average of 1.9 times. Lucid employees average 6.7 sessions with their Tava therapist, greatly increasing the likelihood of lasting, positive mental health outcomes.

70% of employees who received care said they were unlikely to get mental health care without the Tava benefit. Easy access and total employee engagement through education and online interactions made mental health care easily available and accessible.

Employee feedback let Dunn and her team know that they had filled the gaps previously present in their EAP: "Lucid employees love the ability to schedule after-hours, remote-friendly sessions with providers. Employees also love that they can see the same provider each visit for mental health needs that last longer than what is covered by a typical EAP program." Dunn shared that the impact on their employees was obvious: "We've seen many employees' situations improve and productivity remain high as employees receive the care they need."



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The Conclusion

Tava Health: Part of what makes Lucid Software such a great place to work

In today's employment market where dissatisfaction seems to be the norm, Lucid is going against the trend. After all, 96% of Lucid employees say it's a great place to work. Connect with us to find how partnering with Tava Health can give your employees the support and care they need.



Learn more online at tavahealth.com/employer

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