


CHILD AND FAMILY WELLBEING

OVERVIEW FOR CLIENTS

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WHAT IS CHILD AND FAMILY WELLBEING?



Child and Family Wellbeing is a global add-on service designed to support children and adolescents' emotional health, and the family's holistic wellbeing through emotional and practical support.

Throughout their engagement of the *Child and Family Wellbeing* program, members will be supported by a clinical case manager and/or a care coach, following the progress of the provided care and offering necessary resources as required.



WHO IS ELIGIBLE FOR CHILD AND FAMILY WELLBEING?

The service is available to members and members' minor dependents whose sponsor has purchased this program as an add-on service to their wellbeing program.

Services can be provided to members' child(ren) or legal dependent(s) **aged 3 or older** with parental/legal guardian consent.

EXPANDED OFFERING AT-A-GLANCE?

		Standard EAP	Child & Family Wellbeing	
Support for Parents	Intake Model	Clinical Answer	Clinical Answer	
	Clinical Support for Parents	WPO Sessions	WPO Sessions	
	Local Language Support	Included	Included	
Support for Children	Child-Focused Clinical Assessment	None	Included	<i>New Feature</i>
	In-Person or Video Individual Counseling Sessions	Ages 8+	Ages 6+	<i>Enhancement</i>
	In-Person or Video Family Counseling Sessions	Ages 5+	Ages 3+	<i>Enhancement</i>
	Specialized Clinical Pediatric Network	None	Included	<i>New Feature</i>
Support for Families	Practical Support through Work-Life	Included	Included	
	Care Coach Sessions and Care Plan	None	Included	<i>New Feature</i>
	Practical Case Management	None	Included	<i>New Feature</i>
	Clinical Case Management by Pediatric Specialist	None	Included	<i>New Feature</i>

CHILD AND FAMILY WELLBEING MEMBER ACCESS

Members can self-refer to the program, via standard wellbeing program access:

- **Telephone** 24/7 clinical intake line
- Other standard modes of access
 - **Email**
 - **Chat** via iConnectYou and LiveConnect on member website.

Note: The initial contact will always be through the minor's parent or legal guardian. Our clinical team will complete the Pediatric Assessment with the parent or legal guardian and determine an appropriate course of action. While any access method can be used for initial outreach, the assessment must be done over the phone.

CHILD AND FAMILY WELLBEING PROGRAM COMPOSITION

The program is composed of

- **Pediatric Assessment:** A specialist Pediatric Assessment is provided to determine the most suitable intervention for the member.
- **Short-term Counseling:** up to 6 sessions of individual or family support for minors aged 3* or older. Support can include coping with stressors such as divorce, grief, family or school transitions, adjustment and challenges.
- **Care Coach Support:** up to 6 sessions of resource support, including a caregiving plan, resources review and additional care resources.

* Individual counseling can only be provided to minors aged 6 or older.

WHO DELIVERS CHILD AND FAMILY WELLBEING AND THE MODALITY

- **Pediatric Assessment** delivered by clinicians via telephone.
- **Short-term Counseling** delivered by counselors specialized in minor counseling, in-person, via telephone or video.
- **Care Coach Support** delivered by WPO Care Coaches, via telephone or video.

WRAP-AROUND SUPPORT CLINICAL CASE MANAGER & CARE COACH

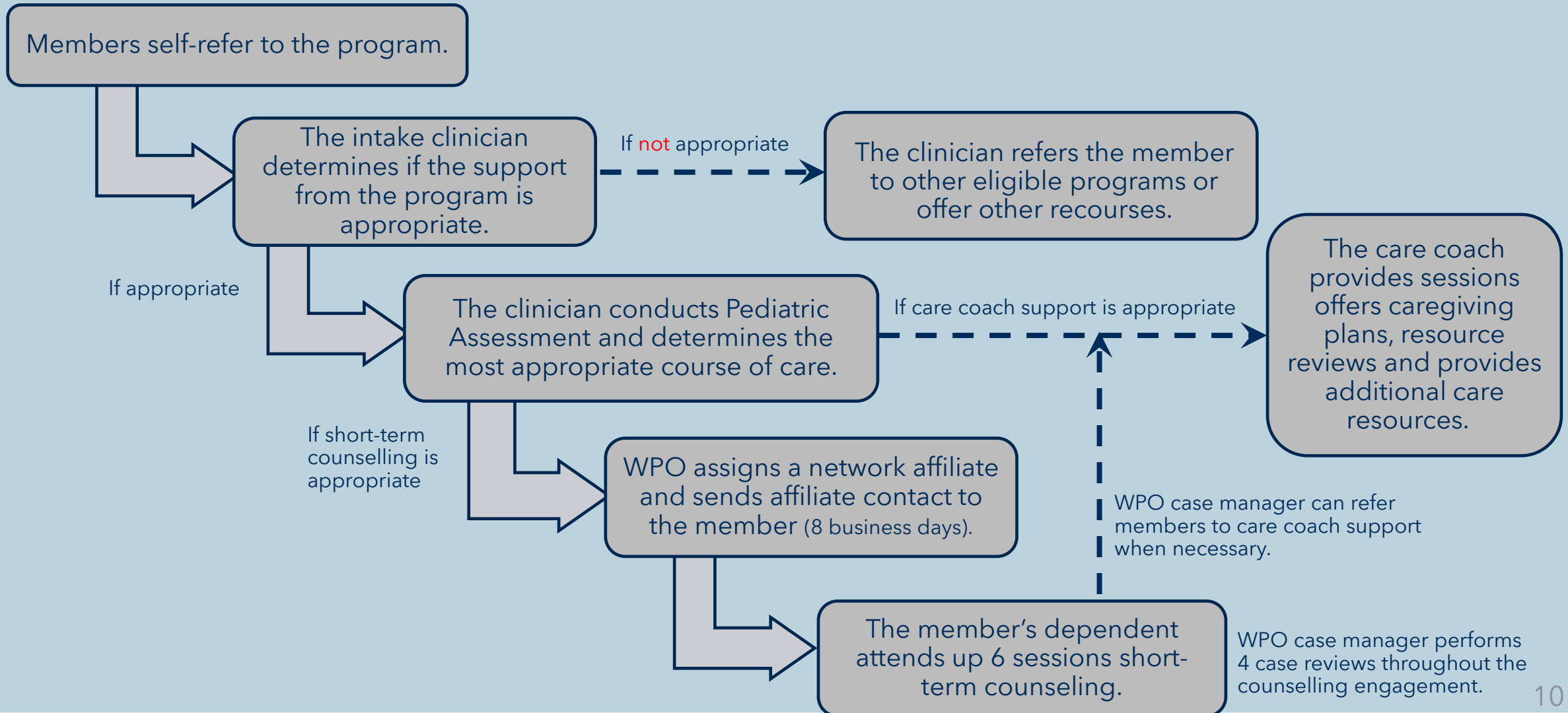
Clinical Case Manager	Care Coach
<ul style="list-style-type: none">• Contact parent/guardian for progress/review clinical needs and support in making informed decisions.• Monitor cases to ensure timely, effective, and efficient member-centered care.• Collaborate with Care Coach.• Liaise with Director of Child & Adolescent Clinical Care who provides clinical management support and direction when required.	<ul style="list-style-type: none">• Formulate a care plan with key focus on accessing appropriate resources, to better understand and manage any mental health conditions.• Source relevant tools and educational materials based on the member's needs.• Check-in with Clinical Case Manager after the final Care Coach session is provided to review progress.



CHILD AND FAMILY WELLBEING LANGUAGES

All Services of the *Child and Family Wellbeing* program are delivered in members' local language.

CHILD AND FAMILY WELLBEING WORKFLOW





CHILD AND FAMILY WELLBEING REPORTING

Child and Family Wellbeing reporting is consistent with WPO's current confidentiality standards. The reports are generated from the data in WPO case management system.

Clients can access service utilization.

CHILD AND FAMILY WELLBEING LAUNCH SCOPE

- Argentina
- Australia
- Austria
- Bahrain
- Bangladesh
- Belgium
- Brazil
- Bulgaria
- Cambodia
- Canada
- Chile
- China
- Colombia
- Costa Rica
- Croatia
- Czech Republic
- Denmark
- Egypt
- El Salvador
- Finland
- France
- Germany
- Greece
- Guatemala
- Honduras
- Hong Kong
- Hungary
- India
- Indonesia
- Ireland
- Israel
- Italy
- Japan
- Jordan
- Kenya
- Korea
- Kuwait
- Lithuania
- Luxembourg
- Malaysia
- Mauritius
- Mexico
- Morocco
- Netherlands
- New Zealand
- Nicaragua
- Nigeria
- Norway
- Panama
- Peru
- Philippines
- Poland
- Portugal
- Puerto Rico
- Romania
- Saudi Arabia
- Serbia
- Singapore
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Taiwan
- Thailand
- Turkey
- United Arab Emirates
- United Kingdom
- United States
- Uruguay
- Vietnam

CHILD AND FAMILY WELLBEING IMPLEMENTATION



- Clients who purchase *Child and Family Wellbeing* will need to provide WPO with the following information to successfully launch a new program:
 - Advance notice, counted from **the date of WPO receiving the member census by postal code.**
 - A **minimum of one-hundred twenty (120) days**
 - A **minimum of one-hundred fifty (150) days** for **the US, Israel, and OFAC sanctioned countries.**
 - Expected utilization of the service.

PROMOTING CHILD AND FAMILY WELLBEING

• Member-facing flyers

Please contact your account manager.

Supporting Families, Empowering Children
Child and Family Wellbeing

The Child and Family Wellbeing program offers support for your child in many ways, whether they are a toddler or a teenager. Our qualified professionals complete a [Pediatric Assessment](#) and then offer many solution-focused therapies, such as play therapy, art therapy, talking-style therapies, short-term counseling, and more.

You also have access to a Care Coach, who will complete a detailed interview and establish a [Care Plan](#) with your input. They can also give you guidance, resources, and ongoing support with finding childcare, schools, tutoring, and more.

- Multiple therapy options for children from ages three onwards, with a Pediatric Assessment to find the most appropriate path forward.
- A Care Coach to guide you through the process and assist you with other support questions and answers.
- Counseling support in your local language: by video, phone, or in-person.
- Assistance with creating a Care Plan, reviewing available resources, checking in on progress, and other needed support.

Toll Free: enter phone here
Direct Dial: enter direct dial here
WhatsApp: enter number here

Website: website
Company Code: company code
Username: username
Password: password

iConnectYou: iCY code

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CHILD AND FAMILY WELLBEING EXPERIENCE



For more information, please check the **Voice of the Customer (VOC)** program.

How do we measure the member experience?

For short-term counseling service

Email survey 90 days after case creation

Metrics:

- CSAT
- NPS

Telephonic survey at 2nd and 4th case reviews.

Outcomes:

- Strengths and Difficulties Questionnaire (SDQ)
 - o emotional symptoms
 - o conduct problems
 - o hyperactivity/inattention
 - o peer relationship problems
 - o prosocial behavior
- SDQ results will be explained by a Clinical Case Manager.



THANK YOU

If you have any other questions or need more information, please contact your [Account Manager](#).