



Helping the helpers

Wysa's ripple effect on better mental well-being and productivity

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All Hands and Hearts

All Hands and Hearts does important work.

All Hands and Hearts effectively and efficiently address the immediate and long-term needs of communities impacted by disasters. We communicate directly with local leaders and community members and then deploy our unique model of engaging volunteers to enable direct impact, helping to build safer, more resilient schools, homes and infrastructure. Through community and volunteer engagement, we focus on helping families recover faster after disasters using our Smart Response strategy. In doing so, we strengthen both our volunteers and the communities in which we serve.

Enabling vital work

All Hands and Hearts enables volunteers to provide hands-on assistance to survivors of natural disasters, both within the U.S. and international. And they're really good at it. Having operated in the U.S. and abroad for more than 15 years, the organization has earned the highest possible 4-Star-Rating by [Charity Navigator](#) for 8 years in row and a Top 5-Star-Rating from [Greatnonprofits.org](#) and [GoOverseas.com](#).

Doing good has drawbacks

But this vital work doesn't come without cost. According to *All Hands and Hearts*' Director of Wellbeing, Dora Rebelo, "The work we do is both rewarding and challenging. Working directly in the field can encompass overwhelming workloads and a lack of privacy and personal space — in addition to the separation from our most familiar bonds (family, friends and other supportive networks we usually rely on). Beyond the daily stresses, long working hours and resource-limited living conditions, the experience itself may be one of witnessing human and environmental adversities that can impact our wellbeing."

Fatigue. Burn out. Stress. These are just some of the emotional pitfalls identified by those working for an organization committed to being in the trenches with communities impacted by disaster. Given the turbulent nature of the work *All Hands and Hearts* conducts, the need for intentional and proactive strategies to address the well-being of their staff is critical.





An important well-being resource

One of the tools *All Hands and Hearts* has embedded into their toolbox of existing company well-being resources is Wysa Plus – a Whole of Workforce solution — the enormously successful Wysa app that offers immediate, confidential support for emotional and mental well-being. In fact, they've been so convinced of Wysa's value to their workforce that they now offer it to all staff members, regardless of whether they participate in the organization's health care plan.

“[Wysa] literally puts an emotional health tool right in their back pocket for those times when they may not have access to more traditional mental and emotional health resources.”

Wysa offers *All Hands and Hearts* staff members:

- 24/7 text-based emotional support through an app-based chat bot
- Self-help tools to develop mental resilience
- Professionally trained human coaches when a more personal approach is helpful
- 12-week well-being coaching programs for sustained impact

The ripple effect of health and productivity

While Wysa Plus is only one piece of the organization's mental and emotional health strategy, it has proven to be an important addition. According to Shaya Kellen, a People Development Associate for *All Hands and Hearts*, "Over a quarter of our workforce have already used Wysa, and about half of those users have engaged with one of Wysa's professionally trained well-being coaches for five sessions or more. That's real engagement that's keeping our workforce healthy. And what's important to note is that, when our staff are healthy and productive, the ripple effect can be felt by the volunteers and,

in turn, those people we've come to assist ... the ones directly impacted by the disasters we're addressing out in the field."

"From our perspective," notes Kellen, "Wysa is an important resource for our staff members. It literally puts an emotional health tool right in their back pocket for those times when they may not have access to more traditional mental and emotional health resources." *All Hands and Hearts* staff members are able to rely on Wysa anytime and anywhere they need support, because it's right there on their smartphone. And the value of a tool like that can't be quantified.

25%

Over 25% of workforce has used Wysa

Nearly half have engaged with a well-being coach for five sessions or more



Better understanding of staff needs to inform our support and communication

Access to Wysa analytics and anonymous reporting has provided insights and comfort, knowing how staff are engaging with the tool packs and coaching to improve their mental well-being.

Top life challenges:	Staff like using Wysa	Impact of coaching
Anxiety Confidence Work stress	82% satisfaction rating	70% reduction in distress levels

“Wysa offers a workplace solution that caters to the full spectrum of mental health needs. The solution embeds into existing company benefits, such as Employee Assistance Programs (EAP) or external health care provider networks and can be customized by cohort” - Ramakant Vempati, Founder, Wysa

“Wysa has been an incredibly effective tool to help us reach that missing middle of a population whose needs might be beyond just wellness but not yet at the point of clinical intervention and diagnosis. We are helping people who might not be ready to share their thoughts and feelings with a doctor or counsellor yet, but instead can explore them in their own time in an anonymous, confidential and non-

judgmental way on their terms. The net result across our Aetna Mind suite of tools is that we are supporting more people with earlier intervention, better self-care and more effective escalation for those at risk. That’s a better outcome for the employee, the employer and for Aetna.” – Simon Miller, Senior Director Proposition Development, Aetna.



Want to know more about Wysa solutions?

Contact us If you'd like to know more about how Wysa – the award-winning app that offers immediate, confidential support for emotional and mental well-being – can positively impact your workforce's health, well-being and productivity.

Wysa

Website: <https://www.wysa.io/>

Email: hello@wysa.ai

All Hands and Hearts

Website: www.allhandsandhearts.org

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