



Mental health, life and work support

Help is always within reach

mysupportlinc.com | Group code: **spb**

1-888-881-LINC (5462)





Agenda

1. Program highlights
2. Guidance by phone
3. App and website
4. Organizational services
5. Questions



Program Highlights

Support at a glance

Support that meets you where you are

Whether you're feeling overwhelmed or need help with everyday challenges, **SupportLinc is just a call, tap or click away.**

This confidential program is provided by your employer and available to you and your household members, **at no cost to you.** Including dependents under the age of 26 whether they live in the home or not.





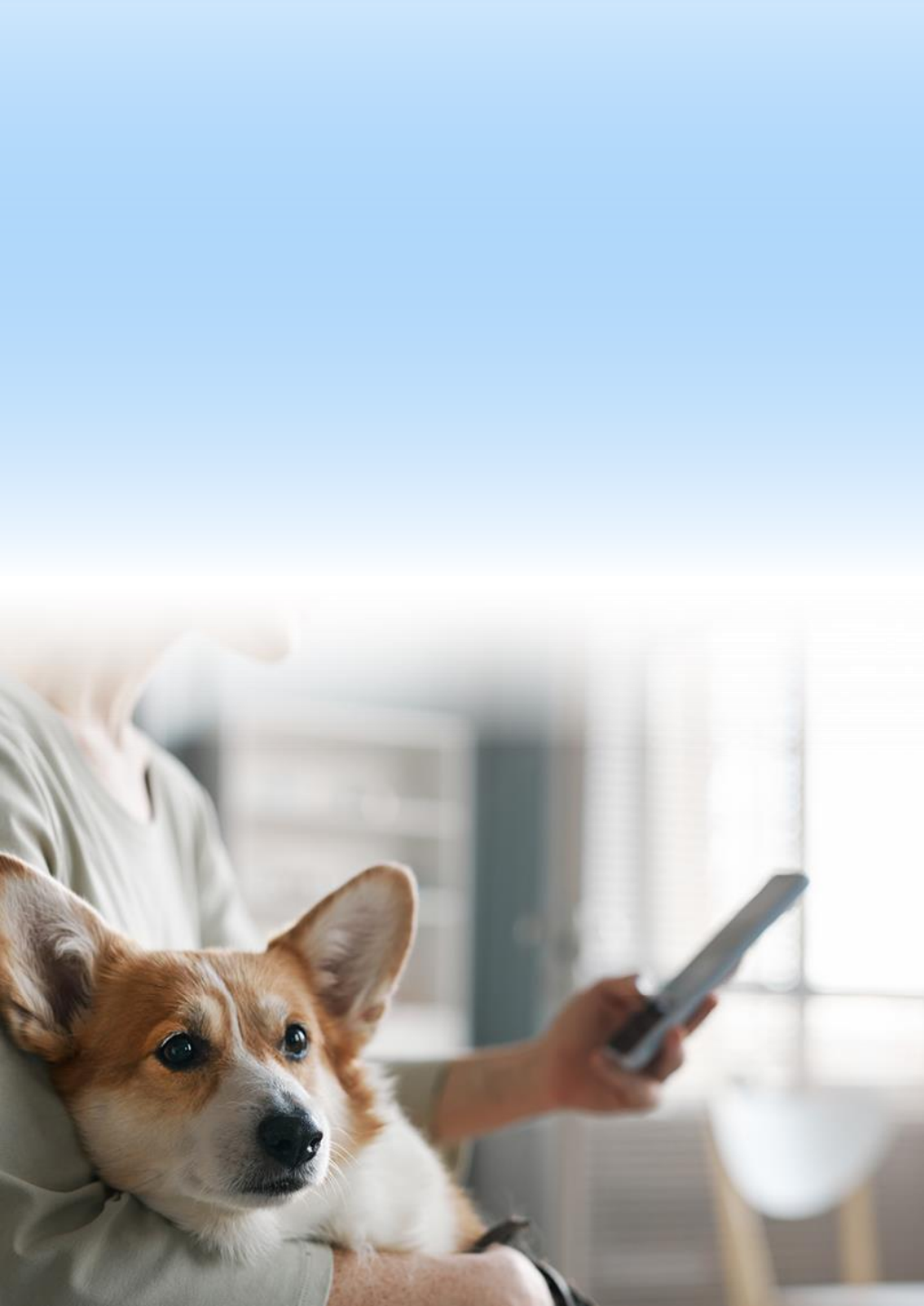
Guidance by phone

In-the-moment support whenever you need it

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Mental health support

Our Care Advocates provide expert guidance to navigate mental health and wellbeing concerns.

- **In-the-moment support** by phone from a licensed clinician, available 24/7/365
- **Receive help for mental and emotional health concerns** like stress, anxiety, depression, relationship or family concerns and substance use
- **Get a personalized plan** to guide care and next steps based on your needs
- **Stay supported** as you move between different types of care



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Counseling

Gain clarity, build coping skills and feel supported.

8 sessions per topic, per year, available to you through the program

- Short-term, solution-focused support
- Care for concerns like substance use, anxiety, family issues, life transitions and more
- Supportive starting point for your mental health journey



Schedule care

Get Care → Schedule appointment → **Follow the prompts to choose the best option**



App and website

Access your program anytime, anywhere

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Discover everything SupportLinc has to offer



Download our app: **myCuraLinc**
Bookmark our website: **mysupportlinc.com**

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Explore the program, resources and care options in one place



Explore your digital wellbeing tools

Mental health check-in

A short questionnaire that helps you understand your needs and find the right support.

Mood tracker

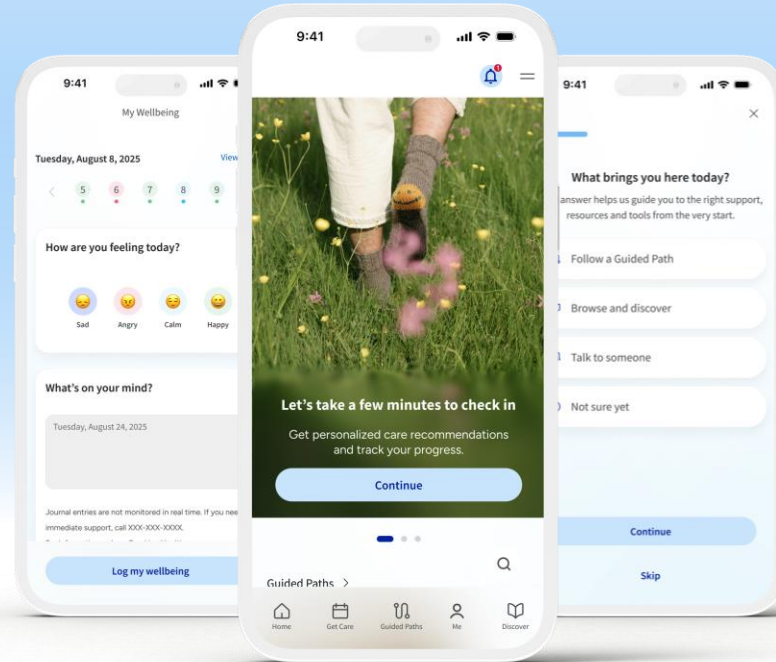
Daily tool to help you notice how you're feeling and track patterns over time.

Guided paths

Self-guided experiences that strengthen emotional resilience and help you work toward personal goals.

Work-life resources

Resources to support everyday life needs, including childcare, eldercare and community support.



dCBT & Mindstream™

Tools and sessions designed to support stress management, skill-building and wellbeing.

Appointment scheduler

Easily schedule appointments with counselors, coaches or work-life consultants.

Journal

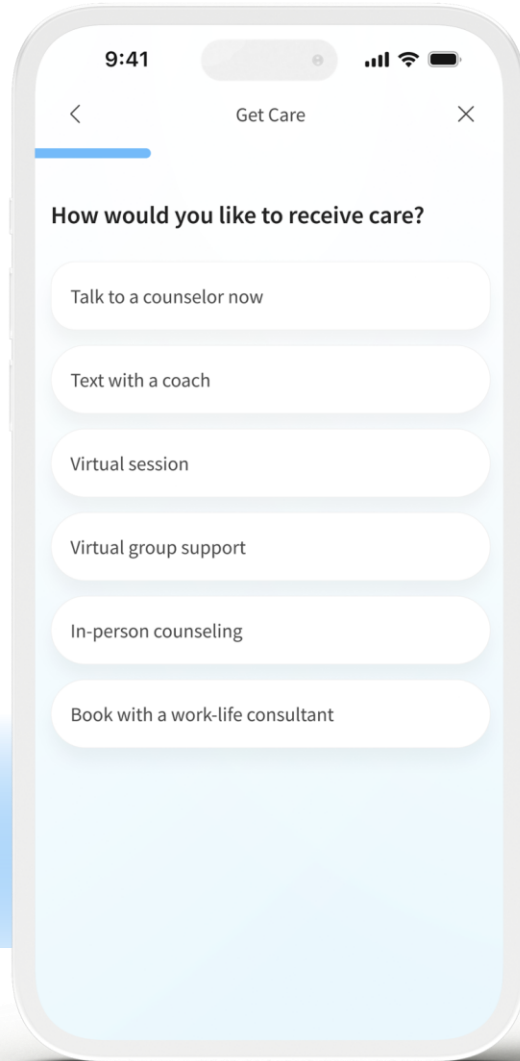
Private space to write, reflect, and gain clarity when thoughts feel overwhelming.

Content library

Helpful articles, videos, exercises and guided meditations you can explore anytime.

Toolkits

Guidance to help you manage stress, find balance and navigate everyday life and work challenges.



Schedule support

With real-time scheduling, you can book video counseling or coaching in as little as 24 hours.

Choose a counselor or coach who matches your preferences

Schedule appointments around your life

Access timely, high-quality support for your emotional wellbeing



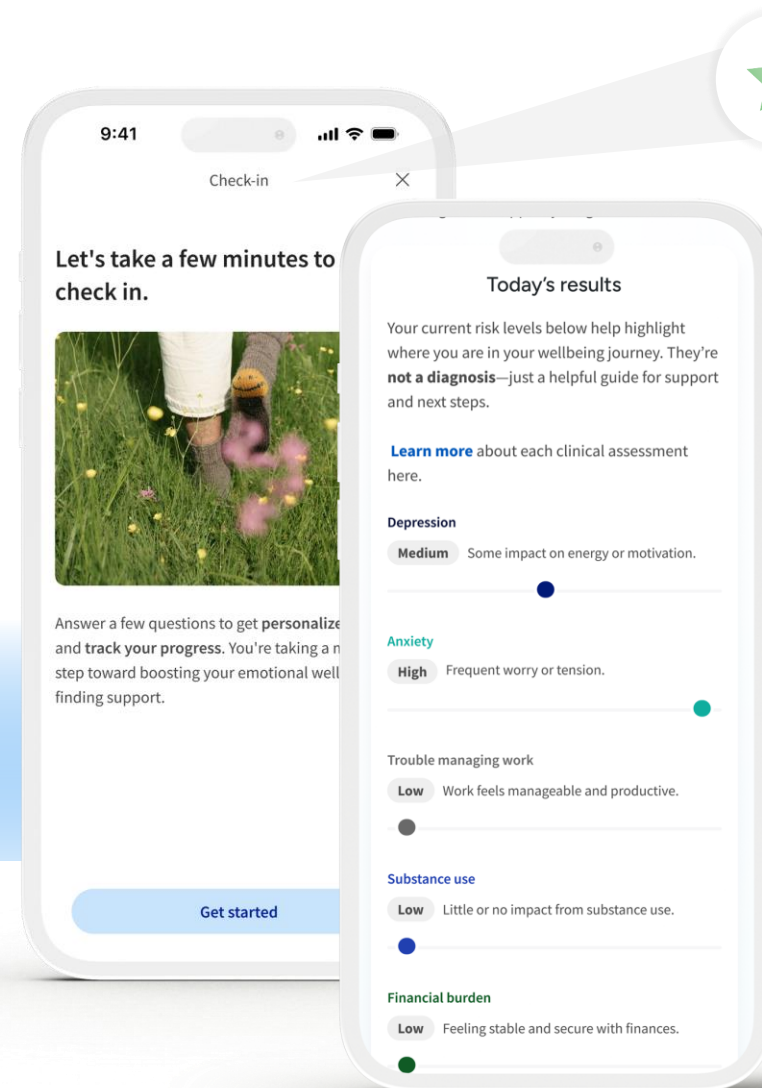
Schedule care

Get Care → Schedule appointment → **Follow the prompts to choose the best option**

Mental health check-in

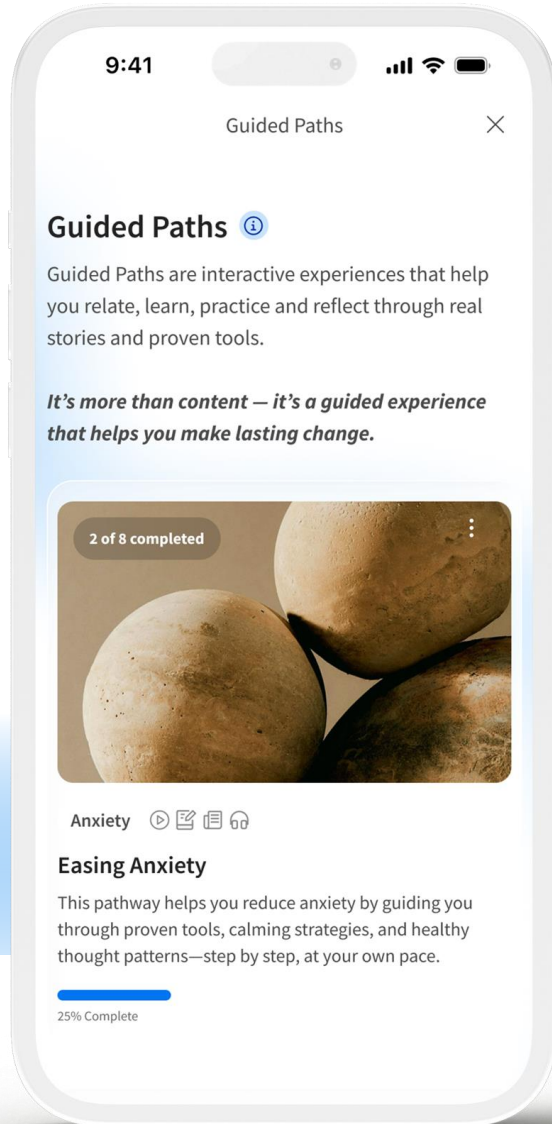
A quick questionnaire to understand how you're feeling and find the right support.

- Pause and reflect on how you're really doing
- Receive personalized care recommendations based on your needs
- Identify areas where extra support could help
- Track changes over time as your needs evolve



Complete your
mental health
check-in

Home screen →
Mental health
check-in



Guided paths

Goal-focused, guided experiences using videos, audio, and exercises to support lasting change.

- **Work toward personal goals** through step-by-step guidance
- **Build emotional resilience** using proven techniques you can apply in everyday life
- **Develop skills through consistent practice** that reinforces learning over time
- **Learn and grow at a pace that feels right for you**



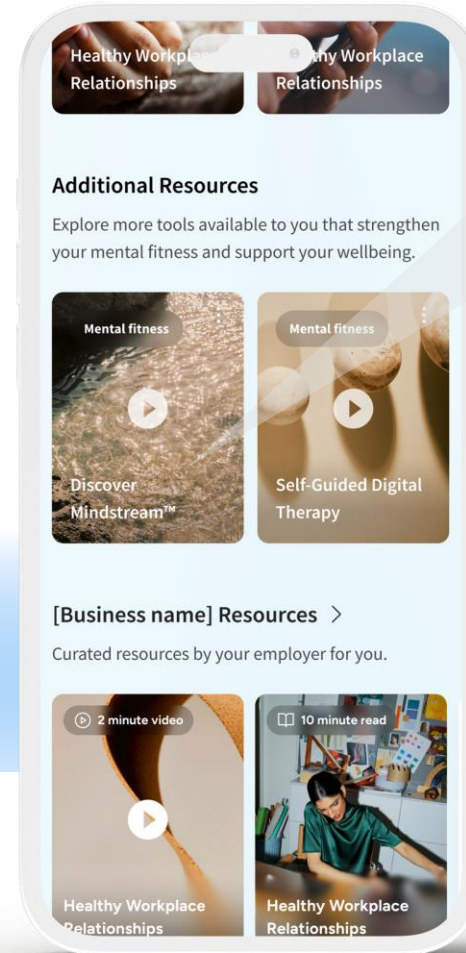
Explore guided paths

Home screen → **Guided Paths** → Choose your path

Mindstream™

Short, self-guided sessions help strengthen emotional wellbeing and build everyday life skills.

- **Explore audio and video sessions** focused on mental health, work-life balance and more
- **Choose focus areas** to receive personalized recommendations
- **Save sessions, pause and return anytime** and revisit content as often as you'd like



**Access
Mindstream™**

Discover →
**Browse available
resources →**
Select
Mindstream™

Textcoach[®]

Connect with a licensed counselor through secure messaging on your schedule.

- Confidential support, wherever you are
- Text anytime on mobile or desktop
- Share messages, voice notes or resources
- Easy connection to additional care if needed



Start text-based coaching

Get Care → Schedule appointment → Text with a coach → **Get started**



Virtual group support

Live group sessions you can join from your phone or computer guided by licensed counselors and subject matter experts.

- Safe, confidential space to connect with others
- Participate anonymously at your comfort level
- Real-life topics that support emotional wellbeing
- Helpful tips, exercises and resources shared during each session



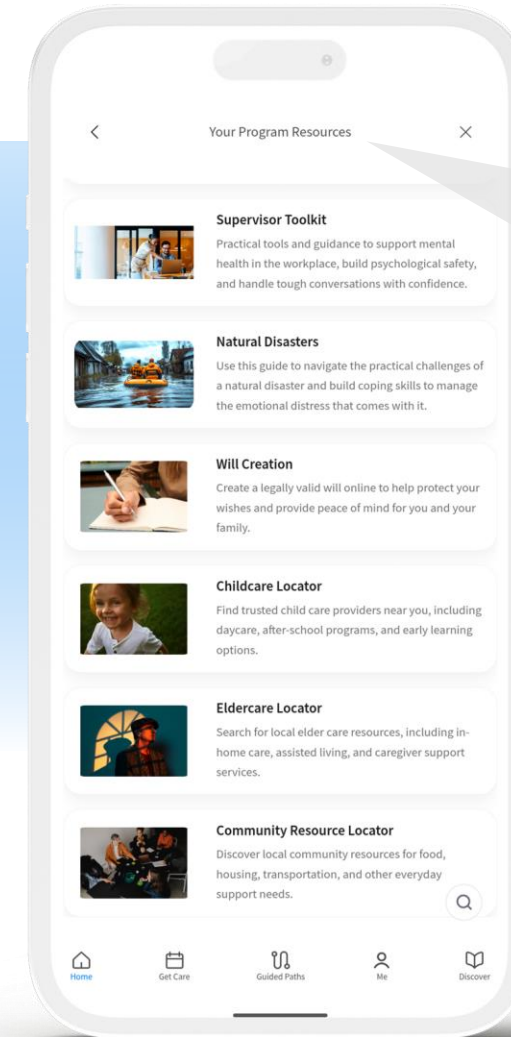
Access virtual group support

Get Care → Schedule appointment → Virtual group support → **Get started**

Work-life resources

Online tools and resources designed to help manage everyday responsibilities

- **Find childcare options** that fit your schedule and family needs
- **Locate eldercare services** to support loved ones and caregiving decisions
- **Access community resources** for food, housing, transportation, and other everyday needs



Find resources

Main Menu → Your Program Resources
→ Scroll to explore

Consultations for legal, financial and identity concerns

Help with legal questions

Free 30-minute consultation with a local attorney, by phone or in person, for each new legal concern.

Support for financial decisions

Consult with a licensed financial professional for budgeting, planning and major financial decisions.

Support after identity theft

Free consultation and a tailored action plan from identity recovery professionals.

Immediate crisis support

Live 24/7 telephonic access to licensed mental health clinicians

Text coaching

- ✓ 24/7/365 access on any device
- ✓ No appointments, no wait times

Counseling and coaching

Verified availability, virtual or in-person

- ✓ **Care aligned with unique needs:** Age, race, gender identity, LGBTQIA, religion
- ✓ **Speed to care:** Average 2.1 days; urgent and emergency cases within one day
- ✓ **Prioritized referrals** to high-quality providers
- ✓ **Evidence-based care**
 - Solution-focused brief therapy
 - Cognitive behavioral therapy
 - Acceptance and commitment therapy
 - Mindfulness-based cognitive therapy
- ✓ **Independent licensure at the highest state level** (LCPC, LCSW, LMFT, PhD/PsyD)

Mental health check-in

- ✓ Short questionnaire that assesses mental health needs and directs members to the right support

Virtual group support

- ✓ 30-minute anonymous group sessions covering a variety of clinical and sub-clinical topics
- ✓ Hosted by licensed counselors and accredited coaches

Digital therapy (dCBT)

- ✓ Self-guided digital mental health treatment featuring evidence-based content and practical resources to foster meaningful behavior change

Work-life benefits

Expert consultation and referrals

- ✓ Dependent care
- ✓ Local aid and support
- ✓ Legal and financial
- ✓ Identity theft

Key features

- Unlimited use
- Counseling integration
- Feature-specific communication
- Kits and resources

Guided paths

- ✓ Self-guided experiences that strengthen emotional resilience

Mood tracker

- ✓ Daily tool to recognize emotions and track patterns

Journal

- ✓ Private space to write, reflect, and gain clarity when thoughts feel overwhelming

Content library

- ✓ Helpful articles, videos, exercises and guided meditations

Mindstream™

- ✓ Audio and video sessions to improve wellbeing

Interactive toolkits

- ✓ Meditation
- ✓ Sleep Fitness
- ✓ Addiction
- ✓ Resilience
- ✓ Parenting
- ✓ Mindfulness



Organizational support services

Resources and guidance to help leaders respond with care and confidence

Managers are in a unique position to impact employees Mental Health

Managers influence awareness, trust, and timely use of support

- Closest to day-to-day challenges
- Trusted and credible messengers
- Right message at the right moment
- Reduces stigma through leadership modeling
- Supports manager effectiveness





Manager consultations

Practical guidance for leaders and HR

- Clear direction on using SupportLinc services
- Consistent support for performance and behavioral concerns
- Appropriate escalation for substance use or safety issues
- Support for employees facing personal or family challenges
- Structured, empathetic return-to-work guidance
- Seamless connection to Critical Incident Response

Formal Management Referral

SupportLinc assists you in giving an employee the opportunity to address a significant concern, while providing the organization with assurance that the issue is being addressed appropriately.

The supervisor and HR identifies a work-related problem, i.e., work productivity and violation of drug policy.

The supervisor and HR requires employee to contact the program as per company policy.

The case manager works with the supervisor and HR to address work issues.

The supervisor and HR is informed of the progress and compliance.

Critical Incident Response

Here when your organization needs it most

- 24/7 access to experienced clinicians
- Event-specific response tailored to your workforce
- Onsite or virtual group support for shared processing
- Individual care for employees needing more support
- Ongoing resources to support healing and resilience



Trainings

Practical learning experiences delivered through onsite sessions and live or recorded webinars.

**Stress
management
and resilience**

**Productivity and
performance**

**Leadership and
supervisor skill
building**

**Employee
development**

**Team
communication
and collaboration**



Questions?



Support that's here for you

Whether you're looking for guidance, tools or someone to talk to, support is available to meet you where you are and help you move forward with confidence.



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