



**A frictionless force
multiplier to your
frontlines and bottom
line**



FRICITIONLESS
MENTAL HEALTH

FRICITIONLESS
INTELLIGENCE

FRICITIONLESS
MANAGEMENT

THE PROBLEM

Your employees are **struggling**



When you don't have a family or support system you are walking through life crippled. A lot of us are just alone.

- Employee

During the pilot , Happy learned the following about your employees:

49%

Had symptoms of Depression, anxiety, or isolation

19%

Had symptoms of Multiple conditions



THE COSTS



These struggles are
costly

Employee retention is a top priority for most
employers because replacement costs are high.

\$ 12,040,500

Annual cost of replacing nurses at a hospital with 1,000 nurses

\$ 6,000,000

Annual cost of replacing physicians at a hospital with 80 physicians



INTRODUCING HAPPY

A woman with her hair in a bun, wearing light blue scrubs and gloves, is adjusting a white face mask. The background is a soft-focus indoor setting with warm lighting.

Happy revolutionizes how individuals get the care they need while delivering organizations the insights they want

1

FRICITIONLESS MENTAL HEALTH

Proactive mental health support from the highest-quality peer network in the country - unlimited usage, 24/7.

2

FRICITIONLESS INTELLIGENCE

Unprecedented real-time data about employee struggles - insights vital to improving retention.

3

FRICITIONLESS MANAGEMENT

Management consulting from our team of IO psychologists and data scientists - action plans to improve the metrics, you care about.



FIGHTING FRICTION

Most services are full of **friction** — so many obstacles that only a fraction of people ever get help

Over **60%** of Americans struggle with mental health issues, yet only a fraction (**3–4%**) receive support



FRICITION ELIMINATION

Happy eliminates friction

Instead of waiting for people to reach out for support, we reach out to them



FIRST CLASS PEER NETWORK

Happy's Support Giver Network is the highest quality peer platform in the country



Mission driven individuals with backgrounds in caregiving

Happy's Support Givers have backgrounds in nursing, social work, case management, and other caregiving roles.



1/10 Applicants Selected

Qualified applicants are screened for their ability to provide exceptional emotional support.



Rigorous Quality Control

Support Givers must maintain high caller ratings to stay active.



Ongoing Education

Happy's ongoing education incorporates evidence-based programming and best practices



PILOT SCOPE



Happy's pilot was **evaluated** on the following **criteria**:

SCOPE:

Frictionlessly improve emotional well-being and organizational culture

NUMBER OF PARTICIPANTS:

496 employees

OBJECTIVES:

- Increase utilization of basic mental health support
- Reduce symptoms of burnout and other mental health issues
- Improve culture and support across units
- Provide insight into employees' personal and professional struggles
- Identify unit-level leadership's strengths and weaknesses
- Clarify employees' feelings toward organization's culture
- Detect potential unmet needs across the targeted workforce



PILOT RESULTS

Happy's pilot resulted in **unprecedented adoption** and **improved mental health**

ADOPTION & ENGAGEMENT

39%

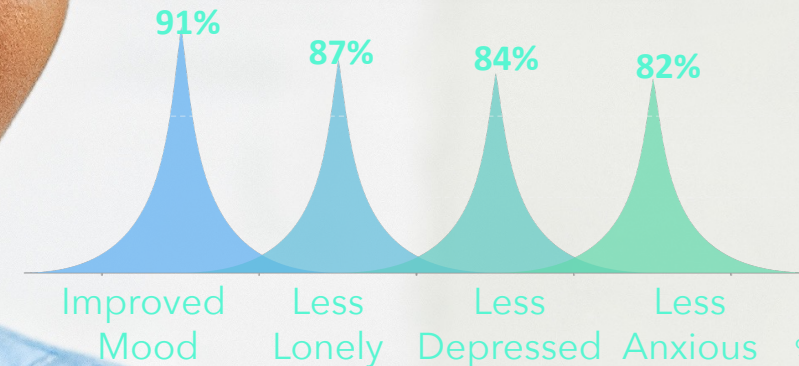
Of participants adopted Happy

3%

EAP Utilization Rate

MENTAL HEALTH ISSUE REDUCTION

% of Employees Who Reported Improvement After a Call with Happy



PILOT RESULTS

The pilot provided actionable insights on organizational culture

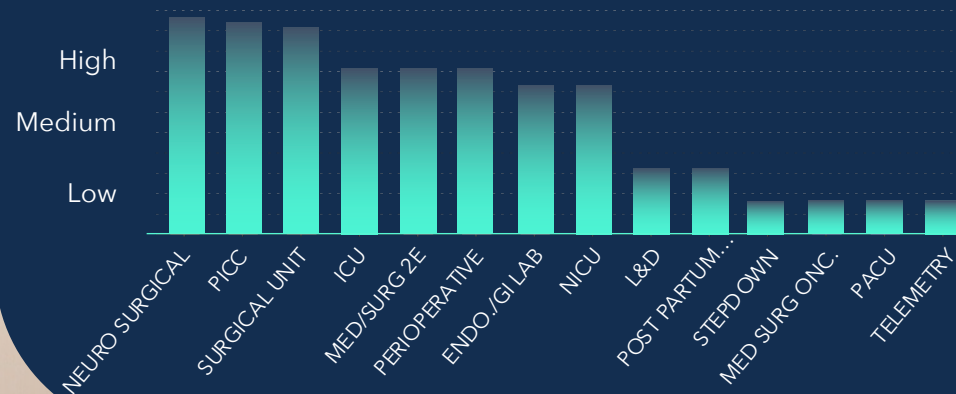
Burnout

Employees were asked to rate their burnout on a 1 (I have no symptoms of burnout) to 5 (I feel completely burnt out) scale.



Retention

Happy aggregates several data points that correlate highly with employee turnover - including burnout, manager ratings, mental health, and job-seeking disclosures - to identify units with one or more employees at risk of leaving the organization.



PILOT RESULTS

Happy provided leadership with **action plans** to address issues

Organizational Level Recommendation

Challenge	Action Plan	Say	Ask
10% of employees are unaware of the systems for organizational feedback and another 34% believe existing systems do not work.	Validate, Educate, Review Email ahead of visit (15 minutes) Reiterate in each meeting (allot 10 minutes)	"We know feedback systems are not working for some of you. We believe feedback is essential our organizational development. Current systems for feedback include X, Y, and Z."	"What do you most want leadership to know right now/what is the most pressing feedback you have for us/me?"

Med. Surgical Oncology

Challenge	Action Plan	Say	Ask
Management Challenges	Management Coaching (30 minute leadership meeting) (10 minutes per 1-to-1)	"I know demands on management are challenging and I am here to support you. . ."	"How can I support you in checking on the needs of your team?"

Telemetry

Challenge	Action Plan	Say	Ask
<ul style="list-style-type: none">• Low morale• High burnout• Mental health challenges	Management Coaching (30 minute leadership meeting) (10 minutes per 1-to-1)	"I know you are lonely, depressed, burnt out, and feel disconnected from what you once loved about this job. . ."	"How can I support your mental and physical well-being?"



Qualitative feedback signals Happy's value

"I feel much more confident and stronger after I speak with my Support Giver."

"I'm so grateful for the support I've received through Happy. My life is in a better place. Thank you."

"I'm so thankful to have Happy as an extension to my regular mental health care. I need someone who I can speak safely to about my troubles and feel less alone."

"Today is the anniversary of my son's death. I'm heartbroken but so grateful someone out there cared enough to call me and talk."

- PILOT ORGANIZATION EMPLOYEES



PILOT RESULTS

Happy established critical feedback loops with management to address issues

Before Happy

~3% of employees access support through the EAP Officers receive limited information about adoptions

OFFICERS



DIRECTORS



EMPLOYEES



Employees that access support through the EAP (~3%)

After Happy

~39% of employees receive support from Happy's proactive team of Support Givers

OFFICERS



DIRECTORS



EMPLOYEES



Employees that access support through Happy (~39%)



INDUSTRY-LEADING ROI — PILOT RETURNS

**In a short period of time,
Happy is already saving
you money**

Projected ROI based on 6-month pilot

5.3:1

6-MONTH COSTS

\$88,200

PILOT SAVINGS LESS COSTS

\$846,200

PROJECTED ANNUAL SAVINGS

\$1,692,400



INDUSTRY-LEADING ROI — INCREASED RETENTION

We are a primary reason a significant number of employees are staying

NUMBER OF EMPLOYEES WHO WOULD LEAVE WITHOUT HAPPY'S SUPPORT

16

COST TO REPLACE 16 EMPLOYEES

\$ 840,480

ANNUAL COST OF HAPPY FOR ORG

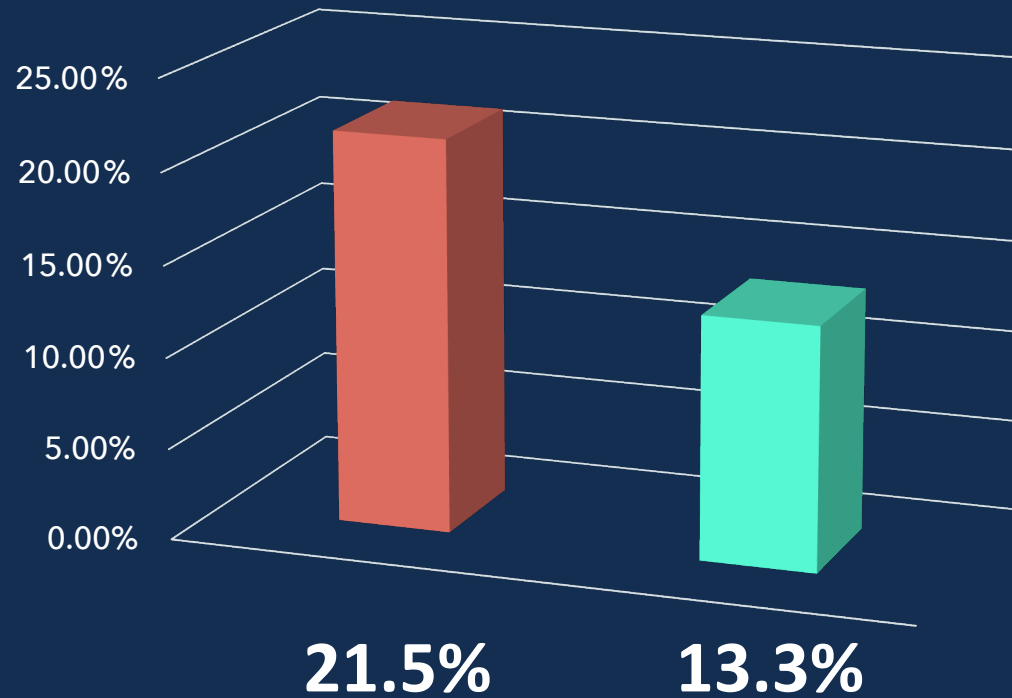
\$176,400



INDUSTRY-LEADING ROI

Happy contributed to a significant reduction in turnover in a short period of time

Happy's pilot began in February 2023. Over the next 5 months, turnover dropped by 38%.*



*No other retention-focused initiatives were introduced during this time.



SUCCESS SUMMARY

 happy



Significantly improved
employee mental health



Critical operational
support for management



Vastly expanded workforce data



Impractical to build in-house
In house version cost prohibitive
Third party relationship critical



Incredible return on investment

