

# LOST & FOUND<sup>®</sup> Workplace Resilience Index

*Creating a mental health action plan for your workplace.*

## FREQUENTLY ASKED QUESTIONS

### WHAT IS THE WORKPLACE RESILIENCE INDEX (WRI)?

The Workplace Resilience Index (WRI) is a simple, guided process that helps workplace leaders understand and implement best practices for employee wellbeing. With help from Lost&Found's team of prevention professionals, organizations gather organizational data, review a series of 50 success indicators, develop an action plan, and connect with resources to build a healthier, more supportive workplace.

### WHY IS IT NEEDED?

Simply put, mental health needs have risen dramatically in the workplace over the past 20 years. The COVID-19 pandemic poured fuel on the fire, and many workplace leaders across the country are recognizing that new tools are needed.

The WRI is needed for three reasons:

- **Employee stress is rising—and legacy solutions are falling short.** In a recent global survey conducted by Spring Health, nearly 44% of responding employees cited experiencing higher stress than five years ago, citing financial pressure, workload stress, and work-life balance challenges eroding their wellbeing and productivity. At the same time, only 74% of respondents reported feeling moderately supported by their employers, at best! At a time of declining usage for traditional employee assistance programs (EAPs), new tools are needed to help workplaces realign and support employee wellbeing.
- **Without intervention, stressors and rising mental health needs contribute to heightened suicide risk.** Across South Dakota and the surrounding region, suicide among working adults has experienced a recent surge as part of a 20-year trend of increasing suicide death. As we see increasing strain placed on employees—real humans who are valuable members of our community—it is becoming increasingly clear that workplaces have a role to play in supporting mental health needs and, ultimately, preventing suicide.
- **Workplaces may be doing good for their employees—but there may still be gaps.** The development of the WRI came because of bold workplaces who had begun implementing programs and resources for employee wellbeing but weren't sure if it was having the desired impact—or if something was missing. The WRI is a valuable tool that helps workplaces see clearly where strengths and gaps lie and take action, year after year, to see progress.

The WRI fills a vital role for workplaces seeking to care for their employees, develop clear plans for action, and measure progress over time.

## **WHO SHOULD TAKE PART IN THE WRI?**

Any workplace that wants to do better for its people can benefit from the WRI! Whether a small or large business or nonprofit organization, the WRI is for you. Typically, Lost&Found works with human resources (HR) staff or teams, as well as organizational leadership, wellness staff, and anyone responsible for employee wellbeing.

## **HOW DOES IT WORK?**

1. You meet with the Lost&Found team to complete a brief needs assessment and determine what WRI plan is right for you.
2. You determine who the primary contact is for your organization to work with Lost&Found—HR, a team or organization leader, or someone else who is responsible for employee wellness programming.
3. You provide data that aligns to the WRI indicators—typically available through HR.
4. Lost&Found reviews the data and creates a detailed report and draft program plan.
5. You meet with the Lost&Found team to make sure the program plan fights your organization's needs and discuss how to implement it.
6. You put your program plan into action. Lost&Found will connect with you quarterly to check progress, assist with any emerging needs, and share resources, training, and policy reviews depending on your package.
7. You complete an annual review and continuously improve your plan each year, sharing the progress and good work with your employees.
8. You see a workplace that grows healthier and more aware of employee needs!

## **HOW MUCH WORK IS REQUIRED FROM US?**

Not much! You'll need to:

- Assign a main contact person.
- Help gather workplace data that is readily available. Where it isn't, Lost&Found will guide you, either customizing your WRI or helping you collect aggregated data through anonymous employee surveys.
- Join a handful of meetings and conversations each year.

Lost&Found handles the heavy lifting and guides you every step of the way. But remember, this is your organization—Lost&Found is here to help you make the most of the experience.

## **HOW LONG DOES IT TAKE?**

The first WRI process usually takes about 3 to 4 months from start to finish. You can take action as soon as the report is ready, and check in each year for updates.

## **WHAT KIND OF DATA IS COLLECTED?**

The WRI looks at:

- Benefits (like mental health coverage, paid time off)
- Mental health and wellbeing programs
- Workplace policies and culture
- Employee survey results (optional, but helpful if data isn't easily available)

The WRI is an organizational assessment, not an individual assessment. Data is aggregated and meant to remain anonymous, protecting the identities and perspectives of your employees.

It's all focused on making your workplace safer and more supportive.

## **IS OUR INFORMATION KEPT PRIVATE?**

Yes. Your organization owns its WRI data. Nothing is shared publicly unless you want it to be. Lost&Found keeps everything secure and confidential.

## **WILL OUR RESULTS BE MADE PUBLIC?**

No. Your report is just for your organization. But if you complete the process, you can proudly display the WRI Seal to show your commitment to mental health on your website, at the workplace, and wherever you engage with your community!

## **IS THIS JUST FOR BIG COMPANIES?**

Nope! The WRI works for small businesses, nonprofits, and large companies alike. It's flexible and scalable to your organization and its needs.

## **HOW WILL THIS HELP OUR WORKPLACE?**

Completing the WRI will give you best practices and a path to showing your employees and community that you are committed to workplace wellbeing. You'll gain:

- A clear picture of where your workplace stands.
- Steps to improve employee wellbeing.
- Support from mental health experts.
- Tools to build a positive, healthy workplace culture.
- Outcome measurements to help you see the impact of your actions on employee wellbeing.

## **HOW DOES THE WRI SUPPORT MENTAL HEALTH?**

The WRI helps your organization apply proven suicide prevention strategies in your day-to-day operations—from better benefits and training to building strong workplace connections. Additionally,

the WRI process provides workplaces with access to training, policy reviews, and resource connections to meet the needs of your employees.

## **IS IT BASED ON TRUSTED STANDARDS?**

Yes. The WRI uses the Center for Disease Control and Prevention's (CDC) seven strategies for suicide prevention—a national, data-driven standard—tailored to fit your workplace. With support from professionals at Lost&Found experienced in program evaluation, education and policy support, and prevention efforts, you'll have a trusted set of standards and practices you can rely on.

## **CAN WE CUSTOMIZE THE WRI?**

Yes! Especially with the Standard or Full Suite packages, we can customize surveys, training, and reports to meet your specific needs.

If you need additional training, policy development, or program evaluation, we're happy to discuss your needs and customize your plan.

## **WHAT KIND OF SUPPORT WILL WE GET?**

Lost&Found is a 501c3 nonprofit organization dedicated to a mission of preventing youth and young adult suicide. Our work extends to the workplace knowing how healthy workplaces make a difference in the lives of young adults but also working parents and grandparents.

Lost&Found staff will guide you through the WRI process, providing clear guidance on where gaps may lie and what resources would benefit your organization. Additionally, we'll stay in touch with you throughout the year as you implement your WRI program plan to make sure you're staying ahead of emerging needs. Through the WRI program, you'll have access to:

- Expert guidance
- Customized reports and plans
- Employee trainings
- Peer support and best practices from other workplaces

## **HOW DO WE KNOW IF WE'RE MAKING PROGRESS?**

Your WRI report and annual check-ins show how your policies, practices, and outcomes are improving. Surveys and internal data (like retention and engagement) also help you measure success.

That's also why we check in with you quarterly—to make sure your plan is working for you and so you can bounce ideas off our team as needs arise.

## **HOW OFTEN SHOULD WE DO IT?**

Once a year is ideal. That way, you can track progress and keep building on what's working. Lost&Found recommends implementing the WRI over a three-year period to see measurable outcomes.

## HOW DO WE GET OUR RESULTS?

Lost&Found will deliver a full report, walk you through the findings, and help you create an action plan. You'll also get digital copies to keep and use, along with tools for communicating your efforts and progress with your employees.

## HOW MUCH DOES IT COST?

### PRICING INFORMATION

#### \$1,500 - STARTER

- Review of existing workplace programs
- Conduct Action Planning session
- Access to Lost&Found virtual guides and planning resources

*Pricing above reflects annualized price for three-year commitment. Additional discounts are available for community partners, nonprofit organizations, or small businesses. These discounts are reviewed on a case-by-case basis.*

#### \$3,000 - WRI

*All benefits of Starter package plus:*

- Complete WRI indicators and summary using available data
- Recognition with WRI seal and promotions

#### \$6,000 - STANDARD

*All benefits of Starter and WRI packages plus:*

- Custom employee survey offered to improve underlying data of organization
- Two (2) 60- to 90-minute training sessions for staff; up to 30 employees per session
- Opportunities to meet with peers and form cohorts to share best practices

#### \$12,000 - FULL SUITE

*All benefits of other packages plus:*

- Up to 10 60- to 90-minute training sessions for staff; up to 30 employees per session
- Review of employee mental health policies with recommendations
- Featured recognition on [resilienttoday.org](https://resilienttoday.org)
- Opportunities to advise future development of WRI

## WILL WE GET HELP PUTTING THE RECOMMENDATIONS IN PLACE?

Yes! Lost&Found offers year-round support to help you turn your action plan into real progress. Trainings, resources, and check-ins are included.

## CAN WE COMPARE OUR RESULTS TO OTHERS?

Yes—but only in a way that protects privacy. Lost&Found can connect your organization with peers willing to share their progress, along with anonymous comparisons, so you can learn from others without sharing confidential info.

## HOW DO WE GET STARTED?

Email Erik Muckey at [emuckey@resilienttoday.org](mailto:emuckey@resilienttoday.org) or visit [resilienttoday.org](https://resilienttoday.org). We'll help you take the first step.