

CASE STUDY

70% Of Cooley Employees Saw Improvement In Their Mental Well-being With Modern Health



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Julie Delay, Director of Benefits & Wellness

Background

Shifting the culture of a stressful profession.

Law firms are high-pressure environments for many reasons. There's typically a strict hierarchical structure, pressure to constantly produce billable hours, and competition to be a top performer. As a lawyer or member of the legal support staff, "You're working alongside brilliant, dedicated people, but the pace can be crushing," explains Cooley's Director of Benefits & Wellness Julie Delay. "It's a setup for high achievers who tend to put other priorities ahead of their well-being." Cooley has watched the mood of the entire industry shift: In the last five years, several high-profile stories have surfaced about lawyers who struggled with their mental health but were unable to get the care they needed. Cooley leaders committed to digging deeper and searched for a mental health solution that could support their employees.

Solution

Identifying a mental health partner.

Cooley partners assembled a mental health and wellness committee to explore options for better mental health support. They identified what they wanted — consistently high-quality providers, fast and easy access, a global solution for their internationally distributed workforce, and multiple support options to help dispel the stigma that mental health is only for people with serious clinical needs. "We see eye-to-eye with Modern Health on the notion of a spectrum," said Delay. "Everyone has mental health and that health changes at different times in your life. It's important that we offer resources to support you no matter where you are." Cooley launched Modern Health before the COVID-19 pandemic hit in January 2020. The committee participated in training sessions with Modern Health before rollout so the partners fully understood the Modern Health benefit and how to suggest it to employees. Cooley saw strong engagement and registration right out of the gate.

Outcome

Enjoying a successful partnership.

A year and a half after launch, 29% of Cooley employees worldwide have registered for Modern Health, and 25% are engaged users — a vast improvement from the 4% utilization rate of Cooley's longtime EAP. The Cooley workforce has enjoyed a 1.9 day median wait time to the first available session with a provider, and members have rated their providers 4.9 (out of 5) overall. Most registered Cooley employees use more than one Modern Health care modality, such as one-on-one coaching and therapy, self-guided digital courses and meditations, and our peer group support sessions called Circles. Cooley and Modern Health are especially proud of the clinical outcomes from the partnership: Of Cooley members presenting to Modern Health with depressive symptoms, 60% have experienced reliable clinical recovery after 4+ sessions with a provider. Of those members who presented to Modern Health with moderate or low-risk symptoms, 79% have maintained their well-being over time, even during the uniquely stressful era of the COVID-19 pandemic. The Modern Health and Cooley partnership has been a resounding success. "It's been very inspiring to see our leaders embrace the Modern Health benefit," said Delay. "They're enthusiastic and optimistic about Modern Health, and it's wonderful to see."

Cooley

OUTCOMES

**4.9**

out of 5 stars average
rating

**25%**

engagement since beginning of
partnership

**60%**

experienced clinical
recovery with a provider