



Welcome to the Client Newsletter!

Hello,

As autumn arrives and fresh ideas take root, we're excited to share this month's newsletter—packed with resources and updates to inspire and support you.

Below, you'll discover new ways to visualize your data, timely mental health and wellness observances (including [World Mental Health Day on October 10th](#)), the final chance to join our Balance summer sweepstakes, and a curated round-up of helpful articles from across the industry. Let's embrace the season of change together and keep moving forward with creativity and purpose.

A Fresh Look for EAP Dashboards!

We're excited to highlight our enhanced Data Visualization Dashboard, now available to all clients through the Uprise Health Reporting Portal. Many of you have already started using these dashboards, and we want to share how they can help you get the most from your data.

Why Use the Dashboard?

- **Actionable Insights:** The dashboard provides clear, interactive visualizations of your service usage, helping you spot trends and patterns at a glance.
- **Self-Service Reporting:** Easily access and view reports relevant to your organization, with the ability to filter, drill down, and export data for further analysis.
- **Enhanced Privacy:** The dashboard is designed with privacy in mind—data points with fewer than five members or cases are hidden to protect confidentiality, and you'll see clear messages when data is unavailable or hidden for privacy reasons.

- **Flexible Analysis:** Toggle between percentage and absolute values, filter by month, account, service type, and more, so you can tailor the view to your needs.
- **Export Options:** Export visual data directly to Excel, CSV, or PDF for your own reporting or presentations.

What's New?

- **Improved Navigation:** Easily move between tabs and use tooltips for extra context on any data point.
- **Comprehensive Metrics:** The Utilization Dashboard replaces previous tools like Quicksight, offering more robust analytics and definitions right within the dashboard.
- **Digital Coaching Metrics:** Digital coaching activities are now aggregated for a complete view, including Care Navigation Chats, Proactive Outreach, and Coaching sessions.

Quick Tips:

- Use the “Display Mode” to switch between % and absolute numbers.
- Click the information icons for definitions and explanations.
- Reset filters at any time to see the full picture.

Need Help? Reach out to your Account Manager to learn more!



[See the New Dashboards](#)

What's Happening in October Mental Health & Wellness Observances

- [World Mental Health Day](#) (October 10)
- Mental Illness Awareness Week (October 5–11)
- OCD Awareness Week (October 13–19)
- National Depression and Mental Health Screening Month

- National ADHD Awareness Month
- Health Literacy Month
- Global Peer Support Celebration Day (October 19)



It's the final month for the Balance Summer Sweepstakes!

As the cost of living continues to rise, helping your employees build strong financial habits is more important than ever. Be On Track is the 8th Annual BalanceTrack Summer Sweepstakes, created to engage, educate, and empower your organization through interactive financial education – and the chance to win big!

Here's how it works:

From **August 1st** to **October 31st**, members who complete at least **one** BalanceTrack module with a passing grade will be entered to win a \$500 Grand Prize! Each month, Balance will feature a Module of the Month. When members complete that module, they'll earn one standing entry, plus three bonus entries toward the grand prize.

Check out the [Campaign Kit](#) for official rules, how to enter, FAQ, and communication to employees (emails, flyers, posters, and social media).

[Get the Kit](#)

Login to the Work-Life Portal, and click the Finances tile to access the Module of the Month, and all the great resources Balance offers.

[Login Today!](#)

BalanceTrack *Be On Track* Module of the Month

October: Drive Away Happy

While shopping for a vehicle is exciting, it can also be complicated and time-consuming. A car is an expensive purchase, one that cannot be returned simply because you feel you made a mistake. This module covers the basic information you need to know to make the best decisions and drive away happy, including:

- Car shopping considerations
- Should you buy new or used, or lease?
- Your credit score and financing
- Getting the best price
- Your legal rights

Article Round-Up

- [Primary care shortages worsen as spending drops](#)
- [Benefits remain a priority in retention](#)
- [Flexibility in the workplace](#)
- [Financial fears among employees](#)
- [What Employers need to know about the Government shutdown](#)
- [Workplace Law Update](#)
- [What can HR do when no one wants to lead?](#)
- [What to watch as Supreme Court begins new term](#)

Take our Client Satisfaction Survey

We value your feedback and want to ensure that we are meeting your needs. Please take a few moments to complete our Client Satisfaction Survey. Your input is invaluable to us as we strive to improve our services and provide the best experience possible for you. Thank you in advance for your time and for helping us continue to serve you better.

[Take the Survey](#)

Questions? Reach out to your Account Manager!