

PEOPLE & HR SPONSOR SPOTLIGHT

The Future of Mental Health Support: Flexible, Fast, and Built for a Global Workforce

BY JESSICA SWENSON | JULY 11, 2025

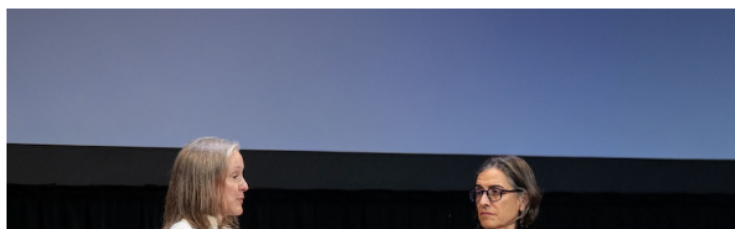
[People & HR](#) / [Sponsor Spotlight](#)

"If you can help guide those who are seeking mental health [support] into an effective form of treatment that is relevant to where they are in their journey, you have a better chance of being successful while also better managing your costs," said Alison Borland, chief people and strategy officer at [Modern Health](#).

Before the pandemic, many employers treated mental health care as crisis-driven and compliance-focused. Now it is seen as a strategic priority, Borland shared during a thought leadership spotlight at [From Day One's Manhattan Conference](#). "If you look around the world, we lose about 12 billion work days per year, so it's a trillion-dollar issue. And if mental health goes untreated, it drives up healthcare claims by 3.5x, so it is a very bottom-line problem," she told moderator Lesley Alderman, a Brooklyn-based journalist and psychotherapist.

Borland credits millennials for an increased focus on mental healthcare in the workplace. In a study conducted by Modern Health, more than half of surveyed millennials report that they have gone to therapy, and a quarter of them say they will go for the rest of their life. Many do not feel their mental health has fully recovered since the pandemic, and she says that their self-advocacy around mental health has helped remove the stigma for everyone. Mental healthcare is now an expectation rather than an option, she says.

Unfortunately, mental health services are often known for outdated practices like defaulting to therapy and requiring long wait times for care. Borland sees an opportunity to advance the industry by bringing the focus back to population health. By intervening at early signs of stress and meeting people where they are with the care they need, she says, we could help people avoid the need for crisis support and reach a larger part of the population. "We often talk about whole population health, so it's about the individuals, but it's about reaching as much of the population as we can based on where they are in their journey," she said.





Alison Borland of Modern Health, left, was interviewed by Lesley Alderman, journalist and psychotherapist

Employers can offset the hefty costs of therapy by using an adaptive approach similar to the one Modern Health offers. Through multiple care modalities ranging from traditional therapy and crisis support to coaching, community circles, and digital programs, Modern Health helps create personalized care plans that support employees across the spectrum of mental health care and across the employee population. “It’s a way to ease some of the older generations into mental health support and get them through the stigma,” she said.

Additionally, this adaptive approach helps individuals get support even if they don’t know exactly what they need, says Borland. A concierge service helps them find a specific provider type or location, and virtual visits appeal to a broader variety of clients. This more personalized experience can forge a stronger relationship between provider and patient, even with virtual care. “We call that therapeutic alliance, and it is becoming more prevalent in conversations with providers and with professionals in the industry across the board.” Strengthening this therapeutic alliance leads to consistency, improved outcomes, and an increased return to care.

While companies are often motivated to offer this adaptive care model because of its cultural impact, soft benefits like improved productivity, reduced turnover, and fewer leaves of absence are complemented by quantifiable savings. Data shows that reductions in healthcare claims and physical comorbidities delivered Modern Health clients a \$2.39 return for every dollar spent on mental health services, says Borland.

The increase of globalization can add complexity to medical care due to regulatory environments or public policies, but according to Borland mental health services have fewer such barriers to cross. Modern Health delivers services across 200 countries, in 80+ languages, and uses the same provider criteria and quality of care standards across their proprietary global network. Localized digital content makes virtual care more culturally relevant, and all service providers are local to their client populations.

This consistency in global care is one of the emerging themes that Borland identified as key to the future of the mental healthcare industry. Another common theme she shared was the integration of artificial intelligence (AI) into the client-practitioner matching process, and the use of AI to process notes and meeting summaries—freeing providers up to focus more closely on client conversations.

Weaving mental healthcare within a company’s culture is also crucial. It’s not just about connecting employees with third-party mental healthcare partners, but also about ensuring they feel safe, secure, and comfortable in the workplace. Lastly, she highlighted the importance of an adaptive model, like Modern Health’s, for its personalized experience that delivers the right care at the right time through frictionless, accessible mental healthcare programs—providing in-the-moment service while offering holistic support across all dimensions of life.

Editor’s note: From Day One thanks our partner, [Modern Health](#), for sponsoring

this thought leadership spotlight.

Jessica Swenson is a freelance writer based in the Midwest. Learn more about her at jmswensonllc.com.

(Photos by Hason Castell for From Day One)

Related Stories



SPONSOR SPOTLIGHT

THE FUTURE OF MENTAL HEALTH CARE-- AND THE ROLE OF AN INCLUSIVE SOLUTION

Over half of Americans will develop a mental illness or disorder in their lifetime. Still, more than 50% of adults with mental illnesses do no...

ERIKA RILEY MAY 03, 2023



SPONSOR SPOTLIGHT

ENCOURAGING EMPLOYEES TO BE PROACTIVE ABOUT THEIR MENTAL HEALTH AND WELL-BEING: A STRATEGI...

Covid might be old news now, but its impact on mental health lingers in many workplaces. "80% of employees have experienced some so...

ADE AKIN MARCH 18, 2025



SPONSOR SPOTLIGHT

SUPPORTING A PROACTIVE APPROACH TO WELL-BEING AT WORK

"The pandemic shed a spotlight on mental health," said Jon Shimp, head of sales at Calm. "People are a little bit more forthright and a...

LISA JAFFE APRIL 30, 2025



RESOURCES

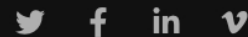
About
Press
Contribute
Become A Speaker
Join Our Team
Accessibility
Covid-19 Policies

UPCOMING CONFERENCES

August Virtual: Learning, Development, And Skills
September Virtual: Productivity & Efficiency Tools
Live 2025: Austin
Live 2025: San Francisco
Live 2025: Philadelphia

RECENT CONFERENCES

June: Manhattan
June: Chicago
May: Minneapolis



HR is embracing AI, without losing the human touch. Learn how top leaders are keeping people at the center:...

<https://t.co/6tumnhc117>

about 1 hour ago

Get Help

2025 © FROM DAY ONE | PRIVACY

YOU'RE ONLY SEEING
PEOPLE & HR CONTENT

[VIEW ALL CONTENT](#)