



Silver Oak Health

Managed Care Wellbeing Coach Services for Trust and Safety Customers

India's Leading Employee Assistance Program (EAP) Provider





Executive Summary

Silver Oak Health provides wellbeing coach services for **Content Moderation (Trust and Safety) customers. There are two types of service models – (1) Managed Care and (2) Wellbeing coach staffing services.** Silver Oak offers services of qualified coaches who are available as on-site wellbeing coaches as well as virtually for providing check in calls, group sessions, 1-on-1 counselling and to help improve employee resilience. Silver Oak Health has unique programs like Stress Control Online (CBT) and mindfulness guided practices for content moderator employees for improving resilience. Our high retention rate of coaches, adherence to audit guidelines, and commitment to creating a supportive environment makes us the ideal partner for trust & safety wellbeing coach services. With a focus on psychological wellness, we have been providing end-to-end care for content moderation associates since 2019.

Case Study: Client–A

Service Model – Managed Care

The client is an Indian multinational corporation that provides Information Technology, Consulting, and Business Process services. They provide large-scale content moderation services for global customers.



Problem Statement

Client-A

The employees of the client are providing **Trust and Safety content** moderation services based in India, and are constantly exposed to explicit, graphic, and disturbing content.

The Client required a wellbeing partner that has prior experience in this field and can bring not only wellbeing coaches but also a **complete managed care** that will involve designing the wellbeing and resilience programs, as well as meet all the criteria required by their global clients.



Solution

Client-A

Silver Oak Health worked closely with client and managed the end-to-end wellbeing coach service operation thus provided a **Managed Care for Wellbeing Coaches**.

Provided qualified and experienced coaches from accredited universities, with necessary work experience and certification to meet the audit guidelines.

Offered a **high retention rate of wellbeing coaches**.

Introduced **full-time wellbeing coaches available on-site** as well as virtually to support content moderation associates.

Provided comprehensive resilience program for the client that included check in calls, interesting themes for engaging content moderation associates, group counselling, assessments, and overall helping employees feel proud to work as the protectors of internet.

Created a **friendly and open environment** for coaches through good leadership and management. Supervision is provided by Silver Oak Health's senior leadership, in addition to providing help with accurate reports for meeting customer's compliance.

Offered value added services like, Stress Control Online program, Mindfulness practice, Tranquil Mindfulness App, and helpline number.

Outcome: Client satisfaction that led to contract renewal from one year to next.



About Client–B

Service Model – Wellbeing Staffing Service

The client is a multinational company that provides outsourced Trust and Safety services. The client has large number of associates based in India.

They provide large-scale content moderation services as well as industry specific business process outsourcing services for global customers.



Problem Statement

Client-B

The Client **required a Trust and Safety wellbeing partner** that has the ability to provide certified wellbeing coaches that meets global criteria for wellbeing services that can be delivered onsite as well as virtually. The wellbeing services are audited externally and must meet all the criteria established in the Statement Of Work. The client needed only staffing of wellbeing coaches onsite and virtual for content moderation associates.

Challenges:

- (1) Needed a wellbeing partner who will work closely with the client and provide consistent, motivated and trained coaches
- (2) Must have high retention rates for coaches
- (3) Must be a business partner and help deliver the mandatory services as well as provide timely and accurate reports
- (4) Current Wellbeing coach partner firm did not meet expectations. Reached out to Silver Oak Health as alternate vendor.



Solution

Client-B



Silver Oak Health was able to **rapidly scale up** and provide coaches onsite and virtual for the client.



Provided **qualified and experienced** coaches from accredited universities.



Offered a **high retention rate of wellbeing coaches**.



Created a **friendly and open environment** for coaches through good leadership and management.

Outcome: High level of client satisfaction





Conclusion

Silver Oak Health's has vast experience in providing wellbeing coaches for Content Moderation associates. The company is widely recognized as one of the best wellbeing coach partner for the content moderation customers in India.

Our services include providing on-site or virtual Trust & Safety Wellbeing Coaches, introducing innovative wellbeing programs, collecting and submitting accurate reports and helping meet client's audit requirements.

Our commitment for quality services and high-level involvement of the leadership team has led to a trusted and enduring partnership with our customers.

Important Highlights



Silver Oak Health currently provides **60 full-time wellbeing coaches** to support Content Moderation associates of various customers.

Implemented innovative programs like retention bonuses to **minimize attrition**.

Provided Secure and Confidential **Cloud Notes for coaches** to store their notes.

Group sessions conducted for the associates by our Trust & Safety Wellbeing Coaches have been achieving a consistent **coverage rate of over 90%**.

Offered communication support to help employees **take pride in Content Moderation** tasks.

Maintained an excellent work culture for its wellbeing coaches with a **4.5 rating on Glassdoor**.

Ensured continuous **training for Trust & Safety Wellbeing Coaches**.

Strict adherence to the **client's audit process** and requirements.

Delivering **end-to-end Managed Care** services since 2019.

ISO 27001 certified company.



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EMPLOYEE WELLBEING & ASSISTANCE PROGRAM