

EAPs and Employee Wellness

An Introduction to
Employee Assistance
Programs



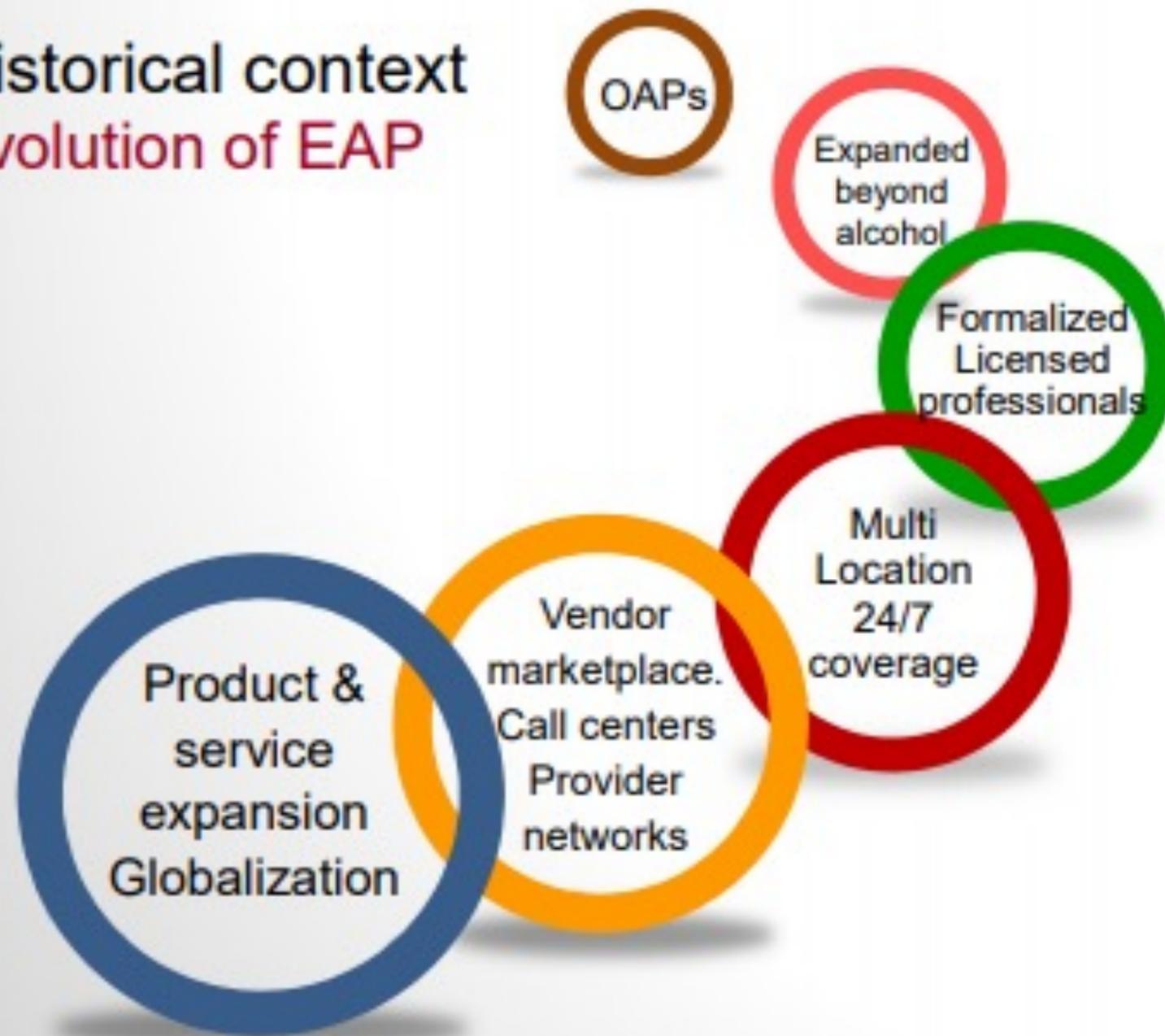
AGENDA

- 01 An Introduction to Employee Assistance Programs (EAPs)
- 02 Brief History
- 03 Why Have an EAP
- 04 Misconceptions About EAPs
- 05 ROIs and Research Related to Productivity Issues

An EAP is a workplace program designed to assist:

- (1) work organizations in addressing productivity issues, and
- (2) "employee clients" in identifying and resolving personal concerns, including health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance. (EAPA, 2011)

Historical context Evolution of EAP



Credit: Pompe, J., Frey, J. J., & Sharar, D. (2016, November). Lessons learned from internal EAP managers on the front lines. EAP Manager Study. Paper presented at the Employee Assistance Professionals Association 2016 World EAP Conference, Chicago, IL.

Why Have an EAP?

Employees experiencing mental health or other issues may be absent more often and not as productive when they are at work (presenteeism).

An EAP can provide a continuum of integrated services to:

- Provide assistance with personal concerns and substance abuse issues
- Improve health, wellness, and mental well-being
- Increase workforce productivity
- Reduce absenteeism and health claims
- Provide crisis management
- Provide management consultation
- Provide education on conflict resolution, stress management, and work/life balance

Types of EAP Programs:

External EAP

External vendors who provide services away from the workplace. More likely to be able to offer 24/7 coverage, generally less expensive, able to cover more geographical areas.

Internal EAP

Often favored by larger organizations - especially those that are highly regulated. Thought to be able to offer more customized services, rapid response, and familiarity with company culture.

Hybrid EAP

Internal staffing is blended with resources from an external vendor.

MISCONCEPTIONS ABOUT EAP

EAP Core Technologies

EAPs only offer counseling/only assess and refer.

A full-service EAP offers a variety of work-life services in addition to counseling:

01 Legal, financial, elder, and childcare resources

02 Life and health coaching

03 Training

04 Wellness and mindfulness

Organizational Services

EAP serves two clients - the employee and the organization.

Employee: Assists individual workers (and their family members) to attain and maintain mental well-being and workplace productivity.

Organization: Assists employers to achieve their organizational mission while ensuring a safe and healthy workplace.

Increased need during the pandemic.

An EAP provides consultation and coaching for supervisors, managers, and HR to help them recognize and manage issues among their employees.

An EAP provides crisis response services after a critical incident.

Types of Referrals to an EAP

Self referral: an employee or eligible household member requests EAP services, this is the most common type of referral.

Informal referral: an “informal” recommendation by a union representative, supervisor, or human resources for an employee exhibiting job performance or mental health concerns to the EAP.

Formal referral: a directive by a worksite representative for an employee to the EAP, which typically includes a request for feedback regarding the employee’s compliance with any EAP’s recommendations, and with potential job jeopardy for noncompliance.

Regulatory referral: a mandatory referral based on violation of state or federal regulatory guidelines, such as the Department of Transportation, Nuclear Regulatory Commission, etc. with potential job jeopardy for noncompliance.

NOT ALL EAPS ARE THE SAME

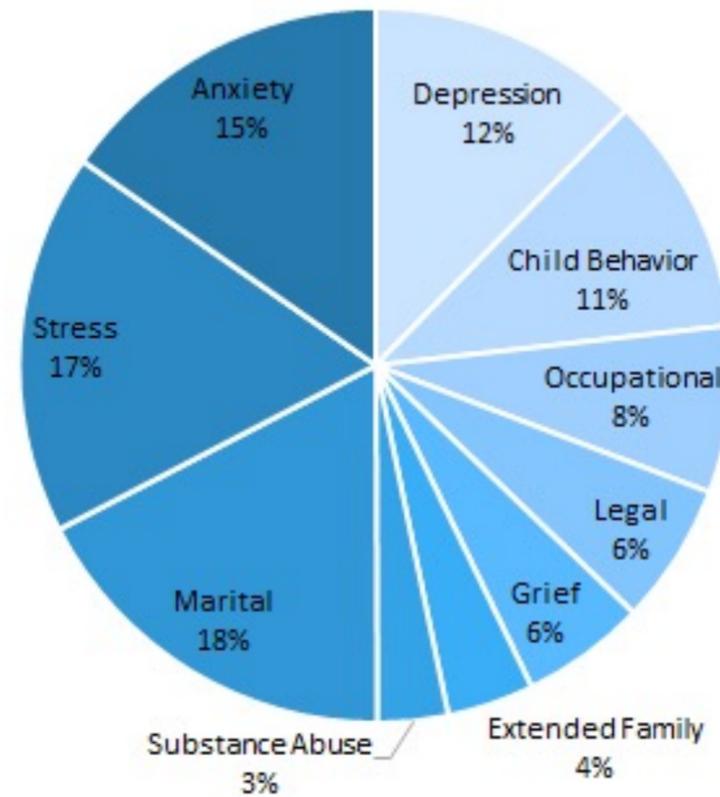
A full-service EAP provides a wide array of services to help employees and organizations.

"Add on" EAPs offered as part of bundling with an insurance program typically offer minimal service to employees and the organization.

Compare apples to apples when looking into contracting with an EAP: more basic programs don't offer the same resources.

Top Concerns Employees Bring to the EAP

Top 10 North America EAP Concerns



Return on Investment (ROI)

Research shows that full-service EAPs are a good return on investment.

The 2020 Annual Report for the **Workplace Outcome Suite (WOS)** measures the effectiveness of EAP counseling. The research found:

- 01** Significant improvements in all five measures of work presenteeism, work engagement, workplace distress, work absenteeism, and overall life satisfaction.
- 02** Greatest improvement after EAP counseling is the impact on presenteeism.
- 03** The average user of EAP counseling had 63 hours of lost productive time during the month before the start of counseling. After counseling, productivity time was restored by more than 3 full workdays/month.
- 04** A typical counseling case yielded cost savings ranging from about \$2,000 to \$3,500 per case.

Return on Investment (ROI)

The WOS found that ROI for employers in the US ranged from:

3:1 for small size employers

5:1 for medium size employers

9:1 for large size employers

Questions?



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