

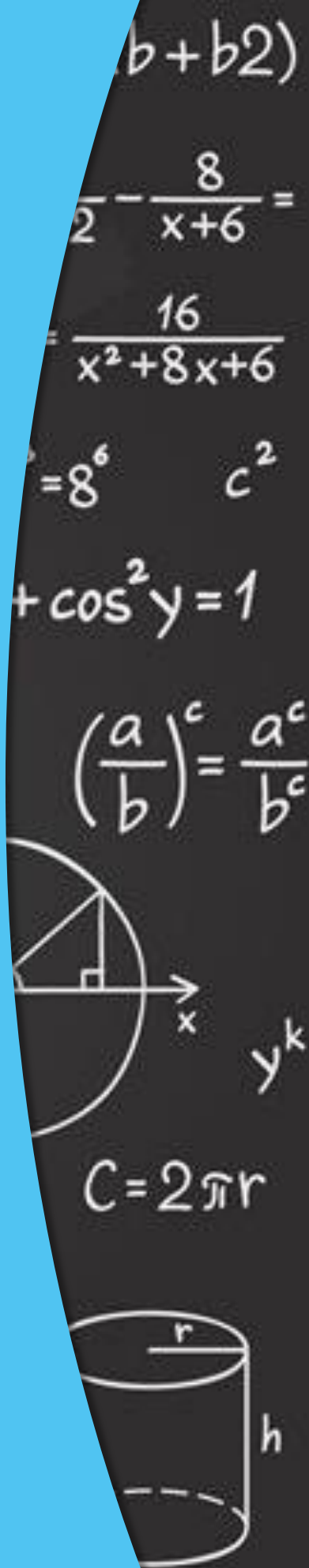


Peer-reviewed study summary

Treatment through CuraLinc's EAP improves participants' clinical and work outcomes in the government and municipality industry

Employee Assistance Program Counseling in the U.S. Government and Municipality Industry: Clinical and Work Outcome Risks and Results for 6,369 Cases at CuraLinc Healthcare

Source: International Journal of Scientific and Research Publications, Volume 14, Issue 3, 2024





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CuraLinc's impact within the government and municipality industry

About CuraLinc Healthcare

CuraLinc Healthcare provides a comprehensive array of employee assistance (EAP) and mental wellbeing programs to over 4,200 clients with nearly 9 million employees worldwide. CuraLinc delivers **transformative mental health care fueled by connectivity** – marrying technology and advocacy to engage, empower and support employees with programs that have a measurable impact on health, wellbeing and productivity.

Introduction

In government, municipal and public sector roles, employees grapple with a unique set of stressors stemming from political unrest, economic fluctuations and environmental crises. These challenges have led to a notable increase in mental health issues among government workers, compounded by heavy workloads and a lack of work-life balance, which contribute to heightened burnout rates. Consequently, these factors impact the overall employee experience and work performance within the public sector, resulting in significant health challenges, absenteeism and turnover. Recognizing the urgency of addressing these issues, there is a pressing need for an effective workplace mental health program tailored to the specific needs of government employees.

This peer-reviewed study delves into these industry-specific stressors, shedding light on the significant impact of CuraLinc's EAP in addressing mental health concerns and enhancing overall wellbeing among government employees. It also offers a valuable benchmark for employers in this industry to evaluate and enhance their workforce mental health program.

Methodology

For this study, CuraLinc analyzed the health and productivity outcomes of 6,369 employees who worked at 317 employers in the government and municipality industry that used CuraLinc's EAP from 2017 through 2023.

Before receiving treatment, CuraLinc assessed all participants via a standardized telephone or online survey to create a personalized care plan for each participant and assess their symptoms of anxiety, depression and alcohol misuse, as well as lost work hours due to absenteeism and presenteeism.

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CuraLinc conducted individual follow-ups about 30 days post-treatment to collect outcome measures and assess any additional needs using the same clinically validated tools at intake, which included:

- **Depression.** Patient Health Questionnaire (PHQ)
- **Anxiety.** Generalized Anxiety Disorder Scale (GAD)
- **Alcohol use.** Alcohol Use Disorders Identification Test (AUDIT)
- **Work productivity.** Workplace Outcome Suite (WOS)

This report presents empirical findings from an applied real-world evaluation study conducted by CuraLinc in partnership with Dr. Mark Attridge, an expert in workplace mental health, who has authored more than 250 papers and presentations on health care, psychology and communication topics.

By the numbers



Headquarters/Location

Chicago, Illinois



EAP Clients

4,211¹



Covered Employees

8.8 million¹



EAP Session Model

Three+ sessions per issue



Case Resolution Rate

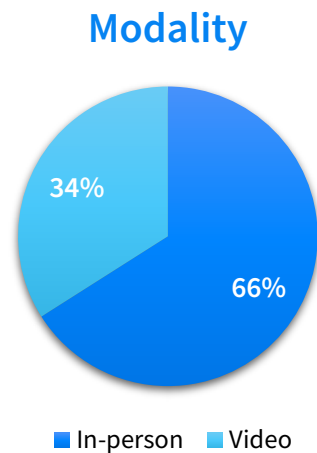
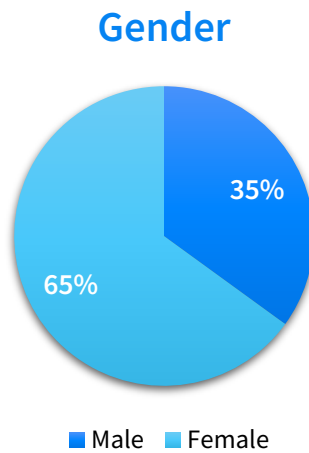
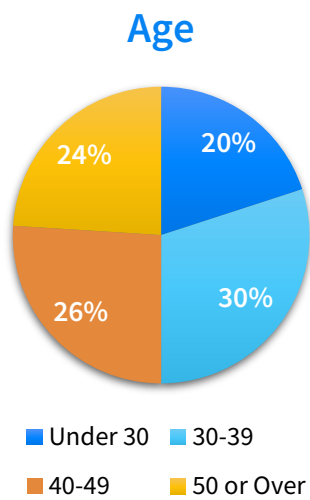
95% of cases resolved in the program

¹as of January 1, 2024

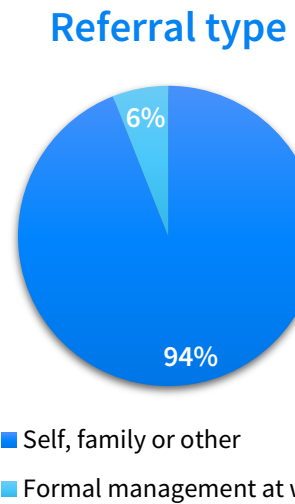
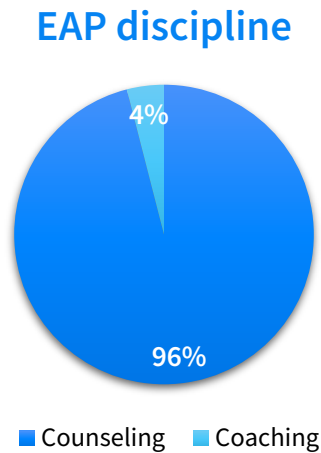
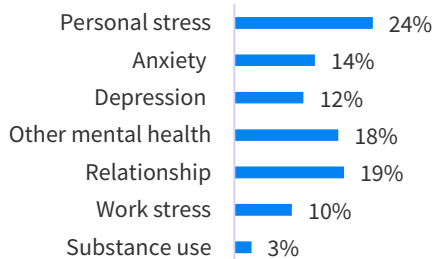
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Participant profile



Primary presenting concern



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Results

Anxiety

Tool used: Generalized Anxiety Disorder Scale (GAD)

At intake, participants completed the GAD-2 by answering questions about their feelings of nervousness, anxiousness and being on edge, as well as their current ability to stop or control worrying.

- **Employees at-risk before treatment** 33% of government and municipal EAP users met the criteria for clinical anxiety before starting treatment
- **Change in clinical status after treatment** Only 7% of government and municipal EAP users remained at risk for anxiety after treatment
- **Recovery** 80% of government and municipal EAP users who started treatment at risk for anxiety recovered to no longer be at risk after treatment



80% of government and municipal employees with anxiety recovered after EAP treatment.

Depression

Tool used: Patient Health Questionnaire (PHQ)

At intake, participants completed the PHQ-2, answering questions about having little interest or pleasure in doing things, as well as feeling down, depressed or hopeless.

- **Employees at-risk before treatment** 18% of government and municipal EAP users met the criteria for clinical depression before starting treatment
- **Change in clinical status after treatment** Only 5% of government and municipal EAP users remained at risk for depression after treatment
- **Recovery** 86% of government and municipal EAP users who started treatment at risk for depression recovered to no longer be at risk after treatment



86% of government and municipal employees with depression recovered after EAP treatment.

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Alcohol use

Tool used: Alcohol Use Disorders Identification Test (AUDIT)

At intake, participants who presented with an alcohol use concern completed a 10-question survey to screen their risk of developing alcohol use disorder. This study analyzed pre- and post-treatment AUDIT scores to identify recovery trends.

- **Employees at-risk before treatment** 4% of government and municipal EAP users met the criteria for hazardous alcohol use before starting treatment
- **Change in clinical status after treatment** Less than 2% of government and municipal EAP users remained at risk for hazardous alcohol use after treatment



Less than 2% of the government and municipal employees at risk for alcohol misuse remained at risk after EAP treatment.

Work productivity

Tools used: The Workplace Outcome Suite (WOS) and Stanford Presenteeism Scale

These tools gauge the time missed from work (absenteeism) and unproductive work time (or presenteeism) due to personal and mental health concerns. Following established research practices in the EAP field, CuraLinc estimated the number of hours of lost work productivity per case per month.

- **Employees at-risk before treatment** 47% of government and municipal EAP users had a work productivity problem before starting treatment
- **Change in at-risk status** Only 9% of government and municipal EAP users remained at risk for a work productivity problem after treatment
- **Recovery** 84% of government and municipal EAP users who started treatment with a work productivity problem recovered to no longer be at risk after treatment
- **Restored work productivity** Employees in the government and municipal industry with a work productivity problem recouped an average of 40.23 hours per month after treatment



84% of government and municipal employees with a productivity issue no longer had this problem.



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Conclusion

CuraLinc Healthcare's EAP had a positive impact on the health and wellbeing of government and municipal employees who used the program between 2017 and 2023:

- 80% of employees at risk for anxiety recovered to no longer be at risk after EAP treatment
- 86% of employees at risk for depression recovered to no longer be at risk after EAP treatment
- Less than 2% of employees at risk for alcohol misuse remained at-risk after EAP treatment
- 84% of employees with a work productivity problem recovered to no longer be at risk after EAP treatment, restoring 40 hours of productive time per month on average

For additional information regarding this study, visit EAPOutcomes.com to review the complete analysis published in the [International Journal of Scientific and Research Publications](#) (IJSRP).