

Highlights of the Workplace Outcome Suite[©] (WOS) 2024 Global Report for EAP Counseling

Presenter: Dr. Mark Attridge
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Employee Assistance Professionals Association
Upper Midwest Chapter USA



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Learning Objectives

List the five outcome areas measured on the Workplace Outcome Suite for EAP counseling.

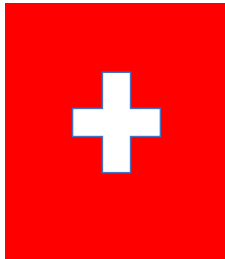
Identify which one of the five outcomes on the WOS is the most likely to be at a problem level among employees who are seeking support from EAP counselors.

Describe how to use the results on the WOS to demonstrate the value of an EAP to the employer sponsor of the program.

PART 1

What is the WOS?

Workplace Outcome Suite - Measures



**Work
Absenteeism**



**Workplace
Distress**



**Work
Presenteeism**



**Work
Engagement**



**Hours of Lost
Productive
Time at Work**



**Life
Satisfaction**

About the WOS Industry Project



WOS Report History



1 – Chestnut Global Partners. (2016). *Workplace Outcome Suite[®] (WOS) Annual Report 2016: EAPs Can and Do Achieve Positive Outcomes*. [White paper - 10 pages]. Bloomington, IL, United States. Authors: D. Sharar & G. DeLapp. <http://hdl.handle.net/10713/6376>

2 – Chestnut Global Partners. (2017). *Workplace Outcome Suite[®] (WOS) Annual Report 2017: Comparing Improvement After EAP Counseling for Different Outcomes and Clinical Context Factors in Over 16,000 Cases Worldwide*. [White paper - 46 pages]. Bloomington, IL, United States. Authors: M. Attridge, G. DeLapp, P. Herlihy, P. Ihnes, M. Jacquart, R. Lennox, M. London, L. Servizio & D. Sharar. <http://hdl.handle.net/10713/7171>

3 – Morneau Shepell. (2019). *Workplace Outcome Suite[®] (WOS) Annual Report 2018: Understanding EAP Counseling Use, Longitudinal Outcomes and ROI, and Profiles of EAPs that Collect WOS Data*. [White paper - 86 pages]. Toronto, ON, Canada. Authors: M. Attridge, R. Lennox & D. Sharar. <http://hdl.handle.net/10713/11204>

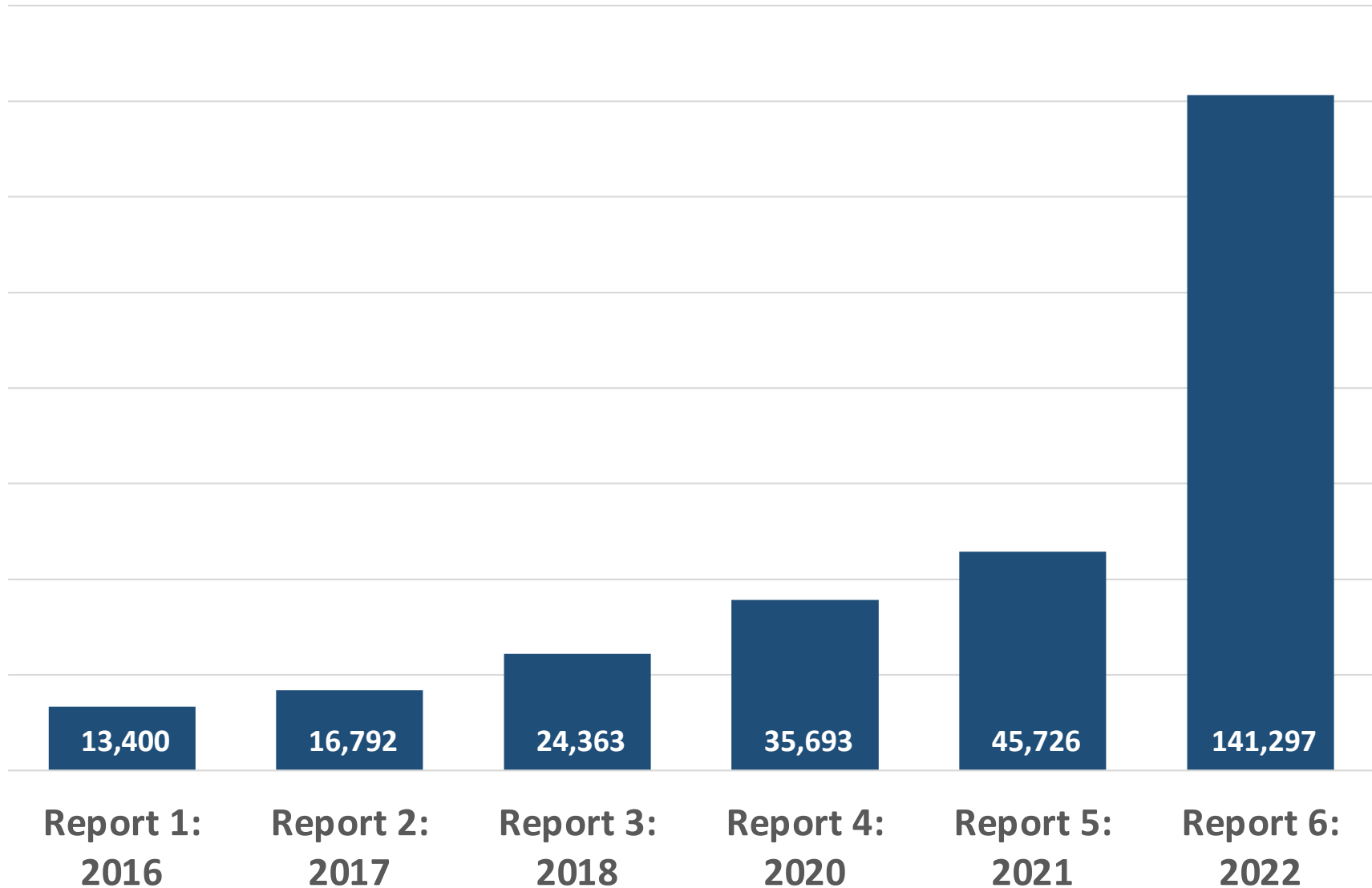
4A – Morneau Shepell. (2020). *Workplace Outcome Suite[®] (WOS) Annual Report 2020: Part 1 - Decade of Data on EAP Counseling Reveals Prominence of Presenteeism*. [White paper - 95 pages]. Toronto, ON, Canada. Author: M. Attridge. <http://hdl.handle.net/10713/13758>

4B – Morneau Shepell. (2020). *Workplace Outcome Suite[®] (WOS) Annual Report 2020: Part 2: Profiles of Work Outcomes on 10 Context Factor of EAP Counseling Use*. [White paper - 42 pages]. Toronto, ON, Canada. Author: M. Attridge. <http://hdl.handle.net/10713/13759>

5 – LifeWorks. (2022). *Workplace Outcome Suite[®] (WOS) Annual Report 2021: EAP Counseling Use and Outcomes, COVID-19 Pandemic Impact, and Best Practices in Outcome Data Collection*. [White paper - 109 pages]. Toronto, ON, Canada. Author: M. Attridge. <http://hdl.handle.net/10713/18701>

6 – Attridge, M. (2024). *Workplace Outcome Suite[®] (WOS) EAP Industry Global Report No. 6: Use and Effectiveness for Over 140,000 Counseling Cases from 2010 to 2022*. [White paper – 99 pages]. TELUS Health & the Employee Assistance Professionals Association (EAPA). <http://hdl.handle.net/10713/22543>

Sample Sizes in WOS Report Series



The 2024 report is the sixth in the series on WOS. The project features data collected from 61 different EAP vendors or internal programs between the years 2010 and 2022.

The size of the cumulative project dataset more than tripled from the 45,726 EAP users in the previous report to now include over 141,000 counseling cases.

In total, 26 EAPs provided new additional data for this report. Five EAPs new to the project contributed almost two-thirds of the total cases now in the study, which included one US vendor with over 36,000 cases, one US vendor with over 33,000 cases; one global vendor with over 10,000 cases, one US vendor with over 5,300 cases and one health system internal EAP in the US with over 5,300 cases.

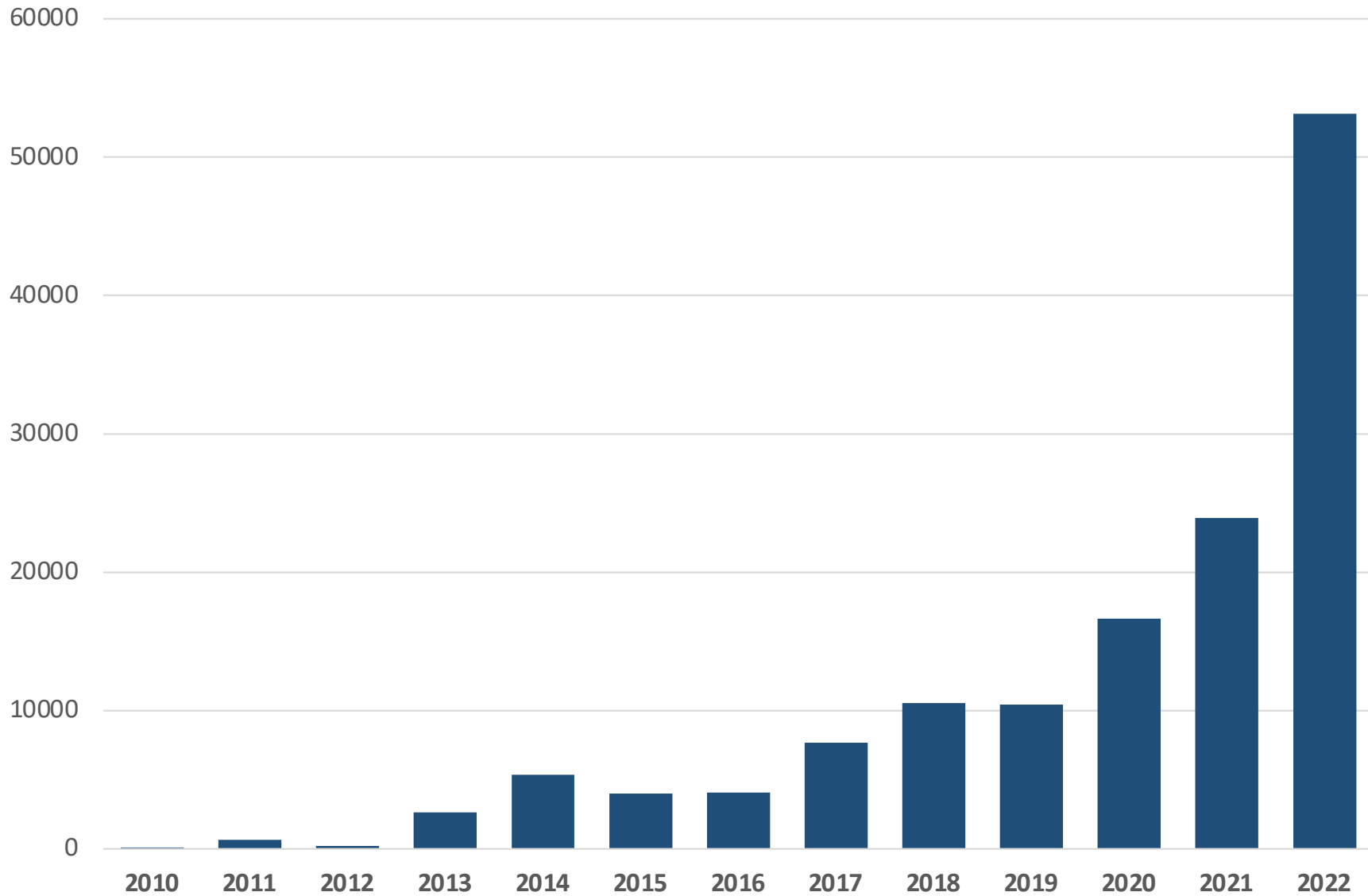
PART 2

Profile of Study Sample and EAP Counseling Use

Profile of EAP Counseling CONTEXTS

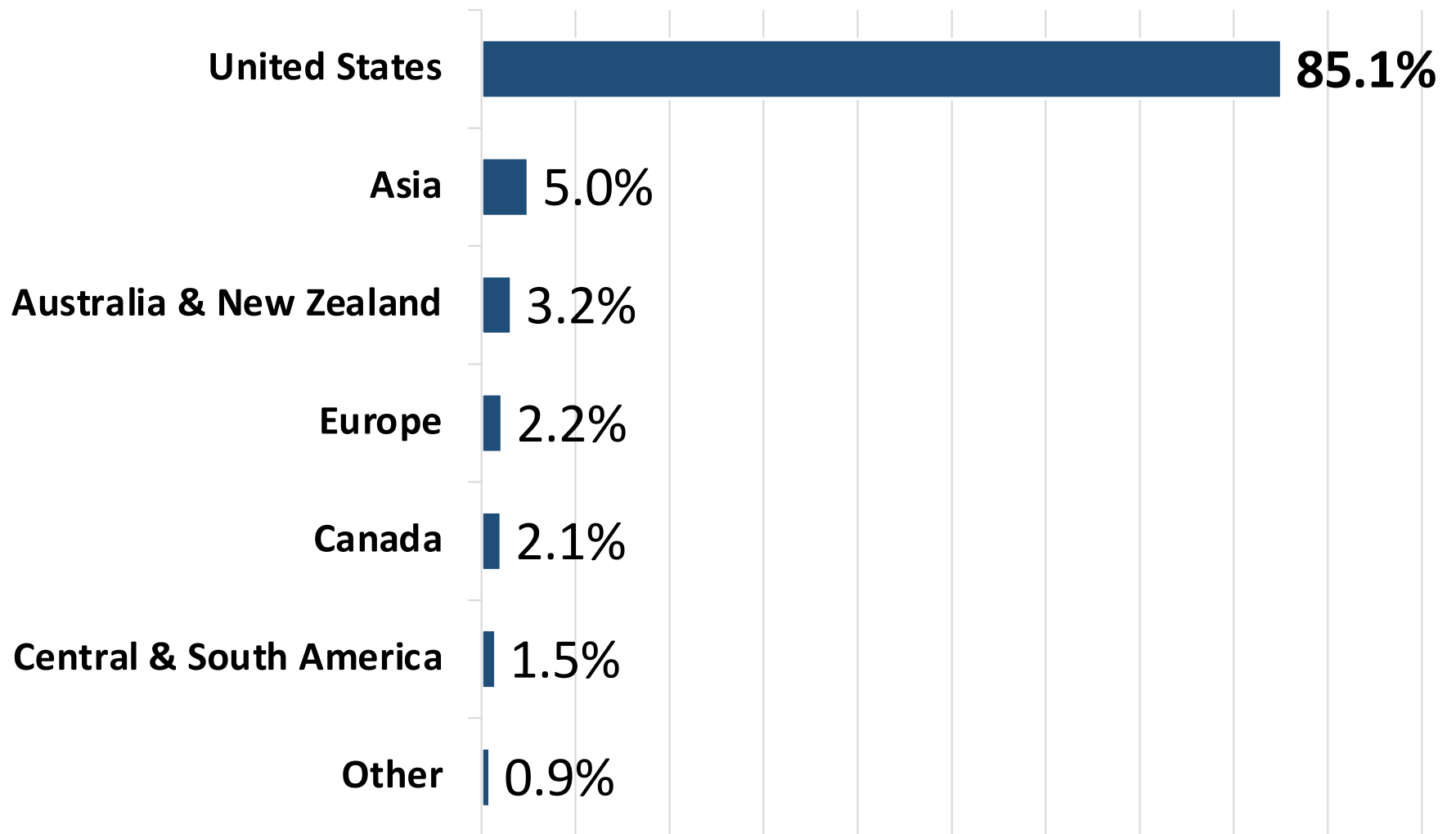
- Years 2010 to 2022
- 43 different countries globally (85% USA)
- All four major geographic regions in USA
- 8 major types of industries
- Variety of promotional tactics for EAP
- 95% covered employee / 5% family, spouse
- 94% self-referral / 5% formal referral / 1% family/other

Year of EAP Use



N = All 141,297 counseling cases

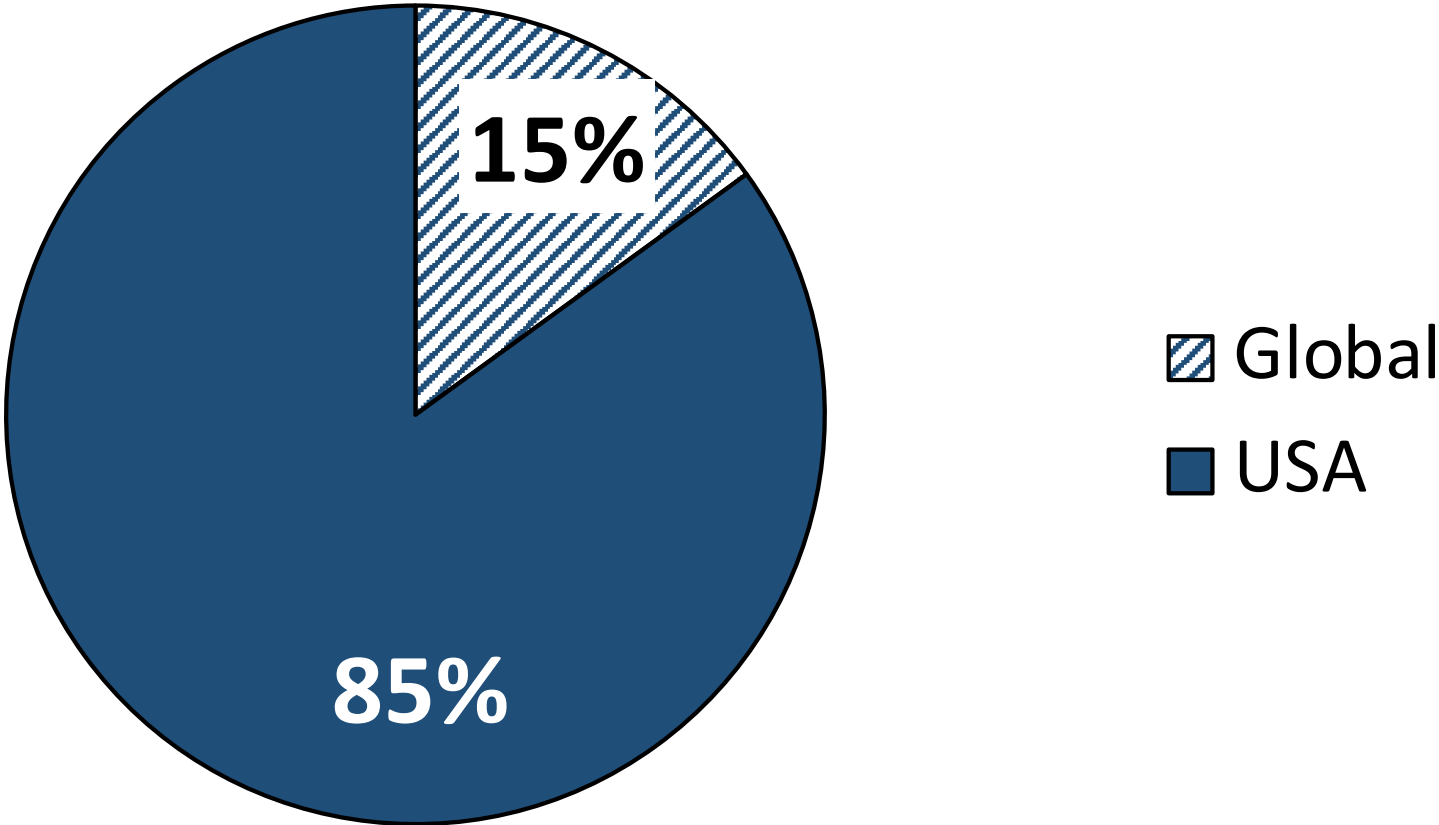
Country – Global Region



N = All 141,297 counseling cases

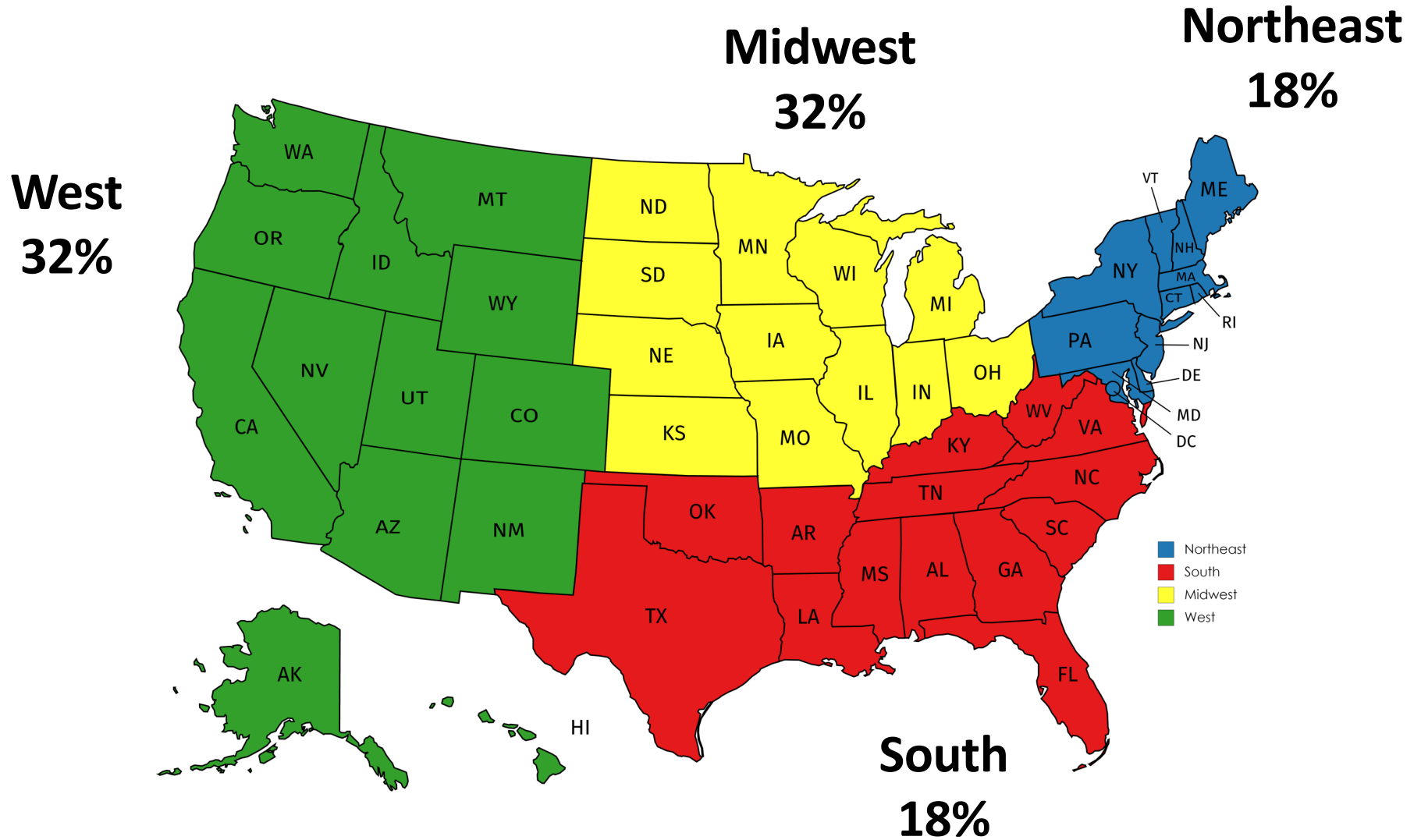
Country: United States or Global

% Cases



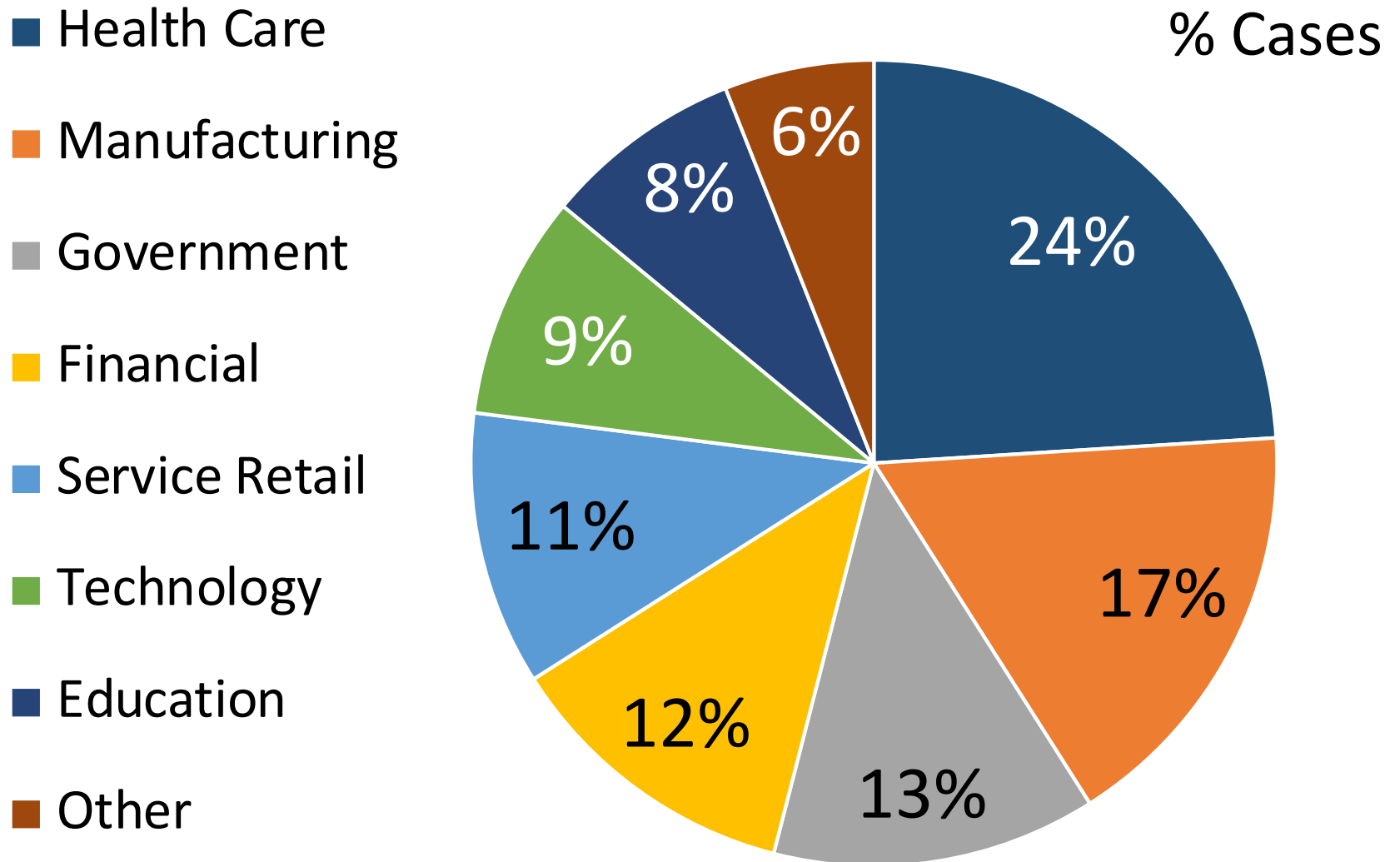
N = All 141,297 counseling cases

Regions of United States



N = 76,178 counseling cases (46 EAPs)

Industry of Employer



N = 111,883 counseling cases (55 EAPs)

Promotional Source About EAP

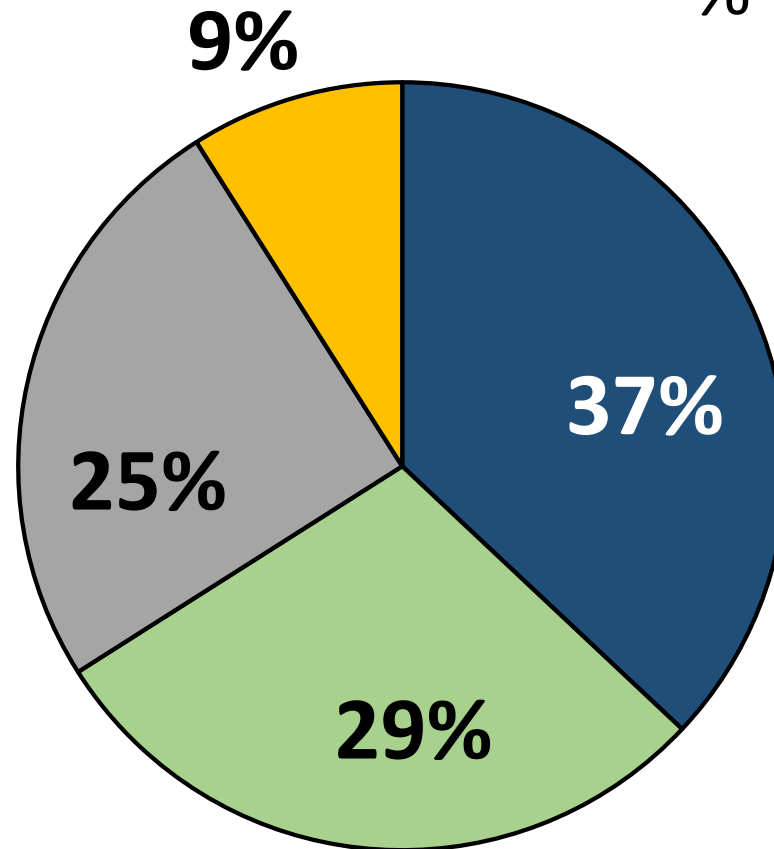
% Cases

■ Company Benefits HR

■ EAP Representative

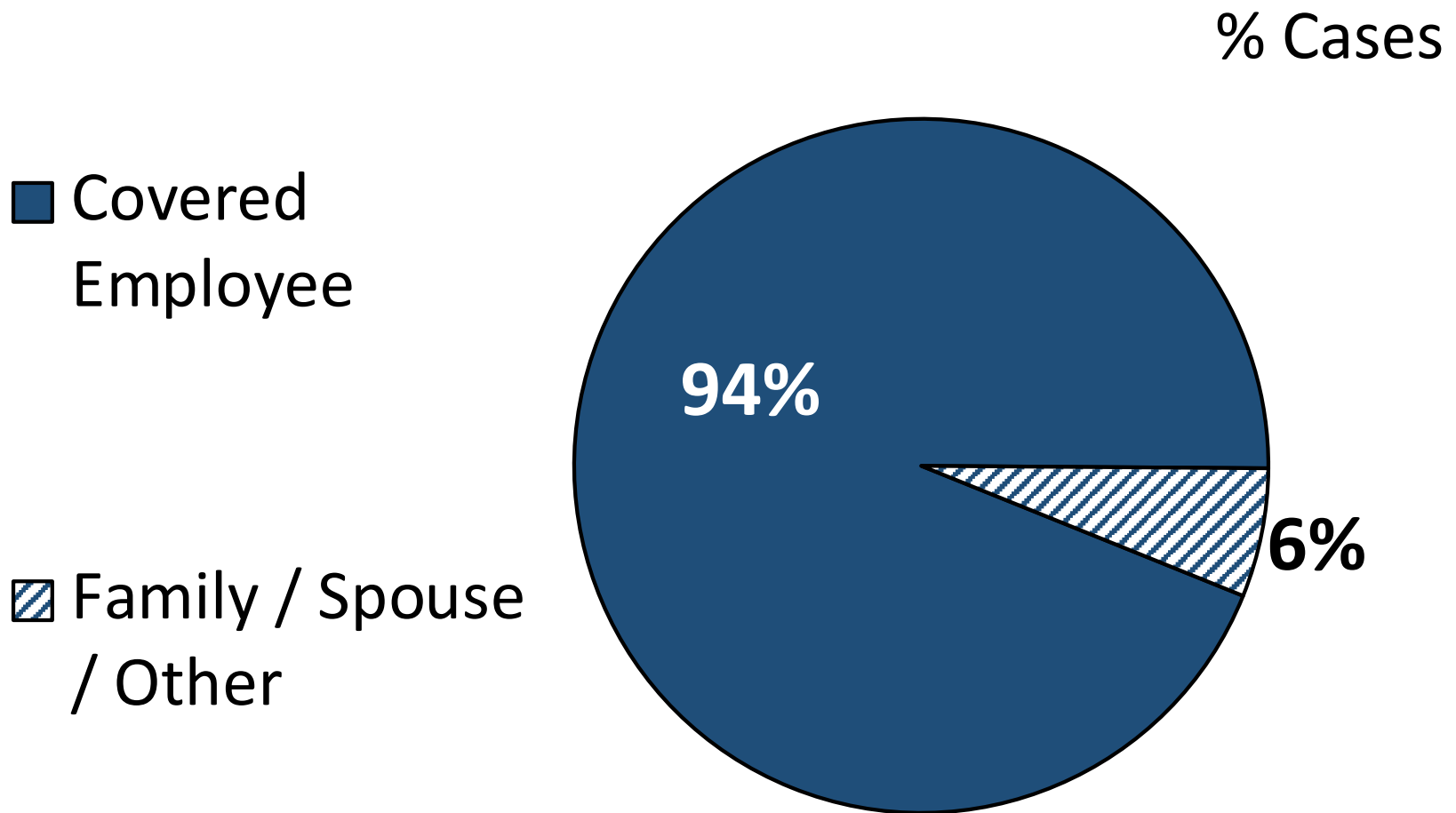
■ Friend Coworker

■ Public media



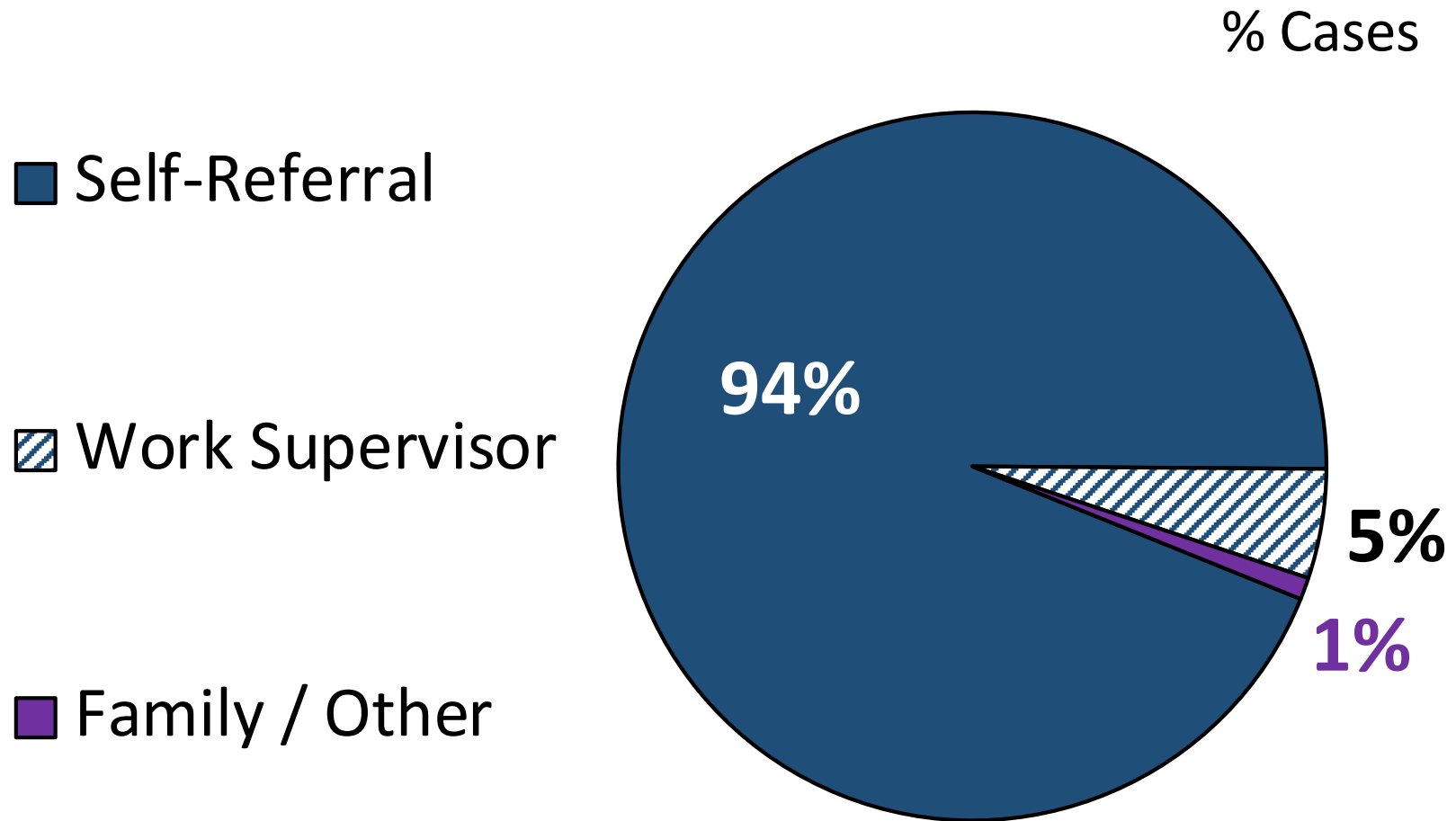
N = 35,971 counseling cases (12 EAPs)

EAP Benefit User Type



N = 22,365 counseling cases (8 EAPs)

Referral Source Into EAP

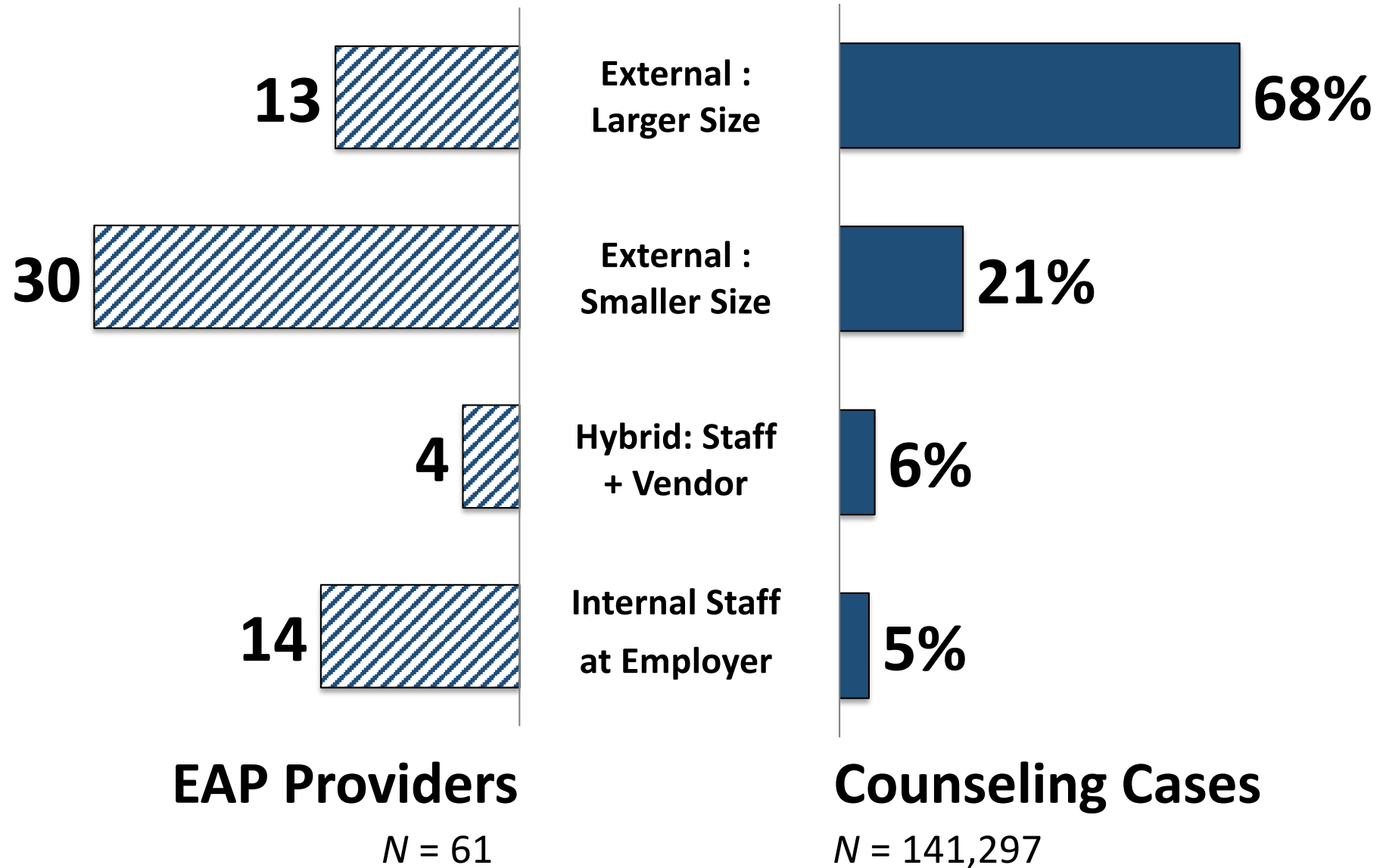


N = 47,026 counseling cases (47 EAPs)

Profile of EAP Counseling PROVIDERS

- 61 different EAP providers in 15 countries
- EAP business model:
 - 68% of cases from national/global large external vendors
 - 21% of cases from regional smaller external vendors
 - 11% of cases internal staff at one employer (half also with vendor support; hybrid EAPs)

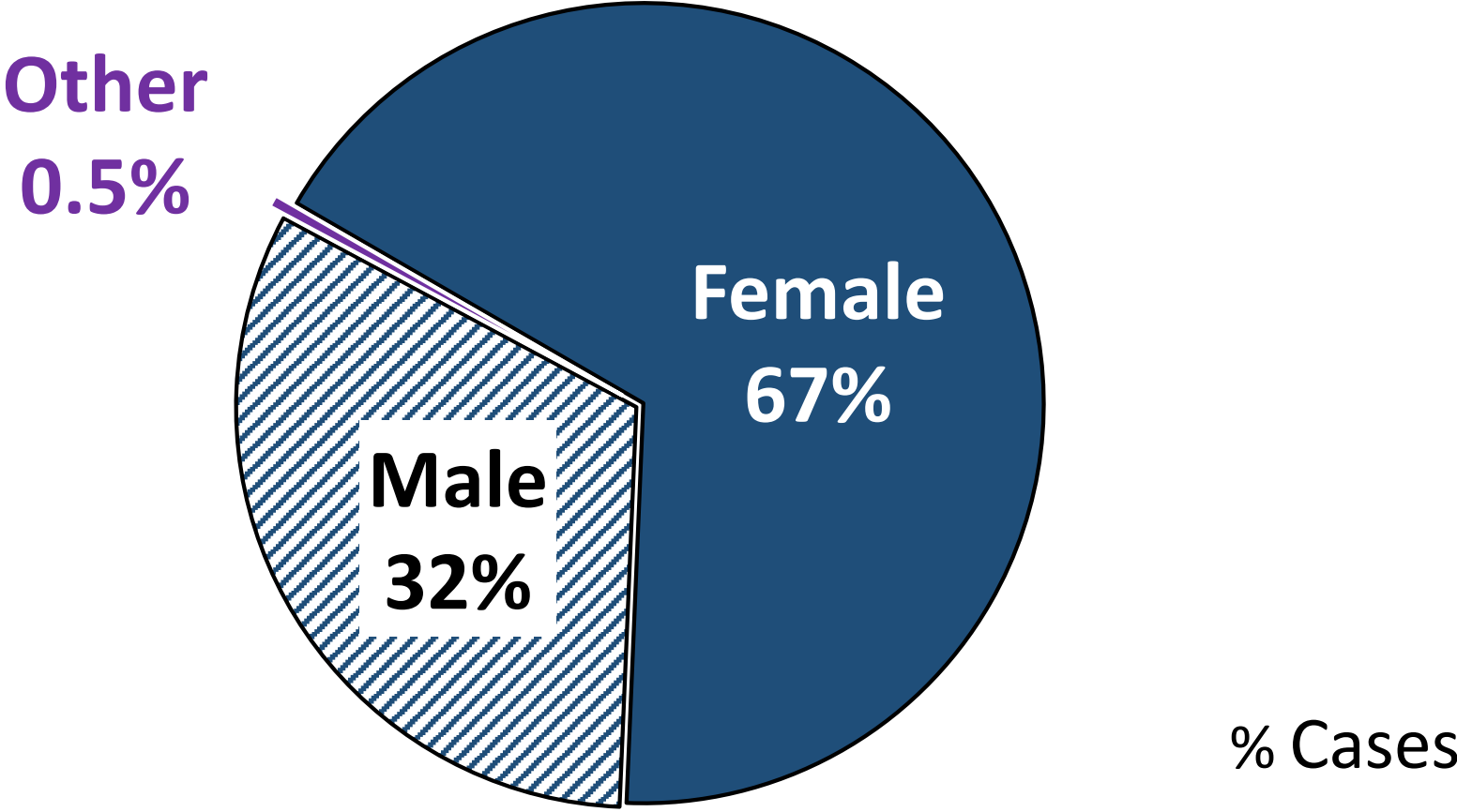
EAP Providers and Cases by Model



Profile of EAP Counseling CLIENTS

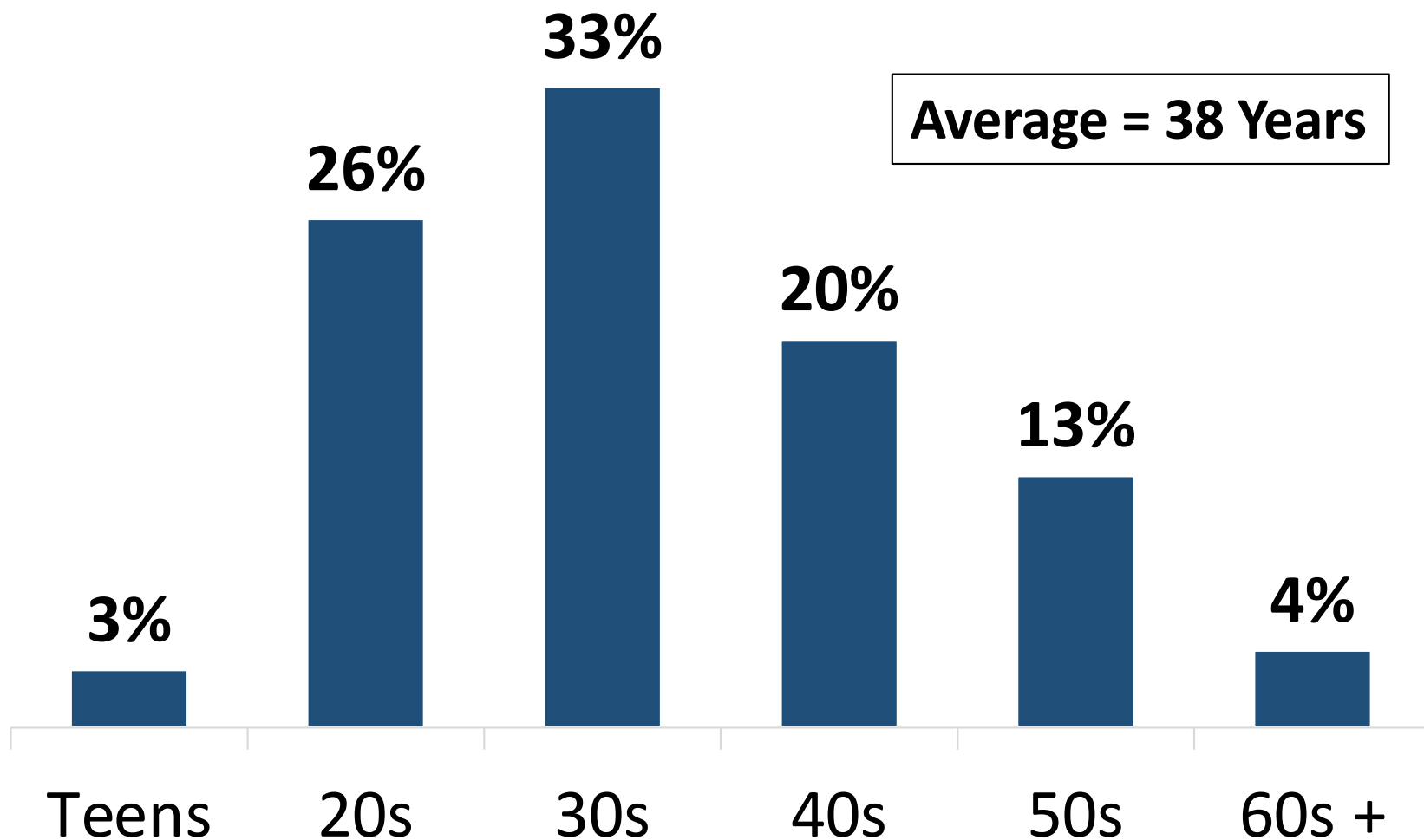
- 67% female gender / 32% male / <1% other
- 38 years average client age
- 44% at-risk for clinical depression
- 62% below normal level of job performance

Gender of Client



N = 110,617 counseling cases (47 EAPs)

Age of Client



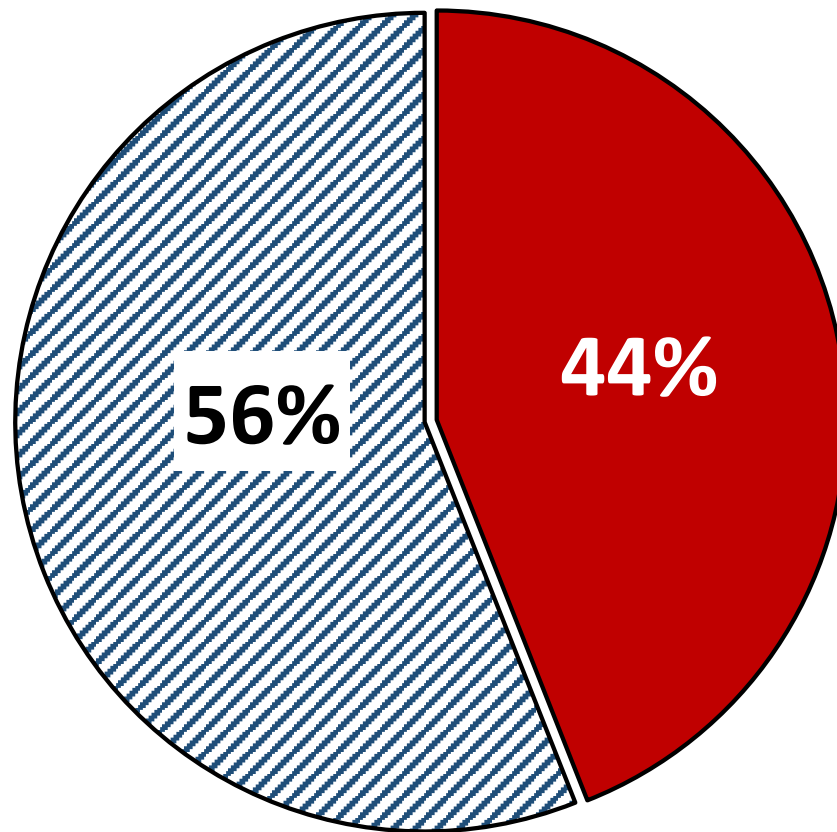
N = 102,895 counseling cases (38 EAPs)

Clinical Depression Risk

% Cases

■ Clinical Risk

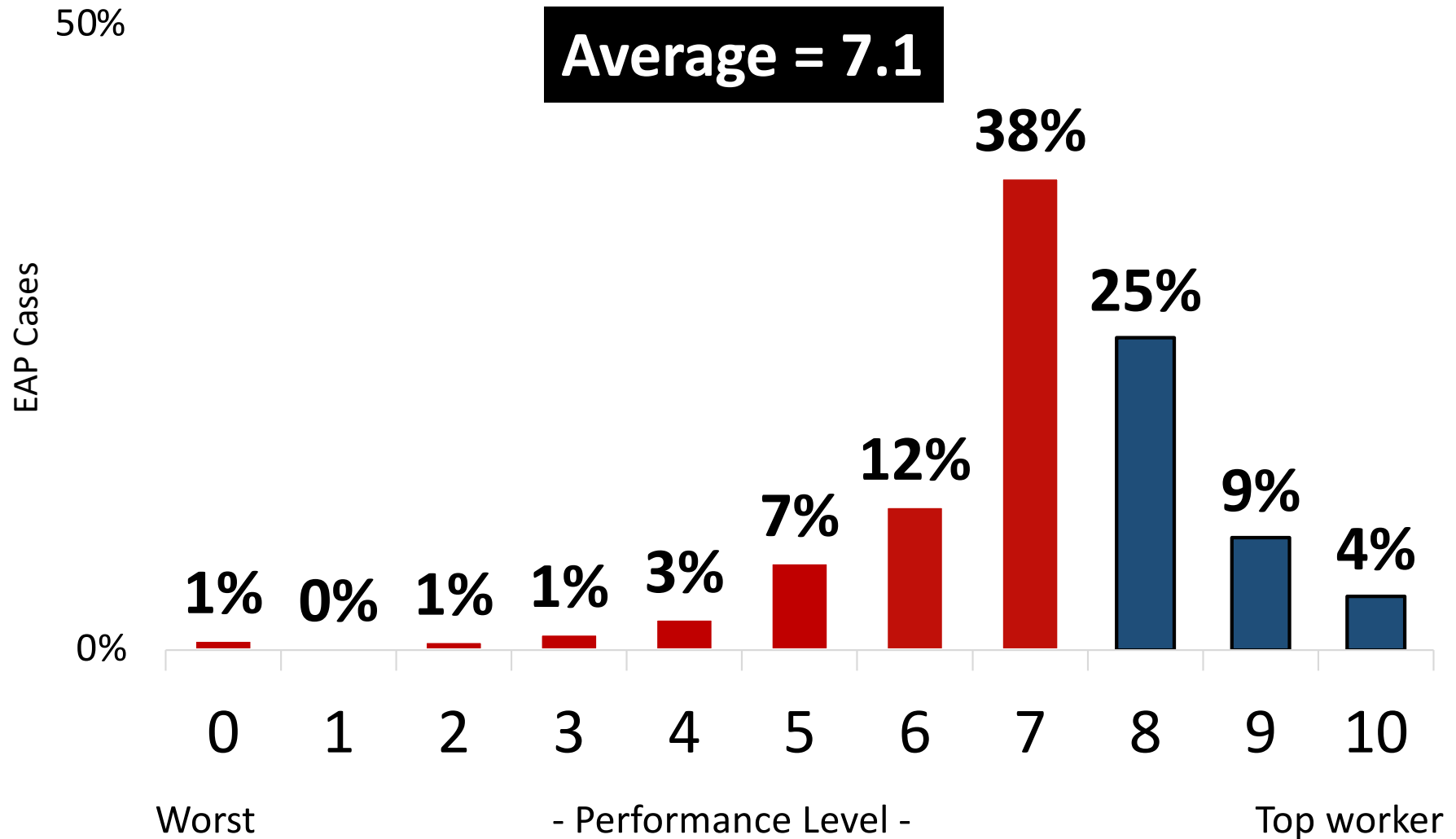
▨ No Risk



N = 15,635 counseling cases (3 EAPs)

PHQ-9 or 2-item

Job Performance Rating



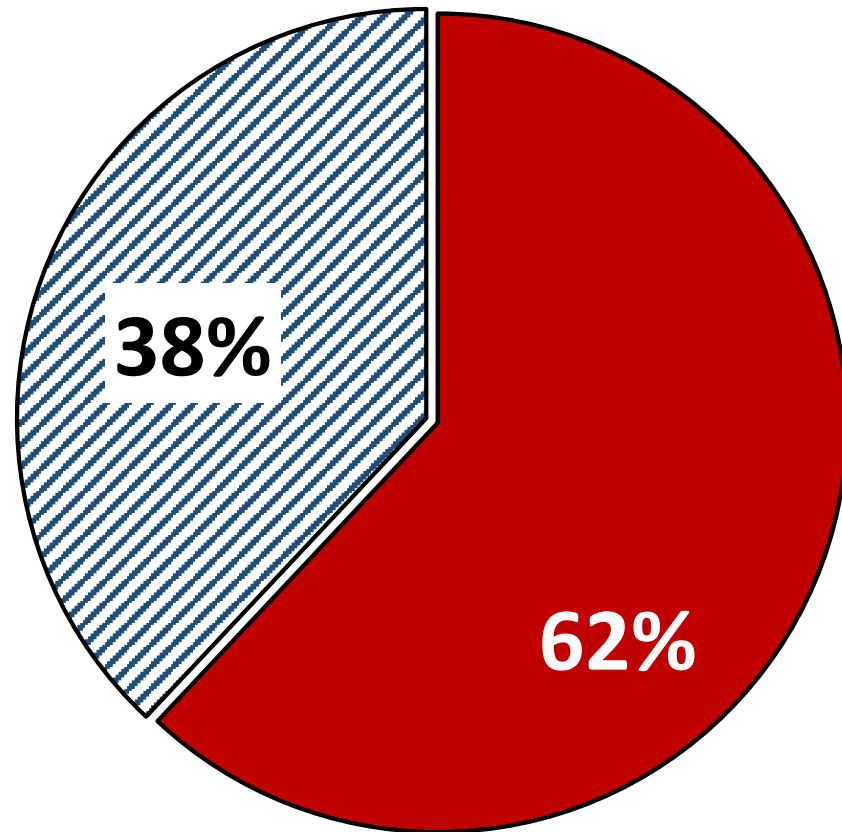
N = 3,292 counseling cases (8 EAPs)

Single item on WOS-2020 version

Job Performance Problem Status

% Cases

- Problem
Below Normal
(0-7)
- ▨ Normal Range
(8-10)



N = 3,292 counseling cases (8 EAPs)

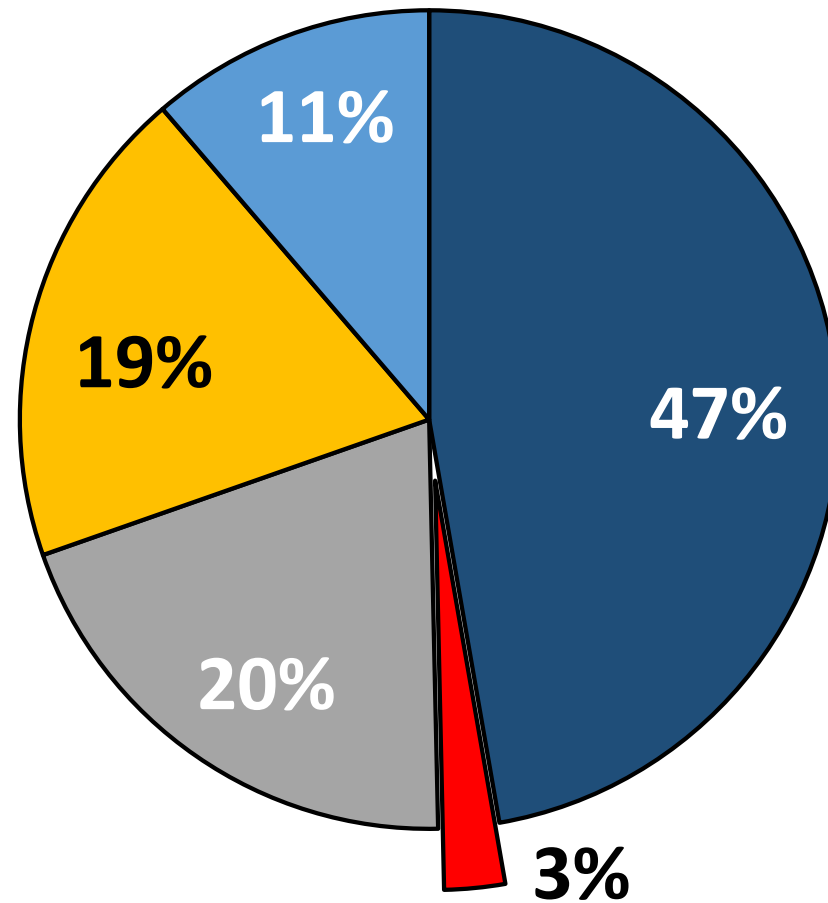
Profile of EAP Counseling USE

- Primary presenting issue mix: 47% mental health; 3% alcohol/drug; 19% personal stress; 20% marital, romantic or family relationships; and 11% work-related
- 31% counseling sessions delivered in-person at a local office and 69% delivered using remote technology (online video, phone, text, e-mail)
- 5.4 sessions of counseling used (range 1 to 10+)
- 60 days clinical treatment episode duration

Clinical Issue (Reason for EAP Use)

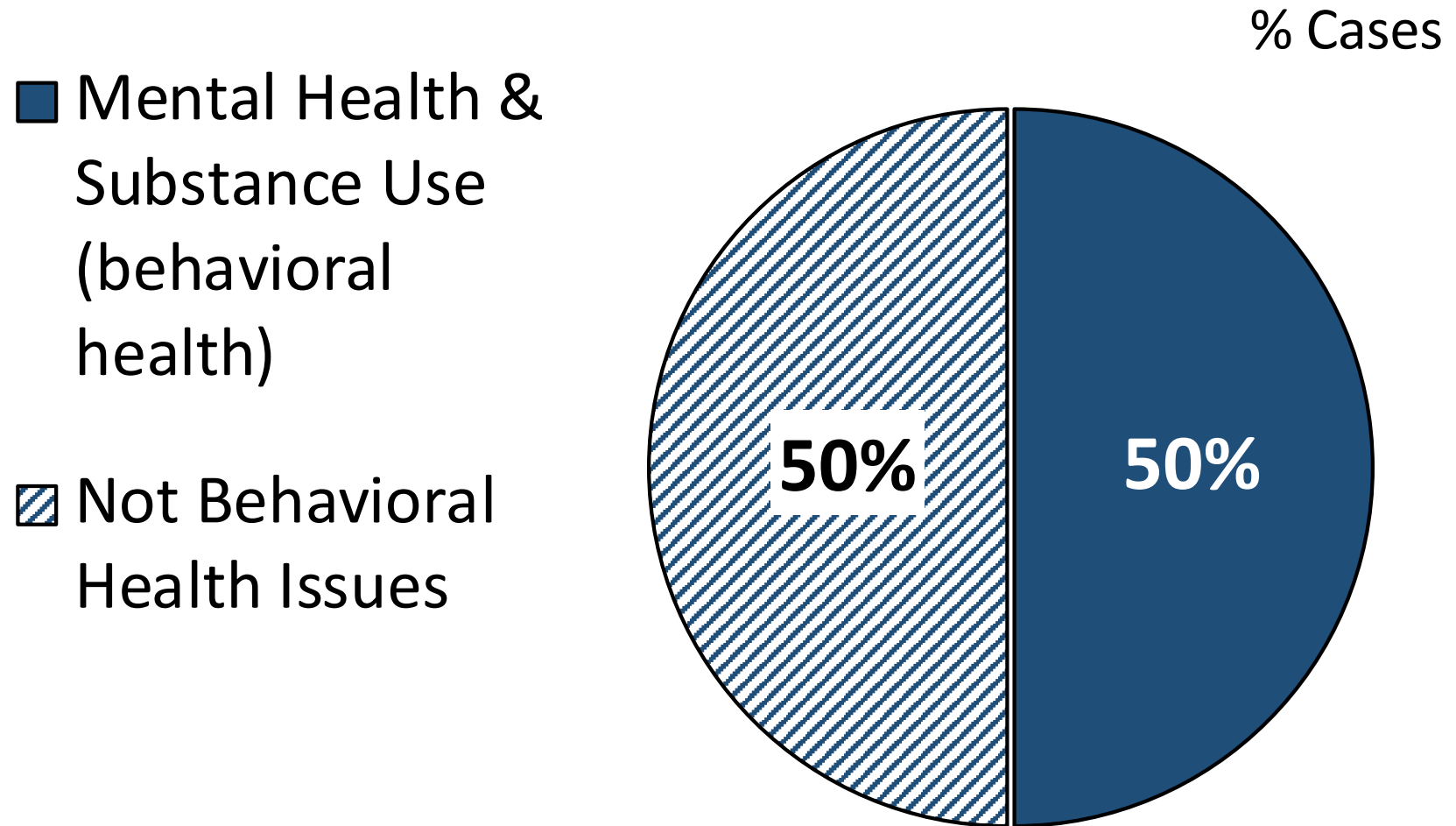
% Cases

- Mental Health
- Substance Abuse
- Relationships
- Personal Life & Stress
- Work & Work Stress



N = 122,002 counseling cases (54 EAPs)

Clinical Issue: Two General Types



N = 122,002 counseling cases (54 EAPs)

Clinical Issues: Behavioral Health

Half of all cases:

- Anxiety (16.7%)
- Depression (13.6%)
- Trauma / Abuse / Violence (4.8%)
- Grief or loss (3.5%)
- Other behavioral/emotional (8.6%)
- Alcohol / Drug / Addictions (2.3%)

N = 122,002 counseling cases (54 EAPs)

Clinical Issues: Substance Use

Very few users (under 3%) discussed **alcohol, drug, other substance misuse** with EAP counselors. This is surprising given the higher prevalence rates in general society for binge drinking (about 1 in 3) and substance misuse (about 1 in 10).

However, alcohol or drug issues represented 30% cases referred to the EAP by their manager at work. Thus, this small group of employees had ten times the level of alcohol or drug issue cases than self or family/other referral cases.

Why? Perhaps concerns of a lack of confidentiality or stigma prevented more employees with substance problems from using their EAP.

N = 122,002 counseling cases (54 EAPs)

Clinical Issues: Relationships

About 1 in 5 cases were in the **personal relationships** category (19.9%), with marital or personal romantic relationships being the most common issue, followed by family relationships:

- Marriage or personal relationships (16.9%)
- Family relationships (3.1%)

Clinical Issues: Personal Stress

About 1 in 5 cases (19.1%) used the counseling to address **personal stress or other personal life issues:**

- Personal stress (13.3%)
- Physical health or medical (0.9%)
- Personal financial/legal (0.3%)
- Other issues (4.7%)

Clinical Issues: Work

Another 1 in 10 cases in the work category (11.3%), with various kinds of **work stress or other occupational related issues:**

- Work-related stress (6.9%)
- Work or occupational issues (4.3%)

Counseling Use Modality

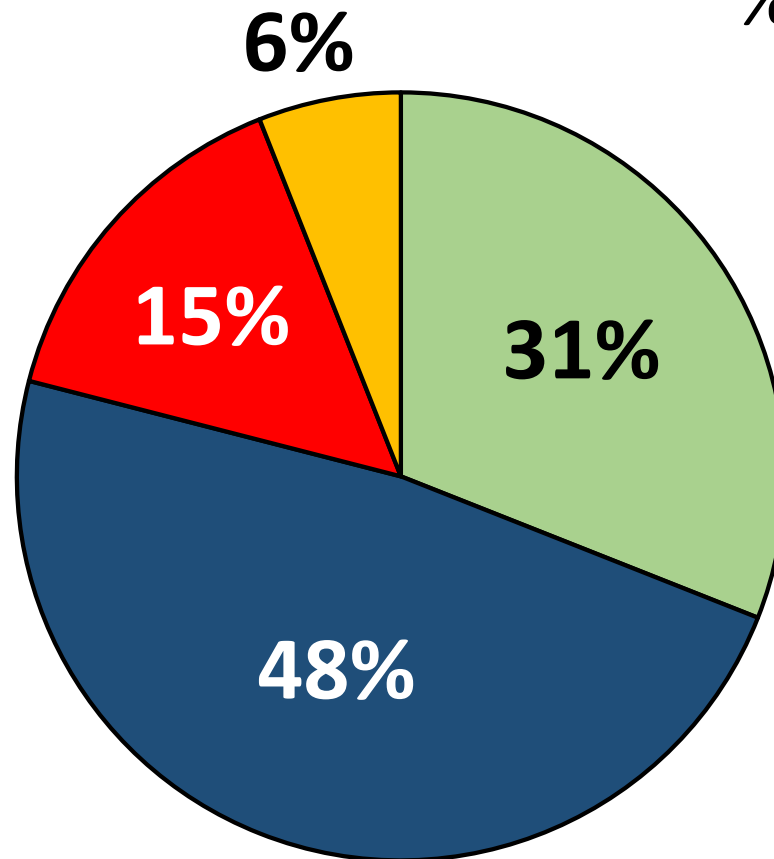
% Cases

■ In-Person Office

■ Internet Video

■ Telephone


■ Text Chat Email



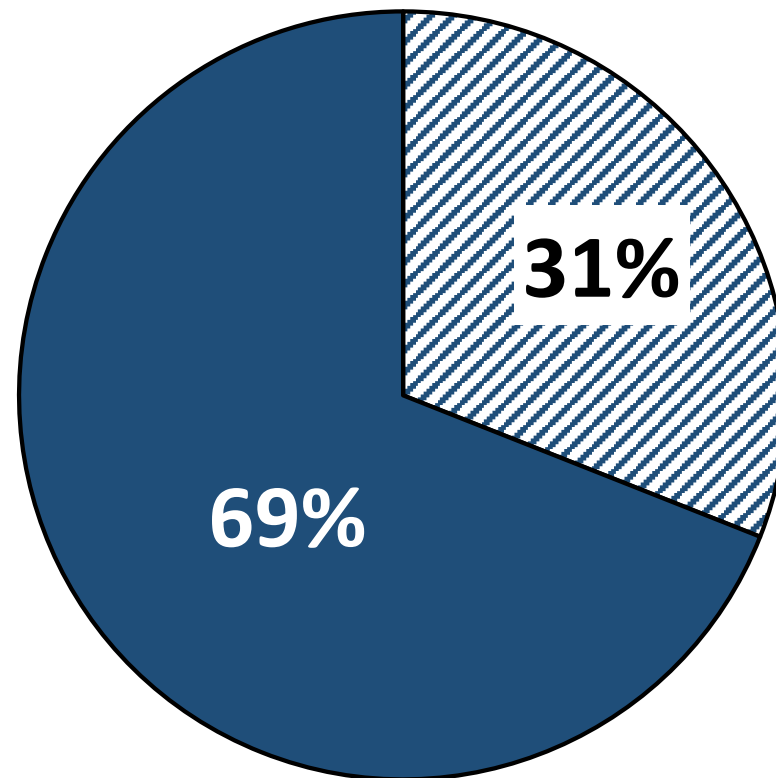
N = 94,717 counseling cases (35 EAPs)

Counseling Use Modality

% Cases

 In-Person Office
Face-to-Face

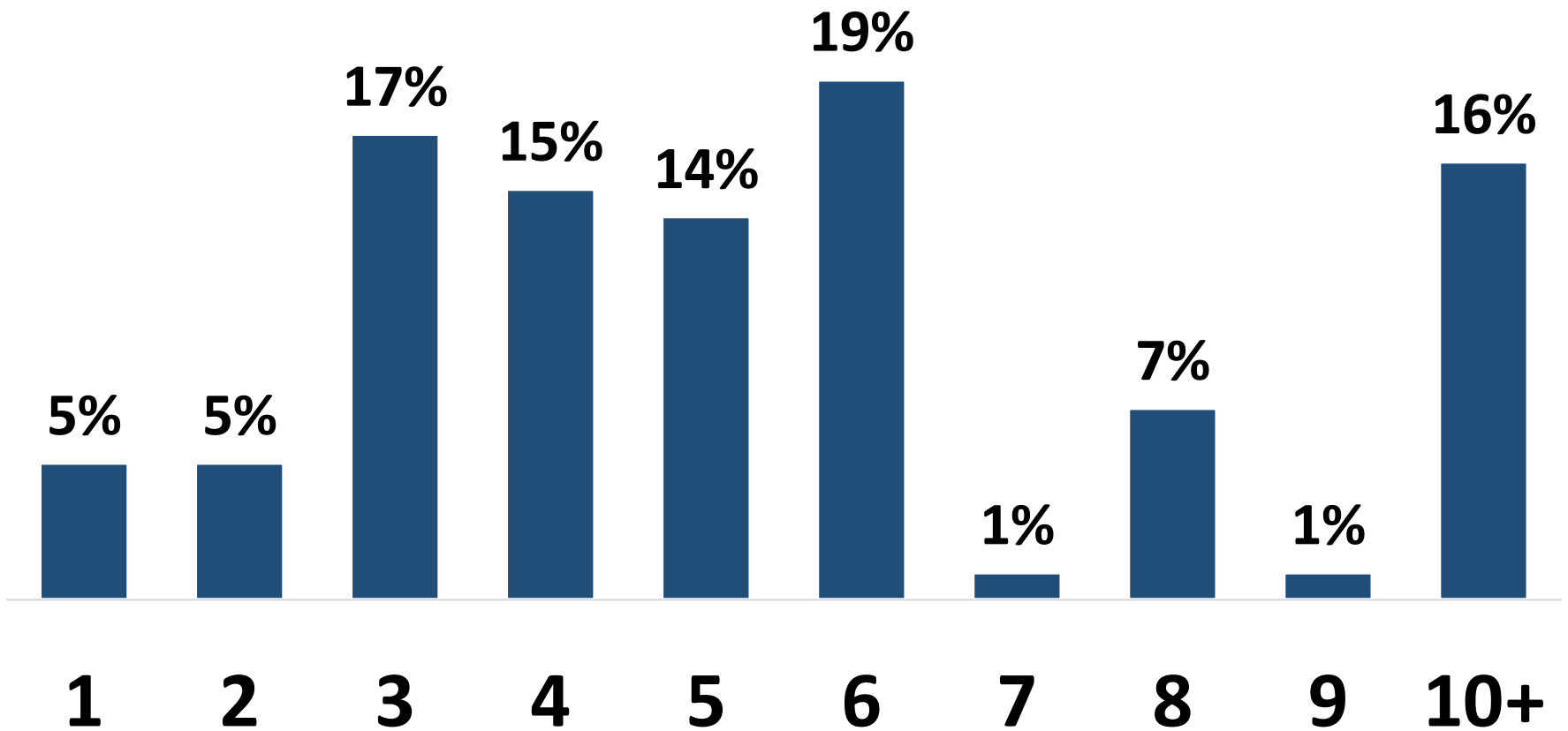
 Remote
Technology
Options



N = 94,717 counseling cases (35 EAPs)

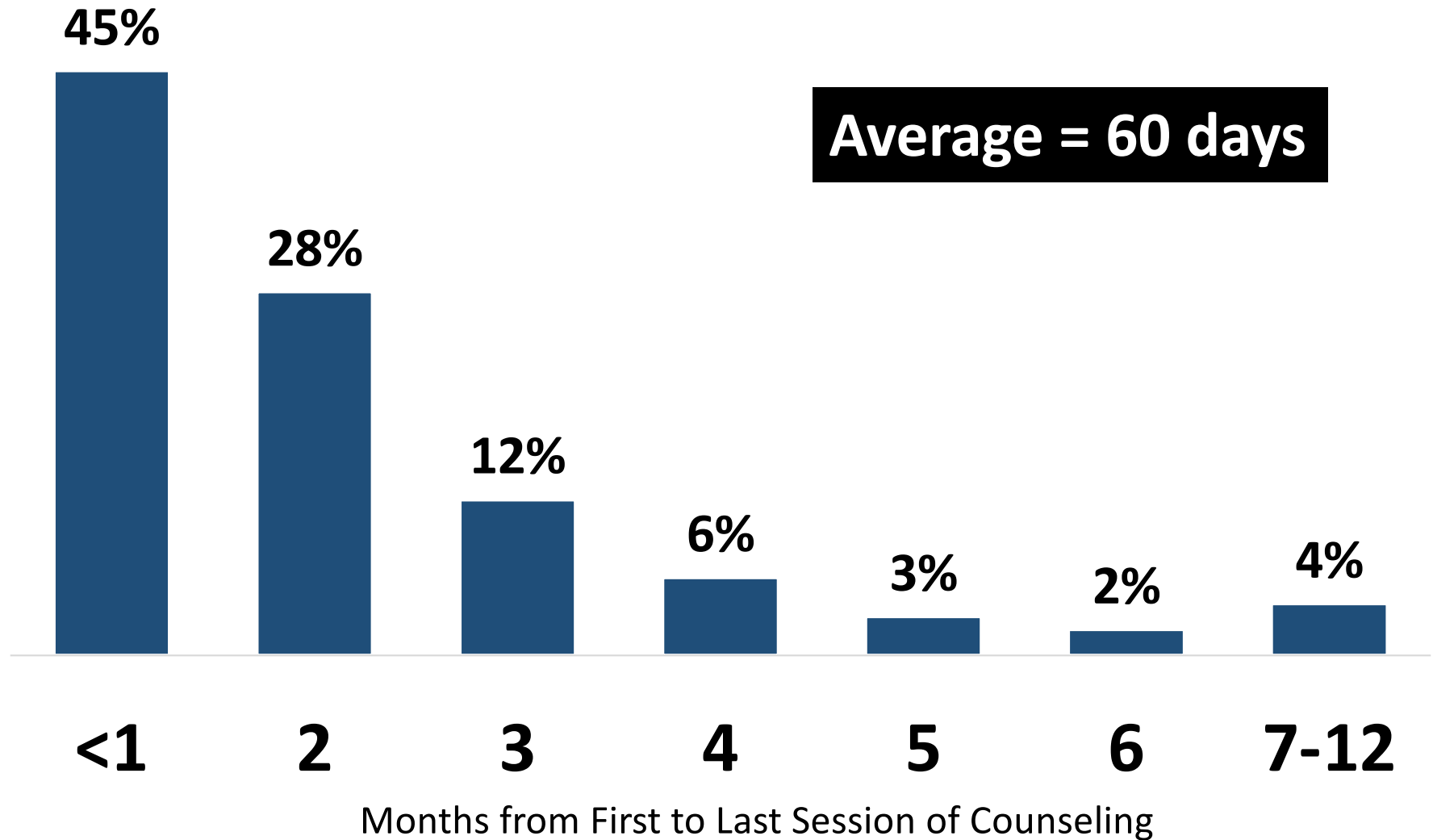
Counseling Sessions Used Per Case

Average = 5.4



N = 52,600 counseling cases (28 EAPs)

Duration: Counseling Use Episode



N = 20,200 counseling cases (3 EAPs)



Questions

About EAP Counseling
Use Profile?

PART 3

Are the WOS Measures
Psychometrically Valid
and Reliable?

Workplace Outcome Suite - Measures

LS

So far, my life seems to be going very well.

Strongly Disagree
1

Somewhat Disagree
2

Neutral
3

Somewhat Agree
4

Strongly Agree
5

WE

I am often eager to get to the work site and start the day.

Strongly Disagree
1

Somewhat Disagree
2

Neutral
3

Somewhat Agree
4

Strongly Agree
5

WD

I dread going into work.

Strongly Disagree
1

Somewhat Disagree
2

Neutral
3

Somewhat Agree
4

Strongly Agree
5

WP

My personal problems kept me from concentrating on my work.

Strongly Disagree
1

Somewhat Disagree
2

Neutral
3

Somewhat Agree
4

Strongly Agree
5

WA

How much time did your personal problems cause you to miss work during the past 30 days? Include complete workdays and partial days when you came in late or left early. Please choose the category that best represents the total hours of absence you experienced (if any):

0 hours
1

1 to 3 hours
2

4 to 8 hours
3

2 to 3 days
4

4 or more days
5

Psychometric Validity and Reliability of WOS Measures

For an EAP to have confidence in using the WOS measures to assess the success of their counseling intervention requires that the WOS items behave in ways that meet scientific standards for psychometric fitness.

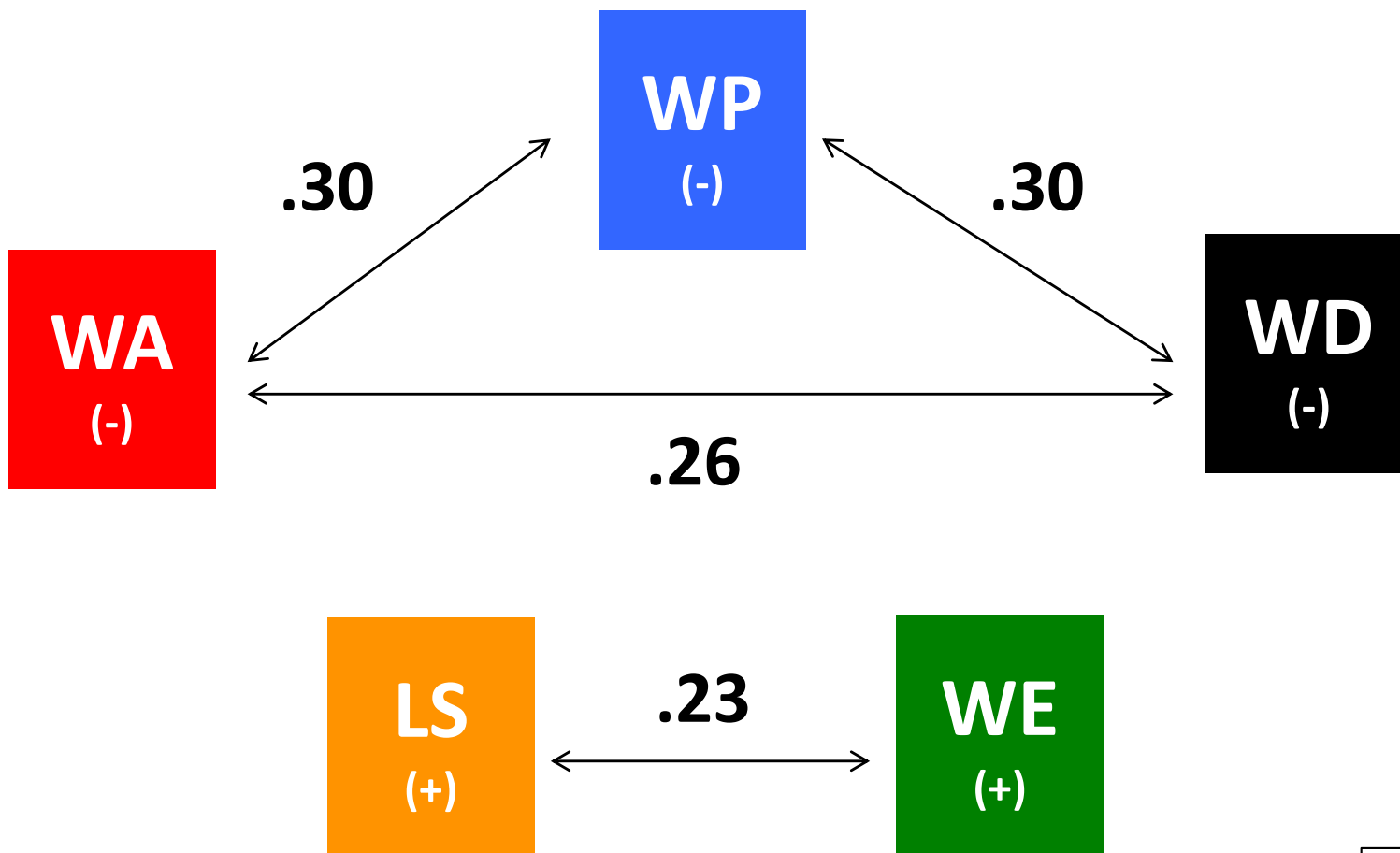
The individual WOS measures are inter-correlated in expected ways and with only modest size statistical relationships. The results indicated significant correlations between the pairs of WOS items scored in same direction, with similar patterns found at both time periods. Other findings indicated significant correlations between the pairs of WOS measures scored in opposite directions (all negative correlations). These conceptually relevant associations between the WOS measures are evidence of the convergent form of measurement validity.

Each of the individual WOS measures are also strongly associated with the combined WOS scale.

The individual WOS measures and the summary measure also have positive correlations over time within the EAP users which indicates the temporal reliability of the measures.

Other tests found only trivial size correlations between each WOS measure and the demographic factors of client gender and age and year of use. Finding a lack of meaningful associations between the WOS measures and these other conceptually irrelevant factors is evidence for the discriminant type of measurement validity.

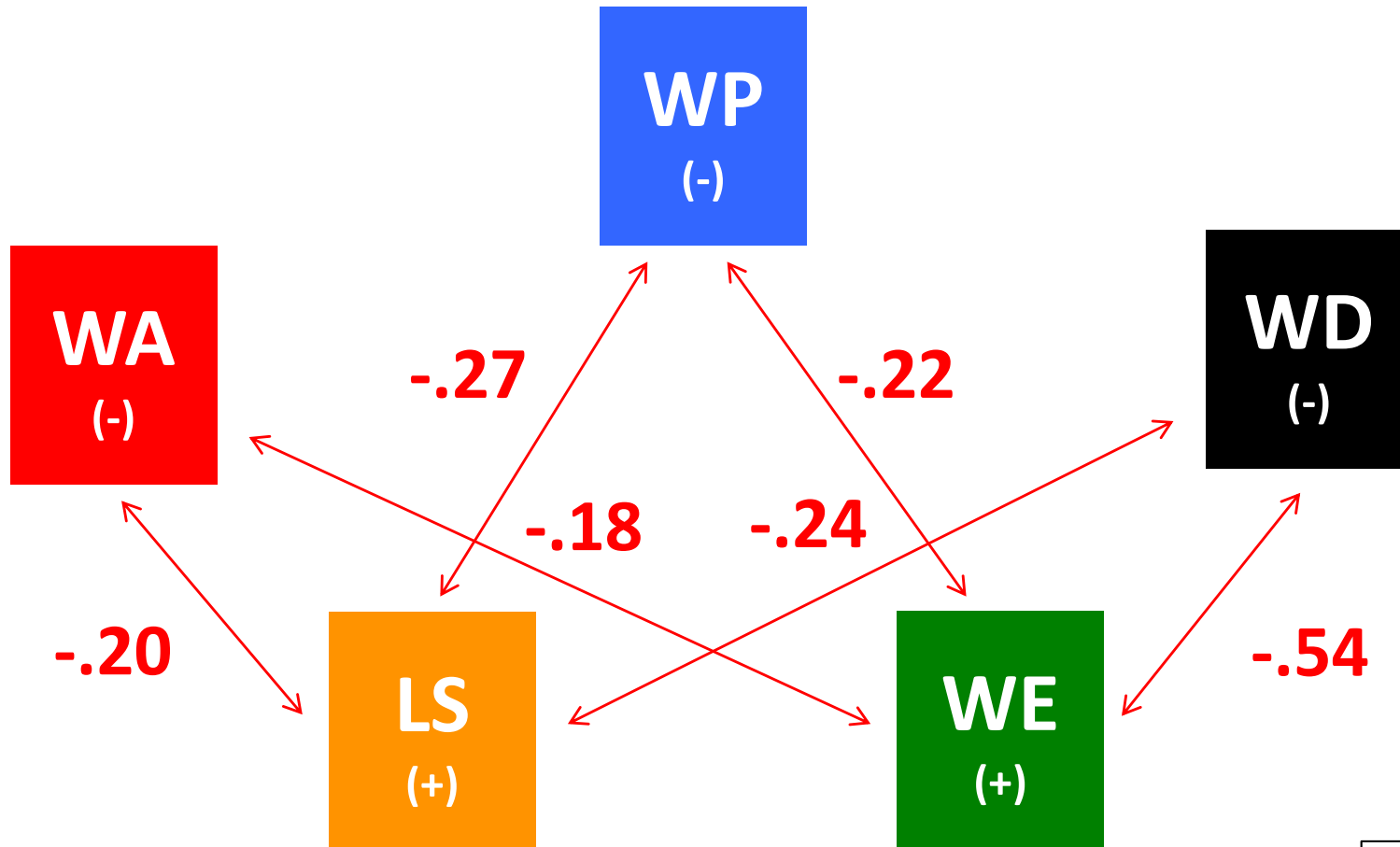
Positive Correlations Between WOS Single-item Measures (1-5 scoring) at BEFORE Use of EAP



All r values
significant
at $p < .001$

$n > 105,000$

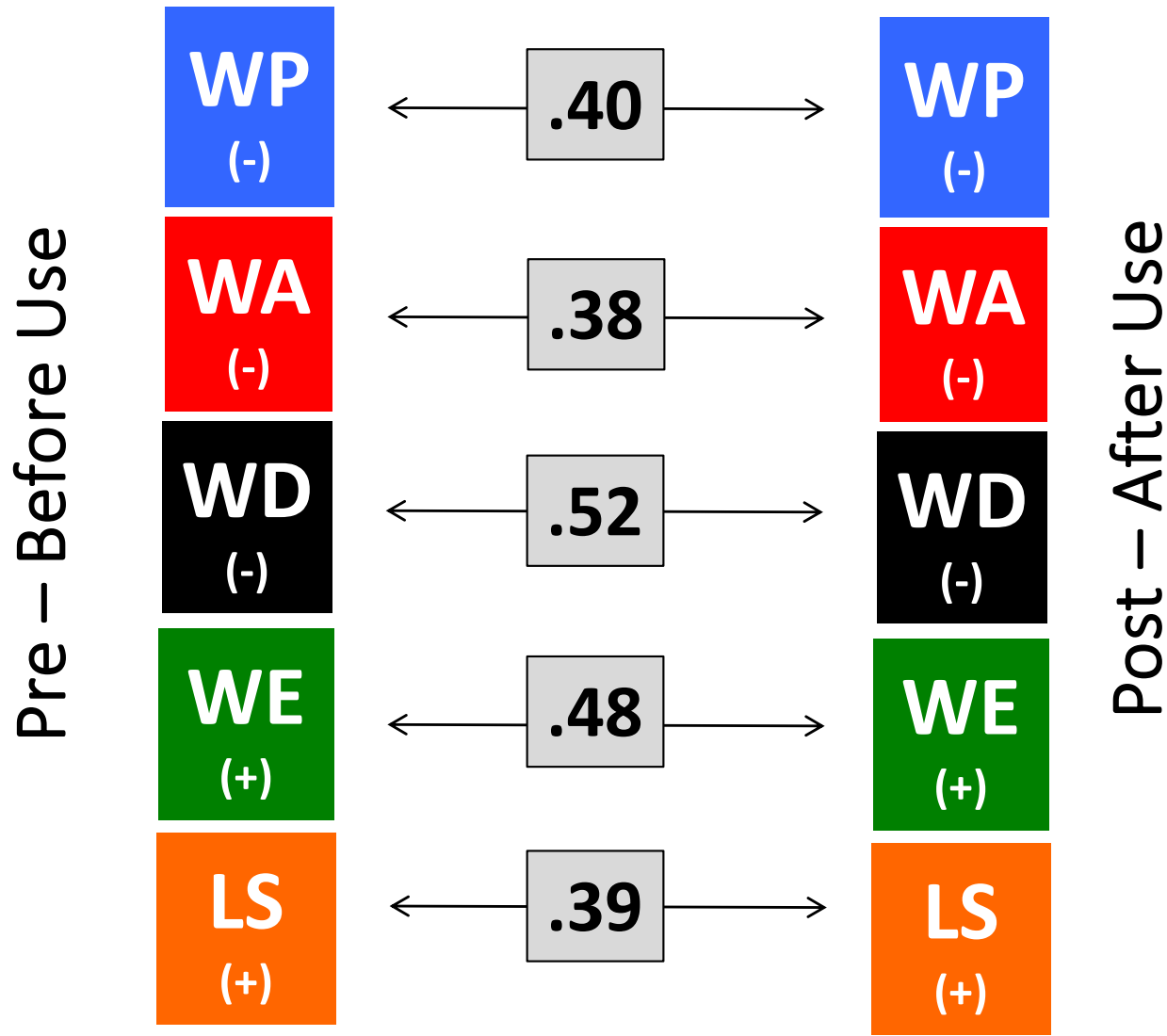
Negative Correlations Between WOS Single-item Measures (1-5 scoring) at BEFORE Use of EAP



All *r* values significant at $p < .001$

$n > 105,000$

Paired Correlations Between WOS Measures at Before and After (T2 or T3)



All *r* values significant at $p < .001$

$n > 62,000$

Few Correlates of WOS Outcomes at Before Use of EAP Counseling = Valid Measures

Table 5.1 Summary of associations between initial levels of WOS outcomes and context factors at Time 1

Context factor:	WOS Measures					
	AB	PR	WD	WE	LS	SS
Year	trivial	trivial	trivial	trivial	trivial	trivial
Year – Pandemic period	trivial	trivial	trivial	trivial	trivial	trivial
Country	small	trivial	small	trivial	trivial	small
Region of United States	trivial	trivial	trivial	trivial	trivial	trivial
Industry of employer	small	trivial	trivial	trivial	trivial	small
Covered employee status	trivial	trivial	trivial	trivial	trivial	trivial
Age of client	trivial	trivial	trivial	trivial	trivial	trivial
Gender of client	trivial	trivial	trivial	trivial	trivial	trivial
Depression risk severity	medium	medium	large	medium	large	large
Job performance	small	small	medium	small	small	medium
EAP Referral source	trivial	trivial	trivial	trivial	trivial	trivial
EAP Awareness source	trivial	trivial	trivial	trivial	trivial	trivial
EAP Clinical issue	small	small	medium	small	trivial	small
EAP Clinical modality use	trivial	trivial	trivial	trivial	trivial	trivial
EAP Clinical sessions used	trivial	trivial	trivial	trivial	trivial	trivial
EAP Clinical duration period	trivial	trivial	trivial	trivial	trivial	trivial
EAP model	trivial	trivial	trivial	trivial	trivial	trivial
EAP longitudinal data timing	trivial	small	small	trivial	trivial	trivial
EAP specific vendor	small	medium	large	small	small	medium

Note: Size of statistical effect from test between WOS outcome and factor is listed. AB = work absenteeism. PR = work presenteeism. WD = workplace distress. WE = work engagement. LS = life satisfaction. SS = SuperScore.

Learning Objectives - REVIEW

LO1

List the five outcome areas measured on the Workplace Outcome Suite for EAP counseling.

PART 4

Are WOS Measures
Even Relevant to
EAP Counseling?

WOS Measures at Problem Level When Starting Counseling

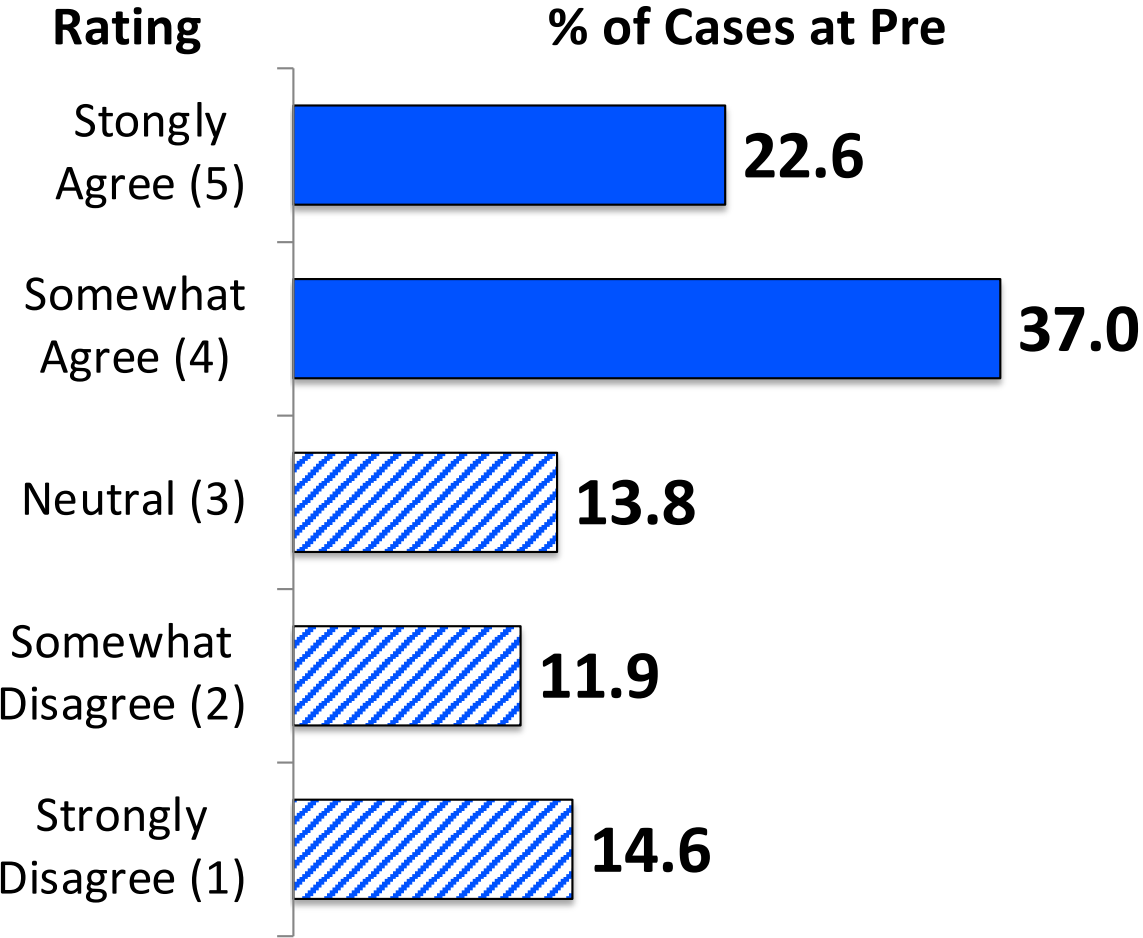
Results based on between 104,000 to 140,000 EAP users found that work presenteeism was the most prevalent work-related risk factor with 60% of cases at a problem level when starting counseling.

This was followed by 36% of cases having a work engagement problem, 35% of cases having a life satisfaction problem, 32% of cases having a work absenteeism problem, and 31% of cases having a workplace distress problem.

The average case had two WOS outcomes at a problem level when first seeking support.

Work Presenteeism: Distribution for 1-5 Ratings

WOS question: "My personal problems kept me from concentrating on my work."

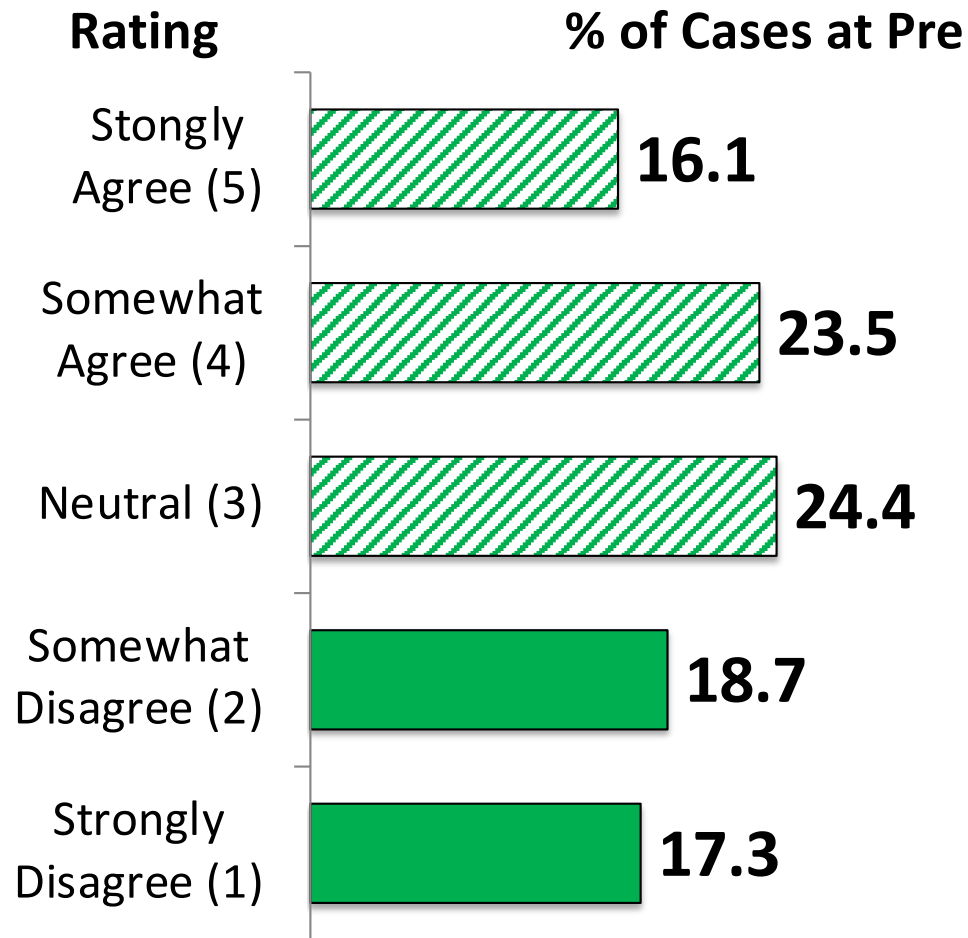


**Problem
60%**

n = 111,697 Cases

Work Engagement: Distribution for 1-5 Ratings

WOS question: *"I am often eager to get to the work site to start the day."*

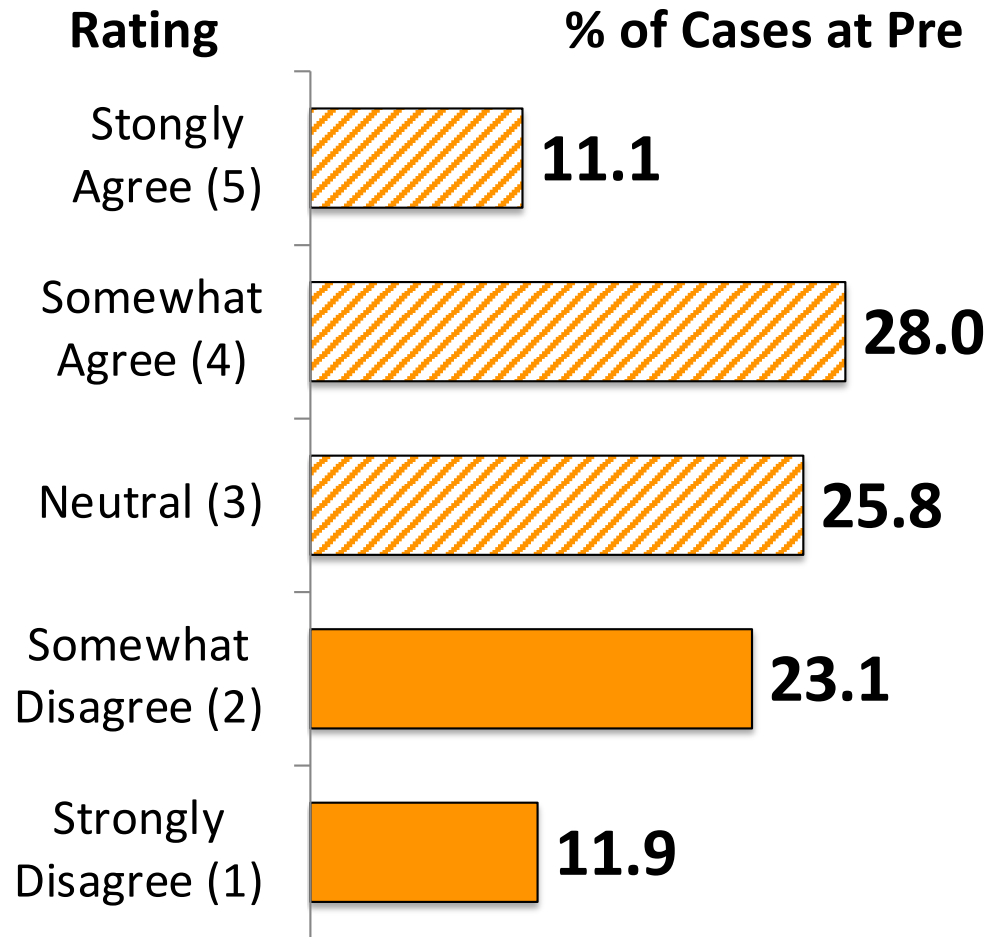


Problem
36%

n = 106,081 Cases

Life Satisfaction: Distribution for 1-5 Ratings

WOS question: *“So far, my life seems to be going very well.”*

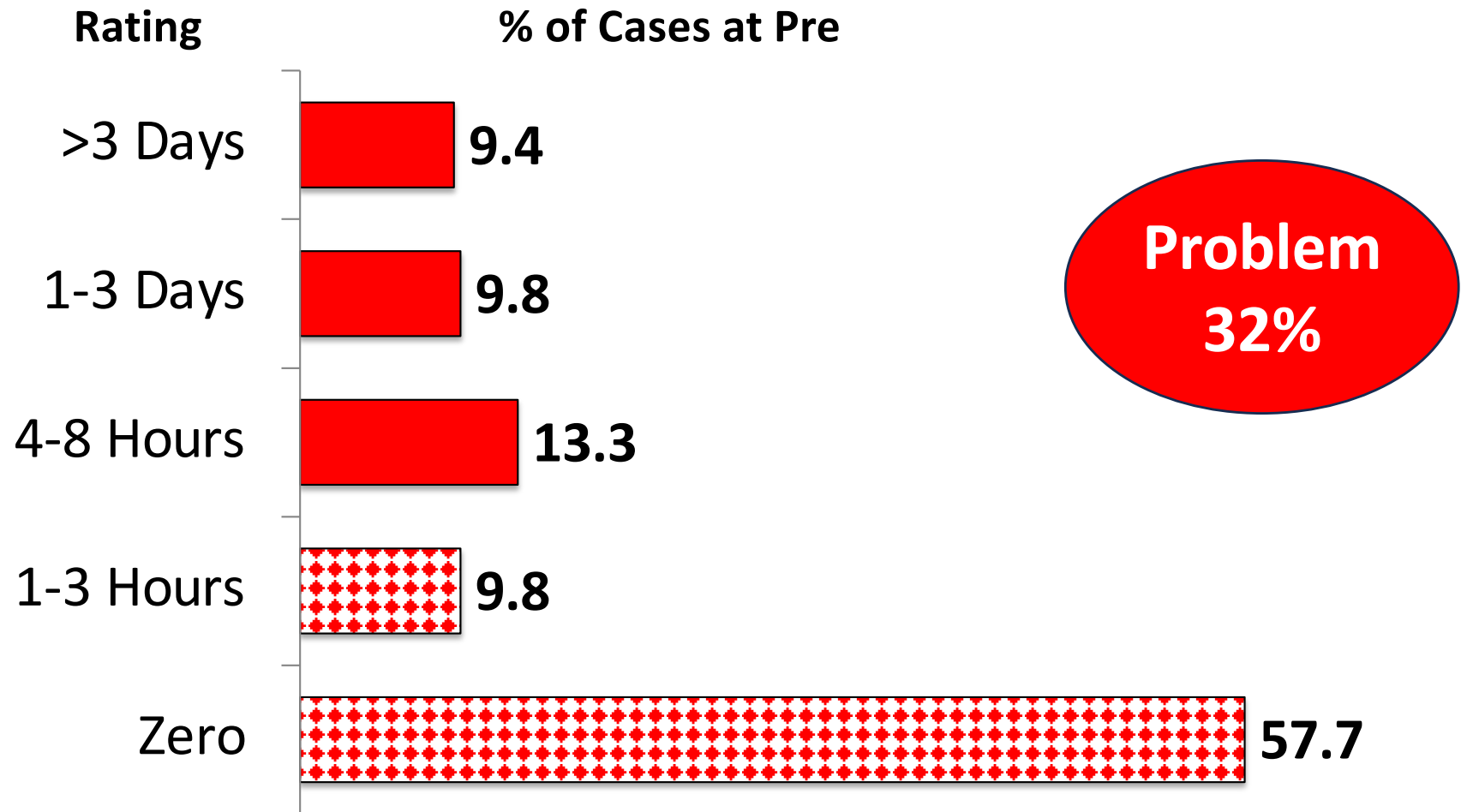


Problem
35%

$n = 106,100$ Cases

Work Absenteeism: Distribution for 1-5 Ratings

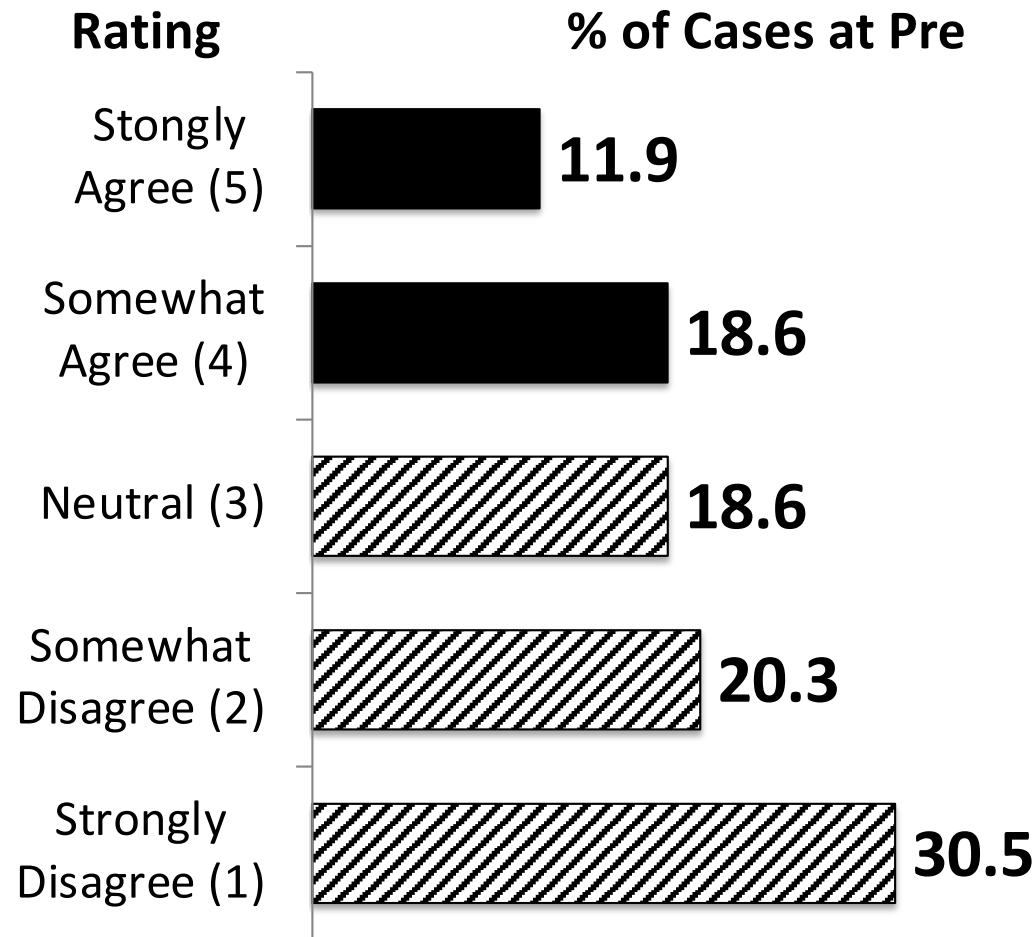
WOS question: *“For the period of the past 30 days, please total the number of hours your personal concern caused you to miss work. Include complete eight-hour days and partial days when you came in late or left early .”*



n = 140,152 Cases

Workplace Distress: Distribution for 1-5 Ratings

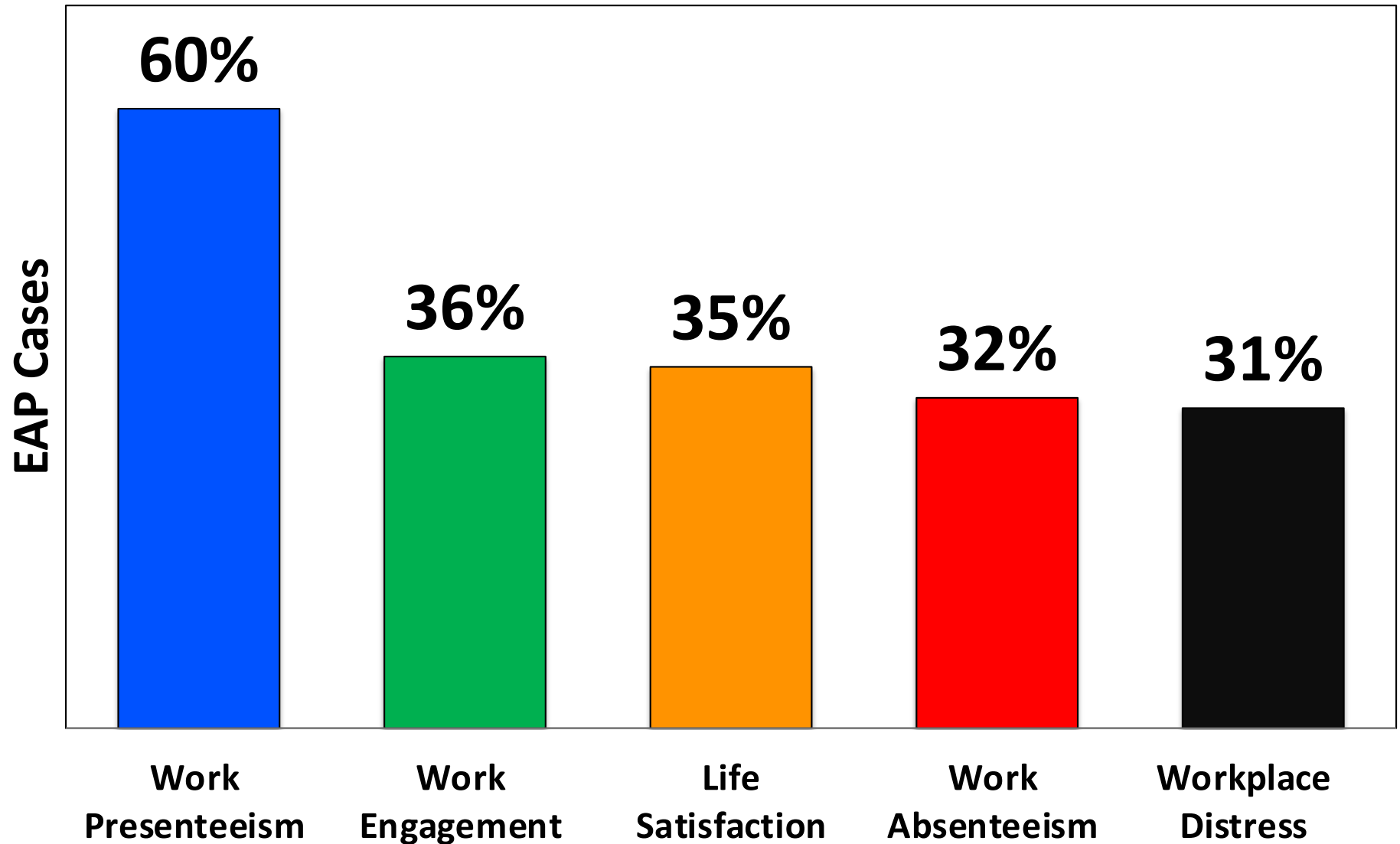
WOS question: *"I dread going into work."*



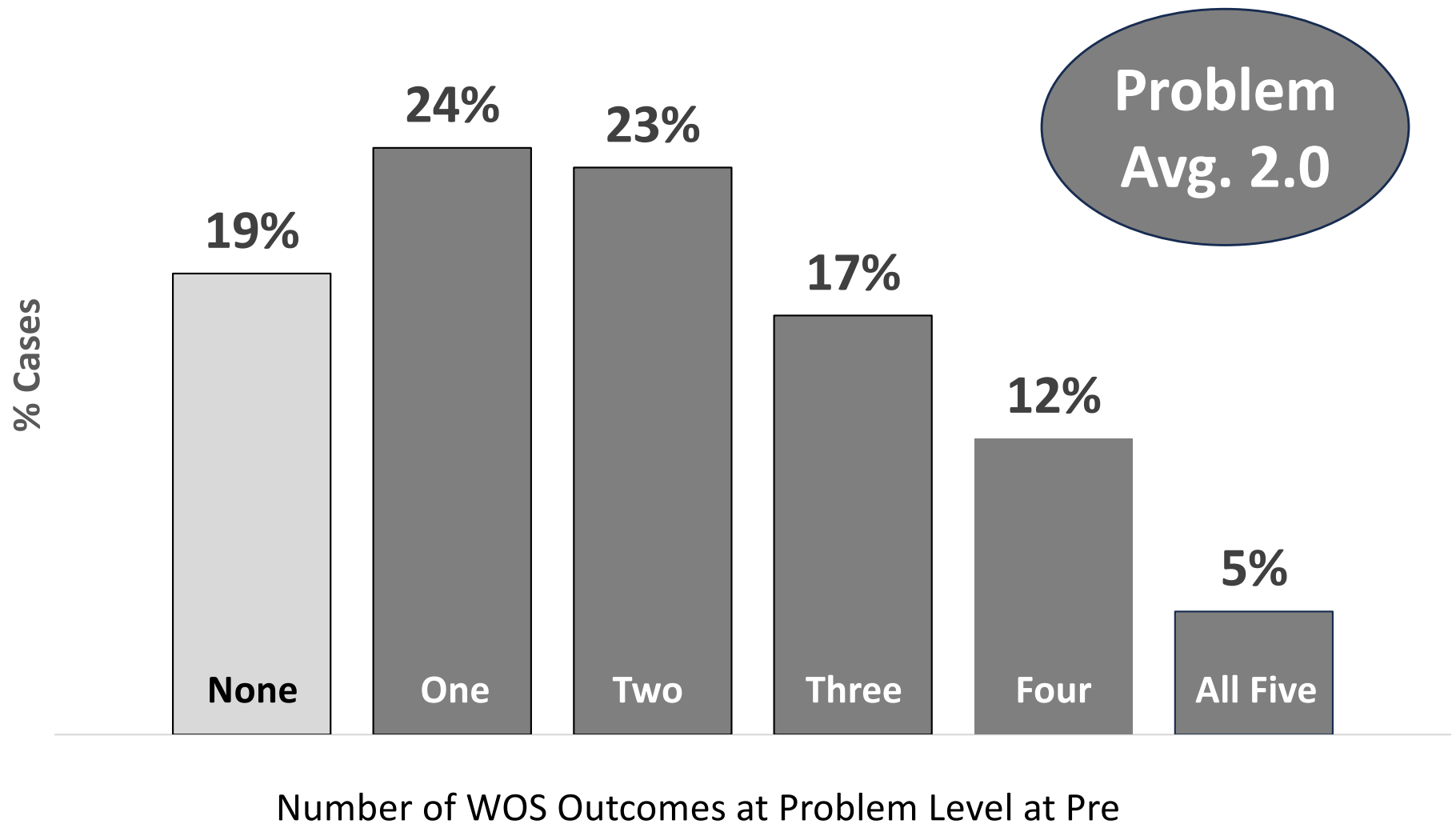
**Problem
31%**

n = 106,447 Cases

Percentage of Cases at Problem Status on WOS Measures at Before Use of EAP Counseling



Number of WOS Outcomes at Problem Level Per Case When Starting Counseling



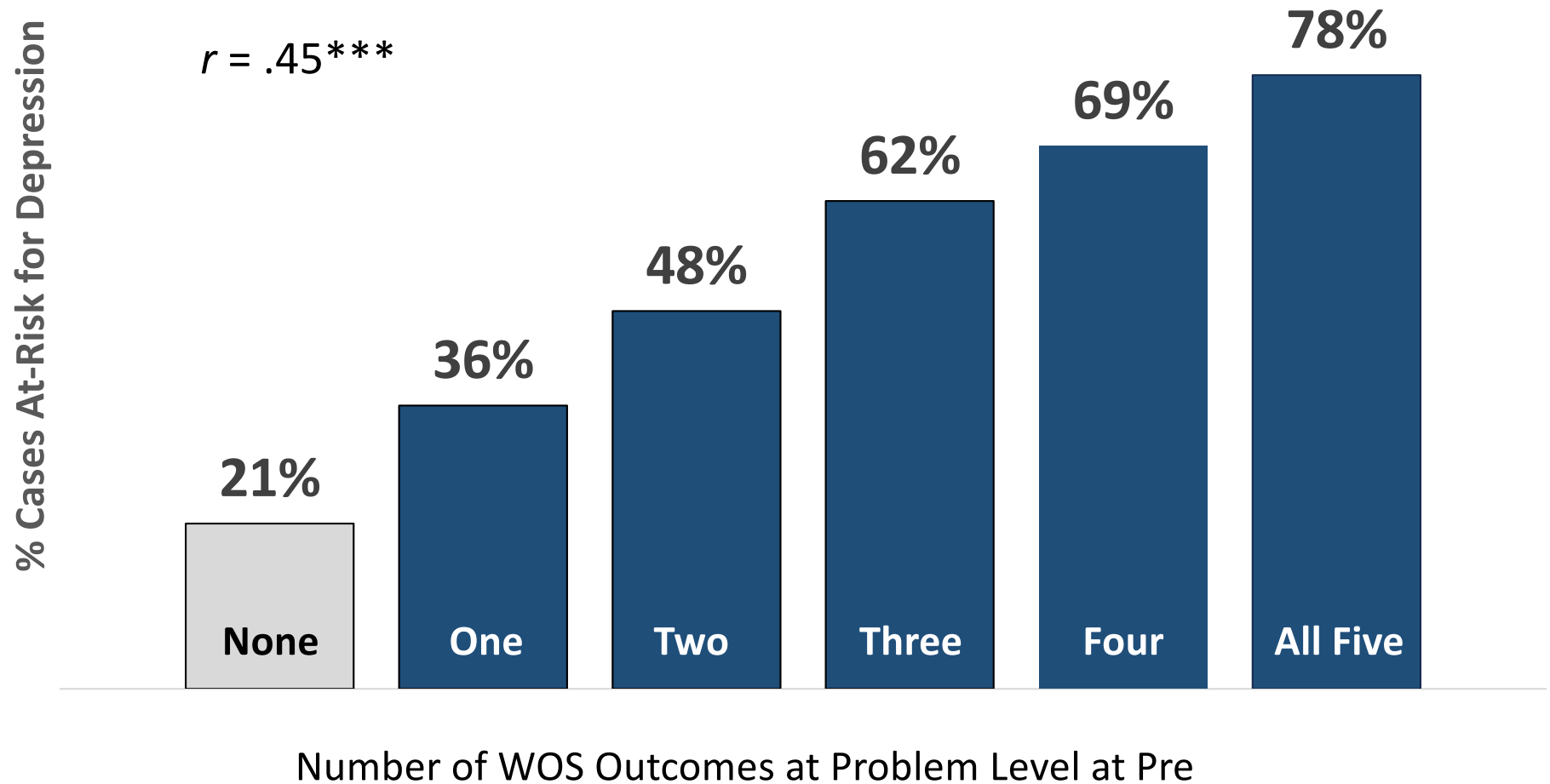
N = 104,311 counseling cases

WOS Measures When Starting Counseling Correlated with Depression and with Job Performance

Greater initial severity of depression symptoms was associated with more absenteeism, more presenteeism, more workplace distress, less work engagement and less life satisfaction. The strongest correlation was between depression severity and the combined measure of all five of the WOS outcomes.

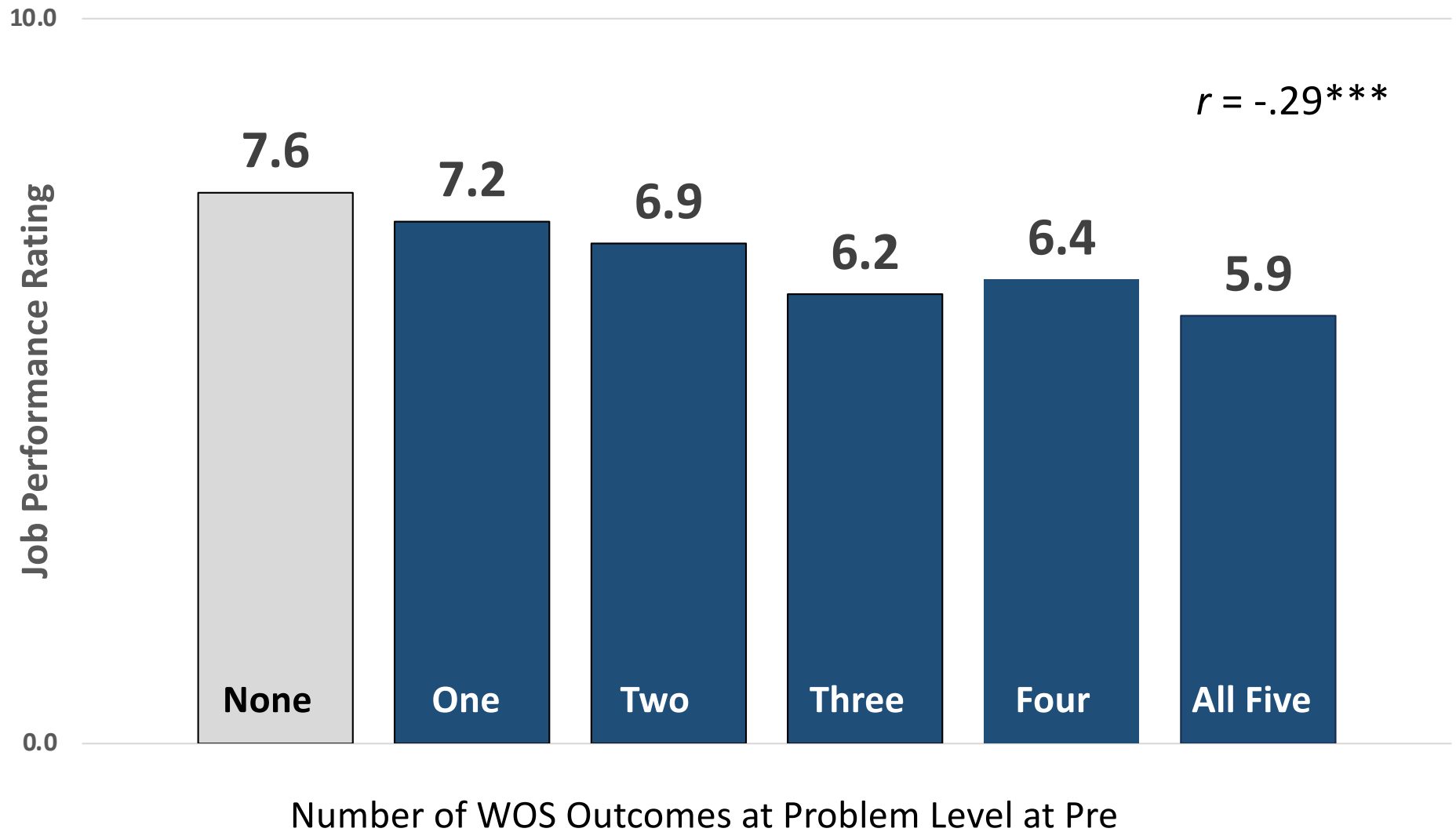
Lower job performance (rated on a 0 to 10 scale) was significantly but weakly associated with more absenteeism, more presenteeism, more workplace distress, less work engagement and less life satisfaction. The strongest correlation with job performance was with the combined measure of all five WOS outcomes.

Clinical Depression Risk Increases as Number of WOS Outcomes at Problem Level Increases



$N = 7,827$ counseling cases (1 EAP)

Job Performance Declines as Number of WOS Outcomes at Problem Level Increases



$N = 3,215$ counseling cases (8 EAPs)

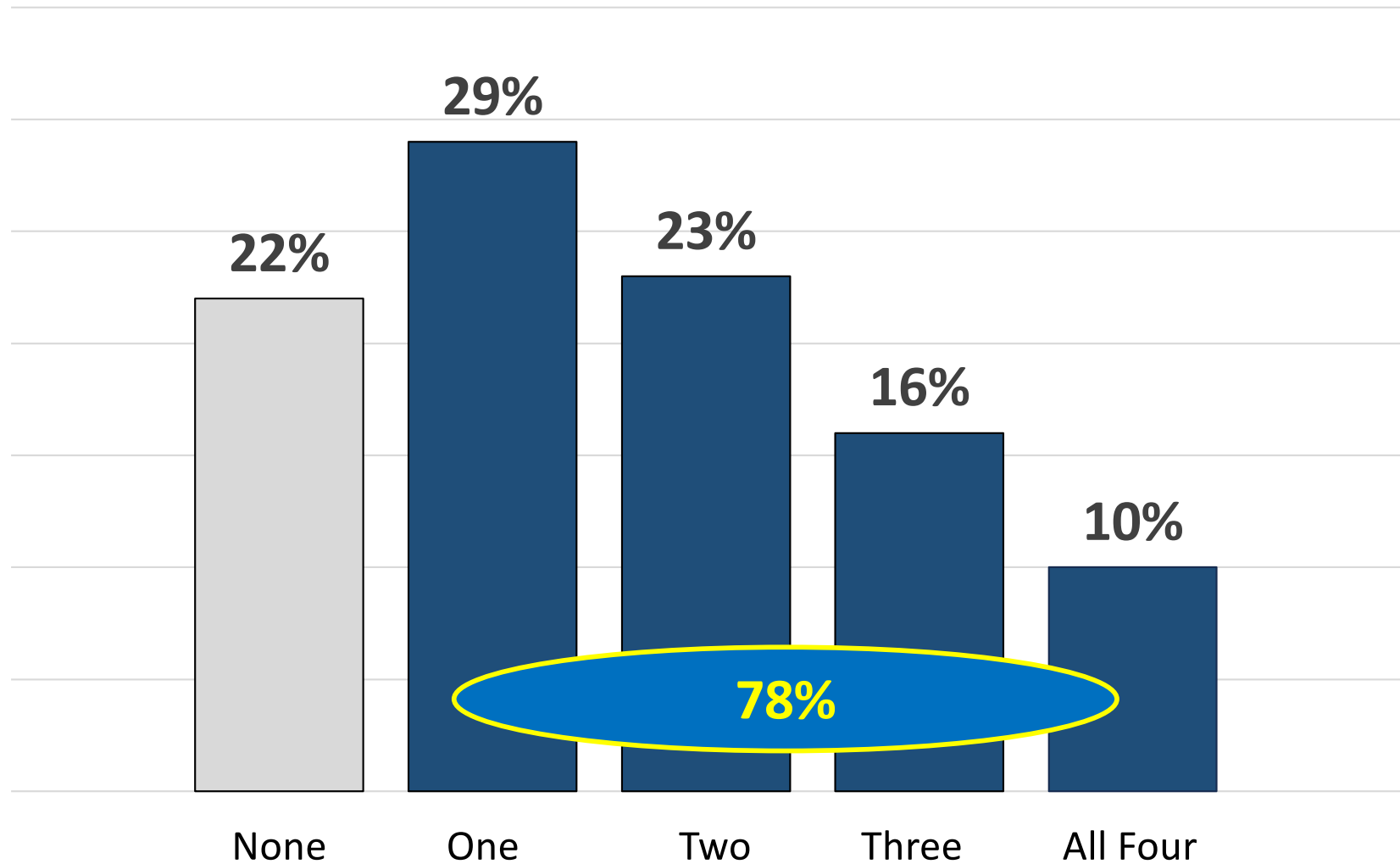
WOS Measures When Starting Counseling and Work Issues

When excluding the life satisfaction item, 78% of all cases had at least one of the four work related WOS outcome at a problem level when starting counseling.

This high prevalence rate for having problems on WOS outcomes is interesting when only 11% EAP users sought assistance for an issue related directly to work.

Thus, employee concerns were impacting work-related outcomes even when work was not a clinical treatment focus.

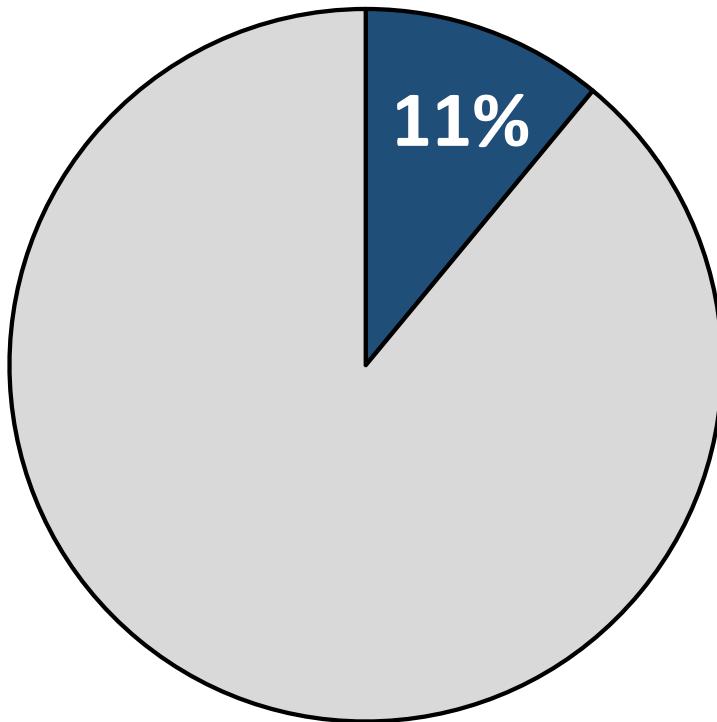
Number of Different Work Outcome Problems at Start of Counseling at EAP (of 4 Possible)



N = 106,635 counseling cases

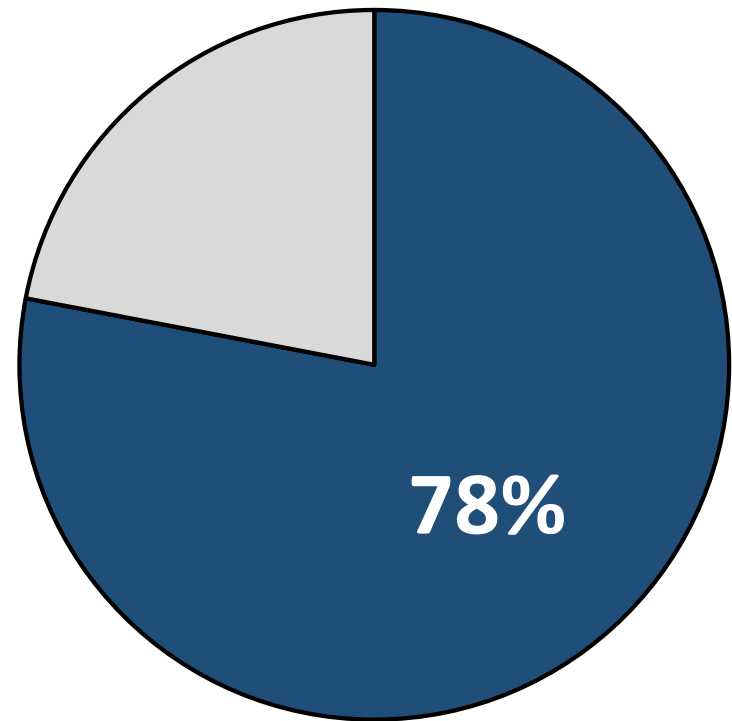
Work Outcomes Relevant Even When Work Issues Are Infrequent Reason for Counseling Use

11% Use EAP for Help with a Work Issue



■ Work Issue □ Other Issue

78% Have a Problem at Pre on One or More of the 4 WOS Work Outcomes



■ Work Outcome Problem(s)
□ No Work Outcome Problem



Questions

About Relevance of WOS Measures
to EAP Counseling?

PART 5

Do EAP Users Improve
on WOS Measures After
Use of Brief Counseling?

Profile of WOS Data Collection

Versions of WOS Measure:

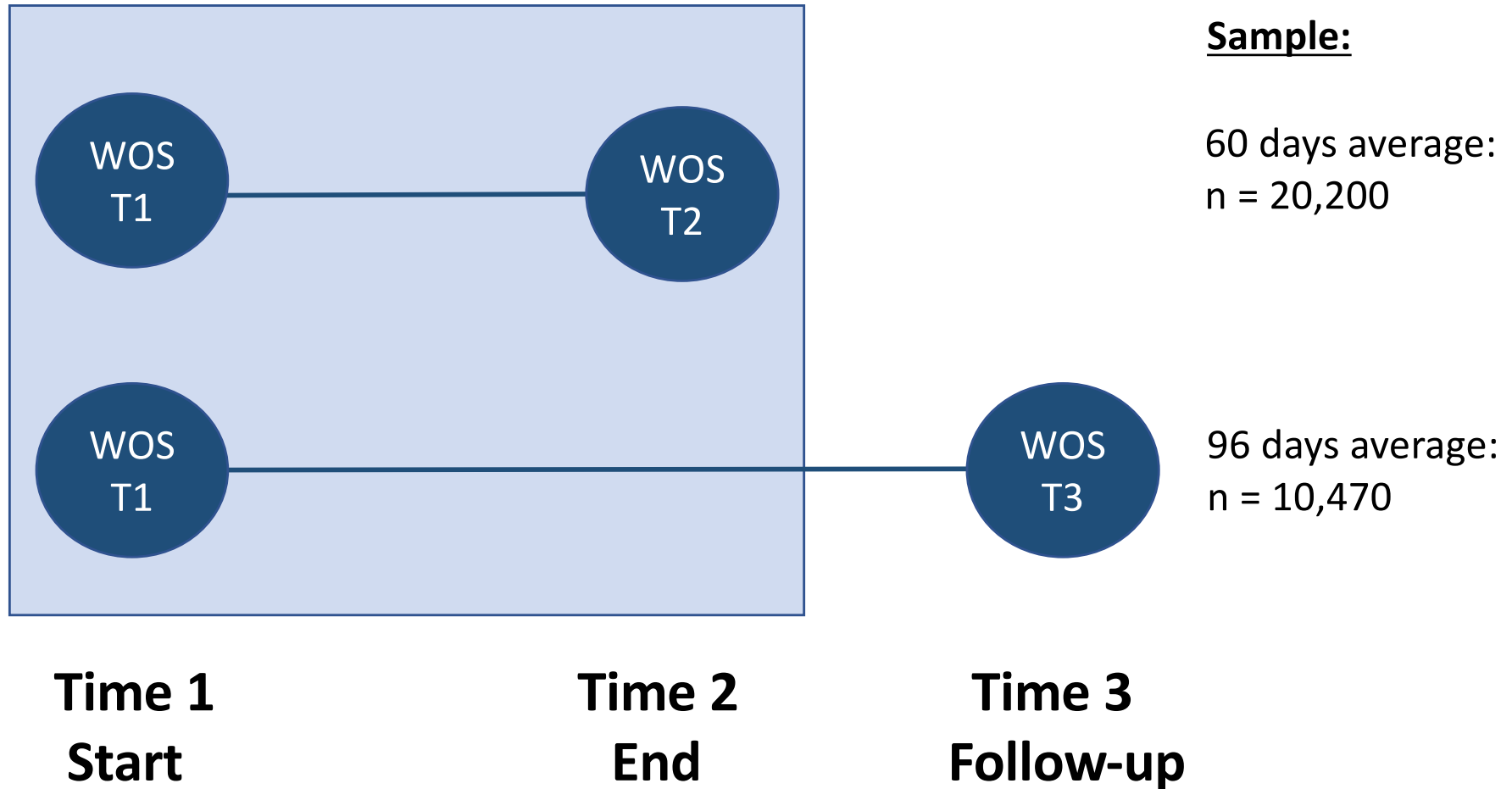
- 38% of cases with WOS 5-item version with absenteeism 1-5 rating (hours estimated from real data on other versions)
- 37% of cases with WOS 5-item version with the total specific hours of absence filled in by employee
- 24% of cases with WOS 9-item version with specific hours of absence filled in by employee for five kinds of absence events
- <1% of cases had the original 25-item WOS

Longitudinal Study Design:

- 88% of cases had data collected using Pre to Post study design with follow-up (range 30 to 90 day depending on the EAP)
- 12% involved a shorter data collection design involving first and last counseling session and no follow-up post measurement (from 3 EAPs)

Longitudinal Data Collection Timing

EAP clinical episode: First to last session

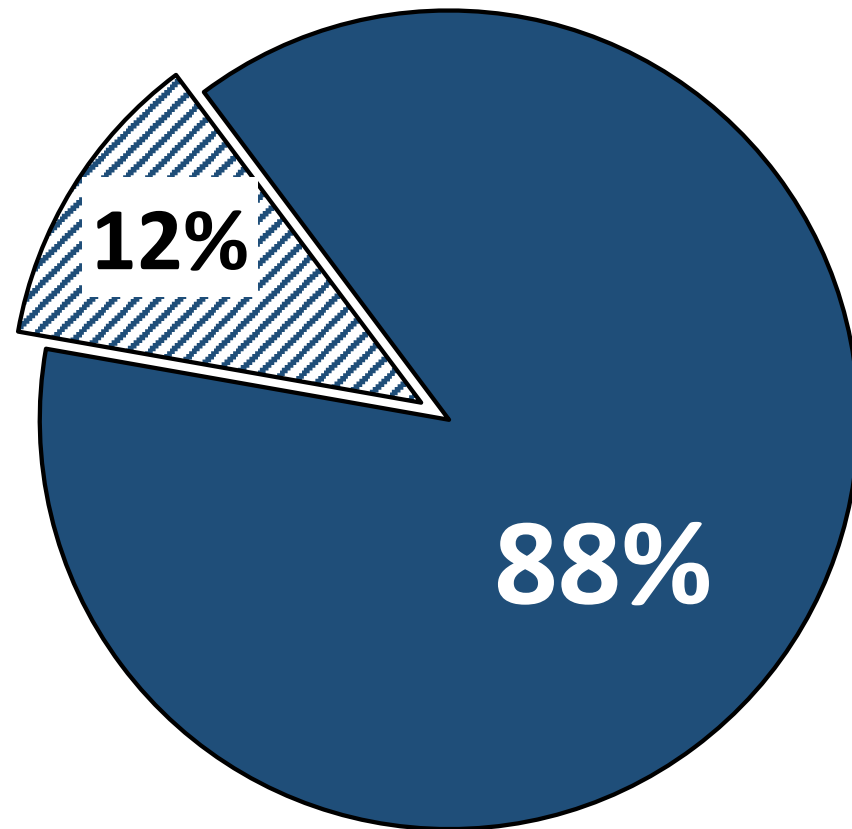


Longitudinal Data Collection Design

% Cases

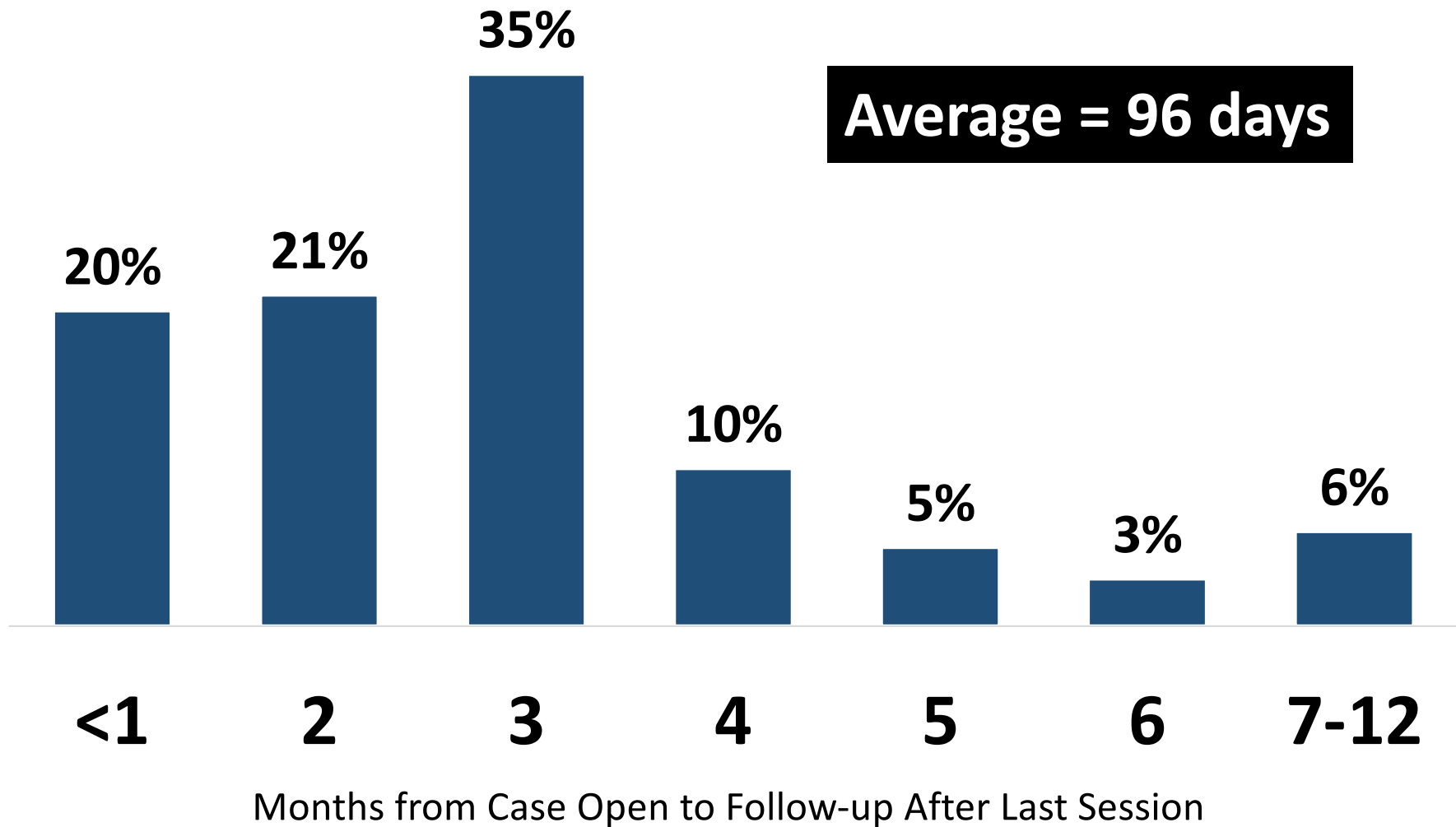
▨ First to Last
Session of Use
T1-T2

■ Pre to Post at
Follow-up
T1-T3



N = All counseling cases

Duration: Pre to Post Data Collection



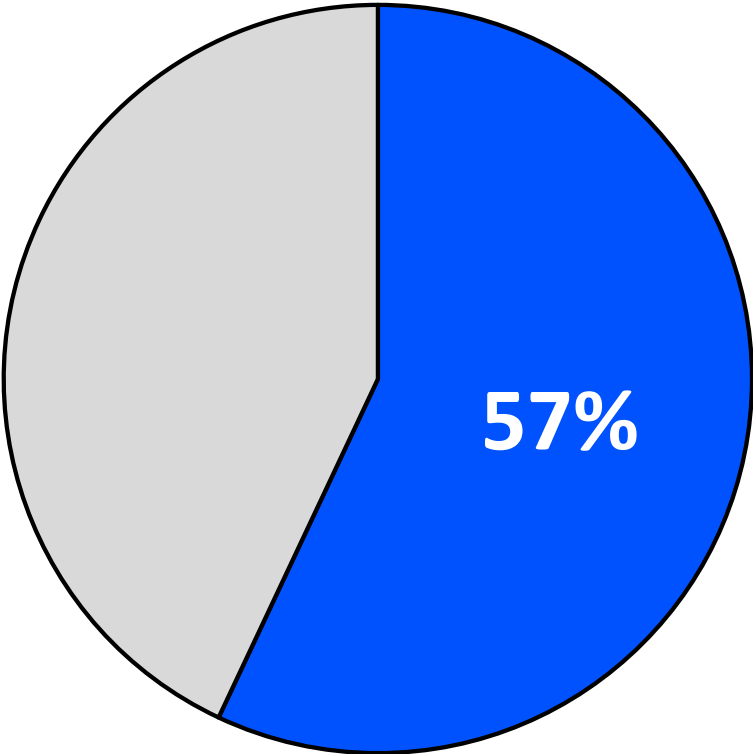
N = 11,575 counseling cases with paired data and dates at T1 and T3 (27 EAPs)

Criteria for Valid Longitudinal Cases

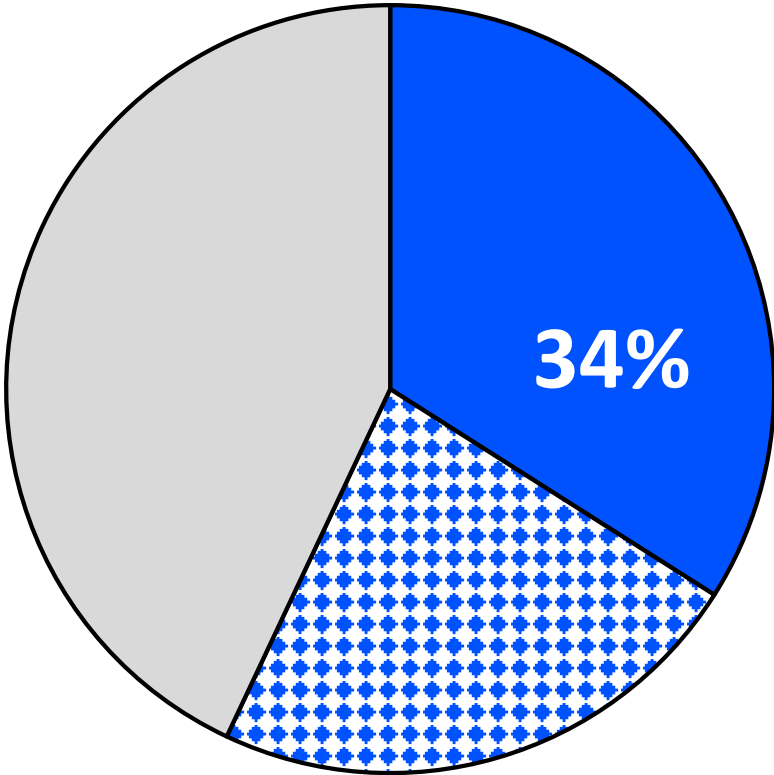
- EAP use of counselor services only (exclude coaching, work/life, legal, financial, training, depression management programs)
- EAP use years 2010 to 2022 for date of case open
- EAP use episode range between 1 and 365 days
- Minimum of 30-day interval between dates of WOS outcome data collection at Before and After (for both T1-T2 or T1-T3 designs)
- WOS data on one or more outcome measures at both Before and After use
- Working status at both Before and After
- Valid data – exclude duplicates or other invalid cases

Work Presenteeism: Reduction in Problem Status

Before EAP



After EAP

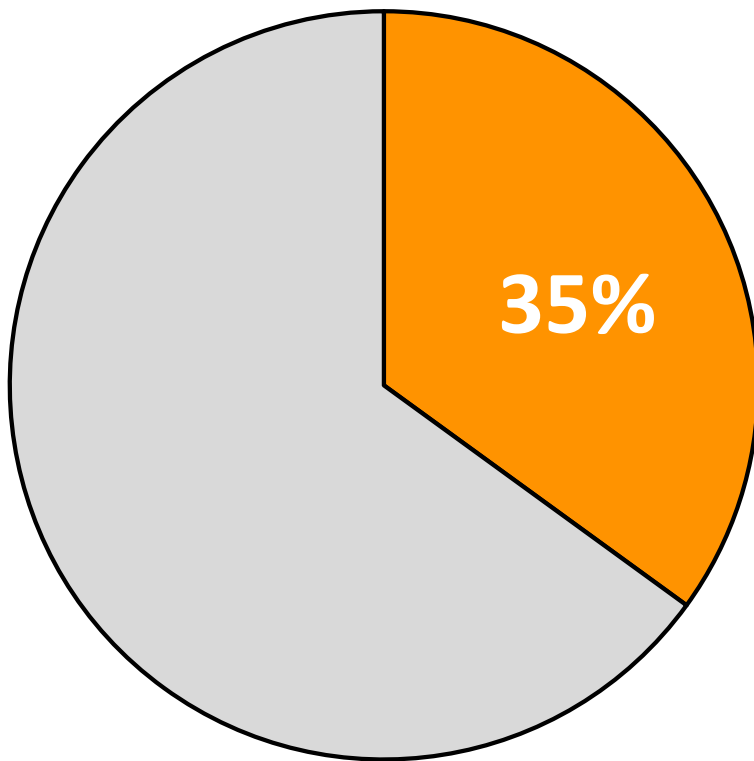


■ Problem ■ Improved □ No Problem

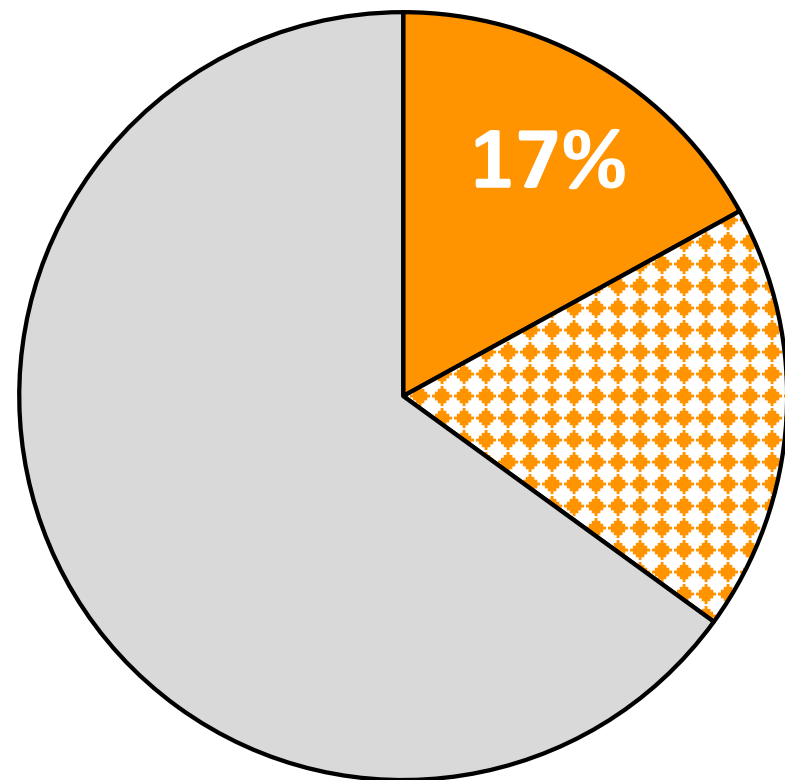
n = 63,466 Longitudinal Cases

Life Satisfaction: Reduction in Problem Status

Before EAP



After EAP

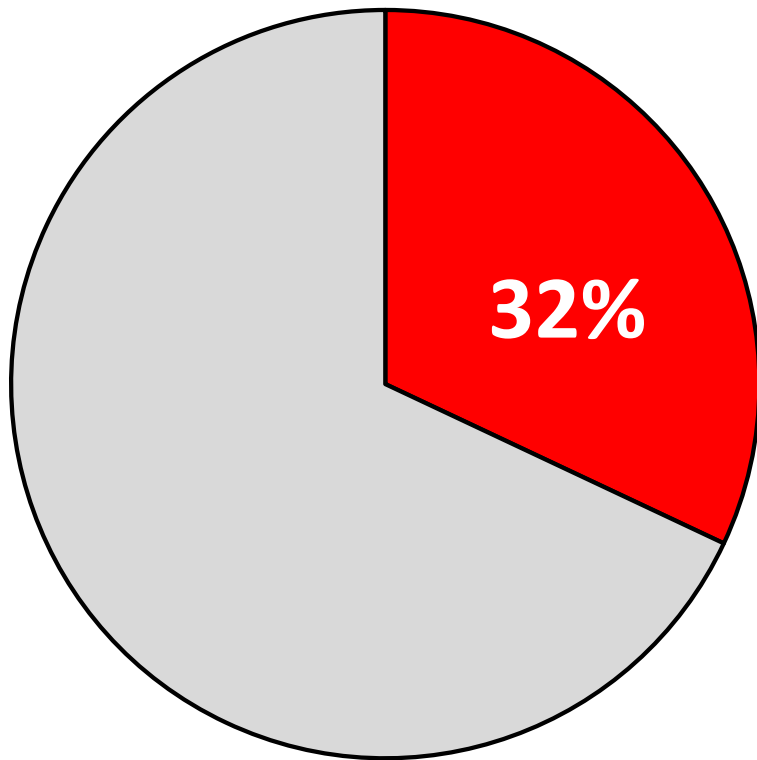


n = 62,293 Longitudinal Cases

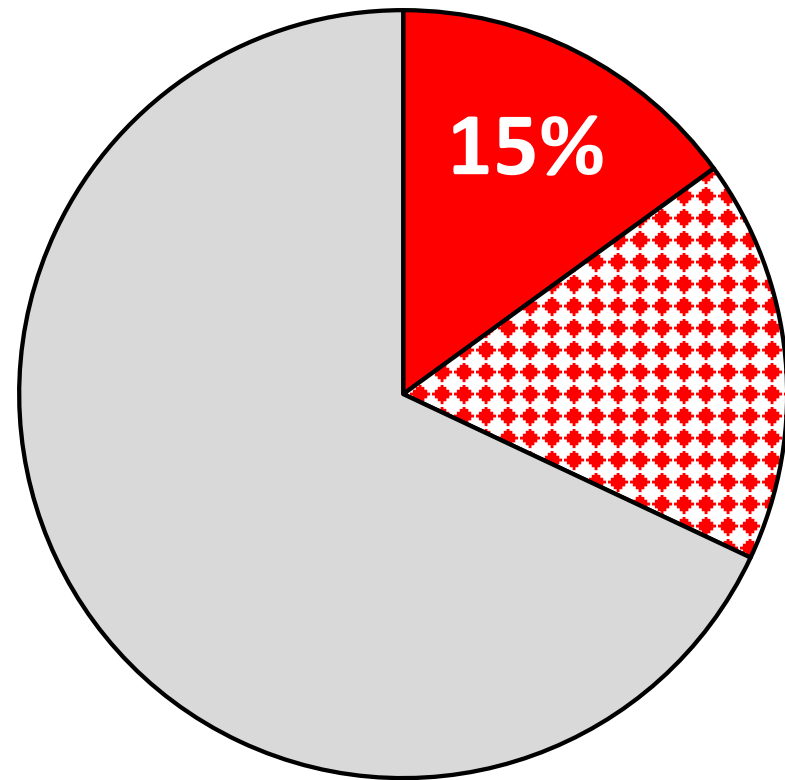
■ Problem ■ Improved □ No Problem

Work Absenteeism: Reduction in Problem Status

Before EAP



After EAP

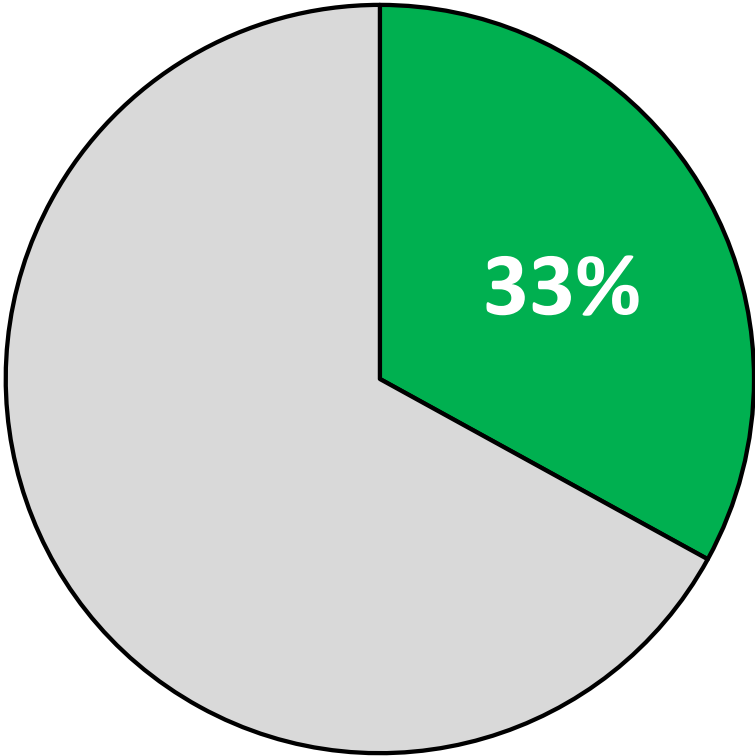


n = 67,262 Longitudinal Cases

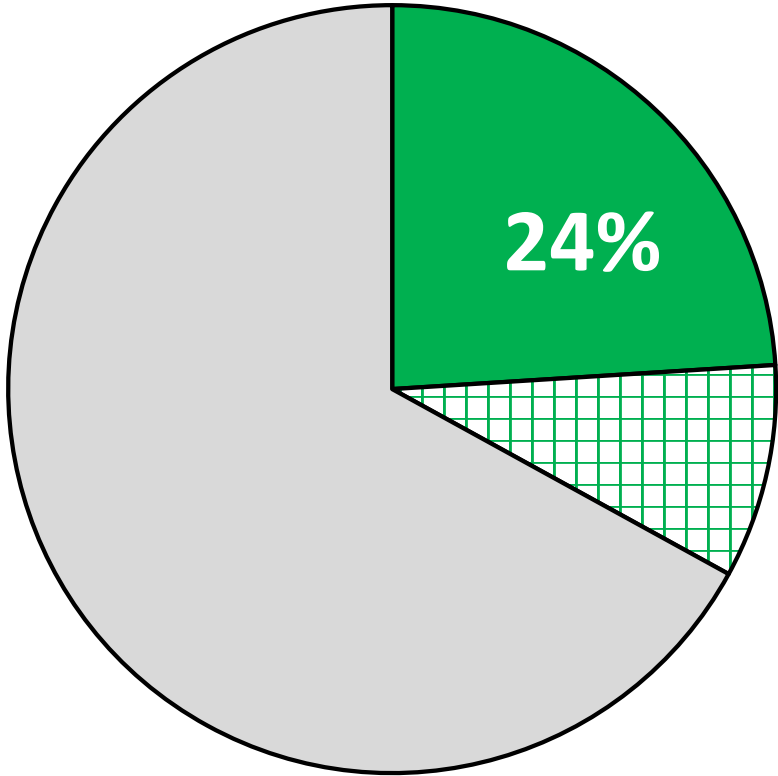
■ Problem ■ Improved □ No Problem

Work Engagement: Reduction in Problem Status

Before EAP



After EAP

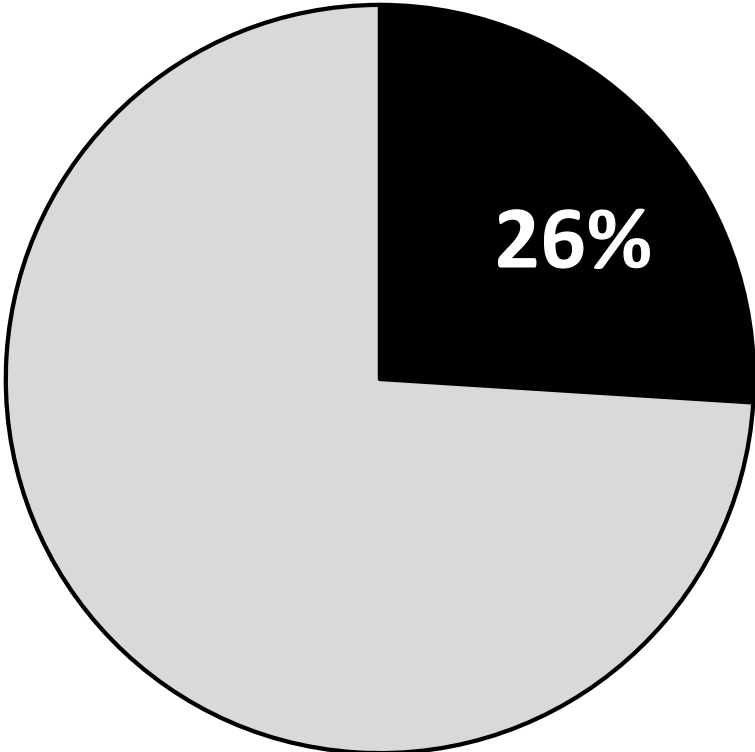


■ Problem ■ Improved □ No Problem

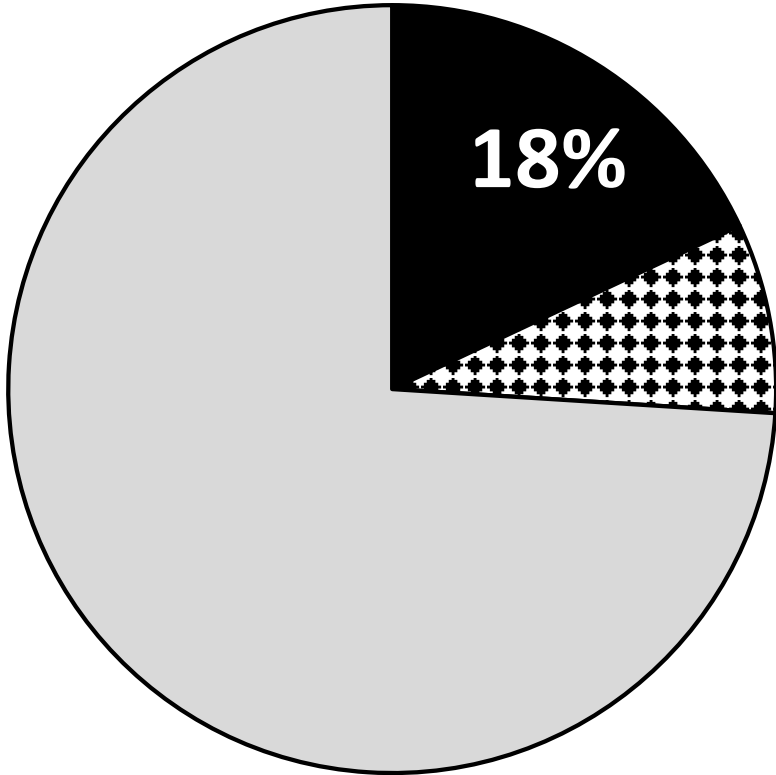
n = 63,164 Longitudinal Cases

Workplace Distress: Reduction in Problem Status

Before EAP



After EAP

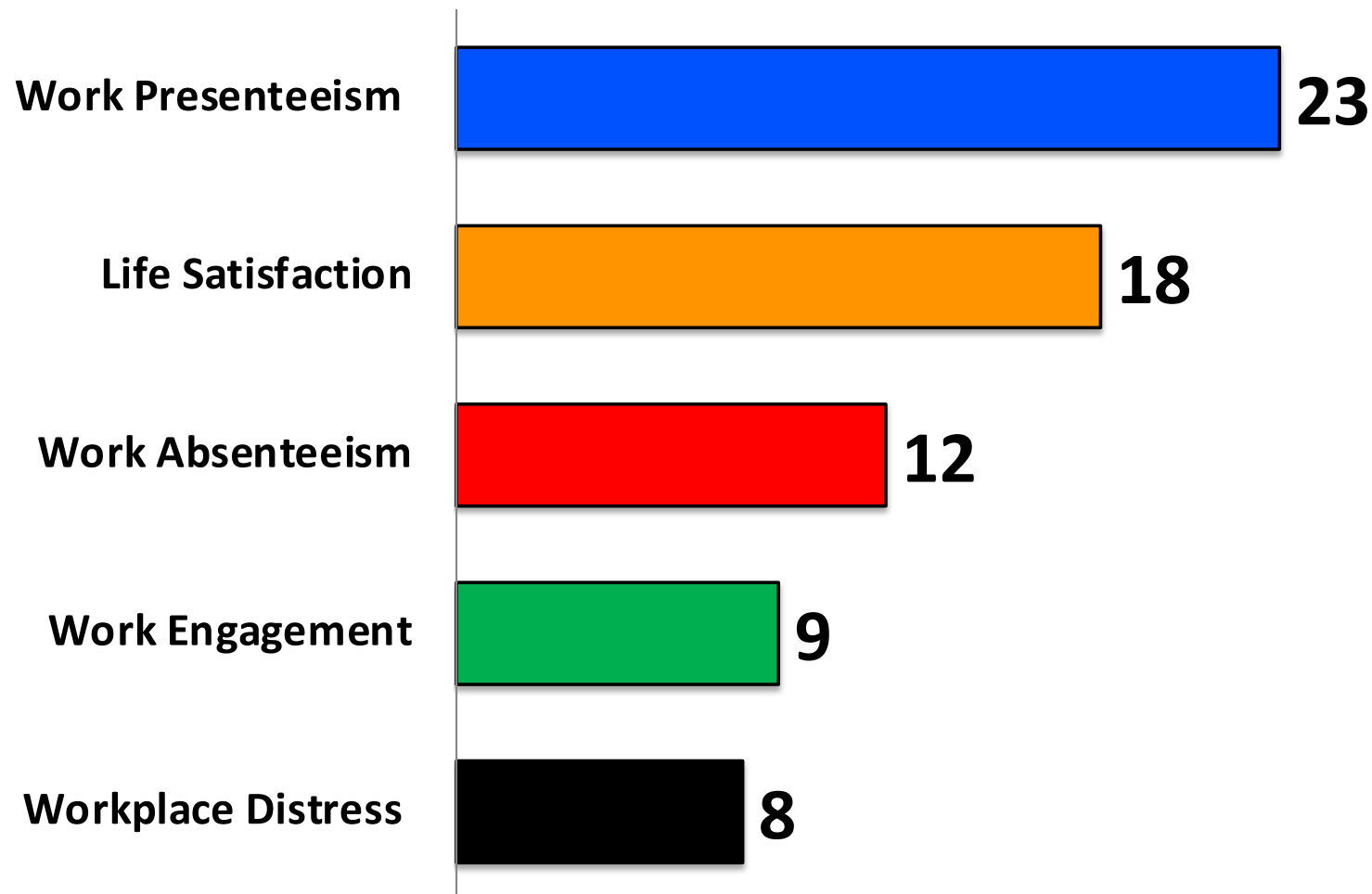


■ Problem ▣ Improved □ No Problem

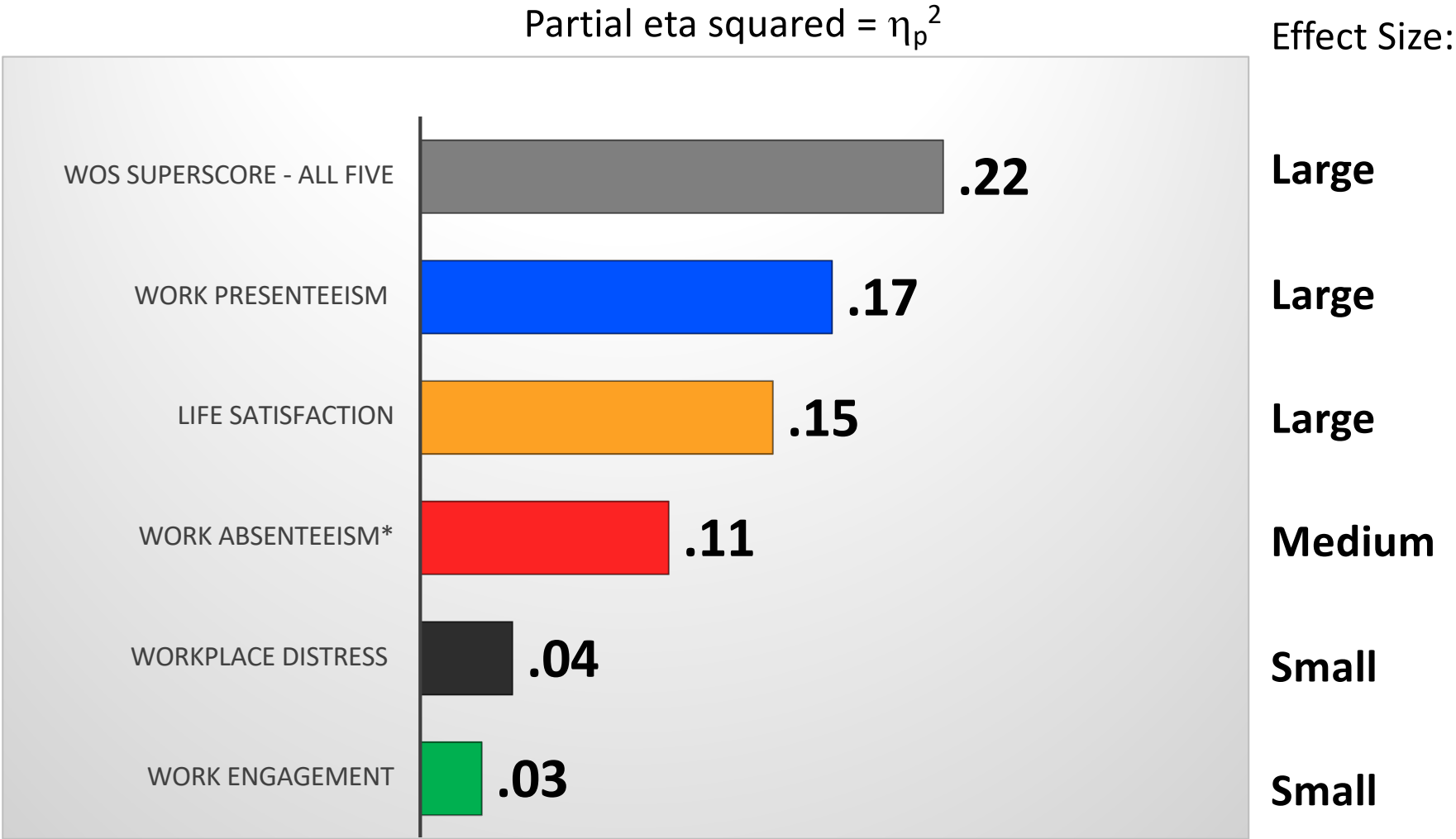
n = 63,164 Longitudinal Cases

Reduction in Number of Cases per 100 at Problem Level on WOS Outcomes After Use of EAP Counseling

Fewer Cases with Problem per 100 Cases



Statistical Effect Sizes for Extent of Improvement on WOS Measure Ratings After Use of EAP Counseling



* 1-5 categorical measure

Learning Objectives - REVIEW

LO2

Identify which one of the five outcomes on the WOS is the most likely to be at a problem level among employees who are seeking support from EAP counselors.



Questions

About Improvement in WOS
Measures After EAP Counseling?

PART 6

How Consistent is Change
in WOS Measures After
Use of Brief Counseling
Across Other Factors?

Moderators of Change in WOS Outcomes from Before to After Use of EAP Counseling

Tests were conducted using a repeated measures analysis of variance (ANOVA) model for each WOS outcome measure. Each test had the longitudinal factor of time within each case (before vs. after use of counseling) and the context factor being examined with subgroups (i.e., gender of client with groups of men and women). The factor of interest (i.e., client gender) was isolated while controlling for other context factors (including year of use, country, EAP delivery model, version of WOS, study design for WOS data collection at T2 or T3, and one large EAP vendor in U.S. that had case mix of clients with less healthy WOS scores in general at start of use than other EAPs). The sample sizes varied depending on how many cases had valid data on the context factor being tested and how many cases had paired WOS data.

All of the context factors had statistically significant differences (due to the very large sample sizes involved), however, only two of the 17 factors tested had results with a statistical effect size that was beyond the trivial level (see Table 9.1). These factors were **the EAP provider companies and staff programs** and clinical depression severity.

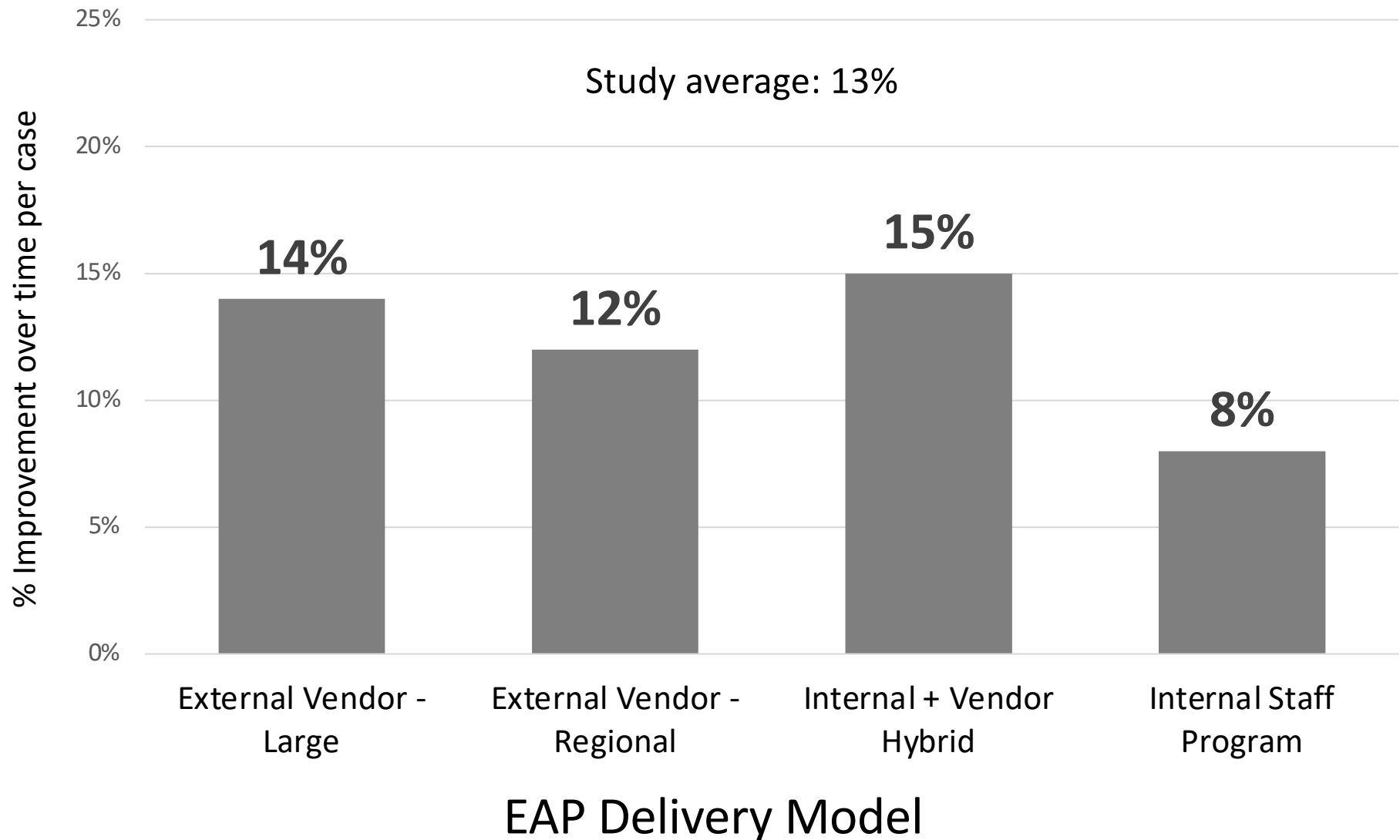
Few Moderators of Change in WOS Outcomes from Before to After Use of EAP Counseling

Table 9.1 Summary of tests of moderator effects on extent of improvement on WOS outcomes

Context factor:	Differences between subgroups of context factor in rate of improvement from before to after counseling: Size of statistical effect from test					
	AB	PR	WD	WE	LS	SS
Year	trivial	trivial	trivial	trivial	trivial	trivial
Year – COVID-19 Pandemic period	trivial	trivial	trivial	trivial	trivial	trivial
Country	trivial	trivial	trivial	trivial	trivial	trivial
Region of USA	trivial	trivial	trivial	trivial	trivial	trivial
Industry of employer	trivial	trivial	trivial	trivial	trivial	trivial
Covered employee	trivial	trivial	trivial	trivial	trivial	trivial
Client age	trivial	trivial	trivial	trivial	trivial	trivial
Client gender	trivial	trivial	trivial	trivial	trivial	trivial
Client depression severity	trivial	small	small	trivial	small	small
EAP referral source	trivial	trivial	trivial	trivial	trivial	trivial
EAP awareness source	trivial	trivial	trivial	trivial	trivial	trivial
EAP clinical issue	trivial	trivial	trivial	trivial	trivial	trivial
EAP clinical modality use	trivial	trivial	trivial	trivial	trivial	trivial
EAP clinical sessions used	trivial	trivial	trivial	trivial	trivial	trivial
EAP clinical duration period	trivial	trivial	trivial	trivial	trivial	trivial
EAP model	trivial	trivial	trivial	trivial	trivial	trivial
EAP longitudinal data timing for “after” use	trivial	trivial	trivial	trivial	trivial	trivial
EAP specific vendor	small	small	small	small	small	small

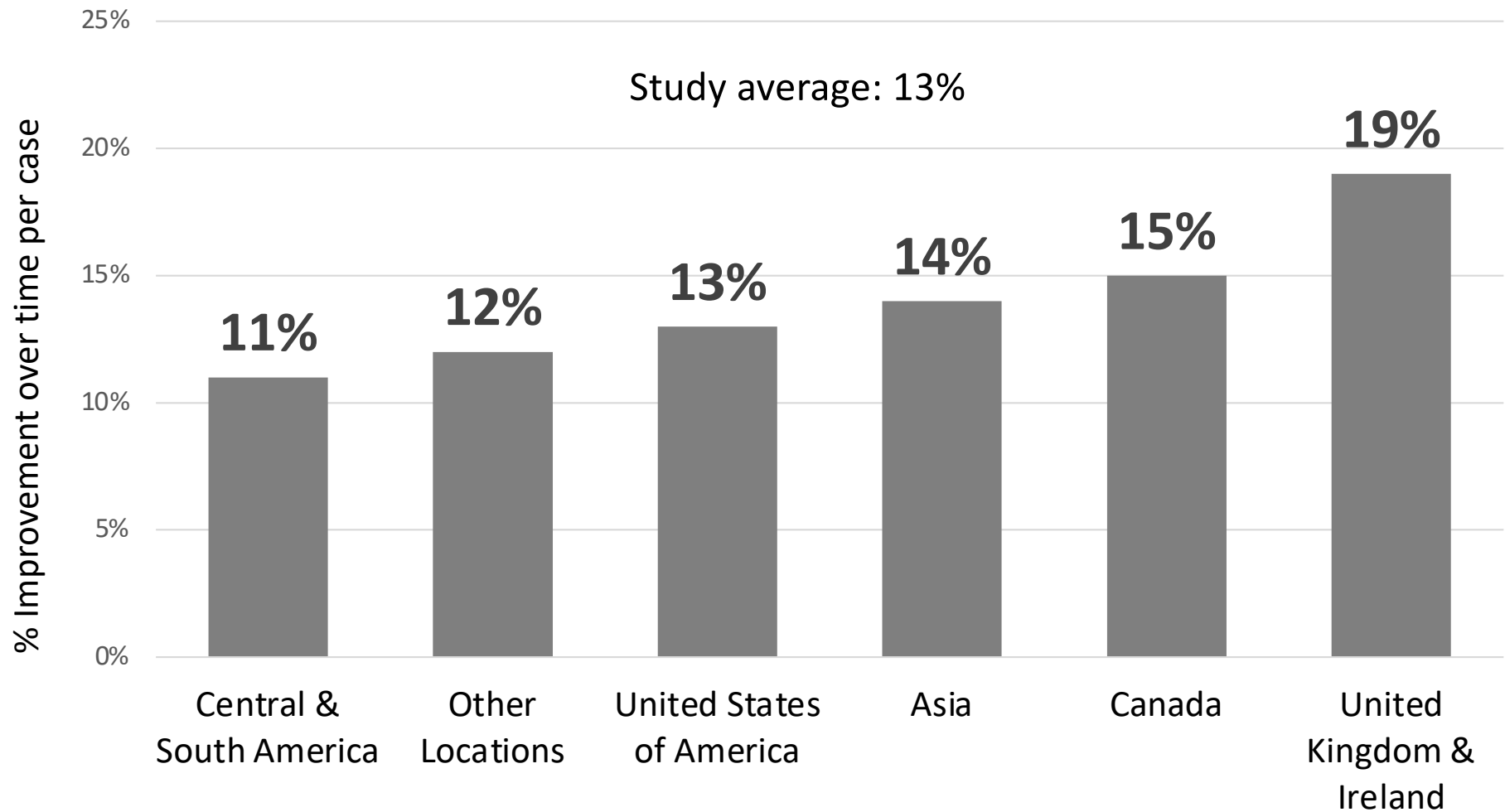
AB = WOS work absenteeism. PR = WOS work presenteeism. WD = WOS workplace distress. WE = WOS work engagement. LS = WOS life satisfaction. SS = WOS SuperScore.

Improvement in WOS SuperScore from Before to After EAP Counseling: by EAP Delivery Model



$n = 61,216$

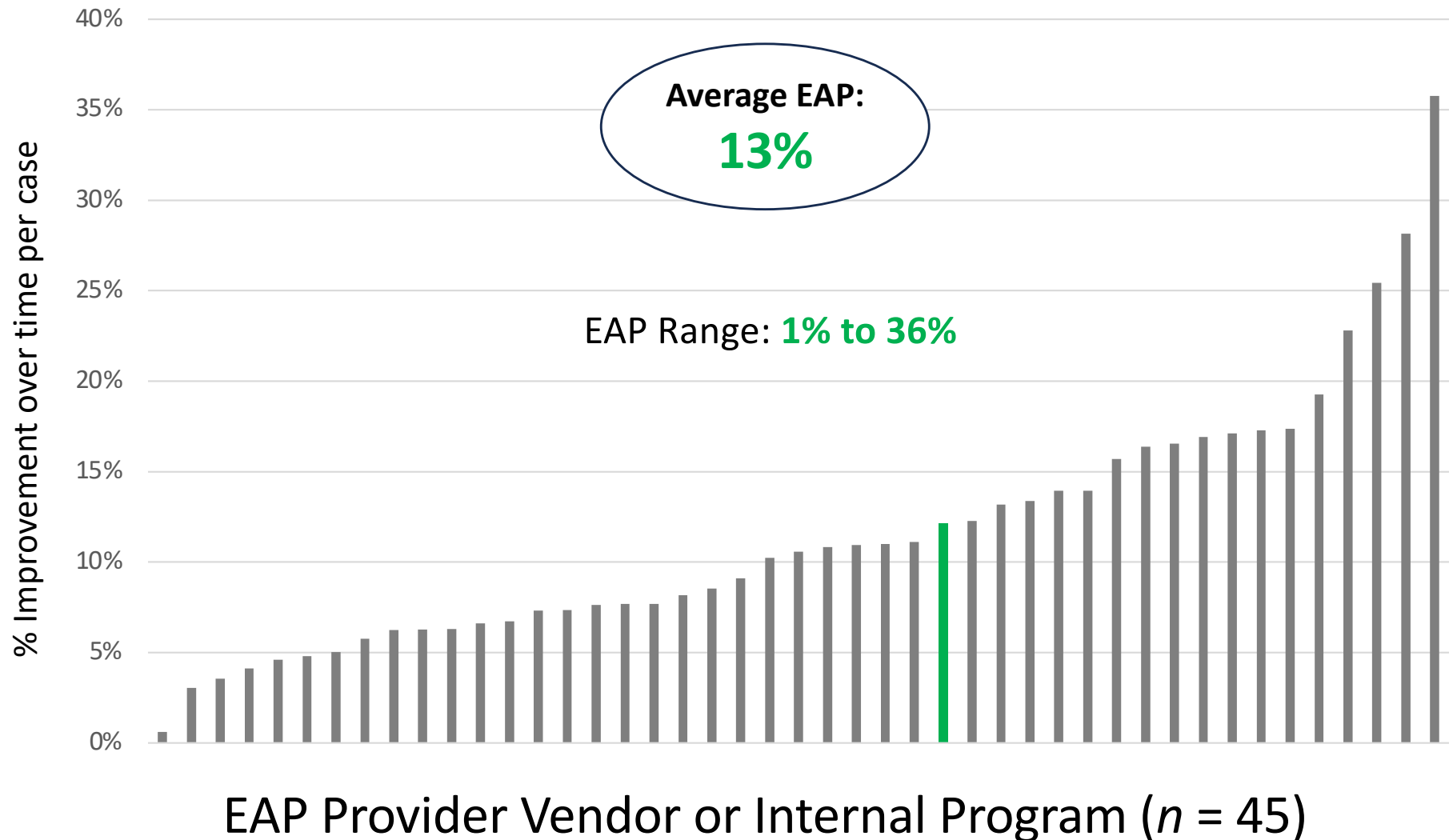
Improvement in WOS SuperScore from before to after EAP counseling use: by Global Region



Geographic Regions Globally

$n = 61,216$

Improvement in WOS SuperScore from Before to After EAP Counseling: by EAP Provider



$n = 60,539$; each EAP minimum 100 cases



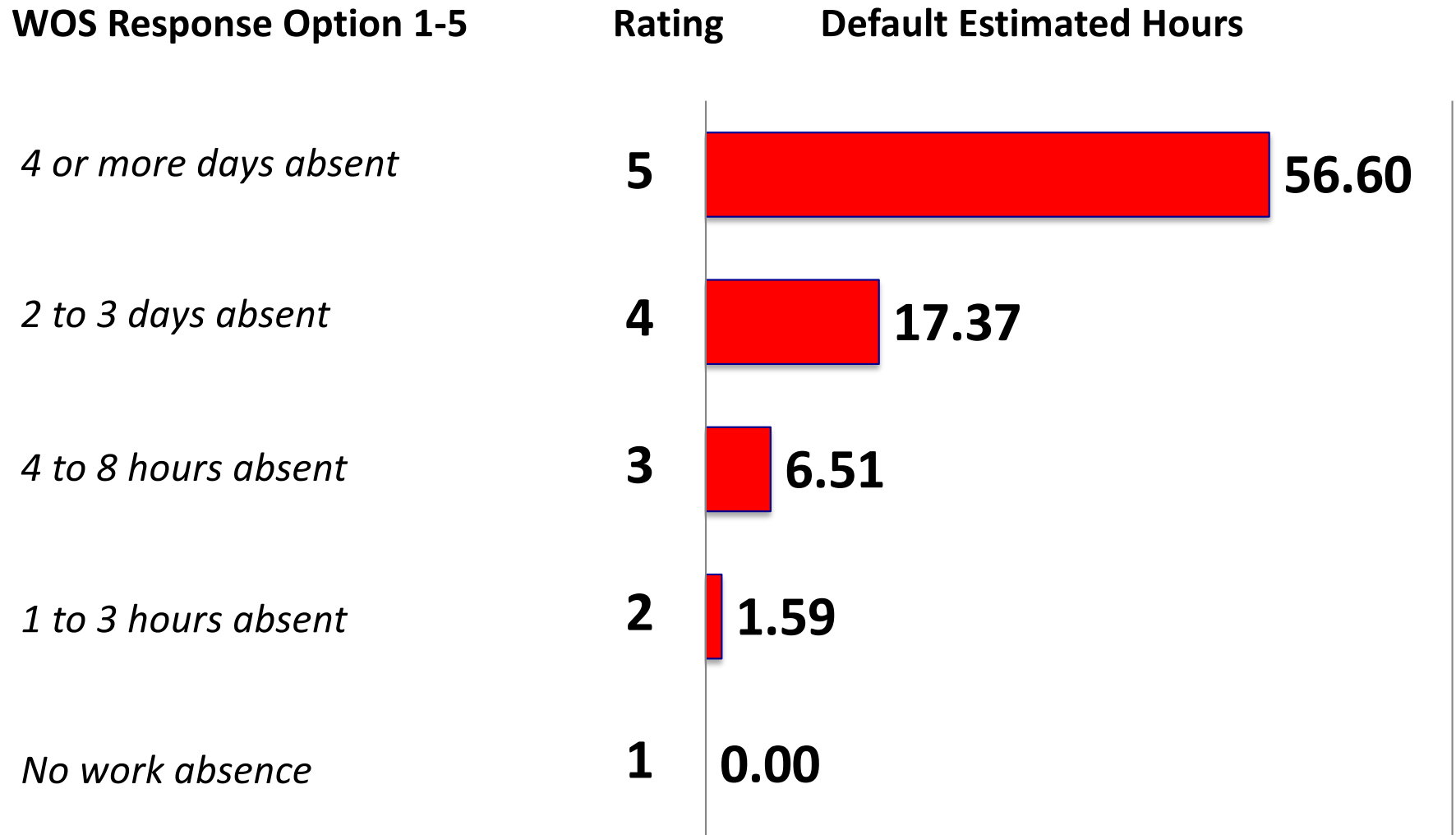
Questions

About MODERATORS of
Improvement in WOS Measures
After EAP Counseling?

PART 6

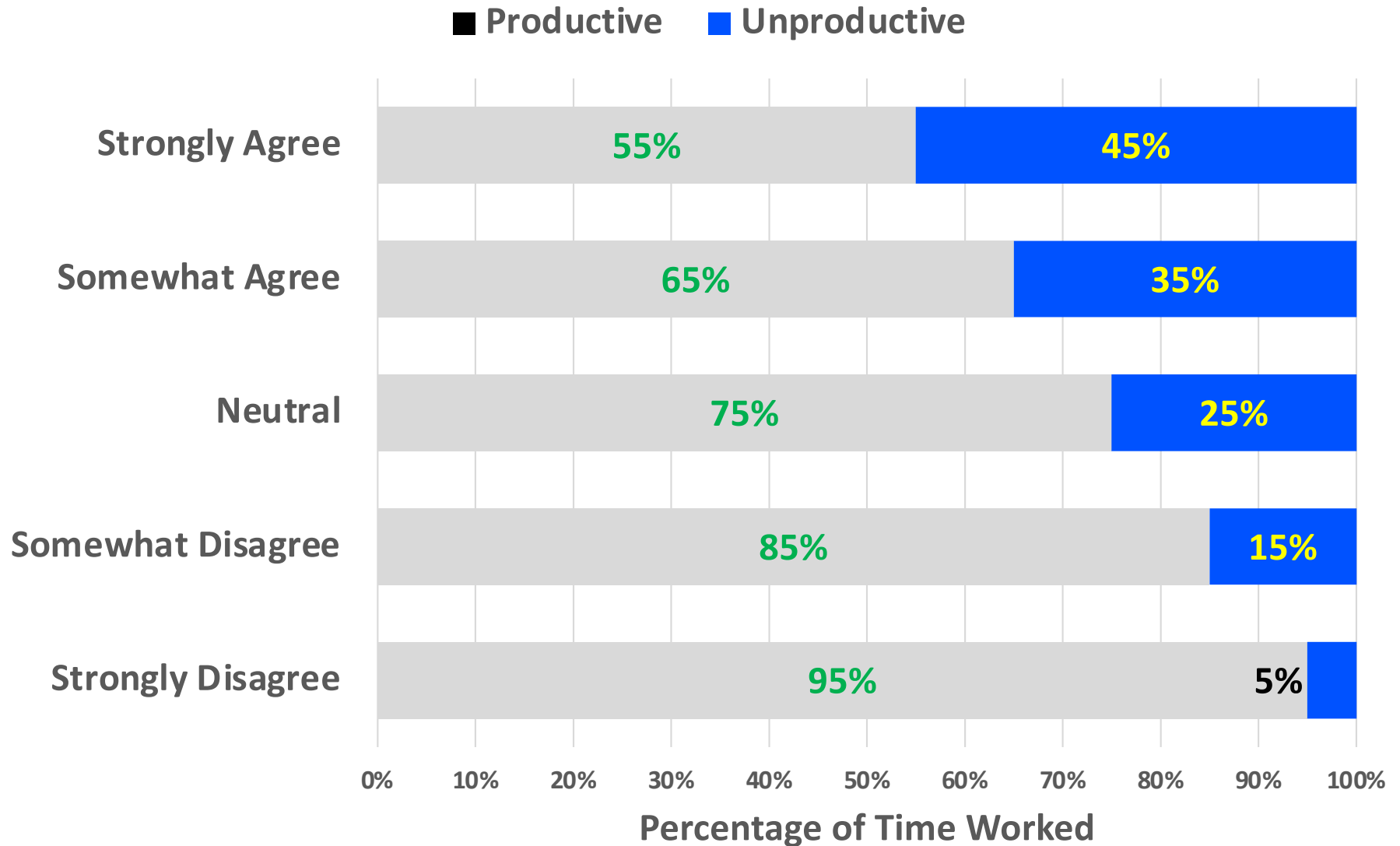
ROI from Longitudinal Change in Estimated Hours of Lost Productive Work Time

Estimated Absenteeism Hours for 1-5 Rating Version



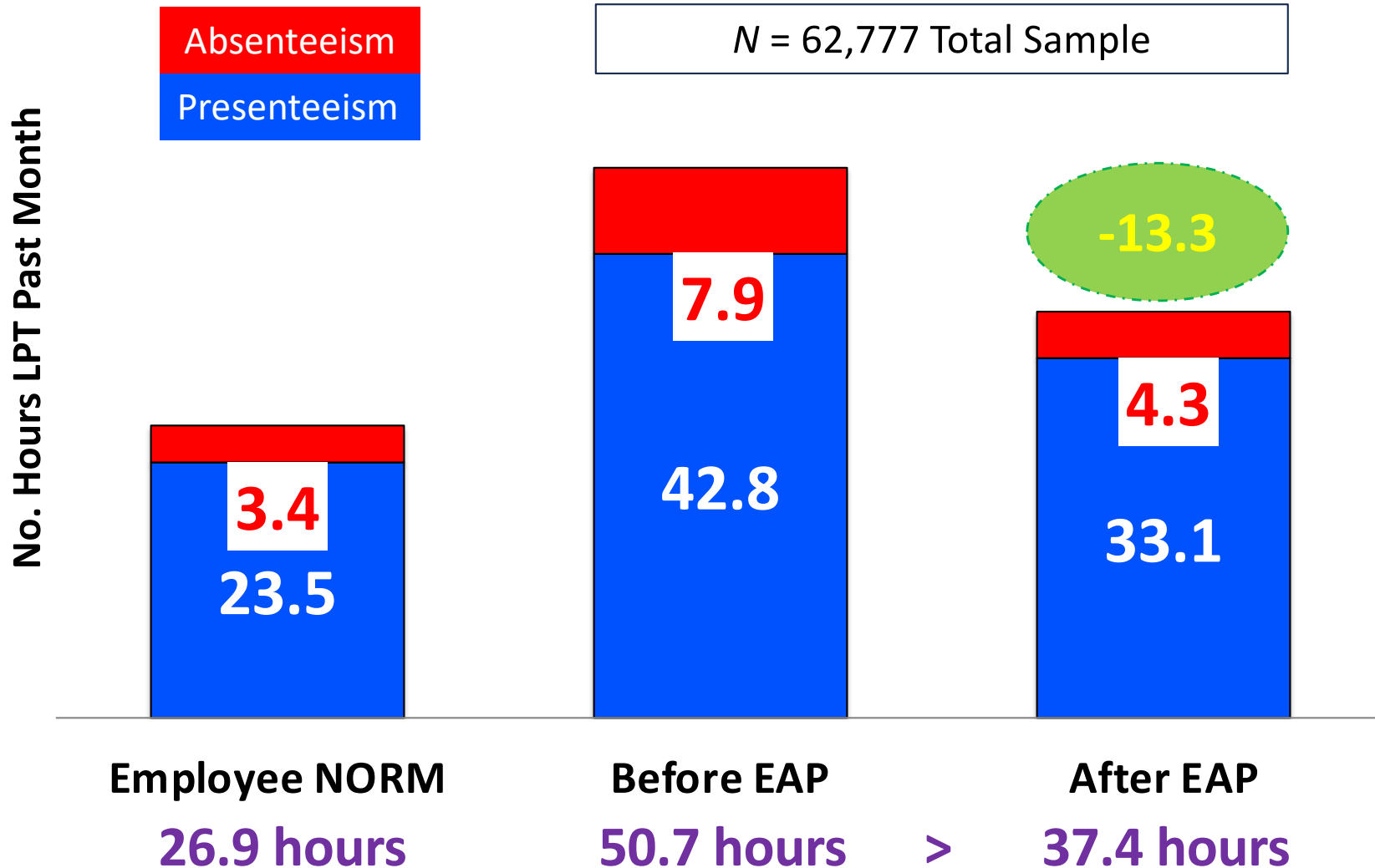
NORM $n = 133,402$ with hours reported; average of Pre & Post within each category

Work Presenteeism 1-5 Ratings Converted to Estimate How Much of Time Worked was Productive or Unproductive



Estimated Data

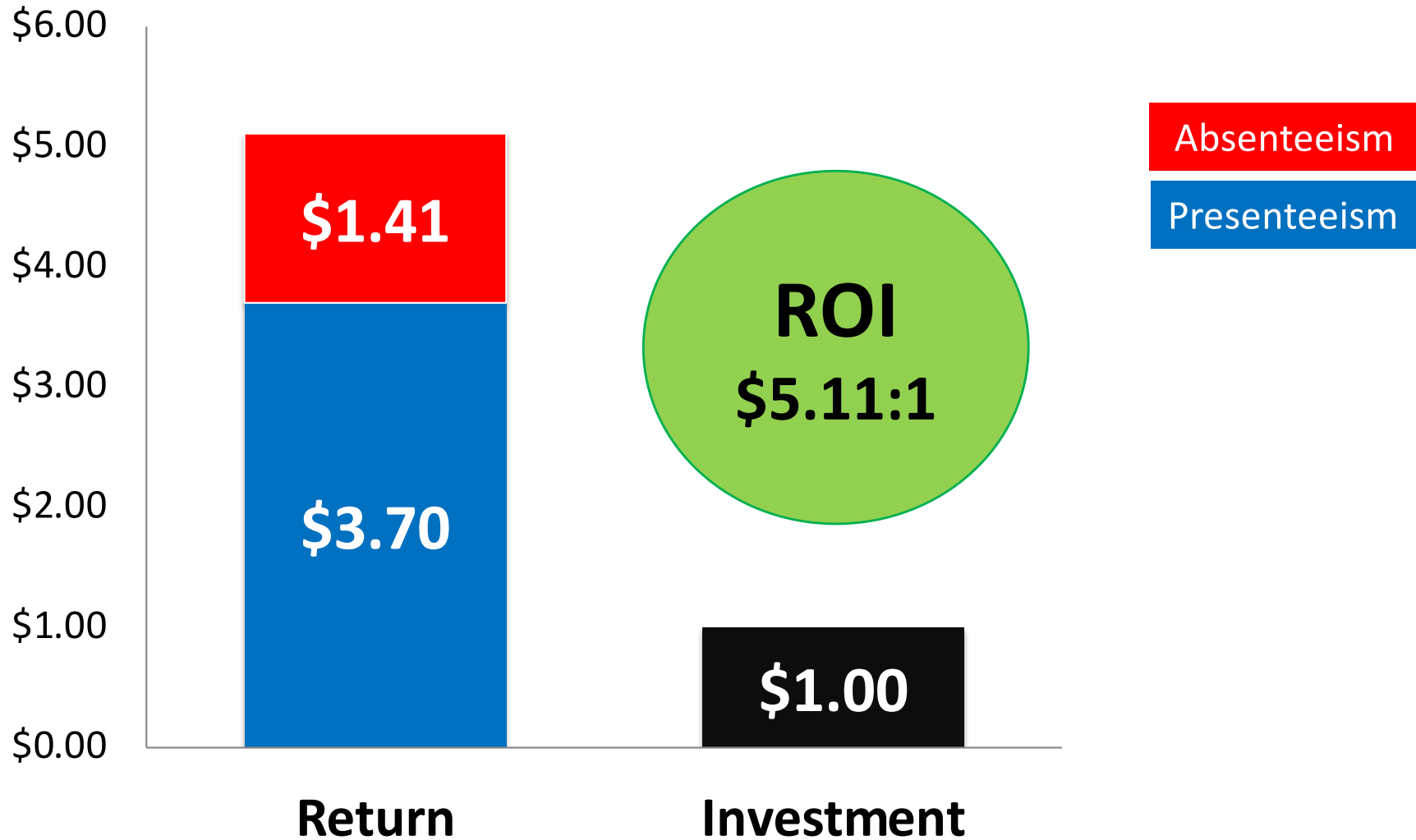
Hours of Unproductive Work Time Per Month: Average EAP Case at Before & After Counseling



ROI for EAP from Change in Two WOS Outcomes

The return on investment (ROI) for EAP services from an external vendor provider was estimated using WOS absenteeism and presenteeism outcomes from the full study applied to use and cost conditions estimated for a typical large employer in the United States with 1,000 employees. The conditions included a low program utilization rate of 5% for clinical cases only per 100 covered employees per year, 94% of the cases being employees (6% spouses), average hourly compensation of \$43 (US national average in December of 2022) and a productivity value multiplier of 1.3. The difference in hours of lost absenteeism and presenteeism per month from before to after use of the EAP was considered to represent an excess amount of LPT. This excess amount of LPT was expected to last for at least a 6-month period of time had the EAP not intervened. A third of the cost-savings results were deducted from the final savings total to account for possible causal factors other than use of the EAP that also may have influenced the improvements found in the study. The result was an **ROI of \$5.11:1**. Based on these results, an annual program use rate of only 1% is all that is needed to cover the full investment cost in the EAP.

ROI for EAP at Large Employer in United States in Year 2022
Work Absenteeism & Presenteeism WOS Outcomes
With 5% Utilization and \$25 PEPY Cost of EAP



Learning Objectives - REVIEW

LO3

Describe how to use the results on the WOS to demonstrate the value of an EAP to the employer sponsor of the program.

SUMMARY - Workplace Outcome Suite

- The most widely used outcome measure in EAP industry worldwide
- Reliable and valid brief self-report measures
- Work related outcomes are relevant to EAP cases
- Typical EAP counseling case shows improvement in all five outcome areas
- EAP counseling has consistent results in general as few factors had meaningful moderator effects on extent of improvement
- Useful for estimating \$ ROI for EAP