

» The Ultimate Guide to EAPs

Support Your Employees' Total Well-being

*Read on to learn more about how an **EAP** can help you **improve the mental health and overall well-being** of everyone in your organization.*



21 page comprehensive guide

10 Must Know Facts & Tips About EAPs + Workplace Mental Health Stats



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What is an EAP?

An employer-sponsored employee assistance program (EAP) is a benefit offered to employees to help assess, address and **resolve personal issues**. EAPs come in all shapes and sizes. Some EAPs are included with your insurance plan. Other, more robust EAPs, can be purchased separately and come with a multitude of features and benefits.

The point of offering any EAP is to **support your workforce**, keep claims costs down, and improve overall productivity by preventing or solving problems quickly, and for good.



Are employers required to offer an EAP to their employees?

The short answer is no. EAPs are typically seen as part of the employees' voluntary benefits package, but are not required. Although, they do help employers stay compliant with many health and safety regulations.

A typical EAP might include features like a 24-hour helpline, in-person counseling and wellness programs. **Employees who are aware of, and/or utilize their EAP, often see it as a high-value benefit.** A few of the problems with certain EAPs are under-utilization and not being resolution-focused.





Why does your organization need an EAP? >>

Everyone is facing some kind of issue or concern. Whether it's at home or in the workplace, your employees could be juggling anything from work-related stress to life-threatening addiction. Without proper mental health support, your employees could lose focus, create safety issues, stop showing up for work or become less productive.

Some of the mental and physical issues most commonly faced by employees today:

- Anxiety/depression
- Harassment/bullying
- Suicide
- Addiction and substance abuse (opioids, alcohol)
- Dealing with difficult co-workers

HR professionals try to help employees solve problems

Human Resources professionals often try to 'fill the gap' by providing counseling and advice for employees. But that's just a stop-gap for the type of mental health support they need to get well and stay well. **Constantly trying to fill that gap is a drain on HR staff,** creating yet another layer of people who need support. It can become a vicious cycle of trying to help but failing to solve the problems for good.



Supporting your employees with an EAP

Investing in the right EAP to support your employees before, during, and after they face adverse events, will help them and help you. Short and long term benefits of choosing the right EAP include:

- **Reduced healthcare claims costs**
- **Improved compliance with health and safety regulations**
- **Increased workforce attendance and team performance**
- **Quicker mitigation of staff issues**
- **Improved people skills for your managers**
- **Better utilization of your HR team**



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Types of EAPs and Providers Free/Embedded EAPs VS Stand-Alone

Embedded EAPs

These are provided as an add-on by many health insurance providers and are static, cookie-cutter solutions that prohibit employers from modifying or making model changes throughout the year. They also have slower response times.

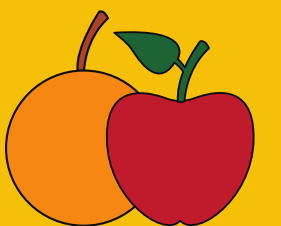
In the worst cases, **the free or embedded EAPs have shallow features**, are not completely confidential and have less qualified clinicians/providers. In the very worst cases, they **carry hidden costs**. They become the opposite of 'free.'

-VS-

Stand-Alone EAPs

A stand-alone EAP can be **customized to fit** your company's needs, is more likely to have a **deeper bench of employee benefits**, more highly qualified clinicians/providers, better training and support for HR managers, higher utilization rates, and a better return on investment.

**NOT ALL EAPS
ARE CREATED
EQUAL**



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What comes with an EAP?

Free EAPs come with bare bones features like a 1-800 number to report a problem, and maybe a list of counselors for employees to research on their own. This does not typically include access to the providers.

A stand-alone EAP will have more features. Depending on what type of stand-alone EAP you choose, your program could come with common features like:

- 24-hour crisis hotline
- A large network of licensed clinicians
- Some free visits to clinicians

Compare to the Ulliance Resolution EAP Model®



The Ulliance Life Advisor Resolution EAP Model®,

one of the most robust in the industry, comes standard with:

- A **dedicated EAP Account Manager** that provides tools and resources to promote EAP utilization
- A **flexible number of employee counseling visits** per issue per eligible person
- **Telephonic, face-to face or video counseling**
- **Unlimited Life Enhancement Coaching** to assist in setting and achieving self-improvement goals
- Free **Work-Life Resources** on a wide variety of topics
- A comprehensive and easy to use LifeAdvisor **Resource Center portal** with thousands of well-being resources
- Working Advantage **Discount Program** providing up to 60% discount on hotels, theme parks, travel, movies and concerts
- Access to experienced and knowledgeable **legal and financial individuals at a discounted rate**
- **Unlimited work performance referrals** to assist employees to get "back on track"

- **Smart Manager Webinars** to assist managers in better understanding and handling employee concerns
- **Unlimited Critical Incident Stress Debriefings** due to a severe accident, natural disaster, employee death, robbery, etc.
- **Unlimited employee and supervisor orientations** to help educate everyone on the valuable resources of the EAP, which improves utilization
- Complete **promotional materials**, including welcome letters, posters, brochures, wallet cards, videos, fliers and employee and management newsletters
- **Balanced Living Workshops**, 30-minutes in length, designed to enhance quality of life and promote EAP
- Comprehensive **aggregate service reports** that provide valuable information on the EAP usage and trends
- **100% Performance Guarantee**





Cost is one of the factors when considering an EAP program for your company.

Your free EAP, offered through insurance programs may appear to be free, but there are hidden cost everywhere you look—such as:

- Insurance premiums
- Usage is treated like an insurance claim
- High utilization equals lost profits
- Employees are often directed to their medical plan for services
- Out of pocket expenses for employees (co-pays and deductibles)
- Higher experience or claims for your company

Stand alone, customizable EAPs, cost more per employee but often deliver a greater number of important services and a higher return on investment.

Keep an Eye on Your EAP Usage Rates

It's important to note the direct relationship between EAP utilization rates and an EAP's ROI. Your insurance company may increase or decrease your premiums based on EAP utilization. It's wise to keep an eye on your EAP utilization rates, and deploy necessary strategies and tactics to increase employee engagement with your EAP to ensure return on investment. HR departments that are proactively involved with monitoring and leveraging their company's EAPs see the best value.

Run a Healthier Organization With a Better EAP.

The most important factor to consider when weighing the costs of any EAP, is: will it solve the problem? Utilization rates are absolutely important, but just as important is having a Resolution-model EAP that solves employee problems once and for all. The real value of an EAP is it truly helps your employees and their eligible dependents.



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How to choose an EAP?

Think about your EAP in terms of customization. What would a custom-made EAP look like for your organization? You can help answer this question by conducting an in-house survey of managers and employees to determine the right EAP for your organization.

Ask your managers:

- What are the most common problems faced by our employees?
- What is the average age of our workforce?
- How many employees do we need to serve?
- If we already have an EAP, what do users value most?
- Is our current EAP delivering what it says it does?
- Are we seeing value and ROI from our current EAP?
- What are our EAP utilization rates?

Ask your employees:

- Are you aware of the EAP services offered by your current provider?
- What EAP features have employees liked from their previous employers?
- If we had a better EAP, would you use it?

Ask your potential EAP providers:

- What are their utilization rates?
- What are their customer satisfaction ratings?
- What features do they offer in their regular EAP that do not include extra fees?
- What are the costs for the EAP services not included in the regular EAP?
- How easily and quickly can you provide support to someone in need?
- What type of clinicians/providers come with the EAP?
- What support can you provide to our HR team?
- Can you customize the EAP?

When you have clear answers to these questions, use them to evaluate the types of EAPs on the market, their reputations and ratings, and what would make the most sense for your organization.



How to Implement an EAP?

Like any other company-wide program, your EAP will need champions, buy-in from key stakeholders, a solid strategy, goals for ROI, and a strong line of communication to end users.

Look for an EAP that provides proper training for HR staff and a communications strategy for your workforce.

Stakeholders and managers aside, the EAP is for the people. It's important to provide a strong line of communication about your EAP if you want people to actually use it. Consider leveraging social media, newsletters, webinars, lunch and learns, mobile apps and employee endorsements to spread the word and increase engagement.

FAQs

- Is it confidential?
- What will this cost me?
- Will anyone find out about my addiction /or any other problem?
- Is it mandatory that I use it?
- How do I get a hold of them?



100% Confidentiality

No cost to you, your spouse or live in partner, or dependent children through age 26.



When should I upgrade our EAP?

It's always better to be proactive than reactive. Monitoring your EAP's performance by reviewing service reports will help you determine if it's delivering what you need and you've chosen the correct plan and provider.

But it's often only after a disaster or critical incident that many companies take a long, hard look at their EAPs.

If you're trying to get ahead of the curve, consider these common signs that it's time to upgrade your EAP:

- Low utilization rates of your current EAP program
- Low ROI of your current EAP program
- Organizational changes such as corporate mergers, a spike in hiring, layoffs or a critical event in the workplace or world.



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A good EAP pays for itself

Whether you're a small start-up or a decades-old global entity, you have one thing in common: a human workforce. And humans bring more to work than just their lunches.

An EAP is a sound investment for companies of all sizes because a good one will pay for itself. With the right EAP, you'll increase productivity and decrease employee turnover—both things that can have a direct impact on the bottom-line.



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Mental Health
facts and stats

MENTAL HEALTH IN THE WORKPLACE

53%

of workers said their work environment had a negative impact on their mental health

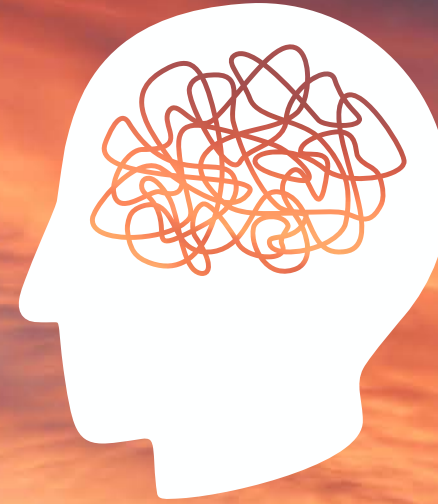
50%

of full-time employees have left a previous role, at least in part to mental health issues

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Enhancing People. Improving Business.

Mental Health Facts & Stats



FACT

According to a recent Forbes magazine article, **workplace stress has risen nearly 20% in three decades**, and most significantly over the past five years. Led by University of Cincinnati psychiatry professor Lawson Wulsin, this study drew from three years of insurance claims data for 214,000 people in western Pennsylvania employed across 55 industries. In this population, industry depression rates ranged from 6.9% to 16.2%, with an average of 10.45%.



\$193.2 Billion

Serious mental illness costs America
\$193.2 billion in lost earnings every year.

Work-related Stress is Harmful to Employees: **Mental Well-being**



Causes

Causes of work-related stress include long hours, heavy workload, job insecurity and conflicts with co-workers or supervisors.



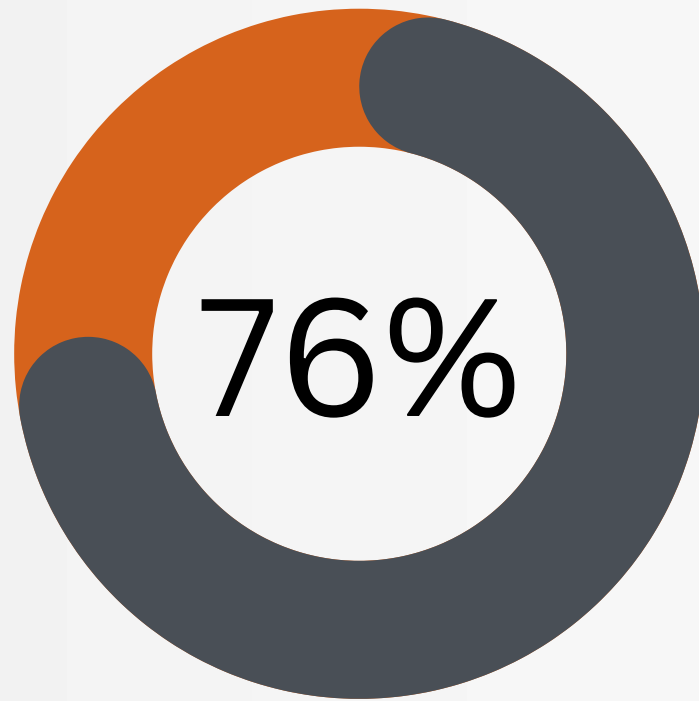
Effects

This usually results in a drop in work performance, depression, anxiety and sleeping difficulties.

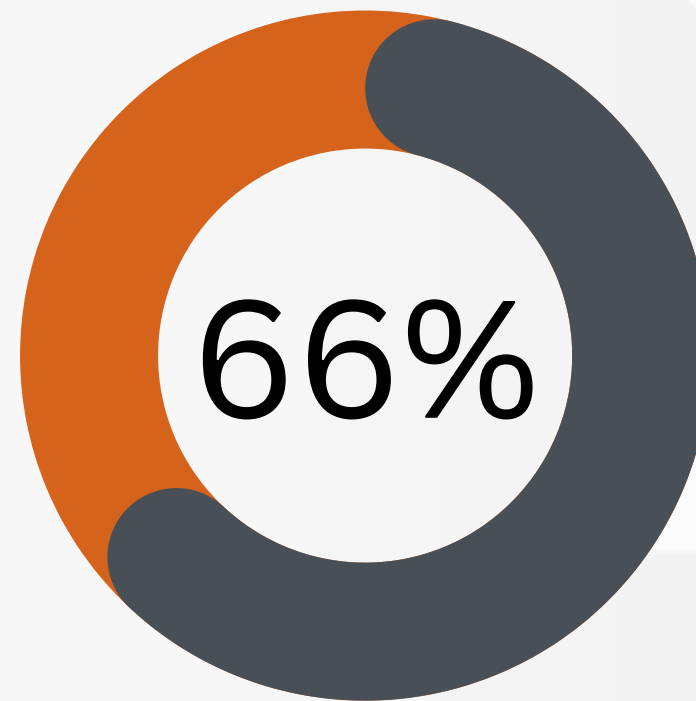


Workplace Trends

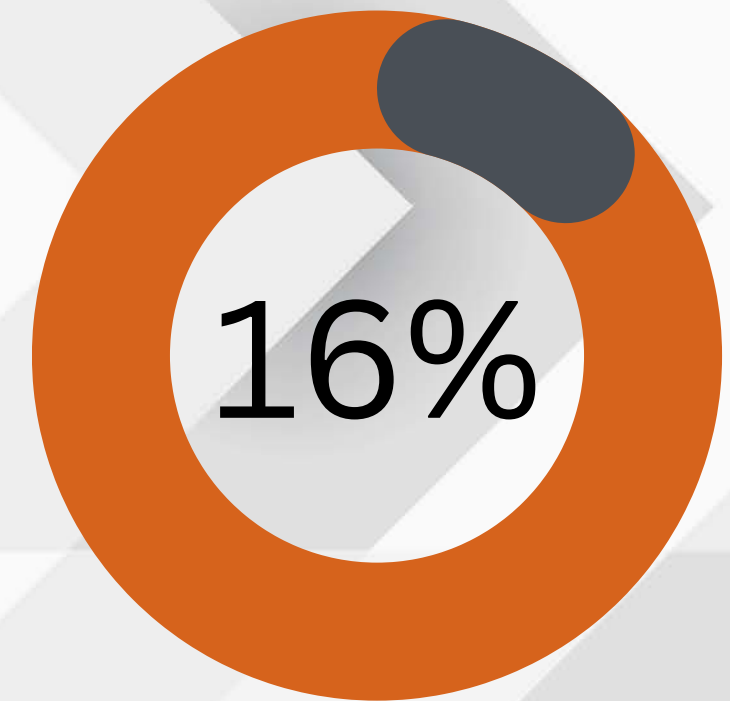
Stress is on the Rise



76% of respondents said workplace stress "had a negative impact on their personal relationships."

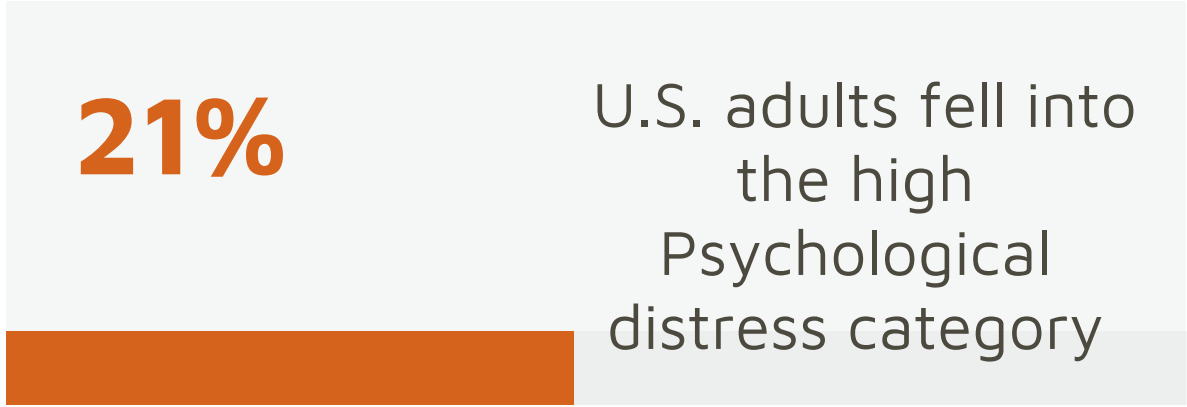
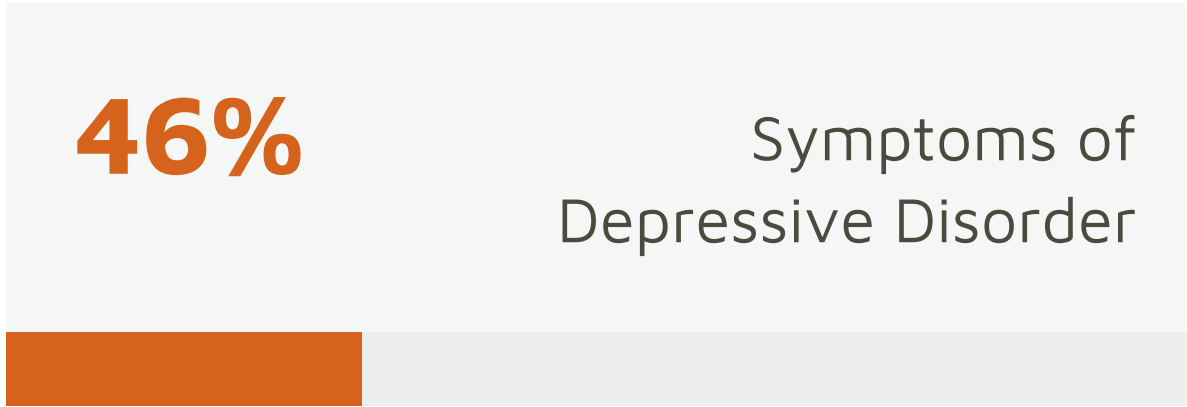
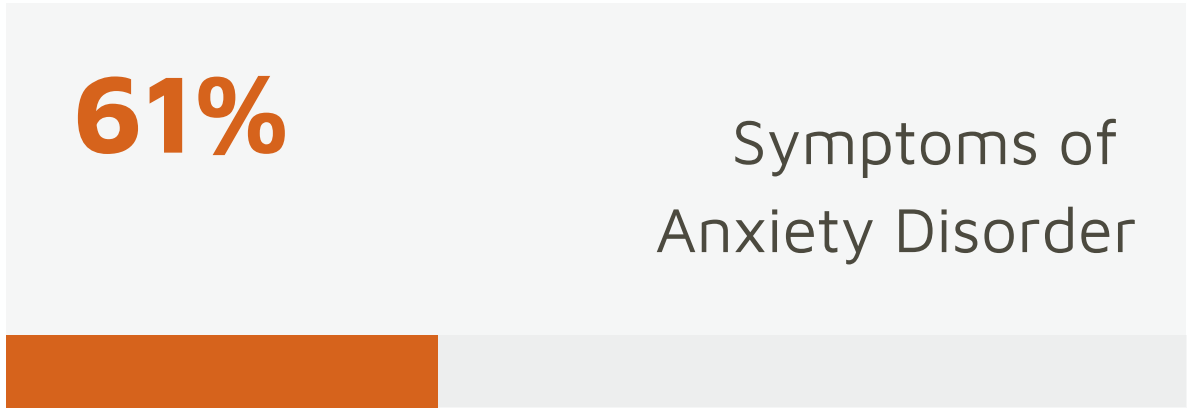


66% have lost sleep due to work-related stress.



16% have quit jobs because stress became too overwhelming.

At least four-in-ten U.S. adults have faced high levels of psychological distress during COVID-19 pandemic through the present day



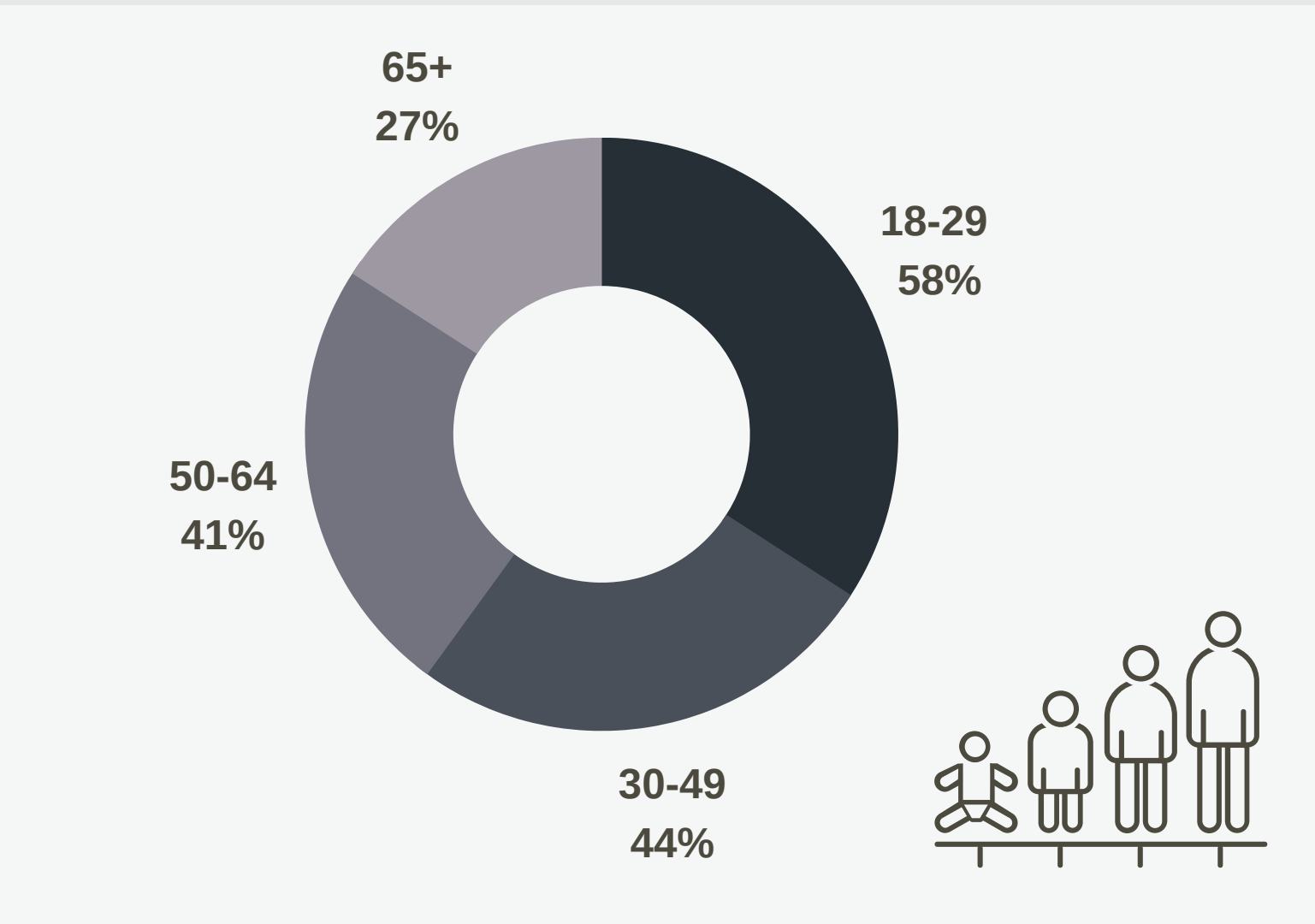
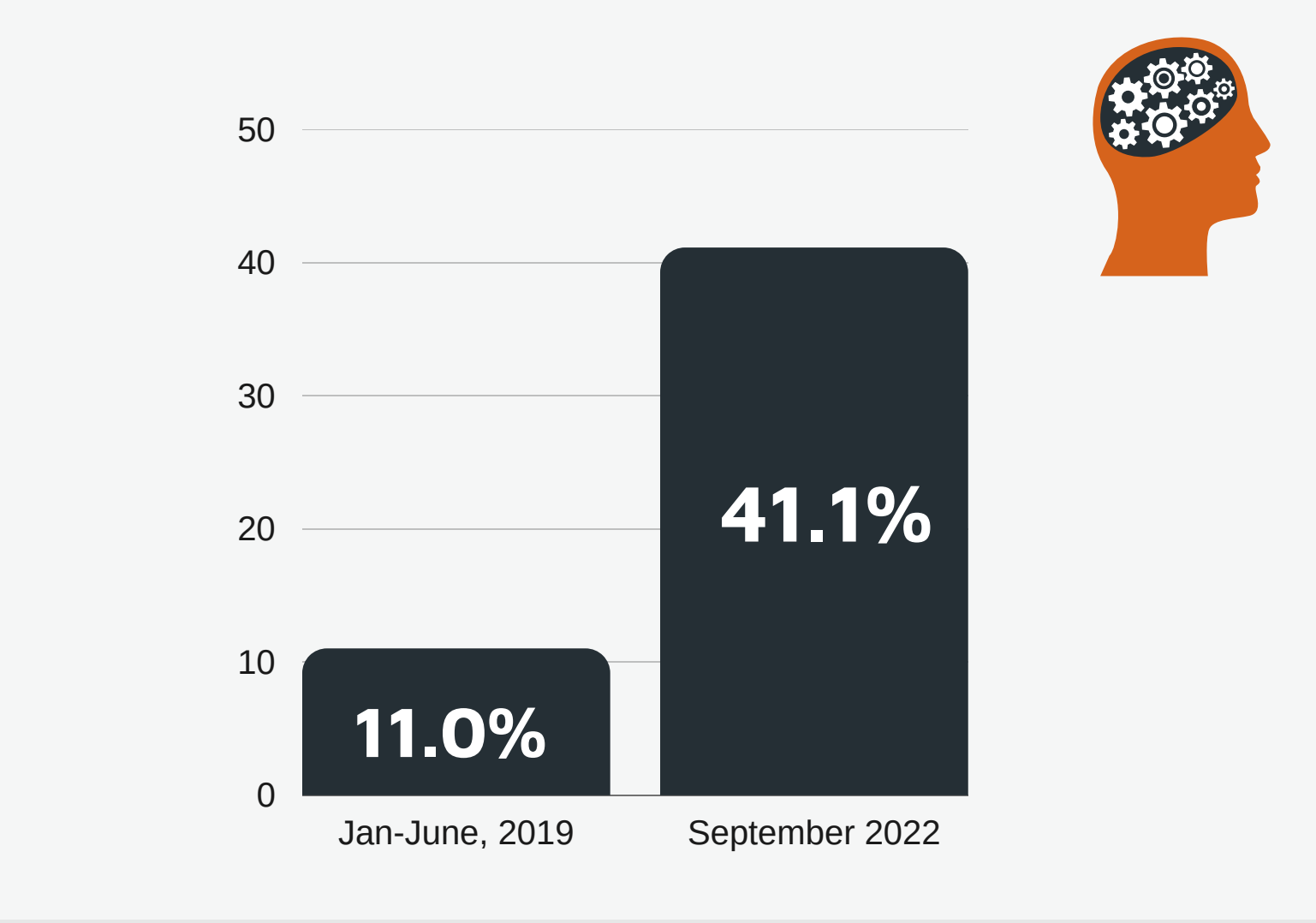
<https://www.pewresearch.org/fact-tank/2022/12/12/at-least-four-in-ten-u-s-adults-have-faced-high-levels-of-psychological-distress-during-covid-19-pandemic/>

Americans (41%) have experienced high psychological distress at least once across the four surveys conducted over the past two and a half years.

January-June 2019 vs September 2022

Percentage of adults experiencing high levels of psychological distress in at least one of four surveys since March 2020.

March 2020 - September 2022



Treatment in America

79%

In 2020, over 79% of adults age 19-25
suffered moderate to severe
depression

75%

suffered moderate to severe anxiety

The Impact of Mental Health

A donut chart with an orange segment representing 36% of the total. The rest of the chart is white.

36%

of symptoms lasted 5 months or longer.

A donut chart with an orange segment representing 65% of the total. The rest of the chart is white.

65%

of workers have talked about their mental health to someone at work in the past year.

Top 2

The top two reasons given by respondents for increased stress over time are: the threat of losing a job to technology, and the pressure to learn new skills just to stay employed.

"THE CHANGING WORKFORCE"

Millennials (those born between about 1980 and 2000) comprise half of the American workforce and by **2025, will represent 75% of the global workforce.**

3X MORE DEPRESSION & ANXIETY

Pressure of education, social acceptance and lack of life structure greatly impacts the mental well-being of millennials—they are more than 3x as likely to suffer from depression and anxiety.

Source: <https://www.mindsharepartners.org/mentalhealthatworkreport-2021>





Run a healthier organization with the Ulliance **Life Advisor Employee Assistance Program®**

If you want to discuss a future partnership, get a quote, or if you simply have some questions about our services, fill out the form at www.ulliance.com/get-a-quote, or give us a call.

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