4 Actionable Reporting and Workforce Insights

Utilization tells you whether employees are accessing a program. It doesn't necessarily tell you whether they're getting the help they need.

An EAP should do more than provide utilization numbers. The right provider helps employers understand workforce trends, emerging concerns and opportunities to support employee well-being.

What to look for:

- Reporting that goes beyond simple participation metrics.
- Insights into the types of issues employees are facing.
- Trends that help inform HR and leadership strategies.
- Regular review meetings to discuss findings and recommendations.
- Data presented in a clear, easy-to-understand format.

Why it matters: Understanding workforce trends can help organizations make more informed decisions about employee well-being, communication strategies and benefit programs.

