

## **EAP Basics: Meeting the Needs of the Changing Workforce**

**Ann Stephens Vawter, LCSW**

### **Our Objective Today**

- **Discuss current mental health need of employees and employers**
- **Define what Employee Assistance Programs are and what they *are not***
- **Why should an employer provide an EAP for employees?**
- **How to select an EAP program for your employees**
- **Plenty of time for questions!**

## Objective #1

# Current Mental Health Need of Employees and Employers

## What Your Employees Want You to Know

- **43.7 million** U.S. adults experience mental illness at any given time (roughly 1 in 5 adults)
- **90%** of those who died by suicide had an underlying mental illness
- **80%** --Treatment of Depression success rate



## What Your Employees Want You to Know

- **60%**-- Substance Abuse success rate
- **70%** of Americans not engaged at Work
- **Nearly 1 out of 3** workers feel that their workplace is not well protected from those who would seek to do damage
- **40%** do not believe their employers have an emergency plan in place

## What YOU as Employers Might Be Experiencing

- **\$193 Billion**—the cost of lost earnings because of mental illness across America annually
- **\$1,685 annual productivity loss per Employee** because of emotional stress



## What YOU as Employers Might Be Experiencing

- **6 in 10** millennials say that well-being in a job is “very important.”
- **32%** of private sector employers currently offer a counseling service vs. 70% of public sector organizations.
- **Only 21%** of employers promote mental health awareness across the workforce.



## What are the Issues We See the Most? (Community)

- Stress/Anxiety/Depression
- Marital Issues
- Parenting Concerns
- Substance Abuse/Use/Dependence

## What are the Issues We See the Most? (Community)

- Problems in the workplace (morale, environment, relationship with manager)
- Management Concerns (managers needing guidance)
- Safety Concerns

## Objective #2

### What Employee Assistance Programs Are & What They *Are Not*

## What is an EAP & How Does it Help?

Employee Assistance Program is a confidential, brief-therapy treatment model to address *life-stressors* for employees.

EAPs are *proactive* programs geared toward intervening with mental-health, employee engagement, and well-being concerns **before** they hit your claims cost.

EAPs are consultative services that help managers deal with the mental health and engagement concerns of the workforce.



## What They Are *NOT*

- Confidentiality Breakers—not meant to be “tattle tellers”
- Disciplinarians/“Principal’s office” (Actually keepers of the investment)
- Long-term Psycho-analyzers—You won’t find Freud in an EAP office!
- Meant to replace HR or Legal Resources

## Types of EAP Models Available

- Face-to-face counseling only
- Telephonic only
- Digital access only (i.e. Skyping, FaceTime, TelePsych, web portals)
- Combined access models

## Types of EAP Models Available

- Concierge Service add-ons
- Local vs. National
- “Baked-in” EAP vs. “Stand-Alone”
- Specialty Service Line Focused vs. General Population focused

## Community Health Network - EAP



- Brief-therapy model provided by state-licensed Mental Health Therapists
- Up to 8 sessions per year (Retail value \$800-\$1200)
- Face-to-Face counseling
- Open to anyone under the employee's household roof

## Community Health Network - EAP

- Local Facilities plus National Affiliates
- Management Consultations and Services (as requested)
- Critical Incident Stress Management—immediate intervention for staff exposed to traumatic event
- Employee Education/Communication
- Reporting and Program Strategy



## Objective #3

# Why Should an Employer Provide an EAP for Employees?

## Necessary Benefits not Otherwise Obtained

- High-Quality mental health care access for low-cost
- Quick, low-cost stabilization of life-stressor problems before they become high-cost claims
- Stabilization of the work-force in times of crisis—provide necessary debriefings

## Necessary Benefits not Otherwise Obtained

- Management Consultation—an asset and ally for managers in dealing with mental health concerns in the workplace
- Direct connection to other resources within the Behavioral Health community

## Are EAPs Effective?



- **50%** of cases had improved absence and/or productivity at work.
- **64%** of cases with work issues as primary problem had improvement after EAP use and 46% of all types of cases had improved work productivity.
- **The typical analysis produces a ROI of between \$3 and \$10 in return for every \$1 invested in an EAP.**

## Objective #4

# How Do I Choose the Right EAP for My Company?

## Assessing the Need

- How have mental-health issues shown up in your workplace?
- How tasked/over-burdened with mental health concerns of your employees is your HR/Legal?

## Assessing the Need

- Is it important to provide comprehensive benefits to your employees and their dependents?
- What is your per employee per month or per year budget? What can you afford to spend? What can you NOT afford to spend?

## Our Suggestions of What to Consider

- Excellent therapists—tenure of time in Mental Health field, expertise mixed with high general knowledge
- Access and connection to wide range of Behavioral Health Treatment Options—connection to hospitals and inpatient services is very important!
- Incorporation of other Wellness Services

## Suggestions continued

- Local EAPs with wide range of affiliate providers
- Trained HR consultants
- Knowledge and application of Organizational Effectiveness strategies
- Incorporation all modalities of access produce the best outcomes

## Suggestions continued

- Concierge Services are nice and convenient—but do not have ROI of truly affecting mental health concerns
- Commitment to Innovation, Engagement, and analyzing the changing workforce

## An Example of What to Look For:

# Innovation for Small Businesses Dealing with Safety and Access Concerns

## Innovative Solutions for Small Businesses

- Community Health Network wants to be an ACTIVE partner in providing REAL solutions
- We are deeply committed to addressing behavioral health needs

## Innovative Solutions for Small Businesses

- **Proposing a 3-Tiered Approach**
  - **Option 1:** Employee Assistance Program
  - **Option 2:** Employee Assistance Program, Healthy Lifestyles Programs & Communication / De-Escalation Skills (Total of 3 opportunities/year)
  - **Option 3:** Options 1 & 2 plus Environmental Safety/Assessment/Training

# Questions?