

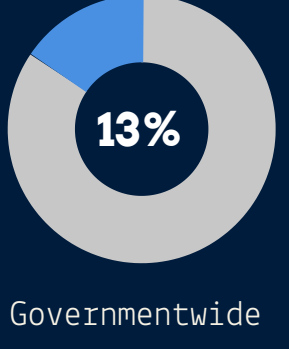
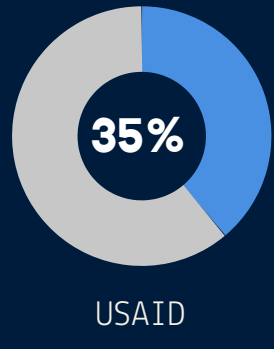


# Employee Assistance Program (EAP)

Governmentwide averages compared to the U.S. Agency for International Development (USAID)

According to data from the 2018 Federal Work-Life Survey Report, USAID surpassed governmentwide benchmarks for employee participation, satisfaction, and positive outcomes with their Employee Assistance Program, which at USAID is called Staff Care.

"We branded our EAP as "Staff Care" for clarity because it speaks to a culture of well-being and care for our employees."  
-USAID Staff Care



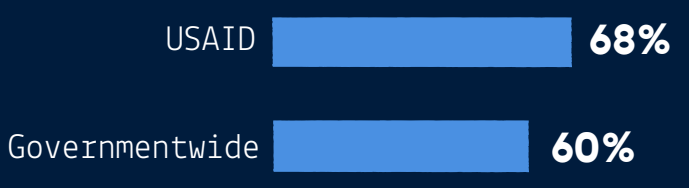
	USAID	Governmentwide
Improved my performance	66% ↑	40%
Improved my morale	66% ↑	41%
Improved my health	55% ↑	48%
Helped me to better manage stress	66% ↑	40%
Increased my desire to stay at my agency	57% ↑	49%

### Program Outcomes

"We use a holistic approach in our program design, including EAP, employee and organizational resilience, and wellness."  
-USAID Staff Care

"USAID's Staff Care has helped me to be more present and mindful in the office."  
-USAID Employee

### Satisfaction



How did you find out about your agency's EAP?

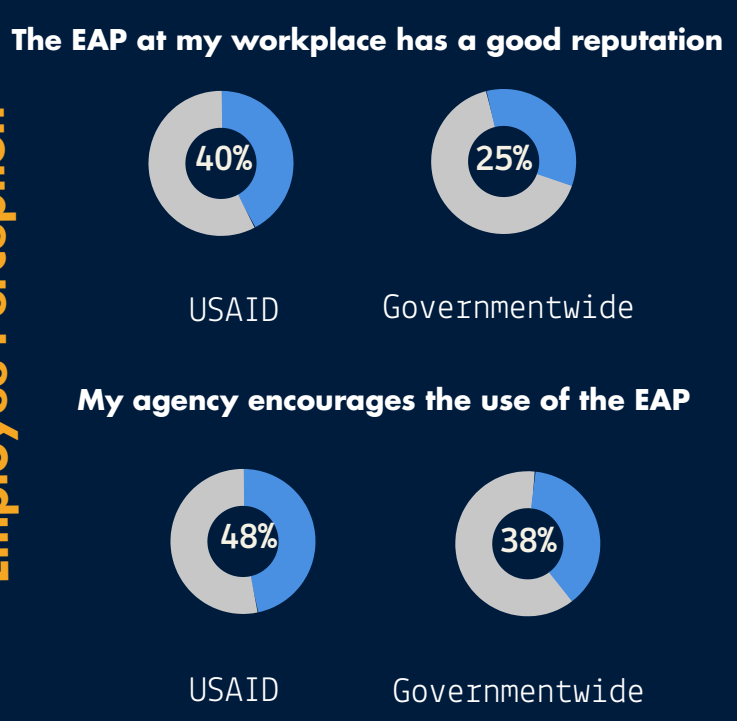
	USAID	Governmentwide
Agency Intranet	45%	24%
Email Announcement	41%	32%

### Program Promotion

"My agency shares a monthly work-life newsletter reminding me of what I can do to support my team's wellness."  
-USAID Employee

"Staff Care includes a blended team of social workers, fitness center staff, contractors, customer service hotline representatives, implementing partners, counselors, and program managers all in one place. We all work to promote and support the well-being of our employees and the well-being of their families."  
-USAID Staff Care

### Employee Perception



## Agency Spotlight

USAID's Employee Assistance Program success is attributed to Staff Care's comprehensive and integrated approach to supporting its workforce. Staff Care supports all USAID employees and their family members around the world. USAID's Staff Care promotes a range of programs and initiatives that strive for a 21st Century work environment where its total workforce feels valued. Other components of this holistic approach include wellness, work-life, and organizational resilience.

culture of well-being, performance, and engagement. Staff Care Champions are volunteer Agency employees passionate about employee engagement, and empowered to integrate well-being across their operating units. Staff Care Champions engage employees and leaders as advocates at all levels of the organization, strategically educating teams on how Staff Care services support and improve employee performance and engagement. This innovative method of promoting Staff Care and engaging employees and management has been key to advancing the overall reputation of USAID's EAP.

Staff Care plays a critical role in advancing the Agency's overall mission and building a