**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 government wide benchmarks for employee participation, satisfaction, and positive outcomes with their Employee Assistance Program, which at USAID is called Staff Care.

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**Survey to Increased performance**

**Helped me to better manage stress**

**Increased my desire to stay at my agency**

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**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

**“We use a holistic approach in our program design, including EAP, employee and organizational resilience and wellness.”**

- USAID Staff Care

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**USAD’s Staff Care has helped me to be more present and mindful in the office.”**

- USAID Employee

**“My agency shares a monthly work-life newsletter reminding me of what I can do to support my team’s wellness.”**

- USAID Employee

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**The EAP of my workplace has a good reputation**

**My agency encourages the use of the EAP**

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**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 program 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.

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