**Business Case for EAPs**

**Employee Assistance Program Fact Sheet**

Strategic, comprehensive [Employee Assistance Programs (EAPs)](https://www.opm.gov/policy-data-oversight/worklife/employee-assistance-programs/) provide significant benefits for Federal agencies, employees, and local communities. An EAP is a voluntary, confidential program that helps employees (including management) work through various life challenges that may adversely affect job performance, health, and personal well-being to optimize an organization's success. EAP services include assessments, counseling, and referrals for additional services to employees with personal and/or work-related concerns, such as stress, financial issues, legal issues, family problems, office conflicts, and alcohol and substance abuse. EAPs also often work with management and supervisors providing advanced planning for situations, such as organizational changes, legal considerations, emergency planning, and response to unique traumatic events.

The Federal Government is committed to supporting the well-being of its employees and their families. The EAP is a service that can help employees maximize their potential at work, home, and in the community. Federal employees are encouraged to use the EAP to get the assistance, information, and the confidence needed to successfully respond to life challenges and effectively continue to manage their work responsibilities. EAPs are valuable at the agency level by supporting mission achievement and employee engagement. According to [the U.S. Department of Labor](http://files.eric.ed.gov/fulltext/ED332102.pdf) (DOL), while figures vary widely, employers generally save anywhere from $5 to $16 for every dollar invested in an EAP. Federal agencies can experience positive organizational outcomes, including improved productivity; lower absenteeism; savings from reduced turnover; and mitigated organizational risks.

It’s impossible to avoid the many stresses, conflicts, and challenges that occur in modern life. The EAP can assist with almost any kind of concern affecting one's work and/or personal life.

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| [**Concerns**](http://www.cdc.gov/nchs/data/databriefs/db168.htm) **Employees Can Bring to the EAP** | [**Services**](http://www.cdc.gov/workplacehealthpromotion/healthtopics/) **the EAP Offers** |
| * Stress | * Direct access to professional counselors |
| * Marital problems and divorce * Family and parenting problems * Work issues related to reassignments and performance * Workplace conflicts, violence, and bullying * Bereavement and other losses * Mental illness, anxiety, and depression * Financial planning * Legal issues * Alcohol and drug abuse * Domestic violence, stalking, and sexual assault * Other problems, such as child and elder care, traumatic incidents, compulsive gambling, eating disorders, and more | * Counseling and short-term problem solving * Timely problem identification and assessment services * Employee referrals for services, assistance, or treatment, sometimes at a discounted rate * Case monitoring management and follow-up services * Crisis hotline * Coaching * Education and prevention through in-person events, online resources, information materials, etc. * Coordination with others, such as treatment facilities, managers, HR staff, managers, and resources in your local community |

Below are just a few examples of how the EAP can benefit employees and the agencies they work for:

**no-cost counseling and Coaching**

[Mental health](http://www.mentalhealth.gov/index.html) is an important issue in the workplace. It is a state of well-being in which an individual achieves his or her own potential, copes effectively with the normal challenges of life, and is able to work more efficiently and productively. Mental health challenges are common, but the EAP can help employees and their families by providing free, confidential counseling or coaching.

**access to needed resources**

EAPs save employees time, money, and stress. With networks of comprehensive services, practitioners, and products, EAP counselors can offer employees information about and referrals to community resources, support groups, legal assistance, financial planning, child/elder care facilities, and more. Oftentimes, these referrals come with discounted services for employees.

**PREVENTION AND RESPONSE TO TRAUMATIC INCIDENTS**

EAPs can play an active role in early prevention efforts, and assist agencies and employees with preparing for and responding to a traumatic incident, such as workplace violence, bullying, domestic violence, or a natural disaster. Victims, intended victims, bystanders, coworkers, and family members may experience both short- and long-term psychological distress as the result of a traumatic incident, so it is important to be aware of and use available resources to assist in recovery, including EAP counseling and referral services. Furthermore, EAPs have a wide network of resources and can provide victims with information regarding crisis hotlines, local and national practitioners and organizations, and community resources that can help.

**IMPROVED PRODUCTIVITY**

Agencies must tap into the wide range of resources available to them, including EAPs, to reach their goals and maximize productivity. EAPs are designed to enhance the performance of our workforce. Research studies show that EAP usage often results in higher levels of productivity and improved team relations.[[1]](#endnote-1) [[2]](#endnote-2) [[3]](#endnote-3)

Managers can utilize the EAP when addressing performance concerns. Both work and personal problems can negatively impact an employee's job performance. These matters can span from time management to dependent care to financial difficulties, and include many other life concerns. The EAP can help your employees be more successful at work by providing them with support, counseling, and resources to address the issues they face. Furthermore, the EAP can help managers, providing consultation on effective ways to address an employee's issues and assistance in the development of their own competencies in managing stress and improving team performance.

1. McLeod, J., & McLeod, J. (2001). How effective is workplace counseling? A review of the research literature. Counseling Psychotherapy Research, 1(3), 184-191. [↑](#endnote-ref-1)
2. Harris, S. M., Adams, M., Hill, L., Morgan, M., & Soliz, C. (2002). Beyond customer satisfaction: A randomized EAP outcome study. Employee Assistance Quarterly, 17(4), 53-61. [↑](#endnote-ref-2)
3. Harlow, K. C. (2006). The effectiveness of a problem resolution and brief counseling EAP intervention. Journal of Workplace Behavioral Health, 22(1), 1-12.

   

    [↑](#endnote-ref-3)