

## Employee Assistance Program Services



*Employee Assistance Professionals, Inc. has more than twenty years of experience providing services for individuals, families, and organizations.*

*All services are customized and responsive to the unique needs of your organization.*

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## Today's Workforce

Today, more than ever companies are struggling with the challenging of recruiting and maintaining a quality and dedicated workforce. The landscape of the workplace has evolved to include 46% of the workforce being composed of women, growing ethnic diversity, and an aging workforce.

Beginning in 2006 and continuing until 2014, - each day 10,000 people will turn 50 years old, having a huge impact on company operations.

### **Just the facts:**

- 85% of U.S. wage and salaried workers live with family members and have immediate, day-to-day family responsibilities off the job.
- 46% of wage and salaried workers are parents - that is, they have children under 18 who live with them at least half of the time.
- The US Department of Labor estimates that 30% of the work force is currently involved in caring for an aging parent or relative. By 2010, it is expected that this caregiver workforce figure will jump to 54%, when 5 million baby boomers turn 65.
- 13% of wage and salaried workers - 83% of whom have full time primary jobs - moonlight at secondary jobs, adding an average of 13 hours per week to the hours they work at their primary jobs.
- 95% of U.S. workers say they worry that work is taking too much time away from their families, and 87% say increased work demands are keeping them from getting enough sleep.

*Source: John J. Heidrich Center for Workforce Development at Rutgers University & the Center for Survey Research and Analysis at the University of Connecticut*

In a recent study conducted by ConnPsych over the past two months, they asked employees to pinpoint the source of their stress. Of those interviewed:

- 40% cited workload
- 34% cited people issues
- 21% cited challenges of balancing work and life

## Who We Are

The rapidly changing and competitive nature of the business world is altering the scope of organizations, managers and employees alike. Organizations are experiencing increased pressure to accomplish more in less time and with fewer people.

Employees today are feeling more pressure and stress than ever before. This can be seen in the increasing number of problems such as substance abuse, depression, and family violence. If left unaddressed these problems can cost companies billions of dollars - in medical expenses and lost productivity - not to mention the negative impact on individuals, families, and communities.

Employee Assistance Professionals, Inc. provides a system of individually customized programs to help *employers* and *employees*, to increase productivity and professionalism, to save money, and to save lives.

We are staffed by a team of professionals with over twenty years of experience in organizational management, problem assessment, counseling, staff development and training, and crisis management.

We have provided professional and quality services for over eighty (80) organizations nationwide.

- ✓ Hospitals and Treatment Facilities
- ✓ Small and Large Companies
- ✓ Municipalities
- ✓ Family Owned Businesses
- ✓ Professional Agencies
- ✓ Financial Institutions



## The Cost of Unaddressed Employee Issues

### Mental Health

More than 58 million Americans suffer from a mental disorder in any given year, yet fewer than 8 million seek treatment. Mental illness costs \$150 billion in lost productivity.

The estimated cost of depression in the workplace is \$43.7 billion due to absenteeism from work (over 200 million days lost from work each year), lost productivity and direct treatment costs.

As many as 1/2 of all visits to primary care physicians are due to conditions that are caused or exacerbated by mental or emotional problems.

*National Institute of Mental Health*

### Work/Life Issues

- 1/3 of the workforce cares for children under the age of 18.
- Childcare referral programs can reduce employee absenteeism due to childcare by 40%.
- 1/3 of the workforce is caring for an aging parent or loved one.
- By 2011, it is expected that this caregiver workforce figure will jump to 54%, when 5 million baby boomers turn 65.

The aggregate cost of elder caregiving in lost productivity to U.S. businesses are as much as \$29 billion when the person receiving care is aged 50 or greater.

In recent surveys, 78% of the respondents said that work was their biggest source of stress, and more than half reported that their lives had become more stressful over the past ten years.

The Bureau of Labor Statistics has reported that 62% of workplace illnesses were associated with stress-derived cumulative traumas.

*MetLife, 1997, 2006*

## The Cost of Unaddressed Employee Issues

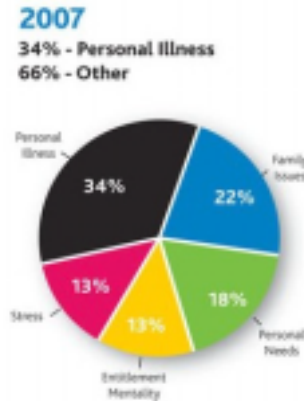
### Absenteeism

Psychological problems account for 66% of absences from work each year, 65-85% of employee terminations and 80-90% of industrial accidents.

In the last two years, U.S. companies lost over 5,800 million workdays due to personal problems, which cost our economy \$125 billion.

An estimated 1,000,000 workers are absent on an average workday because of stress related complaints.

*(The American Institute of Stress, 2000)*



### Substance Abuse

- Substance abuse directly impacts the workplace as:
  - lost productivity
  - workplace accidents
  - increased health problems
  - associated family problems
- Alcoholics and problem drinkers are absent from work 3.8 to 8.3 times more often than normal drinkers.
- 38% to 50% of all workers' compensation claims are related to substance abuse.
- Substance abuse is the 3<sup>rd</sup> leading cause of workplace violence.

Source: Nathaniel Drug Free Workplace Alliance

## Employee Recruitment and Retention

During a national conference last year, futurist Roger Herman, CEO of The Herman Group shared some interesting facts regarding employee retention:

- 35%-40% of today's workers are actively looking for another job.
- 85% of the nation's workers expected to be employed by a company different from their current one within 12 months.
- a "substantial portion" of those who will leave their jobs will do so within 6-10 months.

According to a recent survey conducted by Chart Your Course International, a management development company, the cost of replacing an hourly worker is \$4,000-\$7,000 and as much as \$40,000 to replace a midlevel, salaried employee.

Other associated costs of employee turnover include lost customers, lost business and damaged morale, as well as costs spent screening, verifying credentials and references, interviewing, hiring, and training.

The Gallup organization's studies show that employees who have an above average attitude toward their work will generate 38% higher customer satisfaction scores, 22% higher productivity, and 27% higher profits for their companies.



### Attracting the best and the brightest:

- A national survey found that 78% of workers cited that their effort to balance work/life needs was their #1 priority.
- 87% of workers stated that they would work harder for a company that was willing to help them deal with their personal and family problems.

## The Value of an Employee Assistance Program (EAP)

“Troubled employees are responsible for a disproportionately large percentage of the costs for absenteeism, on-the-job accidents, hospitalizations, low productivity, low morale, and poor decision making.”

At any given time a company's workforce can be dealing with issues such as divorce, substance abuse, grief, stress, mental illness, or family issues. A growing trend that professionals have seen over the past few decades is that employees are unable to keep their personal problems separate from their workplace. The end result is less productivity, more accidents, higher absenteeism; along with higher medical and workers compensation claims.

### Documented Benefits of an EAP

**Return on investment** – A McDonnell Douglas Corp study reported a 4:1 return on investment.

**Reduced absenteeism, tardiness & sick leave** – A CCH Unscheduled Absence Survey (2002) reported the average per-employee absenteeism cost as \$789 per year. Two-thirds of absenteeism incidents were due to reasons other than illness. An EAP helps employees to identify, address and resolve personal problems at an early stage, so that they can remain focused on their work.

**Reduced turnover** - A study by the National Institutes of Mental Health reported that 66% of all terminations are personal-problem related, rather than job related. The cost of temporary replacement of an employee in addition to recruiting and training of a permanent replacement can easily exceed 25% of the employee's annual salary.

**Lower medical claims** – A McDonnell Douglas Corp study reported that employee medical claims per case averaged \$715 less for EAP clients than for non EAP clients.

**Decreased use of mental health benefits** – A Campbell Soup study identified mental health costs as a percentage of total medical costs and revealed a reduction from 11.5% to 6.7%.

## EAP Features and Benefits

### For Employees

#### *Program Feature*

#### *Potential Realized Benefit*

Early identification of problems.

Reduce the impact of chronic illness and increases the chance of recovery.

Provide comprehensive referral services for alcoholism, alcohol and substance abuse, emotional problems, as well as secondary problems, mental illness and other problems.

Increase the chance that primary problems as well as secondary problems will be addressed.

Provide for referral to EAP based on deteriorating job performance.

Increase access to program services delivered by trained staff thus discouraging management and labor from diagnosing.

Ensure confidential handling of personal problems.

Decrease chances that stigmatizing will occur and lessens chances of negative impact on future promotions and job security.

Promotes health care cost containment.

Helps reduce inappropriate use of health benefits providing lower healthcare costs and additional dollars for benefits and salaries.

Make self-referral available to families and employees who wish to take advantage of the program on their own.

Intervention at the earliest stage of an issue helps promotes health.

## EAP Features and Benefits

### For Employers

#### *Program Feature*

#### *Potential Realized Benefit*

Reduce absenteeism.

Additional employee hours available for production.

Improve quality of work.

Increase the chance of producing higher quality, and more marketable products and services.

Eliminate and guard against the inappropriate utilization of health care benefits.

Reduce the cost of benefits.

Compliment existing health services.

Increase the scope of health services without increasing costs.

Reduce the number of accidents.

Reduce sickness, injuries and workers' compensation costs.

Demonstrate employers' commitment to employees.

Improve morale.



## Our EAP and Consultation Services

The rapidly changing and competitive nature of the business world is altering the scope of organizations, managers and employees alike. Organizations are experiencing increased pressure to accomplish more in less time and with fewer people.

An organization's success is based largely on how well it develops and manages its people. Effective policies, programs, and staff development are *crucial* to successfully competing in today's marketplace.

Employee Assistance Professionals, Inc. has over 20 years of experience, with a strong commitment to helping build quality organizations.

Our focus is on developing:

- ✓ Positive response to change
- ✓ Exceptional customer service
- ✓ Effective communication
- ✓ Professional development
- ✓ Continuous growth and improvement

Our services include:

- Conflict Resolution
- Corporate Eldercare Programs
- Crisis Management
- Customer Service Enhancement
- Drug Free Workplace Programs
- Employee Assistance Programs
- Organizational Management
- Performance Management
- Program and Policy Development
- Staff Development & Training
- Sexual Harassment Programs
- Violence Education & Prevention
- Wellness Workshops



## Corporate Eldercare Solutions

The Caregiver Resource Center, is a division of Employee Assistance Professionals, Inc. Our mission is to assist elders and their loved ones in understanding the aging process, facilitating open communication; and providing information, support and guidance through the caregiving process.

Our goals are to:

- provide support, understanding, and guidance to all person's who are directly or indirectly responsible for the well-being of an elder; in an effort to improve the quality of their lives.
- offer services that will help preserve an elder's health, safety and quality of life; while at the same time allowing them to maintain their independence and dignity.

All services are individually designed based on the specific needs of your organization. We are available to provide services on a per diem or a full service annual basis.

1. Workplace Survey (e.g. understand your employees' needs and its impact within your workplace)
2. Seminars for Supervisors (e.g. understanding the caregiving employee, addressing work performance concerns)
3. Educational Seminars for Employees (e.g. aging, balancing work and caregiving, long distance caregiving)
4. Printed Literature (e.g. Caregiver Newsletter, Flyers, Pay stuffers)
5. Counseling Services (provided in the workplace, or in our office)
6. Research and Information (on local, state, & national resources)
7. Caregiver Support Groups
8. Caregiver Fairs
9. Assistance in Setting up a Caregiver Library On-site
10. A full service Employee Assistance Program (EAP)



Employee Assistance Professionals, Inc.

*"Helping Build Quality Organizations"*

We believe that the key component to an organization's profitability and productivity is their people management.

We offer customized services that are designed to maximize your staff's potential.

Employee Assistance Professionals, Inc. provides a system of individually customized programs to help employers and employees, to increase productivity and professionalism, to save money, and to save lives.

All of our programs are customized and responsive to the unique needs of your organization. Our services include a comprehensive needs assessment, program development, policy writing, staff development and training, consultation, crisis management, Corporate Eldercare Programs, and Employee Assistance Programs.

Through the development of a comprehensive program we can assist your organization in enhancing individual and organizational effectiveness.

### For More Information Contact

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