

The Value of Employee Assistance Programs: Outcomes That Yield Major Impacts.

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When assessing the value of an Employee Assistance Program (EAP), it is important to note two different, but equally important, results for your employees and your company.

- Tangible results that enhance company productivity.
- Life-changing and life-saving intangible benefits.

Tangible Workforce Improvements

The outcomes of Employee Assistance Programs are direct and meaningful for your business, reduced absenteeism, increased productivity, and increased health of employees. According to a recent study, conducted by FEI Behavioral Health and nationally recognized EAP consultant Dr. Kirk Harlow, EAPs help companies achieve:

- 90% reduced absenteeism.
- 25% increase in employees reporting zero productivity loss.
- 10% increase in employees reporting very good or excellent health.
- 10% decrease in employees reporting fair or poor health.

FEI's EAP services are proven to work in the above areas, and result in a solid return on investment — ranging from \$5 to \$16 back for every \$1 invested.

Intangible Benefits make the difference in Employees' lives

The primary goal of FEI's EAP counselors is to provide employees with the services they need to be successful and productive in the workplace. To become a fully functioning, high-quality employee, one must have the tools and resources to gain control over all aspects of his or her personal life. Therefore, one of the most important responsibilities of an EAP counselor is their ability to build caller confidence and acquire needed help.

EAP Counselors have Long-lasting Impact

In one particular situation, an EAP counselor was faced with a caller suffering from domestic abuse. Although the caller never explicitly mentioned this because her husband was within hearing distance, FEI's counselor recognized a potentially dangerous situation and connected the caller with the authorities. Since FEI counselors are highly

trained and in-tune with callers, the counselor was able to diffuse potentially life threatening circumstances.

In another example, a counselor advised a caller whose mother was abusing drugs and was in her bedroom with empty pill vials, unresponsive. Earlier, the caller had been told by her doctor's office to just keep an eye on her mother. Assessing the situation as eminently more dangerous, the counselor strongly suggested she call 911 and have her mother taken to the hospital. This astute assessment and knowledge of the symptoms ultimately saved the mother's life. In a follow-up call the next day, the counselor discovered that the mother had been rushed to the hospital and the emergency staff was able to revive her. The counselor was told that if they had waited longer, the mother would not have survived.

Stories such as these are real-life examples of the deep, lasting impacts of Employee Assistance Programs. EAP counselors have saved lives in the literal sense and have provided numerous employees with the tools to turn their lives around. It may not always be easy to see the impact EAP's make on the surface, but upon closer look we can understand how life-changing and life-saving they truly are.

Unparalleled EAP Experience

FEI's EAP service center staff has an average of 24 years of practice experience. Each counselor has at least a Master's Degree of education with credentials including, LCSW, LPC, LCPC, APSW, CEAP and SAC. FEI's call center can accommodate almost any language and answers each call within 30 thirty seconds. These highly experienced professionals have over time helped thousands of people get the help they need to live a happy and successful life.

FEI partners with you to protect and enhance your workforce effectiveness and organizational resiliency. We offer flexible solutions for the full spectrum of your workforce resilience goals, from EAP and wellness to crisis preparedness and management. We leverage our proven resources, compassionate experts and robust network to improve your employees' focus, empower your managers and prepare you to handle the unthinkable crisis, so that you can maintain a healthy, resilient organization.