



ENHANCE Employee Assistance Program (EAP)

Improve wellness, manage costs





The Henry Ford Employee Assistance Program (EAP) has a rich legacy of providing employers with quick-response solutions to behavioral challenges impacting employee productivity — while delivering a solid return on your financial investment. An EAP program helps ensure the emotional well-being of your employees so they can contribute to the growth of your company.

This confidential service helps employees with personal difficulties, including emotional problems, substance abuse issues, relationship and family crises, and other everyday worries, before the problems spill into the workplace.

Why do I need an EAP?

Most companies invest in EAP services to improve bottom line

Employees are your most valuable resource. When they are not working to full capacity, your business suffers. Employers are losing billions of dollars due to the direct and indirect costs related to the emotional health of their employees. In fact, the primary reason that 70 percent of all U.S. companies and 90 percent of Fortune 500 companies purchase EAP services is to improve their bottom line.

Today's employers recognize that in a hectic world, their employees can experience life- or work-related issues that threaten the:

- Productivity and efficiency of their work
- Ability to be their very best at work and home
- Quality of their lives and wellness
- Lives of their co-workers

An effective EAP can help companies control costs and foster a work culture that supports total health and wellness, reducing the amount of time employees take away from work — and help to ensure that when they return they do so with renewed strength and optimal emotional well-being.

A solid investment

Employers see significant cost savings from EAP

An EAP offered through a third-party vendor places very little burden on you, while providing an added benefit to your employees:

- The ROI for EAPs is consistent with other kinds of worksite health promotion and wellness programs.
- When compared to the cost of health benefits, the cost for an EAP represents less than a third of one percent of the total employee health care benefits spent at most companies.
- The U.S. Department of Labor reports that for every dollar invested in an EAP, employers generally save anywhere from \$5 to \$16.
- According to benefit consultant Watson Wyatt, between 60-80 percent of employees who access their company's EAP don't end up using additional mental health services in subsequent months.
- Many corporate clients are considering increasing the number of EAP sessions or services they offer in an effort to reduce demand for other mental health services.

These cost savings are generated from:

- Reduced workplace absenteeism, presenteeism and tardiness
- Fewer accidents on the job
- Less management time taken up by employee problems
- Improved morale and productivity
- Decreased employee turnover and related replacement cost
- Fewer short-term disability claims
- Fewer lawsuits

An expert team

Staffed by highly skilled employee assistance professionals

Our Master-level health counselors are experienced in an array of disciplines:

- Alcohol or substance abuse (SAP)
- Depression and/or anxiety
- Job stress or conflict on the job
- Grief or loss
- Domestic violence and emotional abuse
- Post crisis response (PCR)
- Stress resolution and intervention (SIR)
- Marital and other relationships
- Parenting and blended family
- Child and elder care
- Department of Transportation compliance program

Comprehensive EAP services

We offer hands-on support throughout the process

Each custom Henry Ford EAP includes a wide range of services for employees and company leaders:

- **Promotion:** We work with you to develop promotional materials to increase employee awareness of the program.
- **Management training:** We recommend specialized EAP orientation and training for all supervisors.
- **Employee orientation:** We offer onsite or e-training orientation sessions to help employees navigate the EAP service.
- **Benefit fairs:** We can exhibit at your health and benefit fair to meet with employees and explain their program in a personalized, one-on-one setting.
- **Manager and supervisor consultations:** These help address work performance and behavioral concerns, and include recommendations for improvement.
- **Instant mental health access:** Our local professionals are available to your employees 24/7 to provide compassionate care and immediate assistance.
- **Crisis and trauma defusing:** Our critical incident response team offers stress debriefing following traumatic incidents.
- **Liaison with treatment providers:** We monitor compliance with return-to-work contracts for those employees who have been given "last chance" agreements.
- **Website:** We offer valuable EAP and wellness information on our website (henryford.com/eap).
- **Quarterly e-newsletter:** This publication offers articles with real-life solutions and tips for personal and professional success.
- **Wellness workshops:** We offer seminars on a variety of different topics, including stress management and managing change.
- **Utilization reports:** We collect data on employee utilization, and send detailed reports regularly for your review.

Increase managers' ability to address workplace issues

70 percent of managers reported EAP consultation increased their confidence and skill in dealing with attendance, performance and behavior issues.



91%

Improved focus



78%

Improved productivity



Every custom EAP program is designed to maximize results and employee utilization. In fact, given our hands-on, service-oriented approach, Henry Ford's EAP has consistently increased utilization year over year and exceeds the national average — resulting in a high ROI for our clients.



Wellness programs like EAP lower costs.



More employers are looking to EAP providers to be strategic partners in managing health and productivity.



Depression and stress can significantly reduce productivity.



Henry Ford Health System is one of the largest, most integrated health care providers in the country.



Ninety-eight percent of people using the Employee Assistance Program (EAP) would recommend EAP to their family and friends.

Several convenient locations

Services are confidential and delivered in person, virtually or via phone at one of our many convenient location offices, or through our affiliate providers throughout the United States.

Why Henry Ford?

A health system EAP that's designed around your needs

With Henry Ford, you and your employees get the benefit of an EAP that is integrated within a health care organization. As a result, we can offer quick assessments and streamlined, convenient referrals to services within Henry Ford Health.

EAP services are customized to fit the needs and culture of your business environment:

- All programs are designed to enhance employee wellness while managing your costs.
- Fees are based on anticipated and actual utilization of your program.
- Our programs are flexible and our expanded menu of services offered to your employees and leaders is customized.
- Our EAP meets or exceeds the Employee Assistance Professionals Association (EAPA) Standards and Professional Guidelines for Employee Assistance Programs.