

The Impact of Integrated Programs on Absenteeism, Productivity and Stress Levels

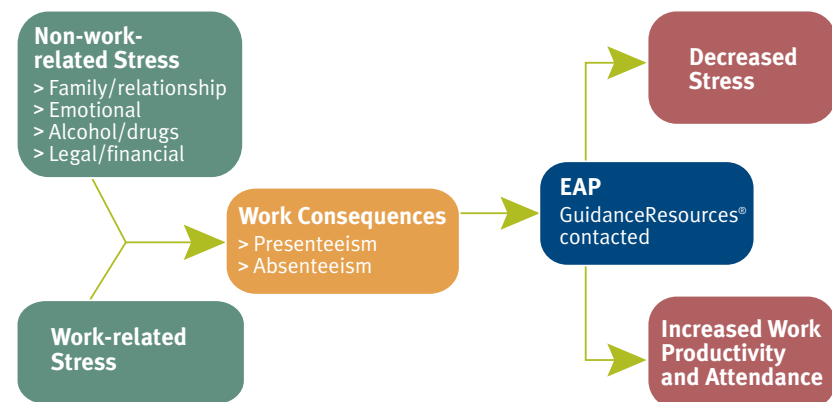
Employee personal problems—whether related to behavioral health, relationship or financial issues—have a direct impact on workplace effectiveness. These distractions can result in absenteeism, dips in productivity and increased stress levels, all of which contribute to decreased performance. EAP/work-life services have long been promoted as resources that can improve employee effectiveness by addressing and resolving these distractions. However, data to prove these claims has been difficult to obtain. In the following landmark study conducted by ComPsych®, employees were interviewed at the point they accessed EAP/work-life services as well as 30 days later, to determine the impact of the services on their performance.

Hypothesis

The purpose of the study was:

1. To measure the degree to which personal issues (about which the employee was seeking help) were impacting attendance, productivity and stress levels.
2. To determine whether using EAP/work-life services positively impacted the employees' attendance, productivity and stress levels and, if so, how much.

The following impact model displays the causal relationship between non-work and work-related stress and the associated consequences in the work environment. The study hypothesized that utilization of EAP/work-life services can minimize these effects and not only decrease stress, but also increase employee productivity and attendance.



Snapshot of Callers

Incoming calls were monitored from employees who accessed ComPsych® GuidanceResources® services to establish a baseline assessment of personal issues and their impact upon workplace effectiveness. The primary reasons for calls were, in order of prevalence, issues related to:

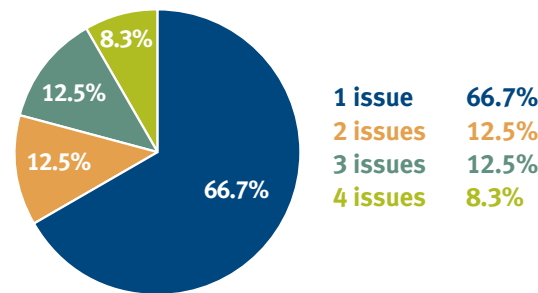
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|-------------------------------------|-------------------------|
| 1. Family and relationships | 5. Child and elder care |
| 2. Emotional/personal mental health | 6. Financial problems |
| 3. Work | 7. Drugs and alcohol |
| 4. Legal problems | |

“In a landmark study conducted by ComPsych, employees were interviewed to determine the impact of EAP/work-life services on their performance.”



Of those who called, one-third were helped with multiple issues, meaning both EAP counseling and various work-life services were utilized to support the employee in an integrated way. (For instance, an employee calling for help through a divorce may have received counseling as well as legal and financial guidance.)

Number of Issues Addressed by GuidanceResources



Results

Methodology

Approximately 1,300 employees who called ComPsych GuidanceResources seeking help were surveyed by phone and asked how their personal issue impacted their attendance, productivity and stress levels.

Thirty days after receiving ComPsych support (whether through EAP counseling and/or work-life services), the same employees were surveyed by phone to determine whether the impact of their issue had improved, stayed the same or worsened.

Impact of Personal Problems at Time of Call	
Percentage of employees taking days off work	33%
Percentage of employees with significant reduction (more than 10%) in productivity	45%
Percentage of employees with significant increase in stress levels	65%

Impact of Personal Problems 30 Days After Accessing EAP/Work-Life Services	
Percentage of employees still taking days off work	25%
Percentage of employees still experiencing significant reduction (more than 10%) in productivity	34%
Percentage of employees still experiencing significant increase in stress levels	31%

Conclusion

After utilizing GuidanceResources, the number of employees experiencing elevated stress levels decreased dramatically, while the number of employees taking time off and the number of employees with impaired productivity decreased moderately.

Impact of GuidanceResources	
Percentage reduction in employees taking days off work	24.2%
Percentage reduction in employees with impaired productivity	24.4%
Percentage reduction in employees with elevated stress levels	52.3%

About ComPsych

ComPsych Corporation is the world’s largest provider of employee assistance programs and is the leading provider of fully integrated EAP, behavioral health, wellness, work-life, crisis intervention services and outsourced HR solutions. Covering more than 27 million individuals and 8,500 organizations in 92 countries, ComPsych creates “Build-to-Suit” programs which help employers improve productivity.

Individuals then were asked what sources of support they felt contributed to their improvement. Sixty-four percent said GuidanceResources contributed to their improvement.

Attribution of Improvement



Finally, employees were asked what was the primary source of their improvement. More than 41 percent reported GuidanceResources was the primary source of their improvement in terms of better productivity, less days off work and reduced stress levels.

Primary Source of Improvement



Summary

Based on initial and follow-up surveys of employees utilizing ComPsych services, GuidanceResources creates positive, beneficial outcomes in key areas of employee well-being and productivity. More specifically, ComPsych’s comprehensive GuidanceResources program created:

- › A 24 percent decrease in absenteeism (employees taking days off of work to deal with their issue)
- › A 24 percent decrease in presenteeism (employees with more than a 10 percent drop in their productivity at work, due to their issues)
- › A 52 percent decrease in stress (employees reporting significant levels of stress, due to their issues)

GuidanceResources is a preventive, comprehensive solution that provides employees with resources, information and guidance for any aspect of life, allowing them to stay fully productive by addressing their needs and issues. Our programs drive business results by enhancing retention, reducing absenteeism and boosting productivity by saving employees time and reducing stress. For the employer, this means a more fully engaged, optimized workforce. For more information, please visit www.compsych.com.

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