

# EVALUATING THE WORKPLACE IMPACT OF EAP SERVICES

## *An Outcome Evaluation of Continuum Employee Assistance Program*

Historically, the Employee Assistance field has measured the effectiveness of services by reporting on basic metrics, such as employee utilization. While allowing employers to capitalize on a “feel good” element by providing a benefit employees appreciate, the metrics have not fully illustrated the positive impact of offering an EAP.

In 2009, Chestnut Global Partners (CGP) created the Work-place Outcome Suite (WOS) to help our customers better evaluate whether EAP intervention had an impact on workplace performance. This valid and scientific measurement tool is now utilized by more than 400 EAPs worldwide and was recently published in the peer-reviewed publication Journal of Workplace Behavioral Health, Vol. 25, 2010 and Journal of Health and Productivity, Vol. 6, 2012. This instrument has been endorsed as a best practice for measuring and evaluating work related outcomes by the International Employee Assistance Professional Association.

The WOS is designed to measure change in the (5) following areas, which relate directly to an employee’s work performance:

- **Absenteeism** (measured by looking at the number of hours within the last 30 days an employee has spent away from the workplace due to presenting personal or behavioral health related concern.)
- **Presenteeism** (a productivity measurement used to evaluate how distracted an employee is at work due to a presenting concern.)
- **Work Engagement** (focuses on how involved or “stimulated” an employee is by her/his job.)
- **Work Distress** (concentrates on whether an employee is “anxious or dreads going to work.”)
- **Life Satisfaction** (a general measurement of personal well-being and quality of life. )

## Continuum EAP Outcomes

Continuum EAP utilized the WOS tool in 2015. Participants in the study were those employees who sought access to EAP services during 2015, who agreed to fill out a survey at intake and a follow-up survey that was administered approximately 90 days later. The study included 197 individuals who completed both surveys and the results of pre-survey and post surveys were compiled and averaged for comparison. The results show statistically significant improvement in all areas:

Absenteeism	33% Decrease
Presenteeism	27% Improvement
Work Engagement	9% Improvement
Life Satisfaction	17% Improvement
Workplace Distress	18% Improvement

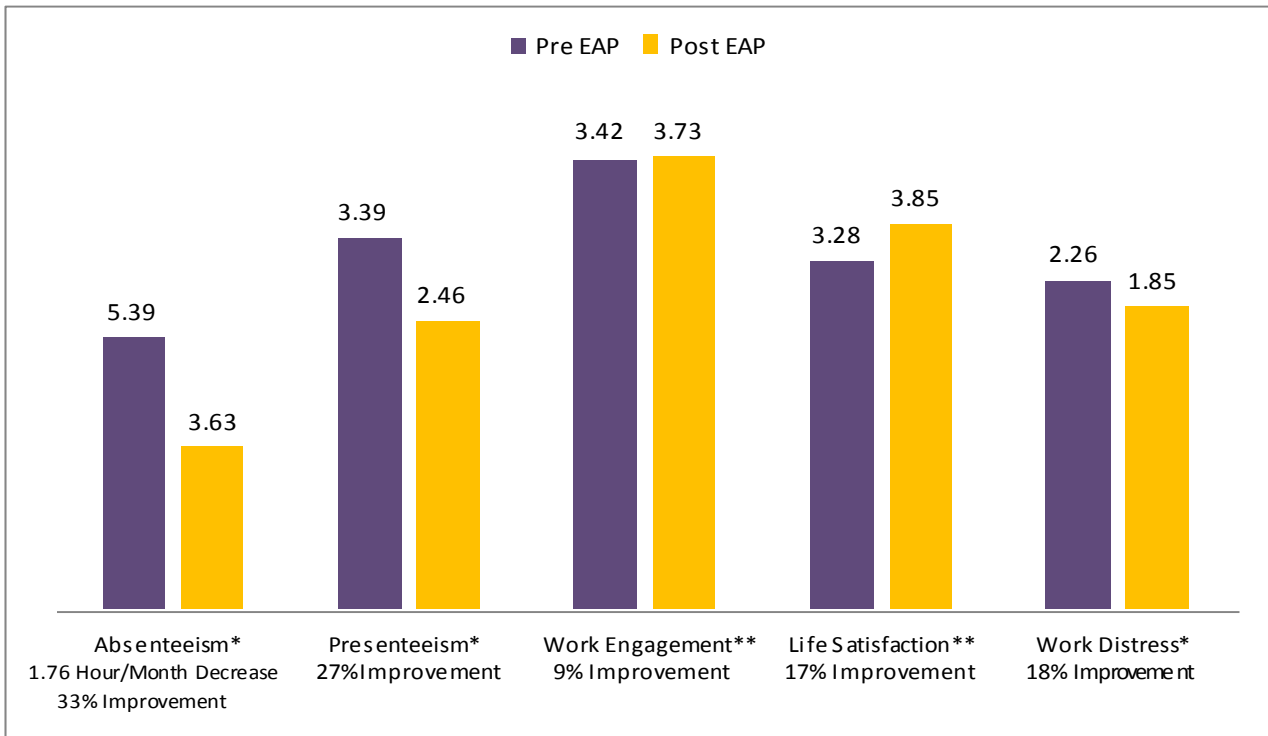
Continuum’s results are impressive as they compare to other studies utilizing the Workplace Outcome Suite. Continuum’s results related to presenteeism, work engagement and reduction of overall distress were statically more significant than two other studies that included nearly 5,000 participants and represented 29 regional or national EAPs. Continuum’s participants also indicated an improvement in Life Satisfaction of 17% but interestingly, respondent’s initial life satisfaction was higher than those reported in the post surveys for both the regional and national surveys.

At Continuum EAP, we pride ourselves in providing quality EAP services that make a difference for both companies and their employees. We plan to continue to utilize the WOS instrument and obtain an even more comprehensive sample size. We anticipate that our results will remain constant each year as we continue to enhance our services to meet our customers’ needs.

## 2015 Continuum EAP Outcome Suite Results (N=197)

	Pre EAP	Post EAP	Difference Percentage
Absenteeism*	5.39	3.63	33% Improvement
Presenteeism*	3.39	2.46	27% Improvement
Work Engagement**	3.42	3.73	9% Improvement
Life Satisfaction**	3.28	3.85	17% Improvement
Work Distress*	2.26	1.85	18% Improvement

Notes: \*Lower scores are a better outcome. \*\*Higher scores are a better outcome.



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402-476-0186 800-755-7636

[EASpecialist@4continuum.com](mailto:EASpecialist@4continuum.com)

[www.4continuum.com](http://www.4continuum.com)