

On the Job

Study: EAPs Rated as ‘High Impact, Low Cost’

Employee assistance professionals are always on the lookout for studies that verify the usefulness and effectiveness of EAPs. A leading study conducted by XpertHR and published in *Personnel Today* does just that. Employee assistance programs are effective in supporting staff to address challenges at work and home in a cost-effective way, the new survey of 156 organizations finds. Two employers in three (66%) provide access to an EAP and a further 17% are considering doing so. The vast majority (96%) engage a third party to supply the service. Face-to-face counseling can be the most expensive aspect of a program, but 82% of employers provide it and it is rated as the most effective aspect of an EAP. Nine-tenths (90%) provide telephone counseling and 89% have an advice or information helpline. At three-fifths (60%) of organizations, the EAP acts as a gateway for employees to access specialist help on health, legal or financial issues. The biggest change since XpertHR’s previous EAP research in 2009 was an increased use of online resources – a feature of 79% of EAPs in 2014, compared with 51% in 2009. Asked to rate the cost-effectiveness of their EAP, two-thirds (66%) of employers said that it completely or partially justified its cost. Not a single employer stated that it did “not justify its cost at all”. One employer’s verdict on employee assistance programs was: “*High impact, low cost. It would be remiss of organizations not to consider their use.*” The complete article can be found at: <http://www.personneltoday.com/hr/employee-assistanceprogrammes-rated-high-impactlow-cost/>.