

EMPLOYEE ASSISTANCE PROGRAMS (EAPs)

A benefit for employers

EAPs provide a means of assessment and treatment for not only substance abuse issues, but for most other personal issues impacting an employee's productivity and other job-performance measures. Employee assistance benefits may be through a formal employee assistance program (EAP), contracted by the company or may be through counseling benefits offered as a part of health insurance policies. Having *and utilizing* an EAP/counseling benefits for employees will not only save supervisor and manager time, but will have a positive impact upon employee performance and a company's financial position.

Consider the following:

- ◆ Supervisors who referred employees to an EAP rated job performance elements as significantly improved after treatment.¹
- ◆ 50 companies credited their EAPs with a 21% absenteeism reduction; a 17% reduction in on-the-job accidents; and a 14% increase in productivity.²
- ◆ A company with 70 employees reduced its workers' compensation and vehicular-crash costs by \$75,000 by establishing an EAP with emphasis on safety awareness.³
- ◆ Companies with EAPs report dollar cost savings of anywhere from \$5 to \$15 for every \$1 spent on EAP services.⁴
- ◆ A study of employees receiving alcohol/other drug (AOD) treatment through an EAP, showed that this group missed 44% fewer days of work as compared to employees who sought treatment through other routes.⁵
- ◆ After four years, EAP clients treated for AOD dependency had a turn-over rate of 7,5% as compared to 40% for employees using other routes.⁶
- ◆ United Airlines estimates that it has a \$16.95 return for every dollar invested in employee assistance.⁷
- ◆ Northrop Corporation saw a 43% increase in the productivity of each of its first 100 employees to enter an alcohol treatment program. After three years' sobriety, the average savings for each was nearly \$20,000.⁸
- ◆ Philadelphia Police Department employees undergoing treatment reduced their sick days by an average of 38% and their injured days by 62%.⁹

1. Employee Assistance Quarterly, Vol. 14 (4). 1999. *Effectiveness of Job Performance Referrals*. Hiatt, Deidre; George Hargrave; Michael Palmertree.

2. Cost-Effectiveness and Preventive Implications of Employee Assistance Programs. Blum, T. C., School of Management, Georgia Institute of Technology and Roman, P. M., Institute of Behavioral Research, University of Georgia. U.S. Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Substance Abuse Prevention. 1995. p. 28.

3. Substance Abuse Prevention: It's Your Business. The Center for Substance Abuse Prevention, SAMHSA, U. S. Dept. of Health and Human Services. 1992

4. Cost-Effectiveness and Preventive Implications of Employee Assistance Programs. Blum, T. C., School of Management, Georgia Institute of Technology and Roman, P. M., Institute of Behavioral Research, University of Georgia. U.S. Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Substance Abuse Prevention. 1995. p. 16.

5. Ibid.

6. Ibid.

7. ASIS OP Norton Information Resources Center, Substance Abuse: A Guide to Workplace Issues, 8/90, p. 23

8. Campbell, D & M Graham, Drugs and Alcohol in the Workplace: A Guide for Managers, New York: Facts on File Publications, 1988

9. Ibid.

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