

## Recent EAP cost/benefit statistics/research 2000 – present

updated 08/09

- This paper reviews the research literature on the business value that can be achieved when employers and organizations offer critical incident stress response (CISR) services.

*The Business Case for Workplace Critical Incident Stress Response: A Literature Review of Clinical and Cost-Effectiveness Research by Mark Attridge, PhD, MA. A White Paper for Crisis Care Network. June 30, 2009*

- “Employee Assistance Programs: A Research-based Primer” by Mark Attridge, Ph.D., M.A. is one of the most recent literature reviews in the EAP field. It has a section that examines studies on the effectiveness of EAPs. (See results on effectiveness in Table 2.)

*Chapter in The Handbook of Work and Health Psychology, 3rd Edition, published by Wiley in 2009 and edited by James Campbell Quick, Cary Cooper, & Marc Schbracq.*

- A 2008 National Study of Employers following ten years trends related to U.S. workplace policies and benefits shows that the EAP industry continues to grow, with 65% of employers providing EAPs in 2008, up from 56% in 1998.

*Families and Work Institute. 2008 National Study of Employers*

- A study shows that when EAP services are provided work loss was avoided in 60% of cases with an average savings of 17 hours per case. 72% of these cases showed improved work productivity with an average gain of 43%.

*Attridge, M. (2001, August). Personal and Work Outcomes of Employee Assistance Services. Presented at the American Psychological Association Annual Meeting. San Francisco, CA.*

- A study shows that when legal/financial work life- services are provided work loss was avoided in 39% of the cases and work productivity was improved in 36% of the cases.

*Attridge, M. (2002, June). Employee assistance program outcomes similar for (phone and In-person) and legal/finance consultation clients. Presented at the American Psychological Society Conference, New Orleans, LA.*

- Thirty five percent of companies who offer EAP services indicate they've increased such assistance since the 9-11 terrorist attacks. Moreover, 57 percent of employers who've increased their workplace support options since 9-11 say their employees' attitudes have changed for the better and 74 percent of employees who say their company offers workplace support find it valuable or helpful.

*Cigna, 2002*

- An employer-sponsored EAP program can reduce an employer's disability costs, medical costs, pharmacy costs, and worker's compensation costs.

*Watson Wyatt, 2001*

- By 2001, Open Minds, a behavioral health industry research and consulting firm estimated enrollment figures of 51 million in stand-alone EAPs and 15.5 million in integrated EA/MBHC programs-a 245 percent increase since 1994 and a 13.3 percent increase since 1999 (Open Minds, 2000).

Open Minds. (2000). *Yearbook of managed behavioral health market share in the United States, 2000-2001*. Gettysburg, PA.

- The Society for Human Resource Management's 2001 *Annual Benefits Survey* provides testimony of strong EAP market penetration, with 67 percent of 754 human resource professionals responding that their organization offers an EAP, five percent stating their organization plans to offer one in the coming year, and only 24 percent stating they do not offer one.

*Society of Human Resource Management. (2001). Annual Benefits Survey. Alexandria, VA.*

- 57% of the class of 1999 graduating business students in 11 countries said that attaining work/life balance is their top career goal.

*PricewaterhouseCoopers Survey, 2000.*

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