

Homewood Health: Preferred Partnership with Health Risk Services Employee and Family Assistance Program

What is an EFAP?

Employee and Family Assistance Programs (EFAPs) are employer paid benefits that support both the employees and the workplace. These services are designed to enable employees to resolve personal and work issues for optimal productivity.

How Effective Are EFAPs?

Dozens of applied research studies show that EFAP services can produce positive clinical change, improvements in employee absenteeism, productivity and turnover, and savings in medical, disability or workers' compensation claims.¹ Often the largest area of financial savings associated with EFAP use comes from improved employee productivity (reduced presenteeism") and reduced work absence.²

Some examples of employee work performance outcomes after EFAP use include:

- 57% of cases had improvement in ability to work productively after use of the EFAP.³
- 64% of cases with work issues as primary problem had improvement after EFAP use; and 46% of all types of cases had improved work productivity.⁴
- Number of "work cut-back" days in past 30 days was reduced from 8.0 to 3.4 days after EFAP use.⁵

What's the ROI for EFAPs?

Most researchers and industry experts now believe that there is enough evidence to "make the business case" for providing greater access to workplace-based mental health services.⁶

The most recent and most comprehensive national study (over 3,000 employers of all sizes were surveyed) found that companies paid an average total health benefit of \$7,983 per employee.⁷ When compared to this cost, the cost for an EFAP represents less than a third of one percent of the total employee health care benefit spent at most companies. This typically translates to a ROI of between \$3 and \$10 dollars in return for every \$1 dollar invested in the EFAP program.^{8,9,10}

This ROI is consistent with other kinds of worksite health promotion and wellness programs.^{11,12}

DID YOU KNOW?

Mental and nervous disorders have replaced musculoskeletal conditions as the top conditions causing long-term disability.

Source: Canadian Council on Integrated Healthcare

Note: EFAPs are one of the smallest areas of all employee benefits costs. EFAP costs are based on anticipated and actual utilization of the program and such usage varies by industry, by size of employer, and by program model.

EFAP Benefits Organizations

In review, most organizations with an effective EFAP program can experience the following benefits to their business⁶:

- More productive employees
- Less absence among employees
- Reduced overall health care claims costs
- Reduced disability claims costs
- Better job climate and organizational morale
- More engaged employees and supervisors
- Less inter-group conflicts and team problems
- Better preparedness for critical events
- Less turnover of employees
- Greater ability to attract new employees

User Satisfaction

For 2016 we (Homewood Health) we achieved an overall EFAP service satisfaction level of 85.3%. The most telling statistic is that 93% of clients said they would call our assistance program again.

Key Areas of Satisfaction and Scores:

-  I was satisfied with the way the counsellor seemed to understand my problem. 90.0%
-  I was satisfied with how easily I was able to reach the service. 92.3%
-  I am confident that the information in my file is kept confidential. 92.5%
-  I was satisfied with the way the counsellor listened to me. 91.3%
-  I would recommend it to a colleague who is going through a difficult time. 91.4%
-  I was satisfied with the way the counsellor explained the services to me. 90.6%
-  I would call the Assistance Program for myself again. 93.0%

Homewood EFAP Program:

Homewood Health has been a leader in workplace mental health assistance for 40 years and that success is built on a 140-year legacy of delivering mental health and addiction services at the Homewood Health Centre. That kind of history has given us the opportunity to develop a network of Canadian and international practice leaders and an organization capable of serving organizations with just a few employees to multinationals. We provide EFAP services to more than 6,000 organizations, covering nearly 2,000,000 Canadian employees.

SUMMARY OF SERVICES INCLUDED:

- **In-person, telephonic, e-Counselling, video Short-term Counselling for issues that include but are not limited to:** *Stress, Work Related Issues, Relationship Issues, Psychological Illness, Emotional Problems, Substance Abuse, Resiliency*
- **Access to Trauma Response / Crisis Management Services**
- **Life Smart—Lifestyle and Specialty Coaching Services**
 - Life Balance Solutions**
 - Childcare and Parenting Services*
 - New Parent Outreach Service*
 - Elder and Family Care Services*
 - Legal Advisory Services*
 - Financial Advisory Service*
 - Relationship Solutions*
 - Career Smart Coaching Services**
 - Career Planning*
 - Pre-Retirement Planning Service*
 - Shift Worker Support*
 - Health Smart Coaching Services**
 - Smoking Cessation Counselling*
 - Nutritional Counselling*
 - Jumpstart Your Wellness*
- **Online Services**
 - i-Volve, Online Cognitive Behavioural Therapy*
 - 20 e-Learning Courses*
 - BusyFamily Childcare Service Locator*
 - BusyFamily Eldercare Service Locator*
 - Health Risk Assessment (HRA)*
- **Online Resources**
 - Health and Wellness Library*
 - HR Resource Tool Kit*
 - Key Person Health Library*
 - Health-e Multimedia (Podcasts & Videos)*
- **Value-Added Online Features**
 - Website accessible on any device*
- **Employee & Manager Orientation**
- **Promotional Activities and Materials**
- **Key Person Training and Support**

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