

**59%** of employees experience **role overload**

**31%** of employees experience **work/family conflict**

**27%** of employees experience **job stress**

**25%** experience **mental, emotional, health issues**

# **Work-life imbalance is likely to cause 2-3 times more:**

**Injuries**

**Substance abuse**

**Conflicts**

**Mental health problems**

**Back pain**

**Infections**

**Heart problems**

**Certain cancers**

Leading disability insurers all report that “mental health diagnosis accounts for between one-third (1/3) to one-half (1/2) of STD and LTD claims combined.” Homewood Human Solutions leading clinical capabilities targets customer wellness dollars to mitigate these claim drivers and achieve return on investment (ROI).

We achieve this through a focus on psychological counselling, and by positively impacting the segment of employee populations who represent the greatest risk to employers in terms of lost productivity and increased insurance-related expenses. Specifically, core counselling represents 75% of our service delivery.

Other measures we take to assist our customers in achieving ROI include the following:

**Employee Health Risk Assessments**—To identify and review historical or lagging indicators of future health costs, one of the many tools we offer includes a fully integrated employee Health Risk Assessment offered as a component of your EFAP.

**Disability claims review**—We use claims information to identify cost drivers and benchmark this information against norms such as peer organizations and/or our combined pool of customers. We also take into consideration other factors, including whether the highest occurrences are regional or vocational.

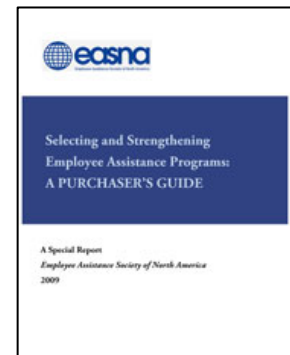
**Absenteeism benchmarking**—We work to review any internal measurements or tracking related to casual absence/sick time and benchmark this information against peer organizations and/or our combined pool of customers.

**User Experience Survey**— The goal of our anonymous questionnaire for employees is to help us in evaluating the counselling services they have received, specifically as it relates to outcomes in terms of: employee concentration, getting along with others, motivation, and quality of work.

**Presenteeism and job performance**—Presenteeism (described as workers who remain on the job but who are not as productive as usual due to illness, stress or any other type of distraction) is addressed through an integrated approach. We work to ensure employees are educated on the most common lifestyle factors and conditions that contribute to poor job performance.

## Return on Investment Industry Statistics

[The Employee Assistance Society of North America \(EASNA\)](#) completed a guide for EAP purchase with the backing of EASNA's Knowledge Transfer and Research Committee. This resource, *Selecting and Strengthening Employee Assistance Programs: A Purchaser's Guide*, indicates EAPs provide anywhere from a conservative 3:1 ROI up to a 6:1 ROI, with good EAP promotion.



[The International Foundation of Employee Benefit Plans](#) offers The Certified Employee Benefit Specialist (CEBS) program—a premier designation considered the standard of excellence in the industry. The CEBS program indicates a 6:1 ROI for EAP and wellness combined and 3:1 ROI for a stand alone EAP.

## Sample Return on Investment Calculator

The following calculator provides an estimated return on investment based on common organizational trends.

### ESTIMATED RETURN ON INVESTMENT

#### ASSUMPTIONS:

- 10% of workforce distressed <sup>1</sup>
- 37.5% productivity loss from distressed staff <sup>1</sup>
- 5% utilization rate <sup>1</sup>
- 90% success through EFAP counselling <sup>1</sup>

I: COST OF REDUCED PRODUCTIVITY WITHOUT EFAP		
<b>A</b>	Number of Employees in the plan	<b>2,000</b>
<b>B</b>	Number of troubled employees (assume 10% of employees are distressed) (A x .10)	<b>200</b>
<b>C</b>	Average annual wages and benefits paid per troubled employee	<b>\$35,000</b>
<b>D</b>	Wages to troubled employees (B x C)	<b>\$7,000,000</b>
<b>E</b>	<b>Cost of reduced productivity without EFAP</b> (assume 37.5% productivity loss) (D x .375)	<b>\$2,625,000</b>
II: COST OF REDUCED PRODUCTIVITY WITH EFAP		
<b>F</b>	Number of troubled employees contacting EFAP (A x .05)	<b>100</b>
<b>G</b>	Number of troubled employees who contact EFAP and achieve a successful counselling outcome (F x .90)	<b>90</b>
<b>H</b>	Number of employees who contact and don't reach goal as well as those who are assumed to be distressed and do not contact EFAP (B - G)	<b>110</b>
<b>I</b>	Cost of reduced productivity for employees listed in "H" (H x C x .375)	<b>\$1,443,750</b>
<b>J</b>	Cost of reduced productivity for employees in "G" (assumes that even those employees who are successful in EFAP require time to return to productivity) <sup>2</sup> (G x C x .375 x .167)	<b>\$197,269</b>
<b>K</b>	Cost of the EFAP	<b>\$79,200</b>
<b>L</b>	<b>Cost of reduced productivity with EFAP</b> (I + J + K)	<b>\$1,720,219</b>
III: COST SAVINGS WITH EFAP		
<b>M</b>	(E - L)	<b>\$904,781</b>
IV: RETURN ON INVESTMENT		
	(M ÷ K)	<b>11.42 : 1</b>

<sup>1</sup> Source: International Foundation, Education – Benefits – Compensation

<sup>2</sup> Two months is expressed in formula as .167 (i.e. 2 / 12 of a year)