

# CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 23 #1

## A Message from Matt

Focus on the long-term in the short-term. Be sure your short-term goals align with your long-term goals; focusing on one while neglecting the other impedes progress. If you want to save for retirement, set aside money now. If you want a joy-filled marriage in the future, become a better spouse today. If you want to be a better leader, practice what good leaders do in the present. Create actionable, short-term goals today that align with where you want to be tomorrow. And remember, putting profit before people rarely leads to long-term success.



MATT VISSER, CEO  
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*"I can't change the direction of the wind, but I can adjust my sails to always reach my destination."*  
-Jimmy Dean



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## EAP Consultations: A Positive Impact on Employee Work Outcomes

This report presents a profile of EAP use based on over 45,726 (77% USA, 23% other nations) users of counseling and other individual EAP services across a wide range of contexts. Some key results from data collected in 2020-2021:

- Work Presenteeism (physically present, unable to concentrate) was reduced from 56% of cases before use to 30% of cases at follow-up.
- Lost productive time monthly: 57.2 hours missed per employee reduced to 35.7 hours following EAP consultation. Across the board average productive time lost is 23.5 lost hours monthly.
- Work Absenteeism - monthly work hours missed (absenteeism) due to personal concerns were reduced from 6.8 hours per employee before EAP use to 2.9 hours missed at follow-up
- Work Engagement (eagerness/achievement focus); not being engaged in work was reduced from 31% of cases before use to 23% of cases at follow-up.
- Life Satisfaction (feeling that life overall was going very well). Not being satisfied with life overall was reduced from 37% of cases at before use to 16% of cases at follow-up.
- Lost Productive Time (LPT) per month was reduced from 64 hours at the start of EAP use to 39 hours at the follow-up. When starting counseling, the employee EAP user had more than twice the amount of productivity loss than the average full-time worker who was at 27 hours of LPT per month.
- The return on investment (ROI) for EAP services was estimated using WOS outcomes for a typical employer in the United States comparing 2019 data to 2020 data. Results for the year 2019 had an ROI of \$4.29:\$1. For the COVID-19 pandemic year 2020, the ROI was \$5.04:\$1. The business case is especially strong when considering the cost of the EAP benefit is about one percent of the total benefit budget!



<https://wellbeing.lifeworks.com/resources/wos/>

**Connections Inc. Employee Assistance Program's** mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

Connections Inc. Employee Assistance Program mission statement since 1988

# NOTEWORTHY

## HYBRID WORK HOURS AND LOCATIONS... ALWAYS POSITIVE??

In the 4th. Quarter, 2022 EAP Journal, Dr. Daniel Selling, states that hybrid work hours and locations create flexibility increasing employee satisfaction and productivity. He also acknowledges the downsides to working from home; employees might feel more alone and disconnected and they may struggle to draw clear lines between work and home life. Selling advises workplace leaders to maximize communication, connection, etc. Employees, says Selling, will demand more control and he suggests a four-day workweek to remain competitive.

A responding reader wisely notes that providing better benefits, pay or more support is well intended, but employees “don’t grow from what they are given. They grow from what they achieve, overcoming adversity, and working well together just like members of a successful sports team.” YES - Teaming with employees to serve customers profitably does provide key challenges and satisfaction for productive, highly engaged employees!

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**SUBSTANCE USE & ABUSE AT WORK - KEY CUES.** Work-related hazards that threaten chemical abuse recovery may include:

- Excessive demands, bullying, job insecurity, hazardous physical work conditions, and work-related injuries.
- Social rituals that increase substance use
- Physical availability of drugs or alcohol in the workplace
- Stigma and discrimination



**Examples of workplace recovery supports include:**

- Fair treatment and rewards, recognition, promotion opportunities, meaningful work
- Naming relevant skills and recognizing skilled achievement
- Social support from coworkers and supervisors
- Hospitable teamwork, low mobility during work hours, high task interdependence, direct contact with coworkers and the public
- Organizational support, recognizing employee’s valuable contributions

<https://www.ehstoday.com/health/article/21257016/niosh-address-workplace-substance-abuse-recovery-issues>

## Maynard's Corner

Your Connections EAP provides a very positive return on your investment. Only if it is used!

Employees need to know that it exists, it is confidential, they do not need permission to use it and it is paid for by the employer.



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We are happy to provide you with wallet cards, brochures and posters to help promote understanding and usage of the program.

Please contact our office and let us know how many you may need.

We are here to help!

**NEXT ISSUE:** Increase Engagement, Build Trust

# CONNECTIONS INC

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