

CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 24 #5

A Message from Matt

I recently attended a 3-day First Responder's Wellness Conference and was reminded of the significant trauma witnessed and experienced by the men and women serving our communities.

Connections EAP provides services to first responders, their spouse, and dependents, who are members of the Iowa or South Dakota



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Worker's Comp Associations. If you are unsure if your first responders are covered, please contact us at 800-779-6125 for more information. Help us spread the word and show your support for local first responders!

"All people have three characters, that which they exhibit, that which they are, and that which they think they are."
-Alphonse Karr



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EAP Data: Responding to the Challenge of Imposter EAPs

Longtime EAP research expert Dr. Mark Attridge recently updated his 2011 EAP 'value' research establishing the effectiveness of EAPs. This 'post-covid' update provides empirical evidence that full spectrum EAP services continue to be highly valued. This update led to the term "Imposter EAPs" for efforts claiming to support workplace mental health goals, but which only provide a limited part of the full spectrum of EAP services they are trying to replace. The primary focus of these upstarts commonly is 'digital-only' or almost 'digital only' EAPs.

The seven core services that define effective EAPs.

1. Confidential access to a licensed counselor for problem assessment and solution planning.
2. Consultation/training with workplace leadership staff and other organizational level support.
3. Critical incident preparedness and response for violence, trauma, death and natural disasters.
4. Integration of Work/Life Prevention and Wellness services.
5. High risk case finding & case management for ongoing mental health and alcohol/drug issues.
6. Disability leave, return to work, and stay at work coordination, for longer term situations.
7. Technology and web-enabled education, self-care and clinical support from EAP professionals.

Marketing claims made by Imposter EAPs with the percentage of survey respondents replying, 'Mostly False or Mixed ?'

- Better reporting (72%)
- More accessible 24/7 (72%)
- Less stigmatized access (75%)
- Better research (75%)
- Faster treatment start (77%)
- Better promotion (80%)
- Higher overall use rate (83%)
- More Cost Effective (89%)
- Higher use/clinical case rate (95%)
- Better treatment outcomes (97%)

In summary the data shows that offering digital tools alone is not enough and that services from human providers (delivered in-person or via technology) and services supporting the worksite are both highly important.

written by Andy Visser

Attridge (2024) EAP Evidence column #3 Marketing Myths final JAN23.pdf (umaryland.edu)

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

HIRING FORECAST

The U.S. reported one of the strongest fourth quarter hiring forecasts worldwide, while the global hiring outlook for the remainder of 2024 weakened compared to the same time last year. Data for this report was collected from 40,340 employers across 42 countries in July.

“The global labor market is holding steady as we move into the fourth quarter, with relatively low unemployment and layoff activity in many countries,” said Jonas Praising, ManpowerGroup chairman and CEO. “While the gradual quarter-over-quarter improvement shows employers are cautiously optimistic about hiring, the drop from a year ago suggests employers remain prudent in the midst of uncertainty.” The technology sector reported the strongest hiring intentions.

[US Employers Report Positive Hiring Outlooks for Q4 \(shrm.org\)](https://www.shrm.org)



Maynard's Corner

Recently I read an article that referred to the EAP as a “Spare Tire”. The author went on to say, “when you need it, you need it”.

We at Connections Inc. constantly promote the visibility of our program. If your company needs promotional materials, wallet cards or posters, please let us

know. So, when your team members need the “spare tire”; they know Connections EAP is here and how to reach us. After all, we are here to help! That’s what we do.



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IN BUILDING SELF-ESTEEM, THE LITTLE THINGS MEAN A LOT



Little by little, a Little Becomes a Lot— Tanzanian Proverb. Have you ever felt a sense of accomplishment from completing simple, small tasks such as cooking a pot of homemade soup or sending a belated thank-you note? Celebrating such small successes can boost morale and resilience, enabling you to tackle challenges more easily.

“If we create opportunities to feel proud, we get a burst of serotonin, which helps with depression,” Dr. Susan Lloyd-Merrick, a clinical psychologist with NorthShore Health, said of the “feel-good” hormone. “As a society, we look at big goals and say we will be happy when we get there. But it’s super important to break down that big goal into smaller victories and celebrate them. These are the building blocks to re-train our nervous system. When we don’t notice the good, negativity occurs,” said Merrick.

https://www.nwitimes.com/exclusive/get-healthy/in-building-self-esteem-the-little-things-mean-a-lot/article_88c3cb9a-60ab-11ef-9952-3f1870c4ba56.htm

NEXT ISSUE: Managers - Protect Your Sanity!

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