



Employee Assistance Program

January 1, 2020 – December 31, 2020

VITAL WorkLife Annual Engagement Summary

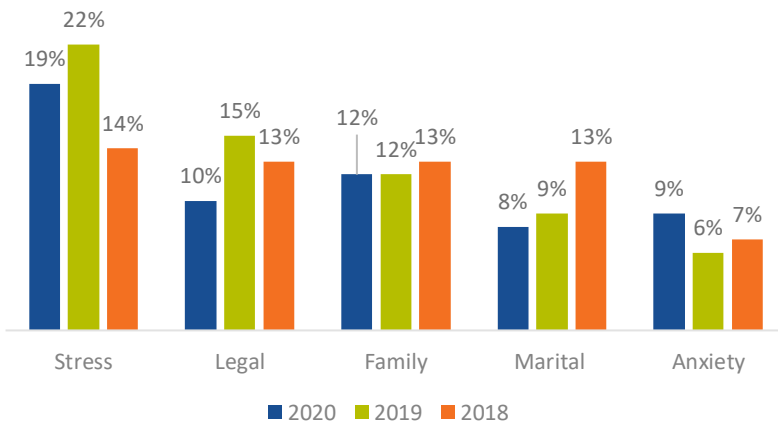
Our full-service Employee Assistance Program (EAP) offers a comprehensive array of valuable well being resources to assist your employees and their families with work and life challenges, and ensures they have easy access to the support and resources they need. With a nationwide network of over 62,000 highly qualified, master's and doctorate level consultants, we provide maximum accessibility to employees and their families.

VITAL WorkLife's 2020 National Engagement Trends

Overall case engagement across the VITAL WorkLife client base in 2020 was **4.35%**, a decrease from **5.21%** in 2019. Engagement was significantly down in the spring during the first wave of the COVID-19 pandemic.

Our Solution Delivery team and other industry leading behavioral health experts attributed the “slow down” to people attending to their lower-level physiological and safety needs, per [Maslow's Hierarchy of Needs](#).

As people were able to secure their basic physiological and safety needs and address their mental and behavioral health, we began to see a spike in case activity.



The pandemic caused a rapid shift to phone and/or video sessions, i.e., telehealth. Employees utilized telehealth with consultants located in the state in which they lived and found this option allowed for more convenience in scheduling and improved counselor choice. Both options for in-person and virtual counseling are available today dependent on region and counselor comfort level.

The top five reasons for contacting VITAL WorkLife have stayed the same since 2018, with an increase in anxiety related concerns

in 2020. This is not surprising, given the events of 2020 which added unprecedented levels of stress and anxiety on employees and their families.

When asked “If the EAP service had not been available, what would you have done?” We learned:

- 39% of respondents would have consulted with their primary care physician/mental health provider or a life coach. **Result: Your EAP mitigates behavioral health claims for your organization.**
- 17% of respondents would have done nothing. **Result: Your EAP provides necessary support to help struggling individuals be present and productive at work.**

Consultations with managers, supervisors and leadership continued to make up approximately **1%** of all VITAL WorkLife cases.

Our consultants can be a lifeline for your managers and leaders. They are a trusted sounding board and can assist in generating ideas and discussing best practices in dealing with difficult workplace situations.

Reasons Managers, Supervisors and Leaders contact VITAL WorkLife:

- Dealing with difficult employee situations
- Dealing with employee mental health concerns
- Support options for leaders struggling with COVID-19 stressors and anxiety
- Discuss workplace conflict concerns
- Assistance with Performance Based Referral process
- Return to work planning
- How to lead through constant change

Best Practices for Encouraging Program Engagement

- Try out the resources yourself and speak with employees about your own experience using the EAP. A positive testimonial from leaders can be a powerful tool to help employees feel comfortable talking about mental health and accessing their resources.
- Speak about program resources in regular meetings and ask employees to download the VITAL WorkLife App during the meeting.
- Transform your intranet site to include program highlights, case impact stories and links to VITAL WorkLife materials.
- Provide a message of support and education about the program during employee orientation meetings—a critical time for new hires to be set up for success.
- Meet with your VITAL WorkLife account team to discuss your 2021 communication plans. Include representation from your communications department or person responsible for bringing your program to life to ensure success.
- Share engagement data with internal key stakeholders to discuss findings and drive new strategies/tactics.



Monthly Articles Coming Soon

- Return of the popular **“How to Use Your EAP”** to help employees and their families understand their resources.
- New articles on working remotely, parenting and family relationships during the pandemic.
- **Mental health** topics including **stress**, **anxiety** and **depression** which continue to be relevant and important topics to cover to support employees and their families.

To view the full 2021 content calendar, visit your [Resource Site](#).

What Our Clients are Saying About Us

“VITAL WorkLife truly changed how I was feeling about myself and my career by listening and pointing me in the right direction with their guidance.”

- VITAL WorkLife client

“I continue to share with others how impressive VITAL WorkLife is as an EAP. After 20+ years in human resources and being a Certified Coach, I have had history with EAP’s, and this is by far the best!”

- Director of Human Resources for a large senior living community

With over 35 years of experience focusing on employee well being, VITAL WorkLife continues to evolve and innovate as your partner to ensure your employees and their family members have the support and resources, they need to overcome even the most challenging times. Thank you for your trust and confidence in us.