

The State of Minnesota's Employee Assistance Program (EAP)

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Background

- Employee Assistance Programs (EAPs) are employer-sponsored programs that alleviate personal and workplace issues due to mental health, substance abuse, personal problems, and stress.
- Minnesota's EAP for state employees was established by statute in 1978
- Empathia has been the state's vendor for EAP services since 2010

Overview

- **Entire workforce** – offered to all employees, including managers and supervisors
- **Includes family** – also for dependents and other household members
- **Free** – there is no out-of-pocket cost for EAP services
- **Voluntary** – use is at the discretion of the individual
- **Confidential** – within the limits of the law

Services

- Like other EAPs, the state's LifeMatters program provides:
 - pre-diagnostic assessment
 - counseling
 - Unlimited telephonic access – 24 hours a day, 7 days a week
 - 5 in-person sessions with a local counselor at no additional out-of-pocket cost
 - crisis intervention
 - referral services for all types of personal and work related concerns, including, but not limited to mental health (depression, grief, stress, marital and family issues, emotional wellbeing), substance abuse, parenting, legal, financial, and more.
- All available through mylifematters.com or phone number 651-259-3840

Utilization

Members served

Average number of clients served: **2,274 per year***

Average annual utilization: **4.2%** of state employees

**Average does not include web utilization, health fair attendance, training attendance, or trauma response participation*

Demographics

Employee: **87%**

Spouse/dependent: **13%**

Male: **27%**

Female: **73%**

Outcomes

- LifeMatters offers a survey to measure the impact of the intervention at the time of intake and again at the time of case closure (a minimum of 30 days post-intake)
- Results from 445 State of Minnesota members (Sep. 2010-Dec. 2017):
 - 54% decrease in Absenteeism
 - 69% increase in Presenteeism
 - 13% increase in Work Engagement
 - 33% increase in Life Satisfaction
 - 16% decrease in Workplace Distress