

**EMPLOYERS LOSE AN  
AVERAGE OF MORE THAN  
7 WEEKS OF PRODUCTIVITY  
PER EMPLOYEE PER YEAR.**



**ESI Employee Assistance Programs deliver more services to improve employee performance and reduce lost productivity than any other EAP.**

**Each year, employee personal problems, poor health habits and lack of engagement combine to drain over 7 weeks of employee productivity.**

Employee personal problems drive over 3 weeks of lost productivity each year.

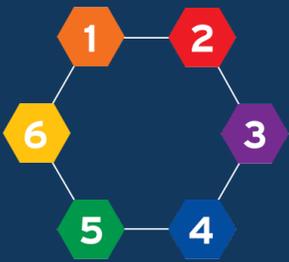


Poor health habits (smoking, lack of exercise, and obesity) add more cost.



Low employee engagement accounts for an additional 4 weeks of lost productivity.





# THERE ARE 6 GOOD REASONS WHY EMPLOYERS CHOOSE ESI OVER OTHER EAPs

REASON

1

## BETTER RESULTS START WITH BETTER CLINICAL COUNSELING SERVICES

Every employee call is answered directly by a counselor with years of clinical experience. At free EAPs and most traditional EAPs, telephone operators field the calls. That saves money, but it also diminishes care.

At ESI, Masters and PhD level clinical counselors triage each case and provide immediate assistance.

If a referral is needed, we have a provider network with over 40,000 counselors. The counselor manages each case until it is successfully resolved. This focus on quality care results in more than 98% of Members reporting satisfaction with the assistance they received.

Our helpline is staffed by Masters and PhD level clinical counselors



REASON

2

## MORE SOLUTIONS DRIVE BETTER RESULTS

*ESI delivers more to help employees resolve their individual issues. We offer the largest employee assistance self-help resource center with over 25,000 webinars, expert articles, tools, tutorials, trainings, and video resources.*

Employees can call to reach a specialist who gathers and sends the information or they can log on directly 24/7.

### Sampling of issues addressed with thousands of resources:

- Parenting and Family Issues
- Elder and Child Care Resource Locators
- Adoption and Special Needs
- Health and Wellness Resources
- 700+ Health Videos
- Cancer, Diabetes and Other Illnesses
- Health Assessments
- Personal Finance and Education
- Financial Assessments and Tutorials
- Debt and Debt Restructuring
- 150+ Financial Calculators
- Wills, Forms and Legal Templates
- Home Ownership and Mortgages
- Taxes and the IRS
- Legal Information
- Consumer Rights and Resources
- Pet Resources
- Lifestyle Benefits and Discounts
- 100+ Personal Improvement Webinars
- Emotional Wellbeing and Resilience
- Articles and Videos on Personal Problems
- Stress, Grief, Depression and Trauma
- Mental and Behavioral Health Issues
- Domestic and Workplace Violence Resource Center
- Alcohol, Drugs and Substance Abuse

### Plus, EAP Programs Tailored for Your Employees

In addition to our TotalCare EAP, we offer tailored EAPs with specific benefits and resources to meet the special needs of public safety, healthcare, education and union employees.



REASON

3

## ESI REDEFINES WHAT AN EAP SHOULD BE

*We are the only EAP that has expanded benefits to include an entire Employee Development Program.*

### ESI COACHING PROGRAMS

- Personal Finances
- Budgeting
- Balancing Life at Work and at Home
- Resilience
- Effective Communication
- Home Purchasing
- Student Debt
- Yoga and Relaxation for Beginners
- Workplace Conflict
- Debt Restructuring
- Basic Supervisory Skills
- Retirement Planning
- Fitness
- Nutrition
- Weight Loss
- Stress
- Tobacco Cessation
- Drugs and Alcohol

Gallup's "State of the American Workplace" reports that employers lose an average of 4 weeks of productivity per employee per year due to low employee engagement. In addition, poor employee health habits account for over \$3,000 in lost time and direct health costs each year.

The Peak Performance Employee Development Program bolsters productivity and engagement by helping your employees improve their personal and professional lives.

It includes 18 coaching programs, 300+ online trainings and hundreds of online resources. Coaching programs include opportunities to improve supervisory and business skills, personal finance and financial coaching, along with an entire suite of wellness coaching tracks.

**We are the only EAP that has expanded benefits to include an entire Employee Development Program at no additional charge.**



REASON

4

## EVERY EMPLOYER NEEDS AN AFFORDABLE EMPLOYEE ENGAGEMENT OPTION

### SAMPLE SKILLSOFT EMPLOYEE ENGAGEMENT TRAININGS

- Personal Development
- Business Skills Development
- Recruiting and Interviewing
- Workplace Diversity
- Civility in the Workplace
- Employee Engagement
- Emotional Intelligence
- Leveraging Leadership Techniques
- Leveraging Key Management Techniques
- Managing a Multigenerational Workforce
- Time Management
- Thinking Strategically
- Women in Leadership
- Improving Work Life Balance

*More than 70% of US employees are not fully engaged at work. This has a negative impact on productivity, satisfaction and retention.*

### **ESI's Optional Employee Engagement Program improves engagement and helps reduce turnover.**

Organizations that offer managers the opportunity to improve engagement skills and provide employees the opportunity to grow personally and professionally have higher levels of employee engagement.

#### **The program includes:**

- ✓ An online Knowledge Center with 220 personal and professional trainings from Skillsoft, the world leader in employee development training.
- ✓ Our Management Best Practice Learning Center with trainings, tutorials, tools and whitepapers to help managers improve interviewing, hiring, onboarding and engagement skills.
- ✓ An Engagement Consultant who assists each client with a tailored development plan.



# REASON 5

## ESI DELIVERS MORE HELP FOR HR MANAGERS



### **SPHR Consultants:**

ESI is the only EAP to offer a team of Certified Senior Professionals in Human Resources (SPHR) and senior clinical counselors to assist your managers with individual personnel issues.

### **HR Resource Center:**

ESI offers a robust HR and Supervisor Resource Center with resources for FMLA, Drug-Free Workplace, DOT Testing, Sexual Harassment, the Affordable Care Act, Workplace & Domestic Violence Resources and Training.

### **Administrative Referral Program:**

Our Administrative Referral Program is a formal process to address employee policy violations and unacceptable job performance. This process is geared to work with HR in conjunction with a progressive discipline process. Over 65% of referred employees have been restored to productivity through this program.

### **Trauma Response Service:**

If your organization experiences a serious traumatic event, a trained response team is available. We provide on-site intervention by a senior counselor with special expertise in dealing with traumatic events.

### **Background Search:**

Sometimes the best management assistance we can provide is to help employers identify inappropriate employees before they are hired. Screening is conducted by an ESI partner company that offers clients superior screening results at a preferred rate.

REASON

6

## ESI delivers better results for employees and employers than any other EAP

*Every ESI Employee Assistance staff member is committed to providing the best service, the most effective benefits and the best results.*

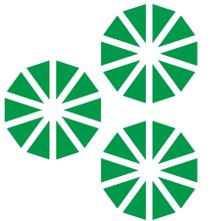
### The numbers tell the story.

- A better counseling model leads to over 98% employee satisfaction.
- Employees utilize ESI services over 300% more than traditional EAPs.
- Over 98% of ESI client employers report satisfaction and willingness to recommend ESI to other employers.
- ESI is the only EAP providing 25,000+ employee self-help resources.
- Only ESI includes an entire Employee Development Program with 18 coaching options and 300+ trainings.
- ESI offers dozens of resources for HR Executives to improve employee performance.
- ESI is the only EAP with an optional Employee Engagement Program to dramatically improve overall engagement and performance.



98%+

Employee Satisfaction



300%

Better Employee Utilization



98%+

Employer Satisfaction



TotalCare EAP  
Public Safety EAP  
Educators' EAP  
Higher Ed EAP  
HealthCare EAP  
Union AP

**For More Information:**

1-800-535-4841 | [www.theEAP.com](http://www.theEAP.com)