



City of Knoxville

CONSULTATIVE ANALYTICS

2020 EAP Utilization 01/01/2020 - 12/31/2020



On behalf of eni, I would like to sincerely thank you for your continued business. It is essential in today's business world to develop partnerships built on trust and commitment to joint success. At eni, we strive to provide "Wow" customer service each and every time our employees interact with one of yours. We understand the importance of employee retention and satisfaction, and we work diligently to provide your employees with the best possible service so they can achieve a successful work/life balance, allowing them to be more productive and better connected to your organization. The following report will showcase the importance of the benefit you provide your employees to ensure their continued success. Please let us know if you have any questions.

Thank you again for your business. It is truly our pleasure to serve you and your employee base.

Sincerely,

Gene Daymond

CEO/Founder at eni



Our Difference

eni's service offerings go beyond traditional support services and offer your employees a truly holistic approach to wellbeing. The power of eni is generated from the seamless integration between benefits that creates a synergy that delivers a total wellbeing solution.



Table Of Contents

SIGNATURE SERVICES	4
HISTORICAL SUMMARY	5
SERVICE OVERVIEW	6
EAP COUNSELING	7
WORK/LIFE SERVICES	11
SPECIAL ADDENDUM	12
RETURN ON INVESTMENT	13
HEALTH ADVOCACY	14
ENHANCED WELLNESS	15

Signature Services



Balance*Benefits* is the industry's only complete benefit integration solution driven by life events. This service was designed to better connect employees to their benefits and increase overall employee satisfaction and retention. This unique service maximizes benefit ROI by providing one source for all benefit needs and includes a 24/7 customer care center, web portal, and innovative mobile app.



The NexGen Employee Assistance Program goes beyond traditional EAP services and offers your employees a truly holistic approach to wellbeing.

ENROLLED



Direct*Access* is our tips/whistleblower hotline. This service allows employees to anonymously communicate fraudulent or other inappropriate activity without fear of retaliation.



Balance*Health* is our enhanced Corporate Wellness Program designed to help your employees effectively take control of their health.



Balance*Care* is our total Health Advocacy service designed to help your employees navigate the complexities of healthcare and their personal benefit plan.

Historical Summary

Promotions and Additional Services eni has Provided or Proposed:

Newsletter Delivered:	Monthly
Posters:	PDF - bi-annually
Quarterly Promotions:	Included
Misc Promotions & Flyers:	- 3/31/20 - NexGen Overview Flyer - PDF - 3/31/20 - Wellness Coaching & Resources Flyer - PDF

Service Overview

EAP Counseling

	Time-frame	Employee Count	# of Sessions
Current	01/01/2020 - 12/31/2020	1,757	468
Previous	01/01/2019 - 12/31/2019	1,771	693

Work/Life Services

	Time-frame	Employee Count	# of Services*
Current	01/01/2020 - 12/31/2020	1,757	17
Previous	01/01/2019 - 12/31/2019	1,771	24

*Services: Services are inclusive of any customer-requested, employee-requested, or dependent-requested information or support delivered by eni. This includes Virtual Concierge requests, Legal Consultations and Financial Consultations.

EAP Counseling

Reporting by Subgroup

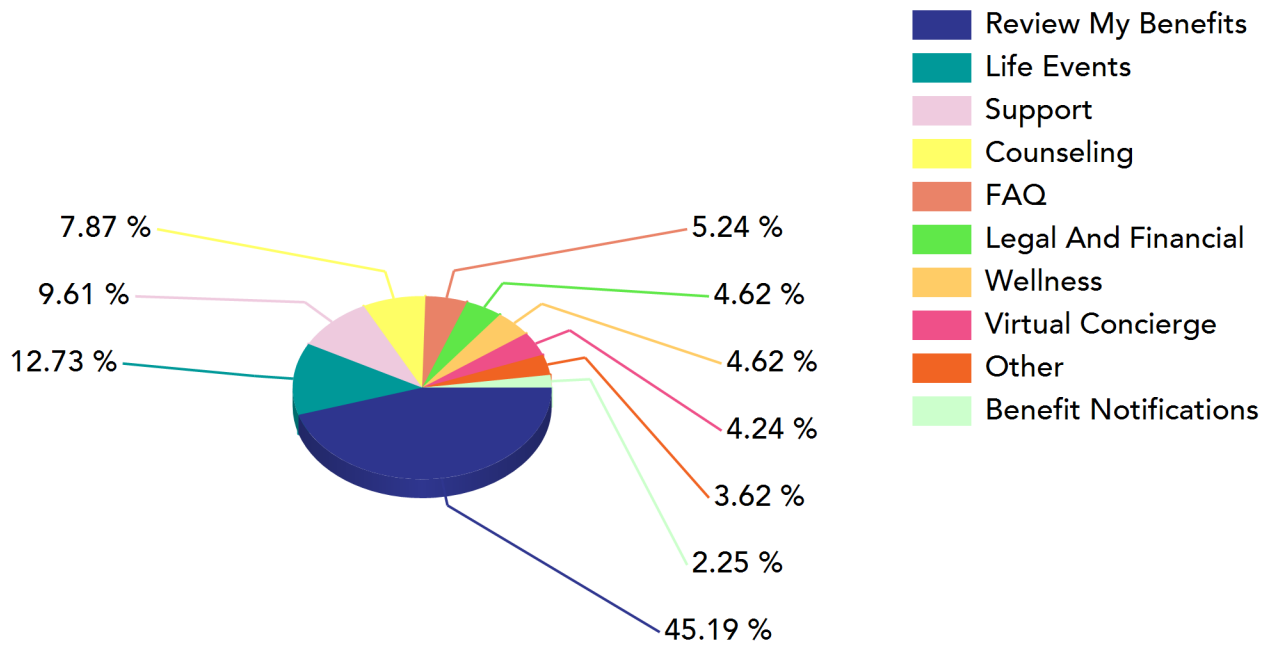
Group Name	# of sessions	% of Use by Group
City of Knoxville	420	89.74
Fire	22	4.70
General Government	5	1.07
KAT	2	0.43
On COBRA	0	0.00
Police	9	1.92
Public Service	10	2.14

EAP Counseling

Total Number of Service Contacts: 2,455

- Intakes
- Counseling Sessions
- Case Management
- Virtual Concierge Requests
- Legal Referrals
- Financial Referrals
- Health Advocacy
- Wellness Requests

Website Use:



EAP Counseling

Types of Counseling Service

Mandated Referral(s)	2
CISD(s)	0
CISD Hours	0.00

Counseling Mode	# of sessions
Face-to-Face Counseling	378
Phone Counseling	52
Video Counseling	38

Counseling or Service Type	# of sessions
Individual Counseling	364
Couples Counseling	89
Family Counseling	10
Mandate - Face to Face	5

Problem Categories	# of sessions
Stress / Anxiety	237
Marital/Partnership	103
Trauma/Grief	49
Depression/Sadness	30
Suicidal Ideation	20
Impulse Control	15
Loss / Bereavement	14

According to a recent study of over 1,300 CFOs, conducted by Robert Half Recruitment Agency, supervisors spend 17% of their time (nearly one full day per week) overseeing poorly performing employees. They also indicated that those poorly performing employees had a negative impact on the morale of their workforce 95% of the time. The EAP Mandatory Referral process provides an organization with effective, impactful, and legal ways to improve productivity and ROI.

Robert Half. (2012, November 8). Survey: Managers Spend Nearly One Day a Week Managing Poor Performers.

EAP Counseling

Person Initiating Counseling

Employees	# of sessions
68.38%	320

Family Members	# of sessions
31.62%	148

Work/Life Services

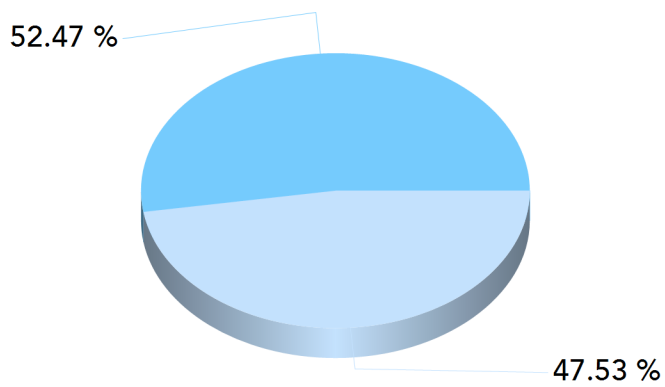
Work Life	Total Requests
Financial Consultation(s)	2
Legal Consultation(s)	10
Total	12

Virtual Concierge	Total Requests
Child-Care/ Parenting	3
Elder-Care	1
Other	1
Total	5

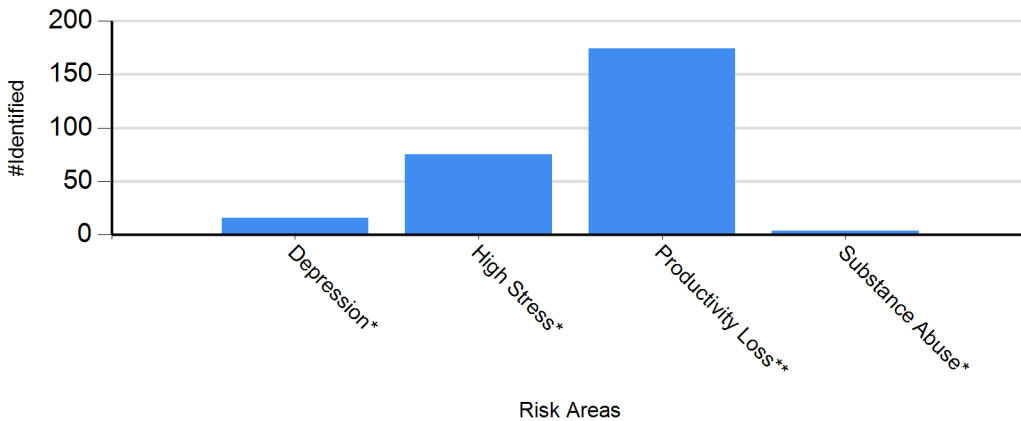
Special Addendum

Employee Health Clinic vs Network Provider

- Employee Health Clinic
- Network Provider



Return on Investment



Risk Areas	Employer Cost Avoidance	# Identified	Cost Avoidance
Depression*	\$9,364	16	\$149,824
High Stress*	\$4,529	75	\$339,675
Productivity Loss**	\$2,688	174	\$467,712
Substance Abuse*	\$5,276	4	\$21,104
Total Cost Avoidance			\$978,315

*SHRM Foundation Effective Practice Guidelines Series. Promoting Employee Well-Being
 **Attridge, Mark. The Business Value of Employee Assistance: A Review of the Art and Science of RO

This data reflects the most common reasons for accessing EAP counseling cited by members during the clinical intake process, together with your organization's approximate cost savings based on these critical risk factors. Members with these issues tend to be less productive, have higher absenteeism, and more on-the-job accidents, resulting in higher costs and liability for your company.

A 2014 study from EASNA found that after 30 days of EAP use, work absenteeism hours caused by personal issues dropped by 43.6%. In addition, the level of presenteeism decreased by 25.3%, with employees reporting that EAP use helped to keep their personal problems from interfering with their ability to concentrate at work.

Sharar, D., & Lennox, R. (2014). The Workplace Effects of EAP Services: "Pooled" Results from 20 Different EAPs with Before and After WOS 5-item Data. EASNA Research Notes, Vol. 4, No. 1

Health Advocacy

Health Advocacy Requests Completed: 17

Request Type	Request Count
Other	7
Benefit Education	5
Provider Research	4
Medicare	1

Enhanced Wellness

Wellness Requests Completed: 3

Reason For Contact	Request Count
Resource Gathering	2
Health Coaching	1

Wellness Resources Sent: 1

Coaching Sessions Initiated: 7