

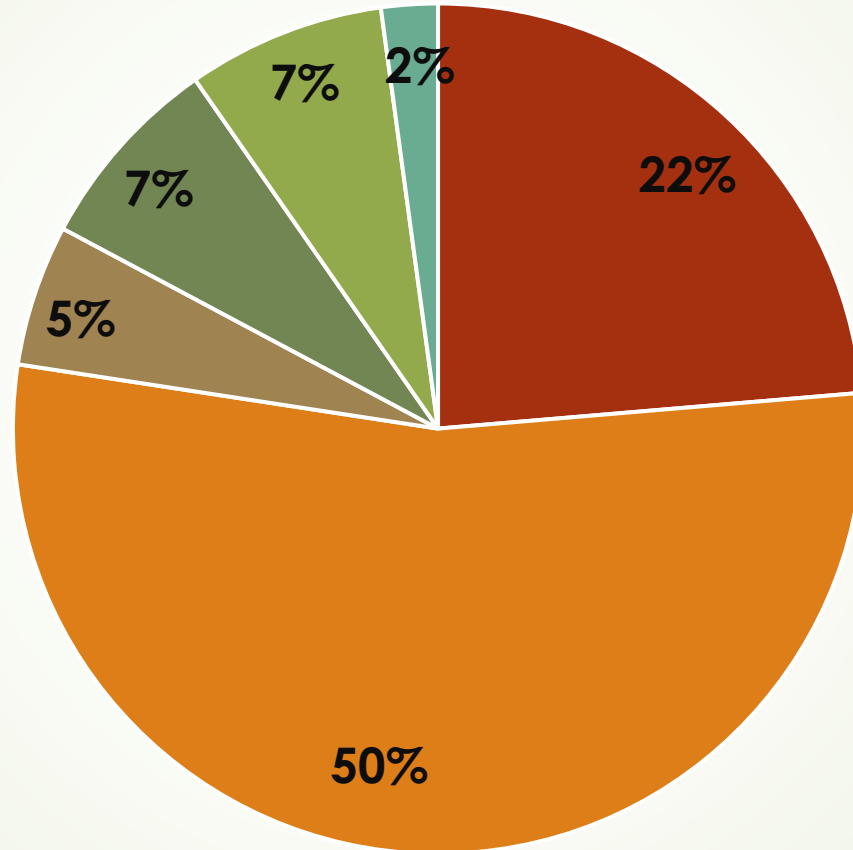


Employee Assistance  
Services  
FY19-20 Annual Report

Making Life Work...Better

**EAO and LifeMatters®**

# Employees Served by EAO



■ University Staff

■ Academic Staff

■ Limited Staff

■ Faculty

■ Graduate Student

■ Post Doc



# Top Concerns for Academic Staff

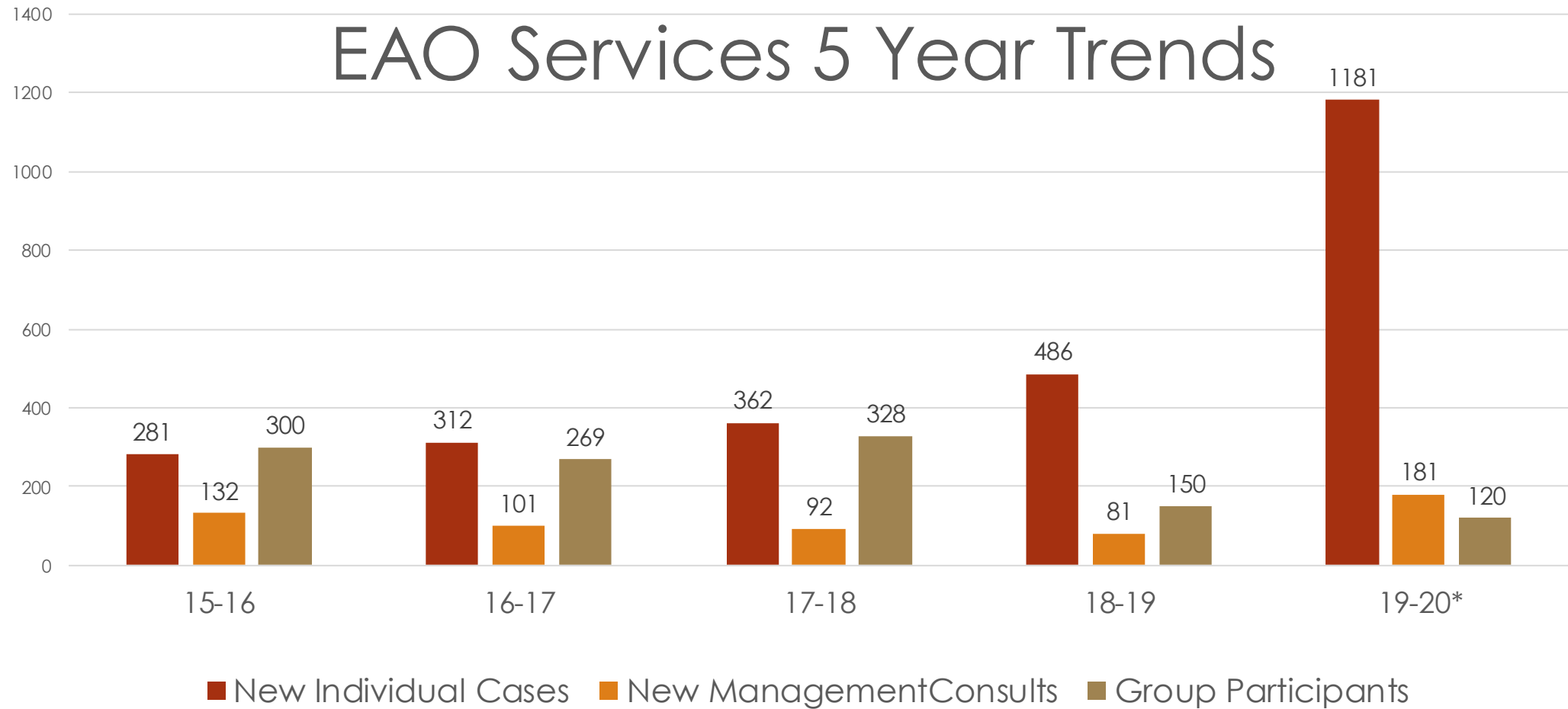
## Personal

- Mental Health/Anxiety/ Depression
- Partner Relationship
- Stress
- Grief
- Family/Parenting

## Workplace

- Management Consultation
- Career/Occupational
- Employee to Supervisor Conflict
- Employee to Employee Conflict

# EAO Services 5 Year Trends





# LifeMatters Services

- Counseling/consultation by phone without an appointment
- In-person counseling
- Connect with a counselor by phone or text 24/7
- Counselor diversity
- Language services
- State and nationwide coverage
- Legal services
- Unlimited financial consultation
- Convenience services
- Website assessments, articles, webinars
- Confidential, voluntary, free



# Does EA **Counseling** make a difference?

- Absenteeism: 16% improvement
- Presenteeism: 7% improvement
- Work Engagement: 5% improvement
- Life Satisfaction: 4% improvement
- Workplace Distress: 9% improvement



Highlights  
from  
FY19/20

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Susan Fuszard retired

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Hired Hailey Krueger

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Revised newsletter

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Created and delivered three session  
group for self care

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Doubled Employee Assistance Services  
utilization



Thank You

- ▶ Employee Assistance Services
- ▶ 608-263-2987
- ▶ [eao@mailplus.wisc.edu](mailto:eao@mailplus.wisc.edu)
- ▶ [www.eao.wisc.edu](http://www.eao.wisc.edu)