

Employee Assistance Services

FY 18-19 Annual Report

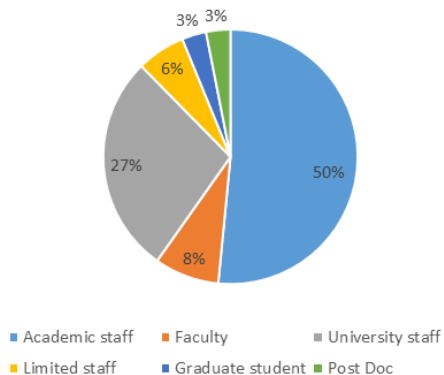


Employee Assistance Office
UNIVERSITY OF WISCONSIN-MADISON

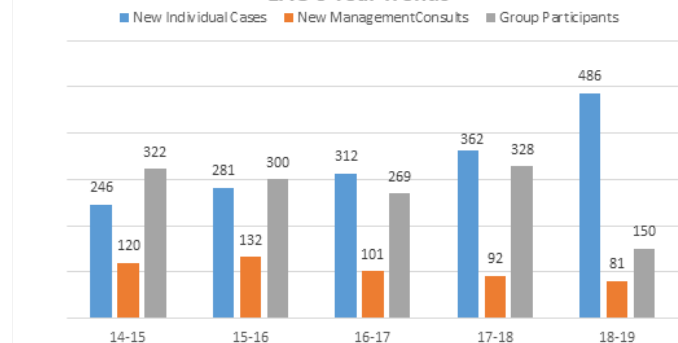
MAKING LIFE WORK...BETTER



Who Is Using EAO?



EAO 5 Year Trends



Top **Personal** Concerns for Academic Staff

Anxiety
Partner/Relationship
Stress
Depression
Grief

Top **Workplace** Concerns for Academic Staff

Management Consultation
Employee /Supervisor Conflict
Performance
Employee/Employee Conflict
Career/Occupational

Does EA **Counseling** Make A Difference?

- Absenteeism: 44% decrease
- Presenteeism: 4% decrease
- Work Engagement: no change
- Life Satisfaction: 3% increase
- Workplace Distress: 8% decrease

EA Education and Training

- Recognize, Respond, Refer Suicide Prevention
- EAO Expansion Orientation
- Emotional Agility
- Opportunity of Conflict
- Positive Work Environment
- Managing Conversations

Employee Assistance Services

MAKING LIFE WORK...BETTER



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UNIVERSITY OF WISCONSIN-MADISON

LifeMatters®



- 608-263-2987, Mon.-Fri. during business hours
- www.eao.wisc.edu
- Licensed, certified counselors
- Coaching for supervisory staff
- Counseling appointments at Lowell Center
- Crisis response
- Group facilitation
- Customized training
- Referral to campus and community resources
- Cultural Linguistic Services (CLS) available

- 800-634-6433 or text "hello" to 61295(24/7)
- www.mylifematters.com Bucky1, Bucky2
- Licensed, certified counselors state/nationwide
- Immediate access to a counselor by phone 24/7
- Counseling for individuals, couples in 3-5 days
- Financial, legal, convenience services
- Training and brown bag seminars
- Crisis response 24/7
- Referral to campus and community resources
- Counselor diversity, language line

How Does It Work?

Employee Assistance services are free, voluntary and confidential. UW-Madison employees and family members are eligible for both programs; graduate students may access EAO and UHS for services. Employee Assistance professionals are equipped to handle personal and/or work-related issues. EAO served over 3,000 employees and family members last year. LifeMatters' utilization is growing since joining us on June 1, 2019.

To refer someone to EAO, please call or email our office

Phone: 608-263-2987 Email: eao@mailplus.wisc.edu

Location: Lowell Hall, 610 Langdon St. Room 226

To connect with a counselor for immediate assistance, call LifeMatters: 800-634-6433

Counseling benefit at EAO or LifeMatters: 1-5 per issue, per year

Management consultation by phone or in person is unlimited

We offer consultation for minor concerns to crisis situations, and everything in between. Child or elder care, travel planning, home maintenance, apartment locator, self-searches and more.

Benefits to you: no co-pay, easy access, convenient, available day or night. Financial or legal consultation, robust LifeMatters website with assessments, simple will kit, webinars and more.

LifeMatters' network of counselors have diverse experience and skill sets.