



CASE STUDY

HIGHER EDUCATION

## A Case Study in EAP Engagement & Real Results

### CHALLENGES

- Save money through the retention of employees
- Create a sense of feeling valued and engage employees
- Increase EAP utilization

### INVESTMENT

- eni's NexGen EAP
- Online resources & tools
- 1-on-1 coaching

### IMPACT

eni's program successfully addressed the following concerns of the college within the first few years of implementing our program.

- 20% increase in overall onsite EAP utilization
- 32% decrease in health insurance/claim costs

#### About the Client

A private, mid-sized, nationally ranked liberal arts college with more than 100 degree programs.



24%

Decrease in avg. duration of treatment for outpatient mental health services

+100%

Increase in Community EAP utilization

6%

Change in total health from high-moderate risk to low

### Mission Accomplished

eni listened to and heard the needs of our client. Each industry is different in the focuses and needs of their people. We were able to deliver NexGen EAP, an employee assistance program that exceeded their expectations. As a result of delivering this program, our client experienced measurable outcomes as well as intangible Returns on Investment including decreases in absenteeism, increases in employee engagement and retention, employee satisfaction with their employer, and behavioral health impacts that have a positive impact on individuals.

eni knows how important culture is to this client, and we participate in their community events so they can not only talk to their health coach, but meet them face-to-face to personalize the experience. Integrating their program with eni's NexGen EAP resulted in a mission accomplished for our client, a satisfied and valued customer since 2003.