

CASE STUDY: ENHANCING EAP ENGAGEMENT IN HIGHER EDUCATION



Our client is a private, mid-sized, nationally ranked liberal arts college with more than 100 degree programs. Since 2003, **eni** has partnered with the college to provide a comprehensive Employee Assistance Program (EAP) to support the well-being of its staff.

CHALLENGES

The college faced several challenges that needed to be addressed to improve employee engagement and well-being:

- **Employee Retention:** The college aimed to save money by retaining employees and reducing turnover.
- **Employee Engagement:** There was a need to create a sense of feeling valued and engaged among employees.
- **EAP Utilization:** Increasing the utilization of the EAP was a priority to ensure employees were accessing the support they needed.

These challenges highlighted the need for a more effective EAP to support the college's staff.

RESULTS

The implementation of **NexGen EAP** led to significant positive outcomes for the college and its employees:



SOLUTIONS

- **Online Resources and Tools:** Easy access to a variety of online resources to support mental and emotional well-being.
- **1-on-1 Coaching:** Personalized coaching to help employees manage stress, improve work-life balance, and achieve personal goals.
- **Community Integration:** Participation in community events allowed employees to meet their health coaches face-to-face, personalizing their experience.
- **Holistic Support:** Comprehensive services addressing personal, professional, and emotional challenges, leading to improved overall well-being and job performance.
- **Proactive Health Advocacy:** Personalized assistance for navigating health plans and managing healthcare claims, easing the burden on employees and improving their healthcare experience.
- **Continuous Support:** Ongoing communication and regular follow-ups to maintain high engagement and satisfaction among employees.

CONCLUSION

Through the tailored and comprehensive services provided by **eni's NexGen EAP**, the college successfully addressed the critical challenges faced by their staff. The program's holistic approach and community integration have significantly improved employee well-being, engagement, and overall satisfaction. This partnership highlights the importance of robust support systems in enhancing employee performance and maintaining a healthy, motivated workforce.



Pre-paid Behavioral Health Counseling & Coaching Sessions

Personalized, barrier-free access to mental health and life services through technology, supporting employees through every stage of life with professional care. Options for 3, 5, and 8 Sessions (per issue) are available.



Bree Health Virtual Coaching Platform & AI Solution Path Recommendations

- Seamlessly connects members with professional support through an intuitive digital interface.
- Advanced AI algorithms that create tailored wellness journeys for employees, optimizing their health and well-being.



Full-Service Health Advocacy

Offers expert guidance through healthcare complexities, including claims, appeals, billing, prescriptions, and provider research, ensuring a stress-free and informed healthcare journey.



Personalized Wellness Services

Easily submit a wellness request and effortlessly book a session with a Wellness Coach, providing members with a personalized suite of tools and resources. This service is crafted to assist members in achieving their specific health and wellness objectives, ranging from nutrition to comprehensive well-being.



E-Learning Courses

Through our partnership with Mineral, NexGen EAP offers members access to over 300 e-learning courses available in both English and Spanish, catering to a wide range of educational and developmental needs.



Virtual Concierge Services

Designed to lighten the load for your employees, offering them personalized assistance with everything from travel planning to finding reliable elder and child care. It's a convenient, versatile tool that ensures your team can find help with life's tasks, making it easier for them to stay focused and productive at work.



Legal & Financial Consultations

Provides employees with confidential consultations with experienced professionals for guidance on a broad range of legal and financial issues, from debt management to legal rights; empowering them to tackle life's challenges with well-informed confidence and peace of mind.



Employee Discounts

Through our partnership with Working Advantage, NexGen EAP's Employee Discounts service provides exclusive savings on entertainment, travel, wellness, and retail products and services, enriching employees' lives with valuable perks.



Mindfulness Training

Offers employees an extensive suite of tools and resources, including meditation services, designed to foster mental resilience and emotional management. Accessible via engaging online masterclasses and a rich content library, this program supports personal growth and stress reduction, enhancing overall well-being.



Dedicated Care Team

The Dedicated Care Team is comprised of Life Services Navigators, who specialize in helping users navigate the EAP and make personalized recommendations, and Health Advocates, who assist in transitioning individuals to the appropriate care providers, ensuring a seamless and personalized support experience.

