



ANNUAL REPORT

2024 EAP Summary &
Mental Health Benefit Trends

PART 1

Executive Summary

THE FUTURE OF EAP IS HERE

Mental health at work is no longer a backburner issue—it is a top priority. Employees expect easy and convenient access to mental health resources, and businesses cannot afford to overlook this need. With nearly [1 in 5 U.S. workers](#) rating their mental health as fair or poor, the impact on businesses is significant. Employees struggling with mental health challenges report **four times more unplanned absences** than their peers, resulting in **\$47.6 billion** in lost productivity annually.

Generational shifts are making this an even more pressing issue. [Forty-eight percent of Gen Z and 47% of Millennials](#) say that workplace mental health support is extremely important to them. In fact, **92% of employees** across all demographics believe it is very or somewhat important to work for an organization that prioritizes mental health. AllOne Health's EAP utilization findings shed light on the kind of mental health resources and support members are seeking.

KEY FINDINGS ON EAP UTILIZATION TRENDS



Requests for Mental Health Support on the Rise:

The **2024 EAP utilization data** reflects a growing demand for **mental health counseling**, accounting for **79% of all referrals, up from 71% in 2023**. Emotional concerns surged to 18% of all counseling referrals in 2024, more than doubling from 8% in 2023, indicating an increasing need for EAP counseling and resilience-building support.



Counseling Access Preferences Shift:

In-person counseling increased to 45% in 2024 (from 40% in 2023), emerging as the slightly preferred counseling access method over video-based counseling at 43% (decreased from 48% in 2023). Telephonic counseling remained stable

at 12%. These findings confirm that members expect and need **convenient access to both in-person & virtual counseling options**.

Top Requested Non-Clinical Referrals Remain Steady:

Legal (48%) and financial (26%) services remain the most requested expanded resource requests, and life coaching referrals increased from **4% to 6%**, suggesting a rising interest in personal and career development resources.



AllOne Health is making it easier for employees to access the support they need, while also empowering organizational leaders with the tools and resources to foster a healthier, more resilient workforce. Our new **AllOne Connect platform** within the member portal provides convenient self-scheduling to virtual counseling for all members. We are building on this commitment to making mental health support accessible for all with the development of a new AllOne Health App. We have expanded our leadership tools and resources with the popular [SHRM-HR Webinar Quarterly Series](#), topical [Resource Library](#), and streamlined [Online Training Catalog](#) to address workforce challenges and support leadership development.

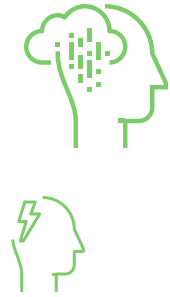


Our ongoing focus on high-touch, high-quality support guarantees that we will continue to meet the evolving needs of our clients as we usher in the future of EAP and whole health solutions that work for all.

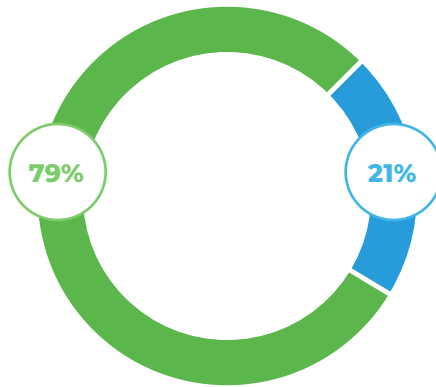
PART 2

Trend Report

TOP REFERRAL TYPES



Mental Health



Expanded Services

Most Common Mental Health Issues*

- Emotional – 18%
- Interpersonal Issue – 14%
- Anxiety – 12%
- Stress – 10%
- Depression – 8%
- Couples Issues – 8%
- Grief – 6%

Most Common Expanded Services Referrals

- Legal – 48%
- Financial – 26%
- Personal Assistant – 10%
- Life Coaching – 6%
- Child Care – 3%
- Elder Care – 2%
- Medical Advocacy – 2%

COUNSELING ACCESS TRENDS



Face-to-Face Counseling
(In-person Sessions)
45%



Video Counseling
43%



Telephonic Counseling
12%

*Self-reported by client

PART 3

Service Outcomes

AllOne Health distributed an annual scorecard to all customers to solicit feedback on the Employee Assistance Program. Here is a **summary of our 2024 results.**

Agreed with Statement

I have **confidence in our Account Manager's** ability to support our organization's needs.

97%

My overall **rating of the 24/7 live phone line** is good or excellent.

95%

The process of setting up a **supervisory referral** was easy to follow.

99%

Critical Incident Response services were an effective way of dealing with the event.

98%

The process for **scheduling a training program** was easy and efficient.

94%

Overall, I am satisfied with the **quality of EAP Services.**

96%

I would **recommend our EAP** services to others.

97%

PART 4

Solutions for Organizations

AllOne Health provides a **suite of whole health solutions** to help organizations and people unleash their full potential.



ORGANIZATIONAL CONSULTING SERVICES

are provided by a dynamic group of professionals with extensive experience in:

- **Developing leaders** through executive coaching and manager development programs.
- **Creating high-functioning teams** by improving communication and focusing on an organization's, purpose, values, processes, and culture.
- **Nurturing equitable and inclusive cultures** for enhanced employee engagement and business success.
- **Resolving volatile situations** by professional coaching services to address disruptive behaviors and restore productive relationships.



REIMAGINED WELLNESS PROGRAMS

are provided by credentialed wellness coaches who can help organizations and individuals take a preventive, personalized, and proactive approach to health and rising healthcare costs.

- **Wellness coaching** can help with nutrition guidance, workout plans, sleep, disease prevention, weight management, and mindfulness.
- **Wellness surveys** can help gain insights into employees' well-being and build effective programs.
- **Wellness modules** with optional themes can educate and engage employees.

AllOne Health's team of experts delivers Consulting, Wellness, Crisis Management, and Concierge solutions to help organizations achieve their goals and improve performance. Trusted by over 9300 clients with 11+ million lives covered, AllOne Health drives positive change for organizations, powered by people who care.

Learn more about our **expanded whole health solutions** at [AllOneHealth.com](https://www.AllOneHealth.com).

PART 5

Program Enhancements & Tools

BUILDING GREATER AWARENESS, ENGAGEMENT, AND RESULTS



Our [Resource Library](#) helps HR professionals and leaders support employees by providing easy access to a variety of resources on mental health; stress and anxiety; grief and trauma; leadership and workplace well-being; and substance misuse.



Our [Online Training Catalog](#), covering more than 120 topics, makes it easy for organizations to request and schedule training programs to help individuals, teams, and leaders manage everyday challenges and improve organizational health.



Our [SHRM Webinars](#), launched earlier this year and presented by AllOne Health Subject Matter Experts, enable our clients to earn HR credits while pursuing leadership development goals.



INSIGHTS NEWSLETTER

Our [Monthly Newsletter, Insights](#), provides topical articles and videos to help educate members on all areas of whole health, while encouraging everyone to access the assistance program for personalized support.

AllOne Health is in the business of care, and service is what matters most.
Throughout all the innovation and growth, we are still driven by human connection and compassionate care every step of the way.

AllOneHealth.com