



2026 ANNUAL REPORT

A Complete Review of
2025 EAP & Mental Health
Benefit Trends

PART 1

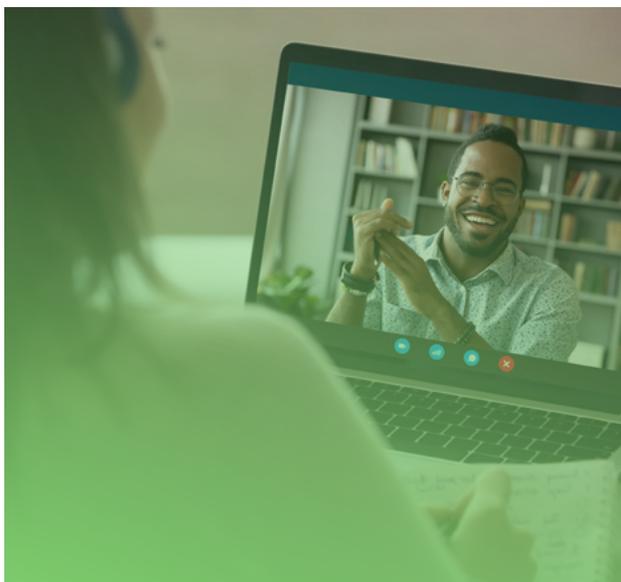
Executive Summary

ADVANCING THE FUTURE OF EAP

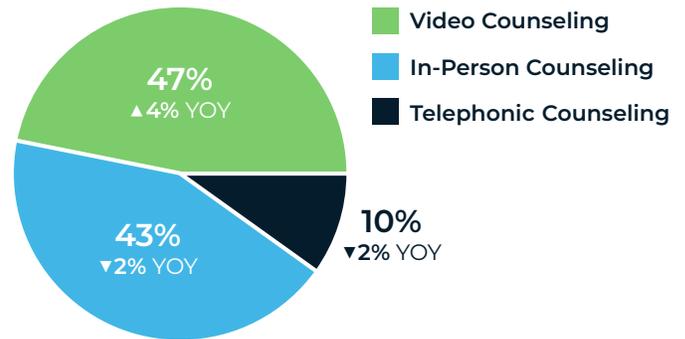
Employee Assistance Programs are at an inflection point. Employees expect faster access, greater choice, and seamless support, while organizations increasingly rely on EAPs to address performance, risk, and workforce stability. AllOne Health is leading this evolution — **combining proven, human-led care with digitally enabled access** to ensure everyone receives the right care, at the right time.

EAP COUNSELING IS HIGHLY EFFECTIVE — RESOLVING ISSUES WITHIN ONE MONTH

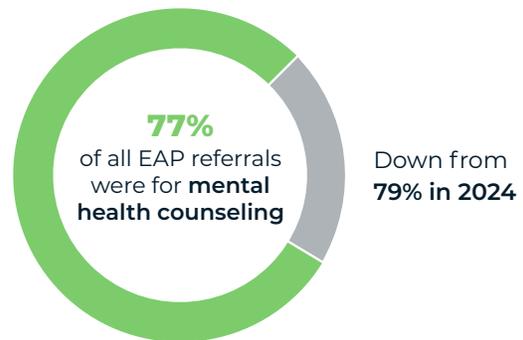
AllOne Health’s multi-year analysis of more than 100,000 real-world EAP counseling cases confirms that **brief, human-led EAP counseling consistently resolves most employee concerns within one month and fewer than four sessions on average**. Outcomes remain strong across age groups, industries, and issue types, reinforcing the value of early access to qualified clinicians. This evidence underscores EAP’s role as an effective first line of support — helping employees stabilize challenges quickly and reducing the need for more intensive downstream care.



Counseling Access Preferences Shift:



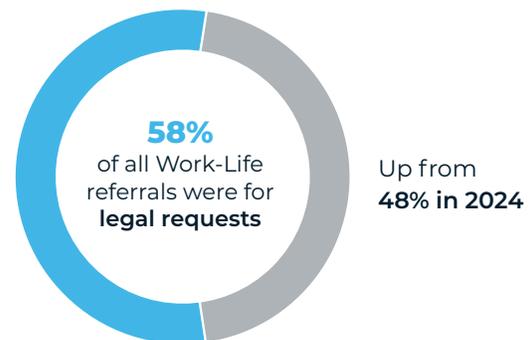
Employee Counseling Needs Shift:



Issue	2024	2025
Emotional Concerns	18%	22%

Note: Anxiety and stress remain consistently high year over year.

Work-life Requests Shift:



Note: Demand for financial consultation services remain consistently high year over year.

PART 1

Executive Summary

INNOVATION THAT PUTS MEMBERS FIRST

Innovation remains a cornerstone of AllOne Health's approach to EAP. AllOne Health's App and the new Member Portal put care within reach, providing seamless access across any device. Through these tools, members can connect with **live clinicians for urgent needs, our AI-Mental Health Navigator Izzy™, and self-guided iCBT**, all in one secure, easy-to-use platform. Our **800 phone number is available 24/7/365**, and our **Member Services team is on hand behind every request**, partnering to ensure each member receives the right support when they need it. Every advancement is designed to **enhance convenience, engagement, and outcomes**, while maintaining the highest standards for security, privacy, and clinical integrity.

By combining human expertise with purpose-built technology, AllOne Health is not just responding to today's workforce needs — we are shaping the future of EAP, keeping people at the center of every innovation.

ENGAGED PARTNERSHIP DRIVES RESULTS

Customers continue to rate AllOne Health at 95% or higher across core experience areas, based on 2025 survey results.



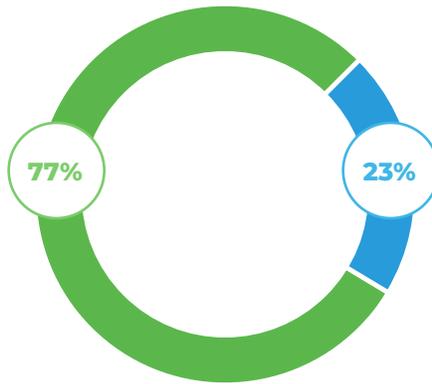
PART 2

Trend Report

TOP REFERRAL TYPES



Mental Health



Expanded Services

Most Common Mental Health Issues*

- Emotional – 22%
- Anxiety – 12%
- Stress – 10%
- Interpersonal Issue – 9%
- Couples Issues – 8%
- Depression – 8%
- Grief – 6%

Most Common Expanded Services Referrals

- Legal – 58%
- Financial – 21%
- Personal Assistance – 11%
- Child Care – 3%
- Elder Care – 3%
- Medical Advocacy – 2%

COUNSELING ACCESS TRENDS



Video Counseling
47%



**Face-to-Face Counseling
(In-person Sessions)**
43%



Telephonic Counseling
10%

*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 2025 results.**

Agreed with Statement

My **account manager is easy to reach** and responds in a timely manner.

95%

Calls are answered in a **professional manner.**

95%

I believe that the **virtual counseling option** improves access to care.

94%

AllOne Health offers content that is aligned with **organizational needs and the context of the workplace.**

96%

The AllOne Health App offers **content and resources** that are helpful to our employees and their families.

95%

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

98%

Would recommend AllOne Health to others.

97%

PART 4

Expanded Organizational Solutions

AllOne Health's comprehensive EAP supports leaders, managers, and HR teams in addressing employee performance issues and workplace concerns—not just individual well-being. While **91% of clients report that AllOne Health is effective in helping them manage these challenges**, this insight also highlights an opportunity: many organizations would benefit from utilizing the **Formal Management Referral** tool available within the EAP.

HOW THE FORMAL MANAGEMENT REFERRAL PROCESS WORKS

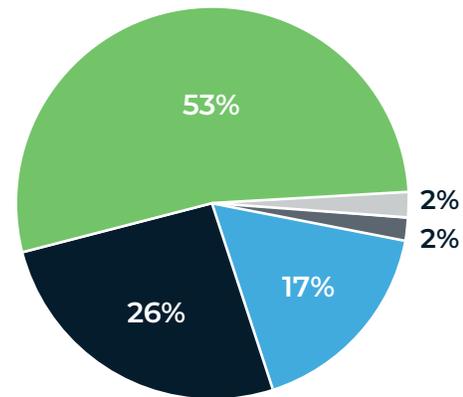
The **Formal Management Referral (FMR)** is a structured, collaborative process designed to help managers address performance, conduct, and behavioral health concerns early and consistently. Often misunderstood as a last resort or disciplinary step, **FMRs are most effective when used proactively**, before issues escalate into disengagement, safety risks, or turnover.

AllOne Health's FMR process is simple and supportive:

- 1 Consult** your Client Relations Manager
- 2 Create** a structured referral
- 3 Employee** connects with coaching
- 4 Receive** structured updates

Watch the video here to learn more: [AllOne Health's Formal Management Referral Video](#)

Among **5,251 Formal Management Referral (FMR)** cases over 5 years:



- Alcohol or drug misuse
- Work performance or conduct issues
- Mental health or stress
- Personal issues
- Workplace-level issues

WHEN ORGANIZATIONAL CHALLENGES RUN DEEPER

AllOne Consulting supports complex challenges with expertise in leadership, teams, performance, crisis response, and change—providing seamless support from early intervention to long-term resilience.

Training
Hands-on programs developing leaders and high-performing teams

Assessments
Tools uncovering strengths, gaps, and actionable insights

Coaching
Targeted support accelerating leadership growth and impact

Consulting
Expert guidance solving challenges and driving change

Learn more at: allonehealth.com/organizational-consulting

PART 5

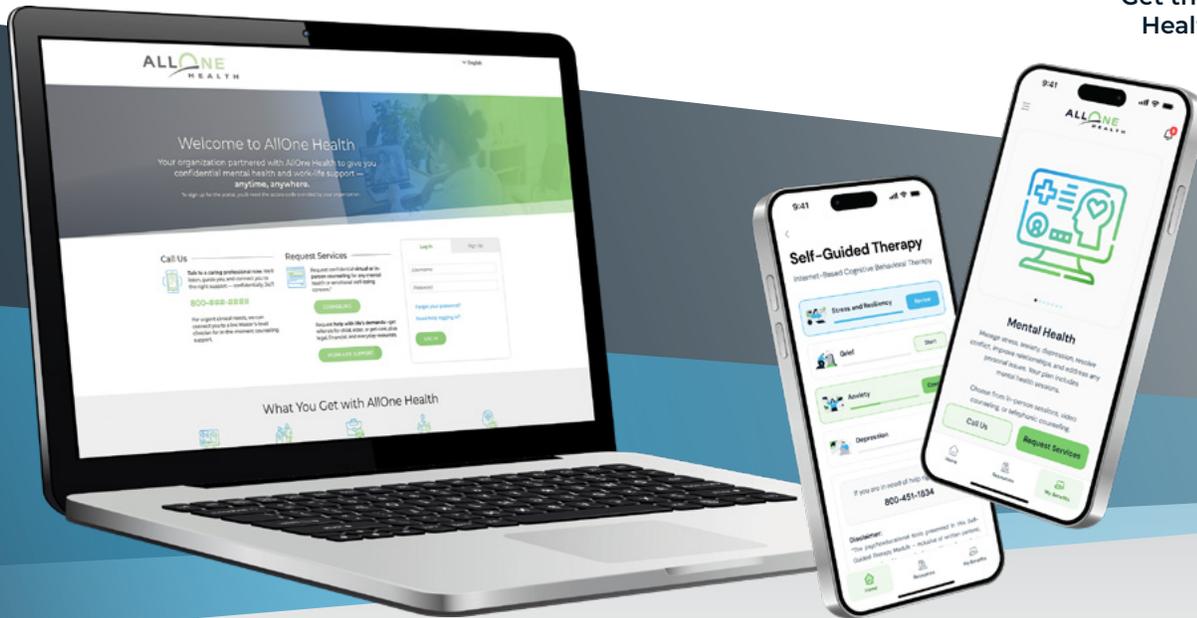
Program Enhancements & Tools

NEW AND IMPROVED APP AND MEMBER PORTAL LAUNCHED

The **AllOne Health Member Portal** has been rebuilt to work seamlessly with the AllOne Health mobile app, making it easier than ever to access the care your organization needs, anytime, anywhere.



Get the AllOne Health App



EASY ACCESS TO ALL THE BEST FEATURES



Book Virtual Counseling Sessions



Chat with Izzy, Your AI Mental Health Navigator



Submit Requests and Find Resources



Call Directly for 24/7 Live Human Support

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.



PART 6

What Five Years of EAP Data Reveal

In addition to the annual utilization and satisfaction trends presented in this report, AllOne Health conducted three comprehensive research studies last year examining counseling, work-life, and organizational service cases across a five-year period from 2020-2024.

These studies provide multi-year evidence on how integrated EAP services function in practice and how they influence workforce stability and performance.

BRIEF COUNSELING: TIMELY RESOLUTION OF CONCERNS

101,927 Counseling Cases | 5,706 Employers

A five-year review of EAP counseling utilization indicates that most concerns are resolved within a short-term framework when access to clinician-led support is timely:

Median time to resolution: **28 days**

Average sessions per case: **3.4**

Average counseling episode: **44 days**



WORK-LIFE SERVICES: NON-CLINICAL DRIVERS OF PERFORMANCE

59,137 Work-Life Cases | 4,981 Employers

A five-year analysis of work-life utilization demonstrates that many employee stressors addressed through EAP services fall outside traditional behavioral health categories.

Among work-life cases specifically:

Legal support: **51%**

Financial assistance: **23%**

Personal life assistance: **21%**

Health-related support: **5%**

ORGANIZATIONAL SERVICES: STRUCTURED WORKPLACE INTERVENTION

15,891 Workplace Service Cases | 3,288 Employers

A five-year analysis of workplace service utilization reflects employer use of EAP services beyond individual counseling, including organizational consulting and formal management referrals (FMRs).

Organizational consulting most frequently addressed:

Employee work issues: **18%**

Substance misuse: **15%**

Manager and employer training: **14%**

Crisis planning: **12%**

FMRs were primarily initiated for:

Substance misuse concerns: **53%**

Work performance or conduct issues: **26%**

Mental health-related concerns: **17%**

INTEGRATED OBSERVATIONS

Across counseling, work-life, and organizational services, consistent patterns emerge:

- Most counseling concerns resolve within short-term engagement
- Non-clinical stressors meaningfully affect workplace functioning
- Employers utilize structured referral pathways to manage risk and performance

Five years of data supports a coordinated model of care that integrates clinical expertise, practical life support, and organizational services—reinforcing EAP's role as both a well-being and operational resource.

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