ALLONE HEALTH

THE MANUFACTURING EAP BUYER'S GUIDE

Building a More Effective Manufacturing EAP

A resource for HR leaders, benefits administrators, zone leaders, and wellness teams supporting manufacturing organizations.



INTRODUCTION

Why Manufacturing EAPs Are Different

Manufacturing operates on tight production schedules, shift-based crews, multiple facilities, and teams with different roles, schedules, and needs. Leaders often bring deep operational expertise from the plant floor, while HR and wellness teams are responsible for supporting employees across locations and shifts.

When an employee is struggling, it shows up at work: late arrivals, slipping performance, conflict, or safety concerns. An effective employee assistance program helps you address those issues early so your people stay healthy and your crews keep running.

Manufacturing organizations may need an EAP that can:

- Provide immediate access to a real person, 24/7, including on second and third shifts
- Support employees across shifts, zones, and multiple facilities
- Give frontline leaders practical tools for recognizing concerns, handling reasonable suspicion situations, and making referrals
- Work alongside existing internal wellness programs
- Provide consistent access through a provider network that scales with the organization
- Give HR and wellness teams clear, timely utilization and outcomes data

For more than 50 years, AllOne Health has partnered with manufacturing organizations to support their people. Our manufacturing EAP combines fast access to support with practical consultation, hands-on problem-solving, and services tailored to a manufacturing workforce.

This guide provides a framework for evaluating an EAP, strengthening engagement, measuring program value, and preparing for procurement or an RFP.



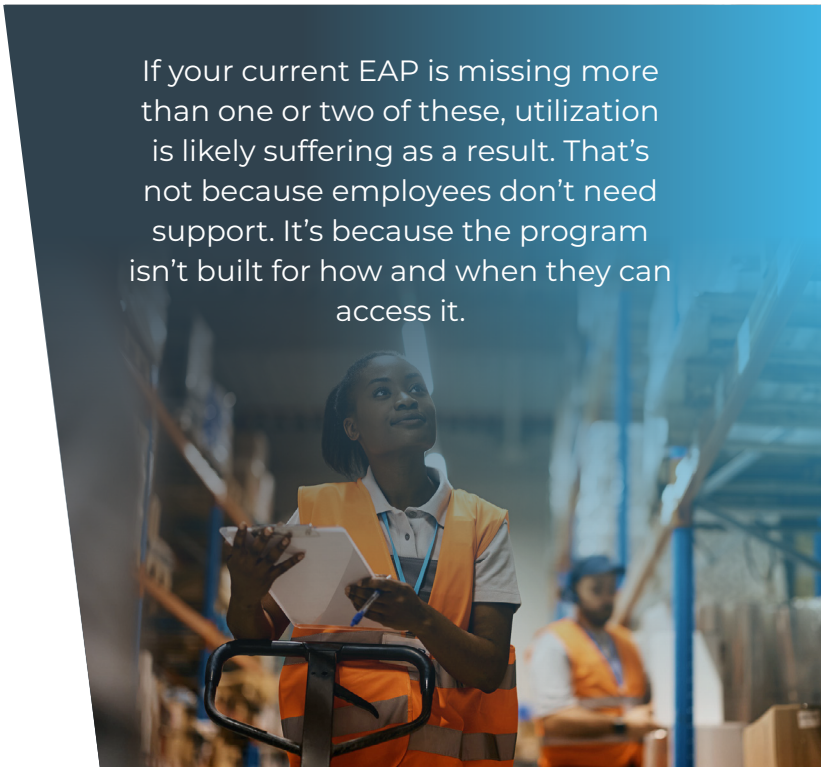
PART 1

What Should a Modern Manufacturing EAP Include?

Before you can maximize an EAP, you need to understand what your current program delivers. Use this checklist to evaluate your current provider or a prospective one.

- ✔ **24/7 live access** — Employees can reach a real person anytime.
- ✔ **A dedicated, responsive contact** — When something happens on the floor, leaders need a partner who answers right away.
- ✔ **Formal Management Referral (FMR) support** — Guidance on what to document, what to say, and when to refer, so leaders know where their role ends.
- ✔ **Reasonable suspicion training and consultation** — Leaders learn to recognize signs of possible impairment. When a situation isn't clear-cut, the provider reviews policies with leaders and HR and coaches them through it.
- ✔ **Leadership development and training** — Coaching and training cover difficult conversations, mental health awareness, and sexual harassment prevention.
- ✔ **Support beyond counseling** — Employees and their families can get legal referrals, financial consultations, and Work-Life referrals.
- ✔ **Experienced counselors** — Counseling addresses substance use, depression, stress, relationships, conflict, and other personal or workplace issues.
- ✔ **Critical Incident Response (CIR)** — The provider responds quickly after a workplace accident or on-site emergency.
- ✔ **A provider network that scales** — Employees get consistent care at one facility, many locations, or global sites.
- ✔ **Integration with wellness teams** — The EAP adapts to your model, extends your team's reach, and fills gaps.
- ✔ **Utilization and outcomes reporting** — HR and wellness teams can see usage and outcomes data.

If your current EAP is missing more than one or two of these, utilization is likely suffering as a result. That's not because employees don't need support. It's because the program isn't built for how and when they can access it.



PART 2

Get More From Your EAP

A well-designed EAP only creates value when employees and leaders know how to use it. Engagement is a shared responsibility across the organization.

For Wellness Teams

- Coordinate with your EAP provider so employees experience one connected system of support, not separate programs.
- Review EAP utilization alongside your other wellness measures to better understand workforce needs.
- Ask your provider how it can support your existing programming, whether that's a resource hub or custom onsite services.

For HR Business Partners

- Lead with practical services. Employees who wouldn't call about stress will often call about a debt, a will, or child care, and that first call opens the door.
- Promote the EAP at every touchpoint: new-hire orientation, shift huddles, benefits fairs, and the intranet. Reach every shift, not only first shift.
- Share utilization data with plant leadership regularly. When leaders see people using the EAP, they're more likely to champion it.
- Use your EAP account manager as an extension of your team, especially if you support multiple sites.

For Zone Leaders & Plant Managers

- You don't have to be the counselor. Your role is to notice, start the conversation, and connect the employee to support.
- Learn how to make a Formal Management Referral and how to handle a reasonable suspicion situation. When you're unsure, call the EAP before acting alone.
- Remind your crew that the EAP is available to employees and their families, for everyday challenges, not only a crisis.

For Employees & Families

- EAP services are confidential and aren't shared with your employer, subject to applicable legal or safety exceptions.
- The EAP isn't only counseling. You can get help with legal questions, finances, child care, and other everyday challenges.
- Use whatever access works for you: phone, website forms, available apps, etc.

PART 3

Considerations by Role & Setting

Different groups within a manufacturing organization interact with an EAP in different ways. A provider should be able to support each of them.



Zone Leaders & Frontline Supervisors

Many frontline leaders started on the line and know the work and their crews well. Practical coaching, Formal Management Referral training, and reasonable suspicion training give them the confidence to address concerns early, without carrying every situation alone.



Wellness Teams

Wellness teams range from small volunteer committees to groups running extensive onsite programming. The right EAP partner adapts to your model, fills gaps, and connects employees to additional support.



Plant & Operations Managers

Managers overseeing an entire facility may need consultation around team-wide concerns, workplace conflict, difficult employee situations, and the impact of personal challenges on the workplace.



Multi-Site & Global Operations

Organizations with multiple facilities need a provider network that can deliver consistent access and support across locations, including global sites where applicable.



HR Business Partners

HR teams need a provider that responds right away, communicates clearly, and provides the information needed to understand program engagement across the organization.



Employees & Families

Employees and their families may seek support for substance use, depression, stress, relationship challenges, and conflict, as well as financial concerns, legal questions, and other everyday challenges.

PART 4

Measuring Success: What ROI Looks Like

Utilization is an important starting point, but it is not the only measure of an EAP's value. Ask your provider to help you understand engagement, outcomes, and the impact on your workplace.

METRIC	WHY IT MATTERS
Utilization rate	Shows whether employees are accessing the benefit
Time to first counseling session	Helps assess how quickly employees can connect with care
Employee well-being & satisfaction scores	Provides perspective beyond utilization alone
Manager consultation usage and reasonable suspicion consultations	Shows whether leaders are using the EAP proactively
Formal Management Referral usage	Helps assess how effectively leaders are using the referral pathway
Utilization by location or workforce group	Can identify differences in access or engagement across sites and shifts



Ask your provider for quarterly reporting on these metrics. If they can't provide it, that's a gap worth addressing.

What the Research Shows:
A multi-year analysis of more than 100,000 AllOne Health EAP counseling cases found:

- An average of **3.4 sessions per case,** with a median resolution time of less than 30 days
- **One-third of cases** resolved within one month and nearly two-thirds resolved within eight weeks
- **Consistent outcomes** across employee demographics and presenting concerns
- Employees engaged across **video**, **in-person**, and **phone counseling**, demonstrating the value of flexible access

These findings show how responsive, human support and flexible access help employees resolve concerns quickly and get back to doing their best work.

PART 5

Navigating Procurement & Implementation

When evaluating an EAP provider, consider how the program will work within your organization's structure, timeline, and existing benefits.

1. **MULTI-SITE & NETWORK ADEQUACY**

   Confirm that the provider's network can deliver consistent access across every facility you operate, including global sites if applicable.

2. **INTEGRATION WITH EXISTING WELLNESS PROGRAMS**

   Understand how the EAP will coordinate with your internal wellness team and other resources so employees experience a connected system of support.

3. **IMPLEMENTATION TIMELINE**

   Ask providers for a realistic rollout plan that covers communications for every shift, employee access, and training for zone leaders and plant managers on Formal Management Referrals and reasonable suspicion.

4. **BUDGET CYCLE ALIGNMENT**

   Plan implementation around your fiscal year, benefits cycle, procurement process, and internal decision-making timeline.

5. **REPORTING & ONGOING PARTNERSHIP**

   Understand what reporting you will receive, how often it will be provided, and who will help you interpret the data and identify opportunities to strengthen engagement. Ask who your day-to-day contact will be and how quickly they respond when an issue comes up.



PART 6

Self-Assessment: Is Your Current EAP Built for Manufacturing?

Score your current program:

- ☐ Employees reach a real person in under a minute, 24/7
- ☐ Your point of contact responds the same day
- ☐ Leaders have FMR training and consultation they use
- ☐ Leaders have reasonable suspicion training and policy review support
- ☐ Leadership training covers difficult conversations and harassment prevention
- ☐ Employees use legal, financial, and work-life services
- ☐ Counselors are experienced with substance use, depression, stress, and conflict
- ☐ CIR is available within hours
- ☐ Your EAP works alongside your wellness team
- ☐ You see utilization and outcomes data regularly

8–10 checked: Your program is likely performing well. Focus on continued promotion and utilization tracking.

4–7 checked: There are meaningful gaps worth addressing with your current provider or in your next RFP.

0–3 checked: It may be time to evaluate whether your EAP is actually built for a manufacturing workforce.



LET'S BUILD AN EAP THAT SCALES WITH YOUR OPERATION

For more than 50 years, AllOne Health has partnered with manufacturing organizations to support the people who keep production running. We deliver responsive, whole-person support that helps your people stay healthy, productive, and on the job, whether you run a single facility or a multi-site operation.

Visit **allonehealth.com/quote** to request a custom quote.