



THE PUBLIC SECTOR EAP GUIDE

How to Maximize Your Benefits

*A resource for HR leaders, benefits administrators,
and procurement teams supporting government
and public sector workforces.*



INTRODUCTION

Why Public Sector EAPs Are Different

The work of public service is essential, demanding, and deeply human. State agencies, municipalities, school districts, corrections facilities, transit authorities, and first responder organizations run on people who show up for their communities — often while carrying chronic stress, trauma exposure, and workplace cultures that don't always make it easy to ask for help.

A generic Employee Assistance Program (EAP) built for a typical corporate office doesn't account for shift work, union structures, first responder culture, or the accountability that comes with public funding. Public sector organizations need an EAP built for these realities — and that means an EAP built on both **real human clinical care** and **digital access that fits a distributed, shift-based workforce**. Neither alone

is enough: an app without a clinician behind it can't handle a crisis at 2 a.m., and a clinician without digital scheduling and mobile access can't reach an employee working a rotating shift or a remote worksite. Public sector workforces need both, working together.

This guide covers what a modern public sector EAP should include, how to drive utilization, what ROI looks like, and how to navigate procurement — so you can get the most out of the benefit you're already investing in, or evaluate whether it's time for a change.



PART 1

What a Modern Public Sector EAP Should Include

Before you can maximize an EAP, it has to be built for the job — with real human clinicians and the digital access to reach them anytime, anywhere. Use this checklist to evaluate your current provider — or a prospective one:

- ✓ **24/7 live clinical access** — answered by a real person, not a call tree, in seconds
- ✓ **Same- or next-day counseling appointments** — not two-to-four-week waits
- ✓ **Clinicians trained in first responder and trauma-informed care** — not general counselors unfamiliar with public safety culture
- ✓ **Critical Incident Stress Management (CISM)** — onsite and virtual response within hours of a critical event
- ✓ **HR consultation and formal management referrals** — real-time guidance and tools for supervisors, not just employees
- ✓ **Legal, financial, and work-life referrals** — addressing the full picture of stress with integrated care, beyond just mental health
- ✓ **Mobile app and digital self-scheduling** — accessible from a patrol car, firehouse, or shift room, not just a desk
- ✓ **Union-aware implementation** — experience working within a structured set of procedures and protocol
- ✓ **Quarterly utilization and outcomes reporting** — so you can demonstrate value, not just spend

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



PART 2

Getting the Most Out of Your EAP

Even a well-built EAP underperforms if it isn't actively supported. Utilization strategies differ by role — here's how to activate each audience in your organization.

For HR & Benefits Leaders

- Promote the EAP at every touchpoint — onboarding, open enrollment, internal newsletters, intranet — not just once a year.
- Share (anonymized, aggregate) success stories, performance outcomes and utilization data with leadership to build ongoing buy-in.
- Treat your EAP provider as a partner— align on communications and engagement strategies that effectively drive awareness and usage.

For Employees

- Understand that EAP contact is confidential — your employer does not see individual usage or session content.
- Know you don't have to be in crisis to use it. Financial coaching, legal referrals, and childcare/eldercare support are part of the same benefit.
- Use the channel that works for your shift — app, live chat, phone — access isn't limited to business hours.

For Managers & Supervisors

- Work with your dedicated account manager and learn how to initiate requests for organizational support services so you're prepared before a situation escalates, not after.
- Model use of the program yourself. Leadership visibility directly drives employee trust and uptake.
- Learn to recognize early signs of burnout, trauma response, or distress — and know exactly where to direct someone in the moment.

For Union & Labor Representatives

- EAPs are typically structured to operate within requirements, and comply with all procedures — including confidentiality and equitable access to all covered members.
- Providers experienced in public sector environments can work directly with you on trainings and organizational support services built for specific demographics, challenges and needs.

PART 3

Special Considerations by Sector



First Responders & Public Safety Police

Police, fire, and EMS personnel face repeated exposure to critical incidents and trauma. The EAP should have a network of clinicians specifically trained in first responder culture and PTSD, plus rapid CISM deployment after incidents.



Municipal & State Agencies

Broad workforces across departments need flexible, self-service access — self-scheduling and digital tools matter as much as live clinical



School Districts

Educators and school staff manage classroom stress, student crisis situations, and increasingly complex safety concerns. EAP support should extend beyond teachers to administrative and support staff.



Transit & Public Utilities

Distributed, shift-based workforces need EAP access that doesn't depend on being at a desk during business hours.



Corrections

Corrections officers operate in high-stress, high-risk environments with limited peer support infrastructure in many facilities. Confidentiality and trauma-informed care are especially critical here.

PART 4

Measuring Success — What ROI Looks Like

Public sector budgets demand accountability. Here's what to track and report on:

METRIC	WHY IT MATTERS
Utilization rate	The clearest signal of whether employees are actually accessing the benefit
Time to first counseling session	Faster access correlates with better outcomes and higher trust in the program
Absenteeism	EAP support can reduce time away from work tied to unaddressed stress or personal challenges
Employee well-being / satisfaction scores	Captures impact beyond utilization numbers alone
Manager consultation usage	Indicates whether leadership is engaging proactively, not just reactively

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 AllOne Health analysis of more than 100,000 real-world EAP counseling cases found that brief, clinician-led counseling resolves employee challenges quickly and consistently:

- Average of **3.4 sessions** per case, with a **median resolution time under 30 days**
- **One-third** of cases resolved within one month; nearly **two-thirds** within eight weeks
- Results held consistent across employee age, industry, and issue type — from mental health concerns (about **45%** of cases) to relationship strain, caregiving demands, workplace conflict, and financial stress

- Employees engaged across all support channels — **46% video, 38% in-person, 16% phone** — underscoring that access to multiple modalities, not just a single app, drives real resolution

The takeaway for public sector employers: whole-person, human-led counseling outperforms digital-only tools because it meets employees where their actual challenges live — not just the ones that fit a clinical diagnosis. This is a strong argument for holding your EAP provider to a standard beyond app usage metrics alone.

PART 5

Navigating Procurement & Implementation

Public sector purchasing comes with its own timeline and requirements. A few things to plan for:

1 RFP PREPARATION

Look for a provider with documented experience responding to government RFPs and navigating public procurement cycles.

2 BUDGET CYCLE ALIGNMENT

Work implementation timing around your fiscal year, not the vendor's preferred quarter.

3 COMPLIANCE DOCUMENTATION

Confirm HIPAA compliance and data handling practices are documented and ready for procurement review.

4 IMPLEMENTATION TIMELINE

Ask providers for a realistic rollout plan — including manager training and employee communication — not just a contract signature date.



PART 6

Self-Assessment — Is Your Current EAP Working?

Score your current program:

- ☐ Employees can reach a live clinician in under a minute, 24/7
- ☐ Counseling appointments are available same-day or next-day
- ☐ Clinicians have first responder / trauma-informed training relevant to your workforce
- ☐ Managers have a dedicated consultation support services they can reach and use
- ☐ You receive quarterly utilization and outcomes reporting
- ☐ Your provider has documented public sector procurement experience
- ☐ Utilization rate exceeds the legacy EAP industry average (3–5%)
- ☐ Employees can reach real human clinicians and self-serve through an app or portal — not one or the other

5-7 checked: Your program is likely performing well — focus on continued promotion and utilization tracking.

3-4 checked: There are meaningful gaps worth addressing with your current provider or in your next RFP.

0-2 checked: It may be time to evaluate whether your EAP is actually built for a public sector workforce.

READY TO SEE WHAT THIS LOOKS LIKE IN PRACTICE?

AllOne Health has spent 50 years building whole-person EAP support for government and public sector organizations — from first responders to school districts to state agencies. That means real clinicians available 24/7, paired with the mobile app and digital scheduling your workforce needs to actually reach them — human care and digital access, working as one system, not two separate offerings.

Visit allonehealth.com
to request a custom quote.

