

How Whole Health EAPs Deliver Fast, Effective Resolution

A Research Brief for HR and Benefits Leaders

OVERVIEW

As employers evaluate mental health and well-being solutions, many are confronted with a crowded marketplace of digital platforms, app-based tools, and narrowly focused EAP offerings. This research brief draws on large-scale, real-world data from over 100,000 counseling cases at AllOne Health (2020–2024), along with established whole health EAP concepts, to examine what actually works for employees and organizations.

The findings are clear: **short-term, clinician-led counseling embedded within a whole health EAP consistently resolves the majority of employee concerns within one month**, regardless of age, industry, employer size, or presenting issue. When paired with broad scope services and multiple delivery modalities, whole health EAPs provide outcomes that digital-only or traditional counseling-only models cannot replicate.

KEY FINDINGS

1. Brief Counseling Leads to Resolution—Quickly and Consistently

Across more than 100,000 EAP counseling cases, brief counseling was the norm and proved highly effective:

Average Counseling Length:

3.4 Sessions

Median Time to Close Cases:

<30 Days

Approximate Session Spacing:

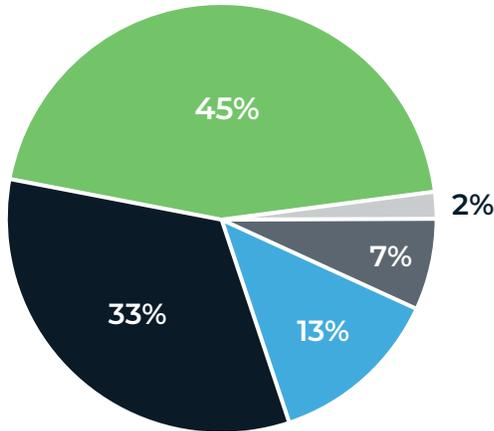
2 weeks

When employees have rapid access to licensed clinicians through an EAP, concerns are addressed early, before they escalate into more severe mental health conditions, productivity loss, or disability claims.

Implication for employers: Brief counseling works when it is embedded in a system designed for assessment, triage, and resolution.

2. Employees Seek Help for Life Concerns, Not Just Mental Health Symptoms

While mental health concerns were the most common reason for EAP use, they represented only part of the overall need:

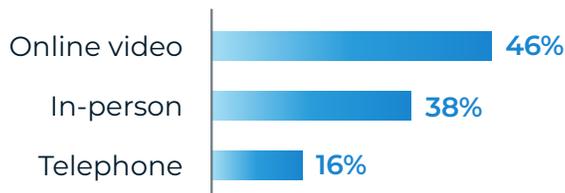


- Behavioral health (anxiety, depression, grief, trauma)
- Personal relationships and family issues
- General life stress (including financial and caregiving)
- Work-related issues and workplace crises
- Substance use concerns

These findings reinforce that employees do not experience problems in silos. Stress, relationship conflict, caregiving demands, financial pressure, and work challenges frequently intersect and often present before clinical-level diagnoses emerge.

3. Multiple Modalities Matter—and Employees Actively Choose Them

Employees consistently used a mix of counseling modalities when given the choice:



Post-pandemic data shows a strong and sustained return to in-person counseling, underscoring that digital access alone is not sufficient. Different modalities serve different needs:

- ✓ In-person and video counseling showed nearly identical patterns in effectiveness and session use.
- ✓ Telephone counseling was more often used by older employees and for life stress or substance-related concerns.

Implication for employers: Whole health EAPs offer the necessary multi-modalities for care and preserve flexibility and choice, which drives utilization and resolution.

4. Integrated Service Pathways Extend Impact Beyond Scheduled Counseling

Whole health EAPs deliver more than standard counseling sessions. The research highlights three distinct but integrated service pathways:

- **Regular EAP counseling (89%):** short-term, solution-focused counseling across mental health, personal, and work issues
- **In-the-Moment Support (10%):** immediate access to clinicians for crisis, trauma, substance concerns, and urgent distress—often resolved in a single interaction
- **Life Coaching (1%):** goal-oriented support for growth, balance, and performance, distinct from clinical care



HOW WHOLE HEALTH EAPS EFFECTIVELY ADDRESS WORKFORCE CHALLENGES

CHALLENGE EMPLOYERS FACE

WHOLE HEALTH EAP ADVANTAGE

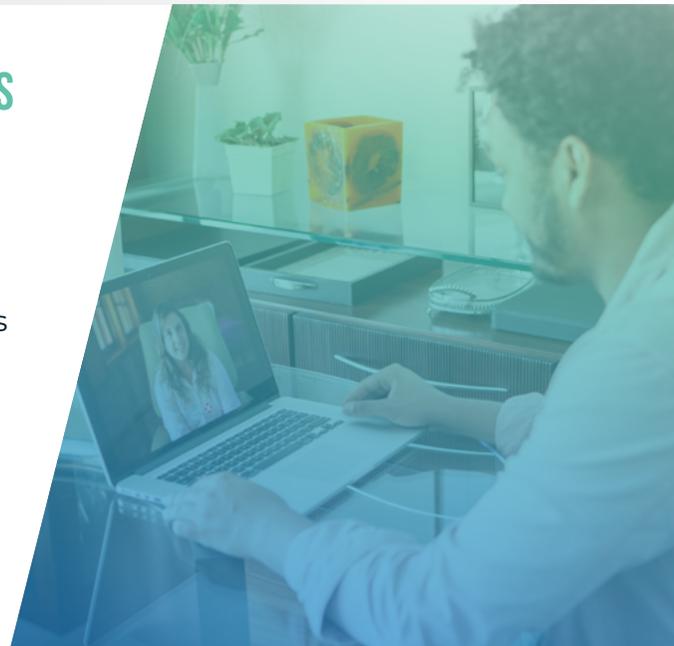
Escalating mental health claims	Early intervention resolves issues in under one month
Diverse workforce needs	Supports mental, personal, work, and family challenges
Low engagement with apps	Human clinicians and modality choice increase utilization
Crisis and trauma exposure	24/7 in-the-moment clinical response and built-in organizational support for crisis
Fragmented vendor landscape	Integrated counseling, coaching, work/life, and organizational services

Whole health EAPs act as a coordinated hub of care, streamlining support for employees and giving employers confidence that workforce needs are addressed efficiently and effectively.

STRATEGIC TAKEAWAYS FOR HR AND BENEFITS LEADERS

- **Brief counseling works** when delivered within a structured, whole health EAP model.
- **Resolution within one month is the norm**, not the exception.
- **Employees need human, clinician-led support** across life, work, and mental health domains.
- **Choice of modality matters** and drives engagement.

As employers reassess their well-being strategies, the evidence supports a clear conclusion: **whole health EAPs deliver faster resolution, broader support, and better outcomes—for both people and organizations.**



Source: Attridge, M. & McDaniel, J.C. (2025). Brief Counseling Services from an Employee Assistance Program: Descriptive Profile of Over 100,000 Cases at AllOne Health 2020-2024 in the United States. *Journal of Psychology & Behavioral Science*, Volume 13, pages 132-162.