



Productivity Outcomes

and Arcora's EAP

Note that this study was originally published under the previous company name, Arete/Arete HR. All results continue to reflect Arcora practices and outcomes for Arcora clients.



The Approach

- This Productivity Outcomes Report is based on Arcora data that was independently collected and analyzed by research psychologist, Dr. Marc Milot.
- Dr. Milot designed and independently implemented a pretest–posttest outcome study that assessed changes in productivity and employer costs, **specifically comparing changes in reported unproductive time at work, presenteeism (working while unwell) and unplanned absenteeism before and after using Arcora’s Employee Assistance Program (EAP).**
- The primary analyses included all Arcora EAP users, with additional analyses conducted with subgroups of EAP users who screened positive for depression.

Key Findings: All Users

The research study found that after accessing Arcora’s EAP, users reported statistically significant reductions in unproductive time at work.

Arcora EAP users:



Spent **more time working** at times they were expected to be working and **more time performing at expected levels** for their jobs.



Reported **lower levels of work presenteeism** due to personal issues and **fewer unplanned days of work absence**.

When employees used Arcora’s EAP, employer costs due to unproductive time at work and unplanned absences were meaningfully reduced.

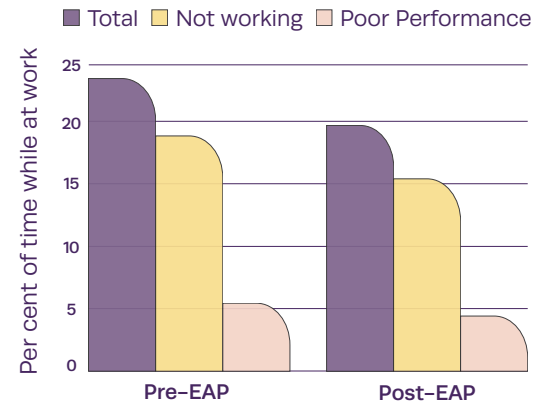
Employer savings due to unproductive wages* (including unproductive time while at work and unplanned absenteeism), totaled approximately

\$6,476 per year or \$540 per month.

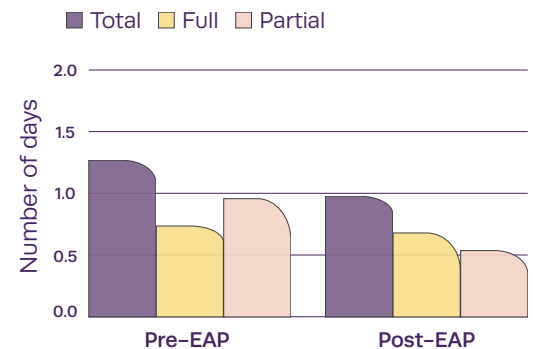
This represents an overall **27% decrease** in employer costs.



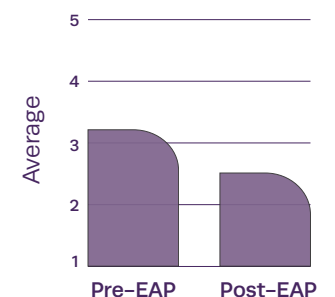
Unproductive time while at work: All EAP Users



Unplanned days absent from work: All EAP Users



Presenteeism due to personal issues: All EAP Users



Key Findings: Program Users Experiencing Depression

A total of **44% of Arcora EAP users** screened positive for probable clinical depression and presented (pre-EAP use) with higher levels of unproductivity, absenteeism, presenteeism and related employer costs compared to other Arcora EAP users.

When compared to all other Arcora EAP users, for these users, Arcora's EAP contributed to:

- ▲ greater overall improvements,
- ▲ higher levels of productivity,
- ▼ reduced presenteeism and absenteeism and
- ▼ greater reductions in employer costs.

Employer savings due to unproductive wages* (including unproductive time at work and unplanned absenteeism) for depressed employees who accessed Arcora's EAP totaled approximately

\$15,036 per year or \$1,253 per month.

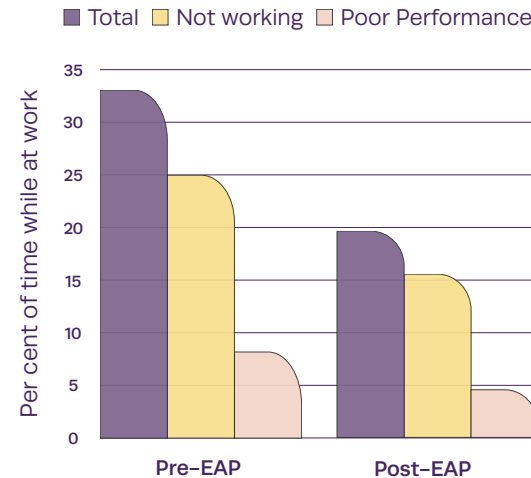
This represented an overall **50% decrease in employer costs** for this subgroup of users.

** Based on an average Canadian salary*

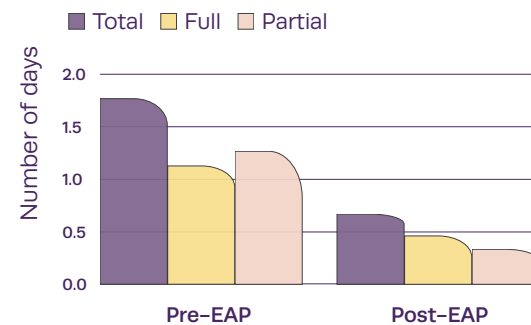
The Takeaway

Use of Arcora's EAP was associated with significant improvements in employee productivity, reduced presenteeism, fewer unplanned absences and meaningful reductions in employer costs (between \$6,476 – \$15,036 per employee, per year), with **particularly important positive changes for depressed program users and their employers.**

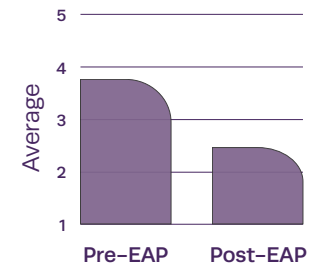
Unproductive time while at work: EAP Users with Depression



Unplanned days absent from work: EAP Users with Depression



Presenteeism due to personal issues: EAP Users with Depression



ARCORA