

# Productivity Outcomes and Arete Arive®

## The Approach

The Productivity Outcomes Report (POR) is a new, biennial report based on Arete data that is independently collected and analyzed by Workreach Lab.

Workreach Lab 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 and unplanned absenteeism before and after using Arive—the Arete Employee Assistance Program (EAP).

The primary analyses included all Arete 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 Arete's EAP, users reported:

- Statistically significant reductions in unproductive time at work.

**Arete EAP users were:**

Spending more time working at times they were expected to be working.

Spending more time performing at expected levels for their jobs.

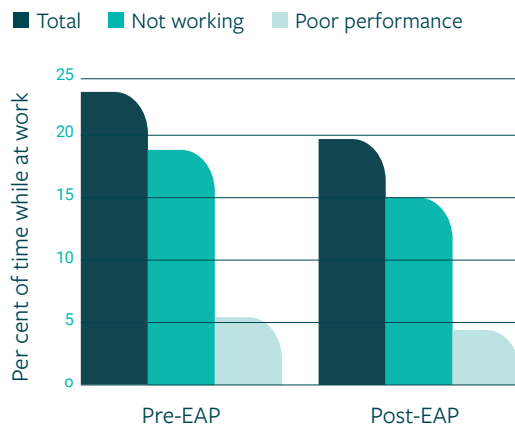
- Lower levels of work presenteeism due to personal issues or problems.
- Fewer unplanned days of work absence reported after using the EAP.

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

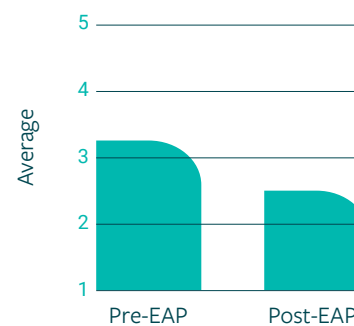
- In total, the savings for employers due to unproductive wages\* (including unproductive time while at work and unplanned absenteeism) was up to approximately \$6,476 per year, representing **\$540 of employer savings per month**.
- This represents an overall 27% decrease in employer costs.

\* Based on an average Canadian salary

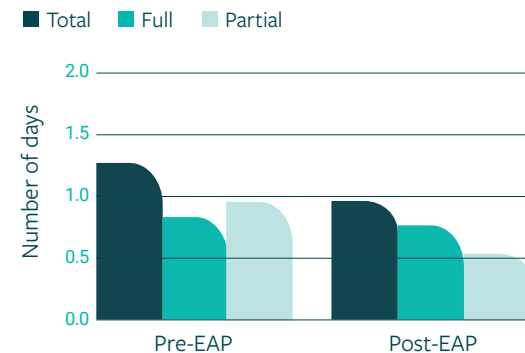
Unproductive time while at work: ALL EAP USERS



Presenteeism due to personal issues: ALL EAP USERS



Unplanned days absent from work: ALL EAP USERS



# Key Findings:

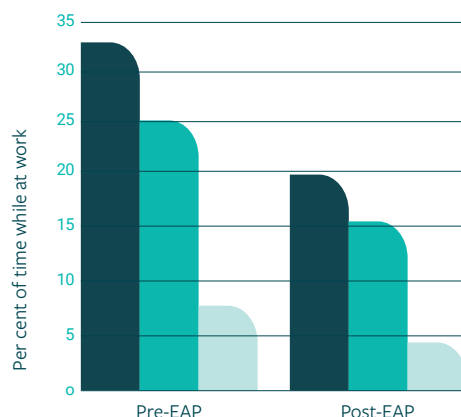
## USERS EXPERIENCING DEPRESSION

- A total of 44% of the Arete 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 Arete EAP users.
- For these users, the Arete EAP contributed to greater overall improvements and higher levels of productivity, reduced presenteeism and absenteeism, along with greater reductions in employer costs (when compared to all other Arete EAP users).
- In total, the savings for employers due to unproductive wages\* (including unproductive time while at work and unplanned absenteeism) for depressed employees who accessed the Arive EAP was up to approximately \$15,036 per year, representing **\$1,253 of employer savings per month**.
- This represented an overall 50% decrease in employer costs for this subgroup of users.

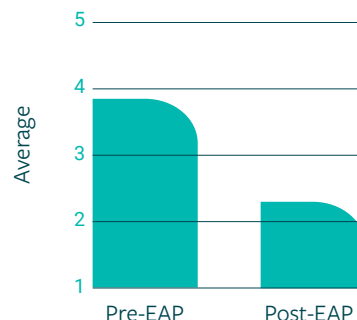
\* Based on an average Canadian salary

Unproductive time while at work:  
USERS WITH DEPRESSION

■ Total ■ Not working ■ Poor performance

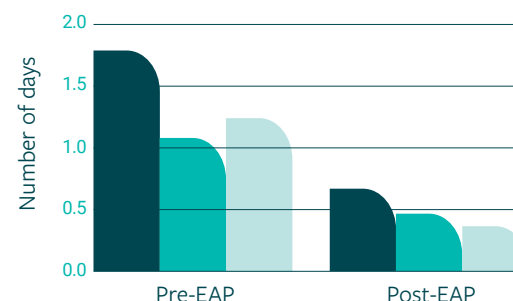


Presenteeism due to personal issues:  
USERS WITH DEPRESSION



Unplanned days absent from work:  
USERS WITH DEPRESSION

■ Total ■ Full ■ Partial



## The Takeaway

Use of the Arete EAP was associated with significant improvements in employee productivity, reduced presenteeism and 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.