



Mental Health Allyship

JMU Employee Assistance Program (EAP)

Access confidential services including

- Child care and parenting
- Helping aging parents
- Financial issues
- Legal concerns
- Work and career
- Emotional well-being
- Addiction and recovery
- Wellness and prevention
- Concierge and convenience services
- Life events



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JMU Employee Assistance Program (EAP) Questions

? How many JMU employees access the EAP?

Human Resources can't say how often the program is accessed or used due to confidentiality restrictions related to HIPAA. HR receives multiple questions per week about accessing these services.

Some people call/chat/text specifically about the EAP, while others don't know about the specific program and are just asking if certain services are available.

? Is the program widely used?

In 2020, there were **6,092** inquiries into the EAP, statewide

In 2019, there were **6,187** inquiries into the EAP, statewide

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JMU Employee Assistance Program (EAP) Questions

? What are the primary reasons people access the EAP?*

- 60% emotional/psychological issues
- 11% marital/couple issues
- 9% family problem/child issues
- 20% other (legal, financial, etc.)

? What age groups use EAP services?*

- 9.45% = under 18
- 28.58% = 18-35
- 34.09% = 36-50
- 24.51% = 51-64
- 3.32% = 65+

* These are state-wide responses

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JMU Employee Assistance Program (EAP)

Access confidential services through JMU Human Resources website

<https://www.jmu.edu/humanresources/balanced-dukes/employee-assistance-program.shtml>

or

