

TaskHuman Vs. Employee Assistance Programs (EAP):

Redefining The Future Of Employee Wellness

Before understanding TaskHuman’s corporate-driven mission and available enterprise support, a common misconception about our company is the preconceived notion that our platform functions similarly to that of an Employee Assistance Program (EAP).

While we’re here to provide companies with support and guidance for their workforce, our solutions, corporate partnerships, and overall mission compared to EAPs are vastly different.

What Is An EAP?

An Employee Assistance Program (EAP) connects employees with counselors and other healthcare providers to address clinical mental health concerns.

What Is TaskHuman?

TaskHuman is a whole person well-being solution that amplifies your employees' daily work and personal life. Users can connect with specialists on nearly 1000 topics via 1:1 guidance video calls anytime, anywhere. While an EAP can provide critical assistance to employees in moments of clinical mental health distress, TaskHuman can proactively contribute to your team’s mental health and well-being by offering preventative support for **burnout**, **managing stress**, and **building emotional resilience**. TaskHuman is not a substitute for clinical mental health services & support for employees in distress, we’re a resource to ensure your team has proactive support to build a strong baseline of overall well-being.

Quick Guide:

- Lack Of Awareness →
- 'Call Center' Functionality →
- Misunderstanding 'Wellness' →
- Privacy Concerns →
- Lack Of Reporting →
- Investing In Your Team →

EAP utilization has been and continues to remain under 10%. The [National Business Group on Health](#) found that median utilization in 2018 was only 5.5%. With stress, workplace anxiety, and lack of self-care being at an all-time high, organizations have to ask themselves: where are the pitfalls in today’s EAPs, how is TaskHuman different, and when should we pivot?

TaskHuman Vs. EAP Comparison Chart

| Features | EAP | TaskHuman |
|-------------------------------------|--|---|
| Program Awareness & Communication | Lack of program awareness with low usage rates. Average 3% - 8% employee engagement. | Consistent communication with company stakeholders & employees for awareness & usage strategies. Average 65% employee engagement. |
| On-Demand Support | Outdated, impersonal, and inconvenient to navigate. | Human to human connection instantly, anytime, anywhere. (see 'Need to Support' graph) |
| Topic Variety & Well-Being Approach | Reactive approach to wellness. Limited whole person, preventative, or exploratory well-being support. | Nearly 1000 well-being topics supporting every aspect of life with live online coaches (see 'Complement To Mental Health' chart) |
| Privacy & Confidentiality | Lack of communication about privacy & confidentiality raises concerns among employees. | In-platform chats and video calls are 100% private and confidential between the employee and the specialist. |

Program Awareness & Communication

Current EAPs: Lack Of Awareness & Poor Communication

One of the most common challenges with existing EAPs is that they consistently fly under the radar. Employees don't know what it is, who it's for, or how it works. Information on these programs is typically skimmed over in onboarding documentation and rarely referenced again.

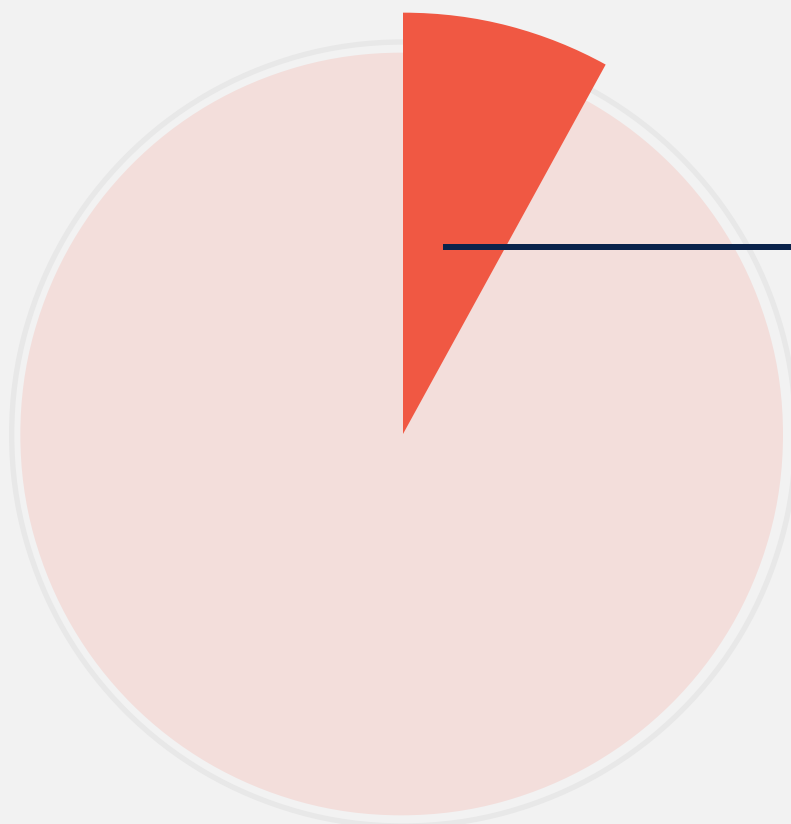
Many EAPs don't have a strategic launch process set in place for new clients or additional tools to help HR teams educate and engage new and existing employees. Proper relationships with HR contacts also fall short, as teams aren't being utilized to help assist within the overall success and awareness of their company's EAP.



“Over 90% of medium to large organizations have an EAP (employee assistance program) but depending on which report you read, only around 3 – 8% of employees actually use them.”

Source →

Over 90% of organizations have an EAP



3-8%

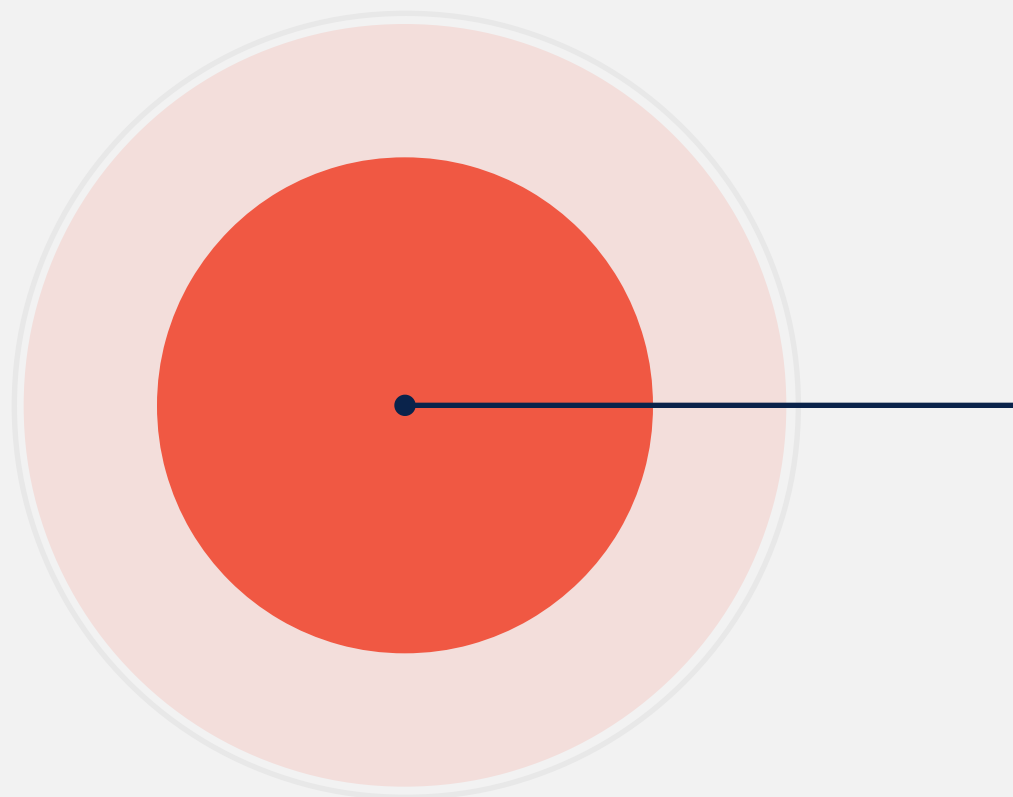
• Avg Employee Usage

The TaskHuman Way: Drive Your Company Engagement With Custom Programs

TaskHuman takes care of all the heavy lifting when it comes to awareness and launch. Each of our clients is partnered with a dedicated Customer Success Manager (CSM) to make sure their points of contact (and the organization) have the key support needed for a successful rollout and ongoing partnership. We prep all of our clients on what to expect within our launch process, the cadence of communication between their company, TaskHuman, and their employees, and how our relationship will continue to evolve throughout. We work with your team to build custom programs to drive company-wide engagement; these may include well-being challenges, group sessions with TaskHuman specialists, LIVE demo calls, and more. We believe in keeping communication consistent and exciting with incentives, team-building programs, and regular reporting on program utilization.

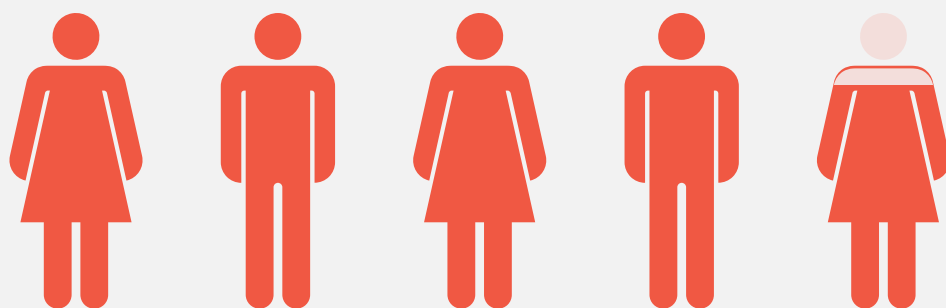
Our programs keep employees aware and inspired through personalized home screens, smart notifications based on their platform usage, and emails that provide best practices and tips for using TaskHuman. TaskHuman also provides **common FAQ's** to ensure employees are as comfortable and prepared as possible before they make their first call. Once in the platform, employees can access our Concierge service to receive personalized coach or topic recommendations.

Our Customer Success Managers ensure all HR points of contact are equipped with a new hire toolkit and additional resources that would resonate with their workforce to ensure a successful rollout.



65%

• Avg Employee Engagement



4.89/5

• Avg User Rating

On-Demand Support

Current EAPs: No One Likes A Call Center

Say your workforce is actively aware of your company's EAP. However, more than likely, your employees are still not utilizing this resource due to the nature of the program itself. It's outdated, impersonal, and incredibly inconvenient to navigate.

A study done by Dialogue uncovered that extended wait times were the top reason for EAP dissatisfaction. When calling into an EAP hotline, information and introductions have to be repeated multiple times throughout the process. Employees wait for someone to answer their call, wait for someone to call them back, wait again for a first appointment to be available, and then wait for when they can get squeezed in for a follow-up appointment. This hotline process only exacerbates feelings of stress and anxiety for the employee.

The pace of the workforce today can make it difficult to prioritize well-being. Any barriers to getting help will decrease the pool of employees who receive the help they need. Modern technology presents us with alternative, more personal approaches that make employees feel seen and supported. We believe reaching out for help should be fast, convenient, and personal.

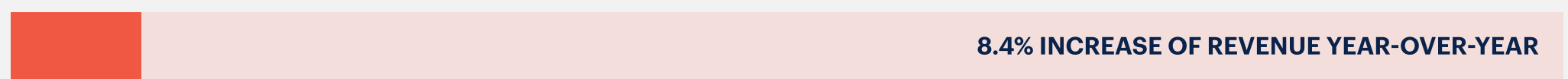
Corporate decision-makers have the opportunity to support more of their workforce by choosing a well-being solution that makes getting help feel easy.

The TaskHuman Way: The Power Of Instant Human Connection

Nothing can replace the impact of speaking with a professional 1:1. Every individual has unique needs that can't always be met through a recorded video or article. TaskHuman makes it easy to connect with a real person in minutes; it doesn't matter where you are in the world, there is a coach online ready to provide instant personalized guidance to support all dimensions of your well-being.

The TaskHuman platform provides access to 1:1 coaching guidance from hundreds of specialists via video call, group coaching sessions, and coaching content. Employees can kick-start their daily personal and professional goals by building relationships with a **global network of specialists**. With nearly 1000 topics to support all dimensions of well-being, employees can enjoy the freedom of a limitless support team. TaskHuman supports nine dimensions of well-being: Workplace Culture and Productivity, Professional Development, Personal Growth and Development, Mental and Emotional Support, Physical Fitness, Healthy Eating and Food Choices, Spiritual Practice and Guidance, Financial Literacy and Coaching, and Home and Family Coaching. Every person can find support through TaskHuman.

Real Time Coaching



— a 95% improvement over companies that don't provide that level of coaching

Source →

Topic Variety & Well-Being Approach

Current EAPs: Limited Approach To Employee Wellness

All employees are different and have unique needs when it comes to their health and well-being. An EAP provides clinical mental health support for employees. What EAPs are missing is well-being support that offers a preventative solution to an even wider group of employees. There is value in a proactive approach that can support employees before they even feel the need for crisis support. Specialists can help employees manage stress, build emotional resilience, and develop a strong foundation to cope with life challenges.

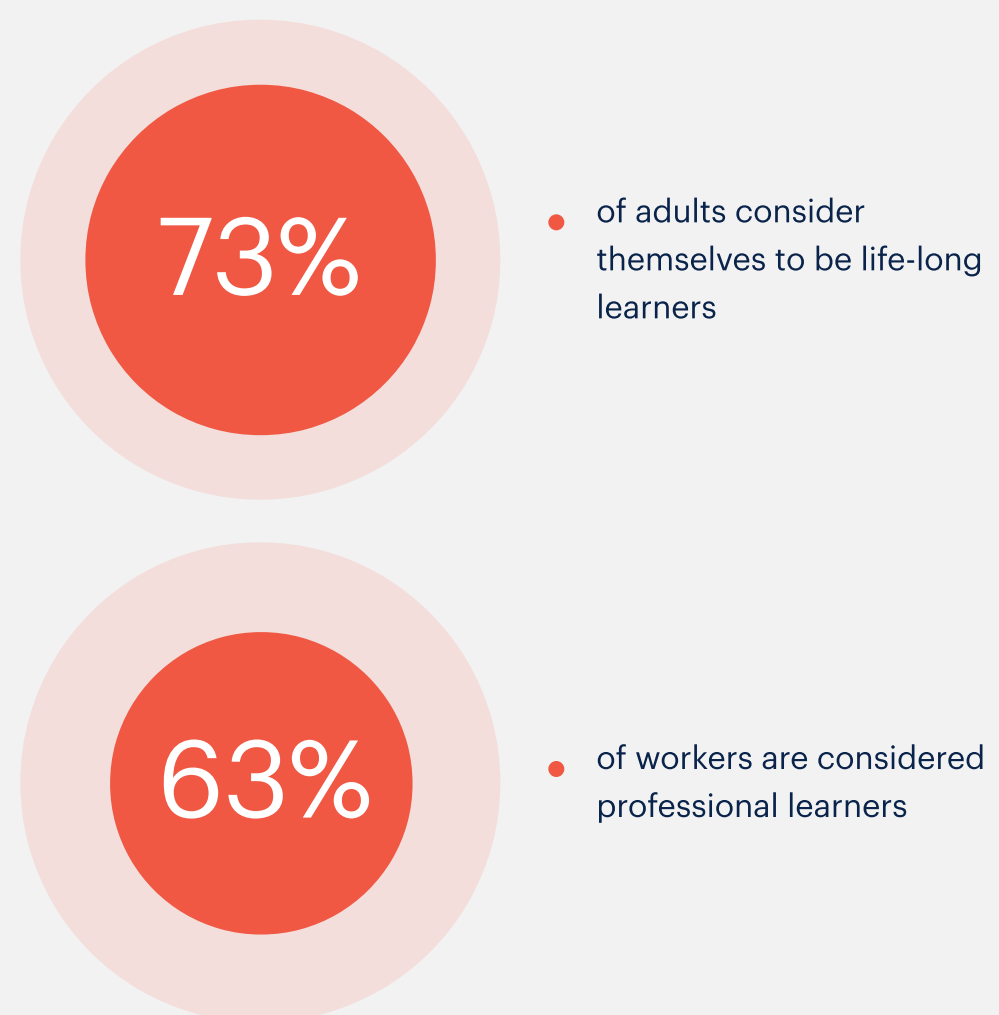
The TaskHuman Way: A Well-Rounded Well-Being Approach

TaskHuman supports all aspects of well-being, from physical health to financial literacy. TaskHuman is not a resource for acute mental health distress or crisis. We offer proactive solutions through all stages of well-being, throughout all areas of life, both personal and professional.

We allow employees to mitigate stress through meditation, spiritual support, workouts, and nearly 1000 other topics. We provide a safe space for employees to speak with a specialist without judgment.

Our platform invites exploration for those interested in personal growth and solutions to navigate a challenge. Employees can engage in self-exploration through guided reiki or meditation sessions; or they can work with a coach to receive support as a parent.

Effective employee well-being resources programs, like TaskHuman, understand the value of preventative efforts and sustainable growth, while also being equitable to your entire organization. Employees want their professional careers to seamlessly and effortlessly fit within their own personal goals and lifestyle. Being a company that values individual well-being from all angles (physical, mental, spiritual) and empowers their employees to better themselves with their own goals on their own time creates an entire workforce who views your company as an invaluable resource that wholeheartedly supports their lifestyle. Employees are supported and empowered while companies retain top talent, lower employee turnover, and improve morale. A win-win.



Source →

A Complement To Traditional Therapy

TaskHuman coaches complement any mental health or medical-based solution by not only offering **the preventative side of mental health**, but by helping individuals take what they are learning within a therapy environment and applying it with actionable, forward-thinking daily practices.



Privacy & Confidentiality

Current EAPs: Privacy & Confidentiality Concerns

While HR teams know that employee utilization of EAPs & clinical mental health resources is confidential, employees may have concerns regarding their privacy. Transparent and frequent communication regarding privacy policies of all mental health resources is critical to ensure employees feel safe to engage without fear of retribution.



“According to a survey conducted in 2020 by The Mental Health Foundation, 40% of people fear that their boss finding out about a mental health problem could jeopardize their career.”

Source →

The TaskHuman Way: 100% Private & Confidential

Privacy is at the core of the TaskHuman user experience. TaskHuman calls and live chats are 100% private and confidential between the employee and the specialist. Through transparent communication, relationship development, and education to our user base, we can ensure employees feel safe to access TaskHuman resources however, wherever, and whenever they need. Unlike an EAP, our expanded concept of well-being creates space for personal growth and development.

Our client point of contact is made aware of how TaskHuman reporting works and what data will be shared with them through the initial sales and subsequent launch conversations. Through the rollout of TaskHuman, employees are given a breakdown of introductory emails with information to make them aware, educated, and empowered to dive into the platform. One of the points explained first and foremost is the privacy and confidentiality built into the core of our user experience.

Reporting & Partnership

Current EAPs: Lack Of Reporting & Corporate Partnership

Another EAP pitfall is the 'set it and forget it' attitude that comes along with them. As soon as an EAP is added to a list of employee resources, the 'wellness' box is checked off entirely. What are companies looking to achieve here? What statistics, reporting, and data are organizations analyzing to show the continuous improvements an EAP brings to their company? Three employees making a call holds value in that they are (hopefully) getting the support they need; however, could you imagine the heights you'd reach if you worked with your partner to engage an average of 65% of your organization, hold company-wide group sessions, and create well-being curriculums to get employees started? This overall mindset when thinking about where your corporate investments lie is crucial.

Unfortunately, today's EAPs aren't set up with such a forward-thinking approach, yet companies still feel like they need to check the box and invest in a call center that may or may not get used.

The TaskHuman Way: A Personalized & Evolving Partnership

Our Customer Success Managers keep close and personable relationships with our clients throughout our partnership. Each client undergoes monthly check-ins, quarterly business reviews and on-going marketing support catered to your company's objectives. Our goal is to keep clients up-to-date on engagement metrics so we can implement initiatives to increase engagement as needed. Our most popular initiatives are our group session offerings and company-wide well-being challenges.

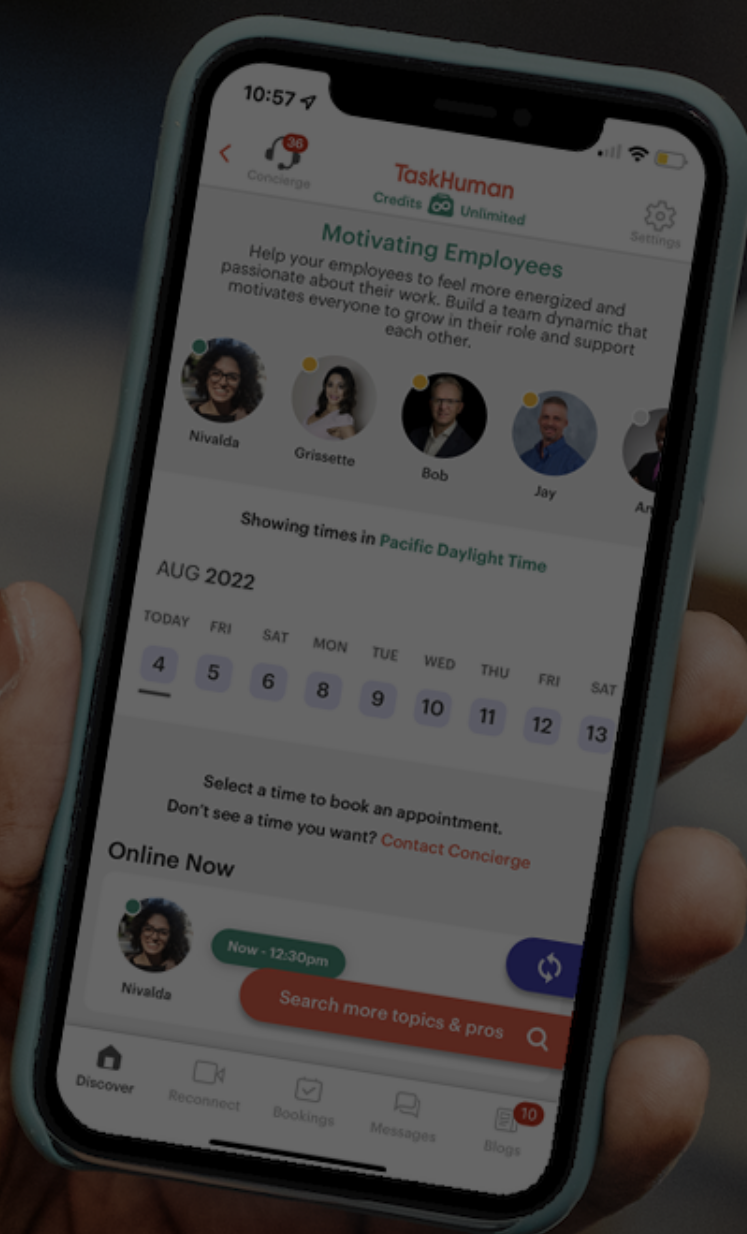
As a TaskHuman client, you are never alone in your company's well-being journey. We make it easy for you by offering personalized solutions based on your specific pain points and business objectives.



"I love the customized experience that TaskHuman offers. I appreciate that I can open the app at any time and do a quick yoga or stretching session. It is a great resource for kicking off my day or decompressing after the work day. The 1:1 format also pushes me to try harder as all eyes are on me."

Amanda Webb, Executive Assistant at BTS

Source →



It's Time To Invest In Your Team The Right Way.

[Schedule a Demo](#) →

By investing in your employees' well-being, you can reduce the cost of employee turnover and improve your organization's culture, engagement, and productivity.

Do you know your attrition rate? [Calculate here](#) and let us know!

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