



Annual Enterprise Wellness Report

Calendar Year 2025

Summary of 2025 State of Wisconsin Enterprise Wellness programs and activities

Division of Personnel Management

Contact:
Department of Administration,
Division of Personnel Management
101 East Wilson Street, 4th Floor
P.O. Box 7855
Madison, WI 53707-7855

Website: <http://dpm.wi.gov>
Email: DOADPM@wisconsin.gov

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Introduction

The well-being programs and initiatives for State of Wisconsin Government employees comprise many layers including the Department of Administration – Bureau of Equity and Inclusion (BEI), local agency efforts, the Well Wisconsin program, and the Employee Assistance Program (EAP).

This report summarizes the program activities and available data for each component for the 2025 calendar year.

Executive Summary

- BEI provided comprehensive support to state agencies, including expanded wellness learning opportunities for staff, managers, and wellness champions, an updated website, and enhanced resources to promote wellness events across the enterprise.
- Agencies continue to report high satisfaction with BEI support, with an average rating of 4.62 out of 5, and indicate that the resources provided align well with agency efforts, scoring 8.5/10.
- State agency Wellness Champions reported many successes in 2025, including expanded mental health programs, collaboration with other agency workgroups, successful implementation of workplace challenges, and improved communication strategies.
- State agencies continue to strengthen workplace well-being efforts at the local level, demonstrating leadership support, active wellness committees, and a commitment to data-driven planning.
- Participation in the Well Wisconsin program remained relatively stable from 2024 to 2025.
- Health risk trends remained generally consistent year over year, with no significant shifts in overall risk or the top health risk categories of weight, sleep, prevention, blood pressure, and nutrition.
- EAP utilization reached 7.8% in 2025, a record high annual utilization rate for the program.
- The primary problems reported to EAP have remained consistent, with work-life support continuing to be the top reason employees are seeking assistance.

Bureau of Equity and Inclusion Summary

The Bureau of Equity and Inclusion (BEI) in the Division of Personnel Management (DPM) supports well-being programs and initiatives across the state enterprise, including the Employee Assistance Program (EAP). This responsibility includes establishing an enterprise-wide framework and supporting wellness and EAP-related initiatives within each state agency. BEI also provides best practice recommendations, consultation, and support to agencies in developing and maintaining worksite wellness and EAP initiatives. BEI supports a network of State Wellness Champions across the enterprise, which includes 26 state agencies, 33 Wellness Champions, and 43 EAP Coordinators.

Drawing on trends in organizational well-being and stakeholders feedback across the enterprise, BEI determines the resources and support that best meets the needs of state agencies. These can be summarized into two categories: Wellness Champion development and enterprise program support.

Wellness Champion development refers to the technical support and professional development opportunities provided to State Wellness Champions to help them develop and implement employee well-being strategies at their agencies. Examples include support through the Wellness Council Community of Practice, training opportunities, agency program reviews, and best-practice consultation.

Enterprise program support refers to the enterprise reaching resources and tools that BEI develops or coordinates to supplement agency well-being efforts. These tools are informed by data and wellness trends and are designed to ease the burden on volunteer Wellness Champions as they develop and execute agency wellness plans.

The following provides a summary of the tools, resources, and support BEI provided to the enterprise in 2025.

Table 1: 2025 Enterprise Support Summary

Wellness Champion Development

Category	Resource	Details
Committee	Enterprise Wellness Council & EAP Council	• Six annual meetings • Meetings offer support on topics ranging from wellness committee support, mental health, wellness planning, organizational development, and other well-being topics of interest
Training	Champion Development Microlearning	• Topic: Engaging Agency Leadership
Training	Champion Development– WCWI Conference	• Facilitated debrief on annual wellness conference learning and takeaways
Training	EAP – Program Updates and Changes	• Facilitated learning session on new EAP contract changes and updates
Support	New Wellness Champion or EAP Coordinator Orientation	• Three
Support	Wellness Data Dashboard Consults	• 15

Category	Resource	Details
Support	Wellness/EAP Program Consultations	11

Enterprise Program Support

Category	Resource	Details
Resource	Wellness Round-Up Recap	Ongoing, distributed weekly
Resource	Wellness Newsletter/Template	Ongoing, distributed monthly
Resource	Wellness Resource Guides	Ongoing, distributed monthly
Resource	Quarterly Webinar Calendar	Ongoing, distributed quarterly
Resource	Wellness Model Communication Plan	Ongoing, distributed annually
Resource	Benefits and Wellness Resource Fair	The event occurred on October 2, 2025
Report	Agency Wellness Reports	Ongoing, distributed annually
Report	Annual Enterprise Wellness Report	Ongoing, distributed annually
Training	2025 Enterprise Coordinated Training	- Employee facing training sessions with topics on: financial well-being, family & parenting, mental health, and EAP orientations 1,143 total attendees
Training	Department of Workforce Development Town Halls	Three town hall presentations to promote the EAP program, March 2025
Training	Department of Administration Town Hall	Wellness & EAP Program presentation
Training	Department of Administration, Division of Enterprise Operations	Presentation to DEO Managers on supporting employee mental health
Training	Department of Administration, Division of Enterprise Operations	Presentation to DEO procurement staff on EAP program
Training	Department of Administration, Division of Enterprise Operations	Presentation to all DEO staff on wellness and EAP program resources

BEI continues to elicit stakeholder feedback to inform process improvements that best serve state agencies across the enterprise. In response to areas of opportunity identified in 2024, BEI implemented several program enhancements to support wellness stakeholders across the enterprise, including:

- Expansion of enterprise-coordinated events to include well-being related learning opportunities for leaders.
- Addition of champion development opportunities, including weekly reading and video learning, along with optional virtual learning opportunities for champions to attend.
- Development of resources to align enterprise focus areas, including the 2025 Year of the Kid resource, which was shared within the wellness network and on the DPM Learn about Wellness website.

Additionally, BEI has explored ways to evaluate the utilization and effectiveness of the tools and resources developed and shared throughout the year. In December 2025, the annual Wellness Champion Feedback and Development Survey was distributed to state Wellness Champions to gather feedback and input on agency wellness efforts and identify Champion development needs. From the survey, BEI learned:

- Champions consistently use the provided resources, with most respondents reporting weekly engagement.

- Agencies find the monthly wellness newsletter and weekly round-up emails most valuable, followed by Wellness Council meetings, the Team Channel resource library, and the Annual Enterprise Wellness report.
- Champions reported strong alignment between enterprise wellness resources and their needs and goals, with an average rating of 8.5 out of 10.
- Champion's overall satisfaction with support provided by BEI is 4.62 out of 5.

Testimonial feedback from champions includes:

- *"We appreciate how responsive and communicative BEI is and for their support."*
- *"I am loving the monthly wellness champion meetings. They have been very helpful!"*
- *"You give us ample opportunities to ask questions. Thanks!"*

Survey feedback also provided insight into how BEI can improve its support. It was shared that increasing the accessibility of all resources would be beneficial, specifically the accessibility of electronic documents and the availability of other languages. BEI will continue to work with our wellness partners and internally to support all accessibility needs.

State Agency Summary

As designated by agency leadership, Wellness Champions are the primary drivers of well-being programs and strategy at the agency level. They serve as the primary contact for wellness information and distribution and are encouraged to set goals and develop a wellness plan in collaboration with agency partners to support the advancement of employee and organizational well-being.

Across the state enterprise, agencies implement varied methods to support employee wellness. One of the 26 supported agencies has a staff member dedicated to employee wellness. Other agencies report having wellness responsibilities written into their position descriptions, and most employees serve informally with their supervisor's permission. Agencies also have variations in program infrastructure and strategic approach.

Based on self-reported data from the 2025 Wellness Champion Feedback and Development Survey, the following summary highlights the structure of well-being programs, key accomplishments, and common barriers across State of Wisconsin agencies. Thirteen out of 26 agencies participated in the survey.

Key Findings

- Wellness champions report varying levels of time dedicated to wellness program support: one-third dedicate 5-10 hours per month, another third 10-20 hours per month, and a smaller group contributes more than 20 hours, representing a slight increase from 2024.
- Most state agencies develop agency-specific wellness initiatives in addition to available vendor programs.
- 77% report developing a formal wellness plan in 2025.
- 69% report having a wellness committee or agency workgroup focusing on employee well-being.
- 80% report having leadership support or a leadership sponsor for the wellness committee/workgroup.

- 80% report utilizing wellness and available agency data to make data-informed decisions. The most referenced data sources include agency-specific wellness reports, quarterly EAP utilization data, and agency-led staff surveys.

While many wellness champions report having leadership support, a lack of dedicated time to support employee well-being programs, and wellness champion burnout were identified as primary barriers. Additional challenges noted include limited budgets and difficulties with employee engagement, including generating buy-in for wellness programs and offerings.

Despite challenges, Wellness Champions continue to build capacity within their means and have had much success with well-being programs and initiatives within the past year. The following are self-reported program accomplishments from across the enterprise.

- Increased staff participation in events and agency surveys met or exceeded participation goals. Staff were overall happy with the variety of topics, and events, and resources our committee provided.
- An agency added several new members to its wellness committee.
- Hosted successful blood drives.
- Certified 35 staff in Mental Health First Aid.
- Sponsored a staff member to receive the Mental Health First Aid Instructor certification to support program expansion in 2026.
- Trained 12 staff members in CPR/AED/First Aid.
- Implemented a successful Couch to 5K Program with 60 staff registered for the program and 35 registered for the Couch to 5K event.
- Implemented a successful Zombie Step Challenge, reaching 144 staff members.
- Offered support to staff through training opportunities, monthly newsletters, supporting managers and leaders, four workplace well-being changes, wellness and EAP lead meetings, biometric screenings, flu shots, and more.
- Celebrated staff with three awards at the annual Well Wisconsin Awards Event.
- Host the second annual Wellness Week. That included a keynote with Larissa Dooley from the Climate Mental Health Network.
- Hosted two successful biometric screenings.
- Hosted a successful blood drive.
- In partnership with Well Wisconsin, the Bureau of Parks and Recreation Management offered several hiking events and the Run for the Trees 5K.
- Offered Wills for Heroes Day with positive feedback from staff.
- Grew the agency Peer Support Team and improved communication amongst the team.
- Offered training to staff via state well-being partners.
- Attended the annual Peer Support Conference and Wellness Council of Wisconsin Conference.
- Hosted a State Park Challenge to encourage staff to engage in physical activity in Wisconsin State Parks.
- Developed an accountability challenge called the Winter Wellness Challenge.
- Created a thriving Together Day in cooperation with the Diversity Advisory Council. The event highlighted wellness information and featured wellness-related webinars every hour.

- Purchased a hydration station to provide a healthy beverage option at work.
- Improved communication via wellness newsletters.
- Created an employee recognition program called BRAVE to celebrate achievements.
- Provided 600 employee wellness care packages.
- Offered a summer self-care series in collaboration with Well Wisconsin.
- Developed a wellness communication strategy.
- Hosted a successful on-site wellness event.
- Initiated the creation of a pregnancy/postpartum EAP flyer.
- Hosted employee wellness challenges via Teams, including recipe shares, garden picture shares, and get outdoors.
- Encouraged physical activity in the outdoors with an Ice Age Trail October Mammoth Hike Challenge and webinar from the Wisconsin State Parks.
- Offered financial well-being support with webinars from EAP and Elevate Wisconsin.
- Hosted QiGong Breath Sessions.

Looking ahead to 2026, most agencies have indicated progress in developing wellness strategies tailored to their specific needs, with a focus on strengthening communication, expanding mental health programming, supporting organizational development, and using data-informed decision-making to guide planning and implementation.

Well Wisconsin

Well Wisconsin is the uniform wellness benefit available to employees and their covered spouses participating in the State Group Health Insurance Program (GHIP). The incentive provides eligible participants with tools, resources, and wellness challenges to support their health and well-being goals. It also offers a \$150 reward for completing three program activities. This program is administered by the Department of Employee Trust Funds, and through a contract with WebMD. BEI and the designated Wellness Champions within each state agency support the program at the state and local agency levels. Wellness Champions are asked, at a minimum, to promote, share, and communicate Well Wisconsin resources and applicable events across their agency throughout the year, in accordance with the Enterprise Wellness Model communication plan.

Well Wisconsin provides data on program participation, utilization of available resources, and an annual breakdown of the state employee population's health risks. They also provide information on WebMD employer support and other optional programs offered through the Well Wisconsin portal.

Key Findings

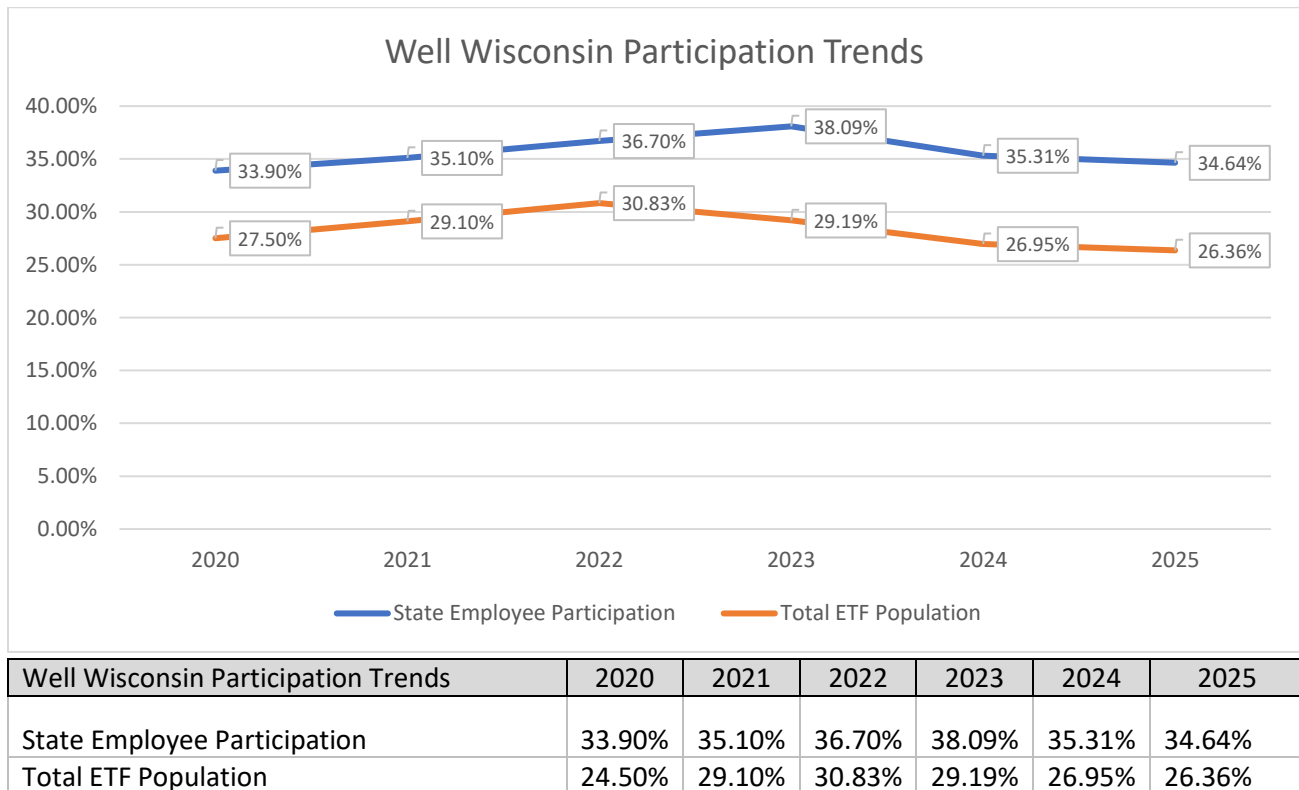
- In 2025, 35% of eligible employees participated in three activities to earn their 2025 Well Wisconsin incentive.
- Program utilization trends indicate that dental cleaning is the highest reported health check option. Well Wisconsin Radio and webinars are the most reported well-being activity options.

- The State of Wisconsin employees' top health risks, as collected by the self-reported health assessment, are as follows: overweight/obesity, nutrition, prevention, blood pressure, and sleep. Top health risks have remained unchanged for the past five years.

Program Participation & Utilization

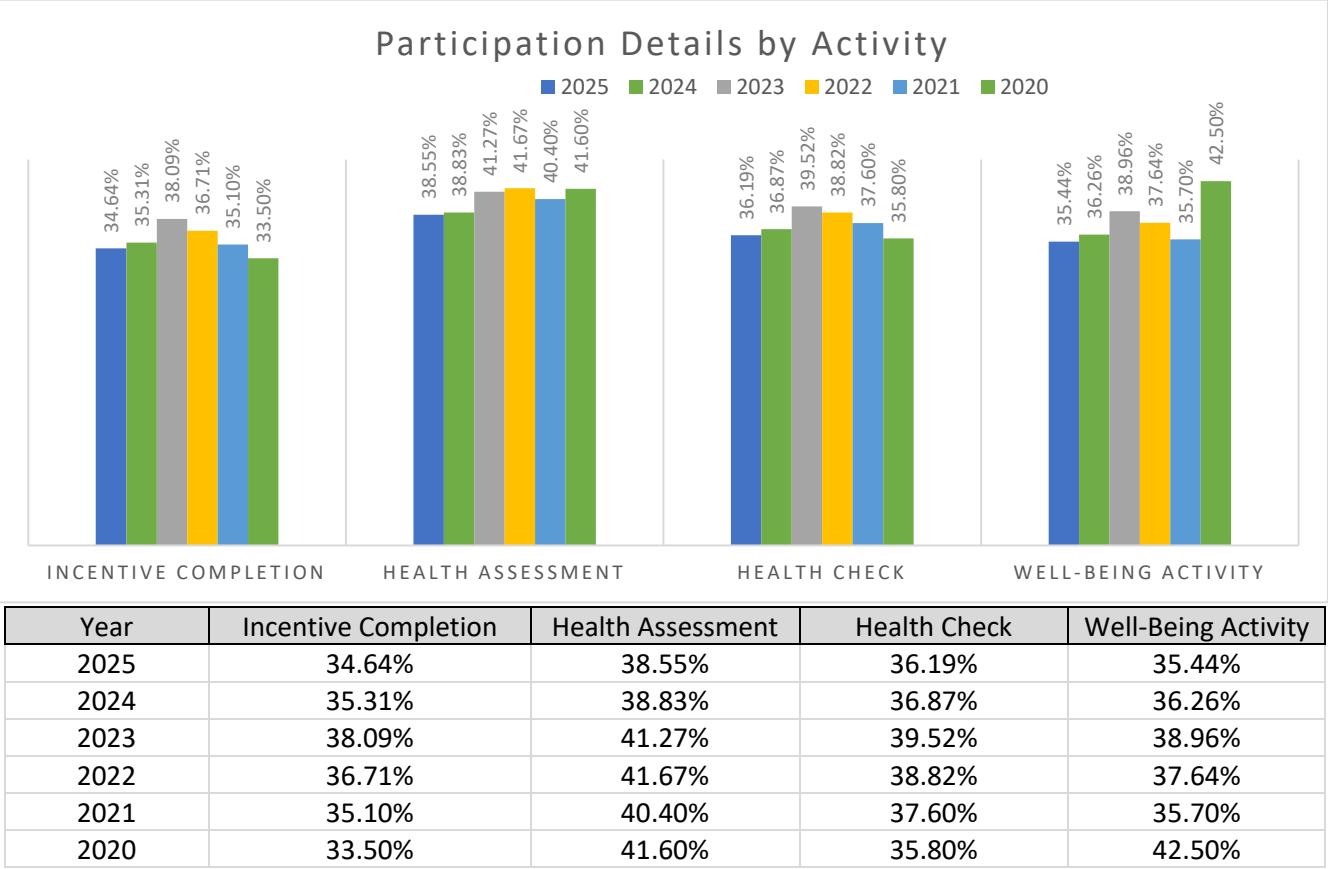
In 2025, 34.64% of state employees participated in the Well Wisconsin program. Participation among state employees has remained relatively stable over the past two years, with a slight decrease from 35.31% to 34.64% in 2025, suggesting an opportunity to re-engage employees and evaluate current outreach strategies. Table 2 illustrates participation trends over the last six years.

Table 2: Well Wisconsin Participation Trends



Taking a deeper dive, Table 3 outlines participation by each step required to earn the incentive. In 2025, 38.55% of eligible employees completed the health assessment, 36.87% completed the health check, and 36.26% completed the well-being activity; however, only 34.64% completed all three incentive activities. This pattern indicates that while many employees are engaging in one or more components of the program, fewer are completing all required steps to earn the incentive. While this trend is not new, a targeted focus on each requirement and regular communication throughout the year may help encourage completion of each requirement therefore increasing overall incentive completion.

Table 3: Participation Details by Activity



Program utilization is another aspect of participation that provides valuable insight into the specific programs and resources employees engage in to earn the incentive. This information can inform communication strategies and specific areas of interest for the enterprise.

In 2025, the Well Wisconsin program offered the participants a choice of options:

- The health assessment is required and can be completed via the online portal, the WebMD Wellness at Your Side App, over the telephone, or on paper.
- For the health check, employees could complete a screening by either an on-site biometric screening at an employer location, an at-home self-collection kit, or submit a healthcare provider form. Other options included self-reporting a dental cleaning visit or participating in a health coaching call.

- For the well-being activity, employees had several choices such as listening to two Well Wisconsin Radio or webinar sessions, completing an employer-sponsored activity at their worksite, participating in a Daily habits plan, completing three health coaching calls, completing the meQ questionnaire or reassessment, attending group coaching classes, or participating in a wellness challenge.

Health check completion trends continue to show that employees most often choose the self-reported dental cleaning option with 74% selecting it, followed by 14% completing a health coaching call and 12% participating in a biometric screening option. This pattern is consistent with trends observed in past years, as the dental cleaning option offers a convenient self-report option on the portal.

Well-being activity completion trends also continue to reflect employees' preference for flexible and easily accessible options. Half of the well-being activity completions for 2025 were achieved through participation in a Well Wisconsin event, which includes attending two webinars, two Well Wisconsin Radio episodes, or a combination of the two. The meQ program also remains a popular choice, with 13% engaging in portal activities and 9% completing the meQ questionnaire to fulfill their incentive requirement. Like trends with the health check option, our data indicates that employees are more likely to engage in activities that can be completed independently versus time-bound options, further reinforcing the value of offering a variety of ways to participate to support different interests, needs, and levels of engagement. Details for both the health check completion and well-being activity completion for 2025 are outlined in Tables 4 and 5.

Table 4: 2025 Health Check Completion Details*

Activity	Percent Completion
Annual Dental Cleaning	74%
Screening	12%
Health Coaching Calls	14%

Table 5: 2025 Well-Being Activity Completion Details*

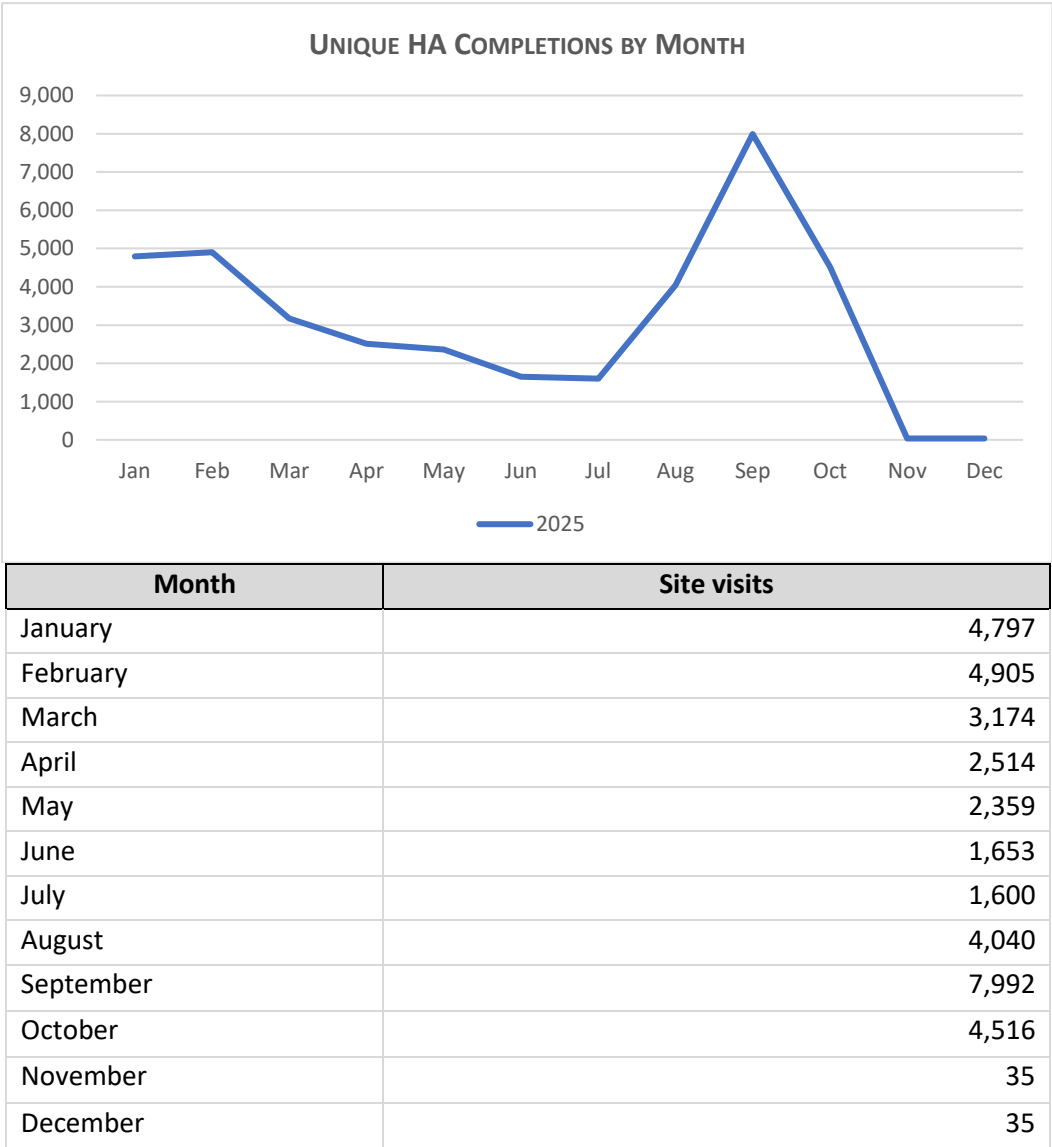
Activity	Percent Completion
Well Wisconsin Event (webinar or Well Wisconsin Radio podcast)	50%
Engagement in the meQ portal	13%
Complete the meQ questionnaire	9%
Move for a Million Challenge	6%
Participate in an Employer-Sponsored Activity	6%
Complete 3 Coaching Sessions	4%
Complete a Daily Habits Plan	4%
Reassess your meQ progress	3%
Complete 2 Adventures within Side Quests	2%
Attend 2 Coaching Classes	1%
Kaia Activity	>1%
Participate in the Wellness From Within Challenge	>1%
Participate in a Diabetes Prevention Program	>1%

*Note: Tables 4 & 5 include data for all Well Wisconsin participants, including State, UW, and local employers.

WebMD also tracks participation and engagement in the Well Wisconsin program using monthly Health Assessment (HA) completions and total portal visits. Table 6 details Unique HA completions per month throughout the year. Trends indicate high completion rates at the beginning of the incentive year and then again in the weeks leading up to the deadline, October 17, 2025. The incremental spikes in completion also correspond to specific communications sent to registered participants throughout the year, including last chance and deadline-specific messaging in September, indicating that these prompts lead to increased engagement.

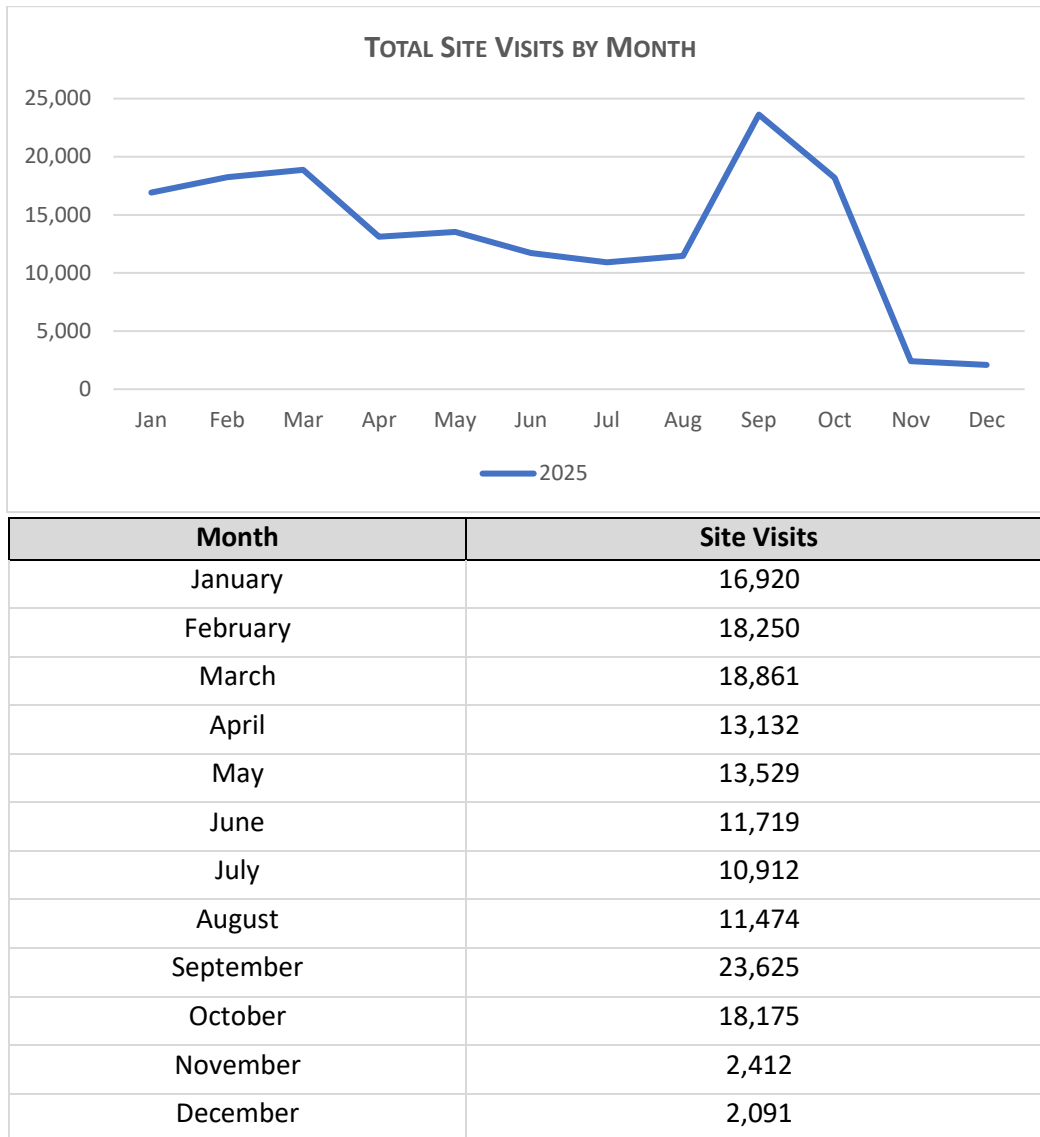
A similar trend is shown in Table 7, which details the total number of site visits per month to the WebMD portal for all participants. While engagement fluctuates throughout the year, site visits align with HA completions, indicating higher engagement at the beginning and end of the incentive period. This information is valuable for wellness champions and stakeholders responsible for communicating about the Well Wisconsin program and offers insight into areas of opportunity for planning communications and encouraging continued engagement throughout the year.

Table 6: Unique HA Completions by Month*



*Note: Tables 6 & 7 include data for all Well Wisconsin participants, including State, UW, and local employers.

Table 7: Total Site Visits by Month*



*Note: Tables 6 & 7 includes data all Well Wisconsin participants, including State, UW, and local employers.

Population Health Risk

Population health risk data gathered via the health assessment provides a drill-down into specific risk factors contributing to overall employee health.

In 2025, 38.55% of eligible employees completed the health assessment. Of those participants, 60.0% identified as female and 40.0% as male. Table 8 provides details on trends in health risk between 2021 and 2025.

Table 8: State Employee Health Risks

Health Risks	2025	2024	2023	2022	2021
Average Risk/Person	3.7	3.7	3.7	3.8	4.0
Risk Categories	2025	2024	2023	2022	2021
Alcohol	11.5%	12.5%	13.2%	14.3%	14.7%
Anxiety	24.9%	23.9%	23.2%	24.3%	26%
Blood Pressure	29.0%	30.9%	31.6%	29.8%	40.9%
Blood Sugar	20.5%	21.1%	20.8%	20.8%	26.8%
Cholesterol	27.4%	27.5%	27.2%	27.6%	30.2%
Depression	17.3%	17.4%	16.7%	18.3%	18.2%
Nutrition	66.3%	65.5%	60.8%	66.7%	68.4%
Physical Activity	19.5%	19.8%	17.1%	20.7%	21%
Prevention	32.8%	33.3%	31.9%	32.8%	34.1%
Sleep	43.4%	42.1%	39.7%	42.5%	46.3%
Stress	22.7%	22.1%	23.7%	23.5%	25.2%
Tobacco	24.9%	25.9%	26.4%	27.6%	30.2%
Weight (Overall)	75.5%	75.8%	75.4%	75.1%	74.3%

Note: The data represents health risks for State of Wisconsin employees. Spouse data is not included. This information is not a direct comparison because participants differ each year.

Overall, health risks remained consistent from 2024 to 2025, with no significant increases or decreases in any risk category. Based on the State's historical health risk data, areas of opportunity continue to be supporting healthy weight, nutrition, sleep, prevention, and blood pressure.

2025 WebMD Employer Support & Optional Programs

In 2025, WebMD staff offered a variety of programs and resources to support wellness champions and employees across the enterprise. The following section highlights key data and insights into these offerings.

Webinars and Onsite Support

State agencies continue to seek opportunities to provide well-being learning experiences and onsite events to engage staff in their health and well-being. In addition to administering the annual incentive program, WebMD offers onsite and virtual support that wellness champions can schedule to engage and support their employees.

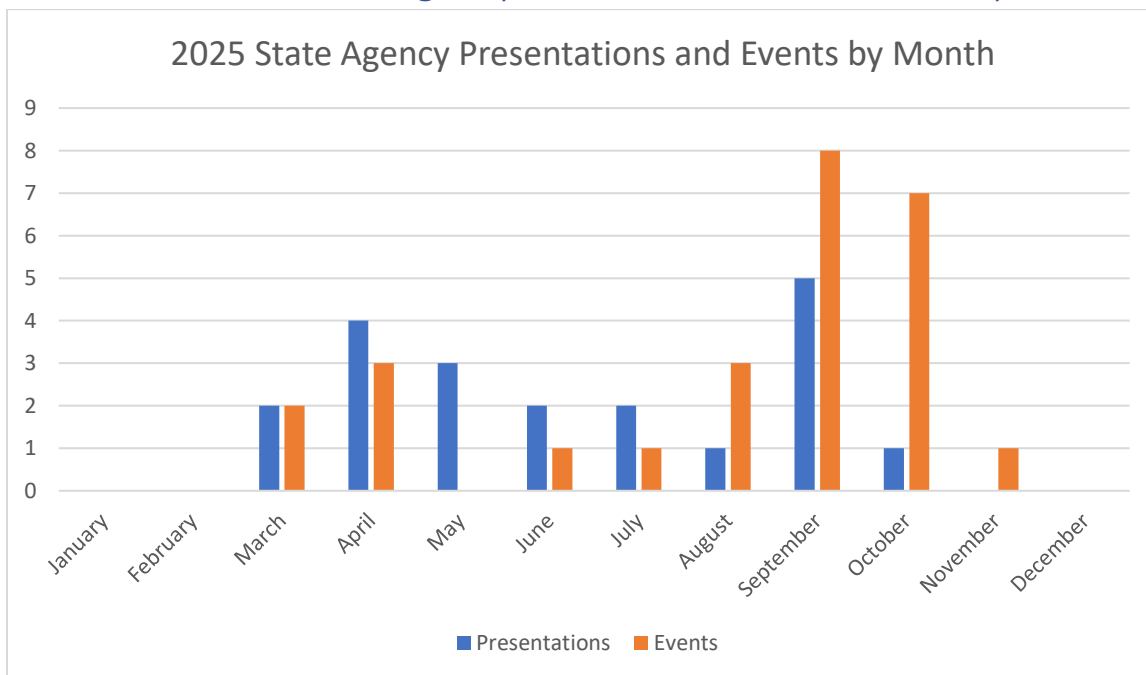
In 2025, Well Wisconsin offered 9 statewide webinars reaching over 2,000 employees. Table 9 details the titles and engagement in each session.

Table 9: Statewide Webinars

2025 Statewide Webinars	Total Engagements
Well WI Overview (Q1)	427
Fostering Resilience to Prevent Burnout	346
Well WI Overview (Q2)	77
How to Befriend Anxiety	332
Building One Cohesive Culture	211
Finding Relief with Kaia Health	326
Well WI Overview (Q3)	114
Destigmatizing Mental Health Challenges	188
Centering Leadership in Empathy	182

At the local level, WebMD offered 20 presentations and 26 events at state agencies in 2025. Unlike the statewide events in Table 9, these sessions were specifically requested by agency Wellness Champions or other agency stakeholders to meet the unique needs of their team. Table 10 shows the number and timing of presentations and events throughout the year.

Table 10: 2025 State Agency Presentations and Events by Month



2025 State Agency Presentations and Events by Month	Presentations	Interactive Events
January	0	0
February	0	0
March	2	2
April	4	3
May	3	0
June	2	1
July	2	1
August	1	3
September	5	8
October	1	7
November	0	1
December	0	0
Totals	20	26

Fitness Classes

Virtual, live, and on-demand fitness classes remain popular among State of Wisconsin employees. In 2025, strength-based classes had the highest attendance, followed by core strength and Pilates. Table 11 offers additional details about participation in all classes offered in 2025.

Table 11: 2025 Well Wisconsin Fitness Class Engagement

2025 Well Wisconsin Fitness Classes	Total Engagement
Strength Training (Winter)	929
Core Strength	461
Pilates	455
Restorative Yoga	271
Zumba	217
Strength Training (Summer)	203
Slow Flow Yoga	196
Foundational Fitness	152
Yin Yoga	148
HIIT	123
Holiday Variety	106
Mindfulness Yoga	72

MeQuilibrium (MeQ)

MeQ is a web-based program that supports well-being through personalized resilience-building and stress-management assessments, modules, and resources. After being piloted in select state agencies in 2022 and 2023, the program became available to all Well Wisconsin participants in 2024.

MeQ enrollment continues to grow. In 2025, the program added over 1,200 new users, ending the year with a total of 3,848 actively engaged participants. Despite this growth, overall enrollment remains low, with only 4% of eligible state employees participating. However, engagement among MeQ users is strong, averaging 42% or roughly 7.2 sessions completed per participant, per quarter.

Further, engaged participants who complete a reassessment report measurable improvements in key areas such as anxiety, depression, productivity, and stress. At the same time, program data highlights challenges among participants related to physical activity, positivity, problem-solving, and self-confidence, offering valuable insights into areas of opportunity to support the state workforce.

While MeQ participation is still growing, early data suggest the potential to positively impact employee well-being. Continued promotion and awareness of this resource will remain a focus of our broader efforts to support mental well-being across the enterprise.

Other Available Programs

In addition to the programs summarized, the Well Wisconsin contract includes many additional resources to support employee well-being. These include access to a pain management program, expanded health coaching services, mental health support, book clubs, and other specialized offerings. While available data on these programs is limited, they bring a broader range of resources to address participants' health and well-being needs.

Employee Assistance Program (EAP)

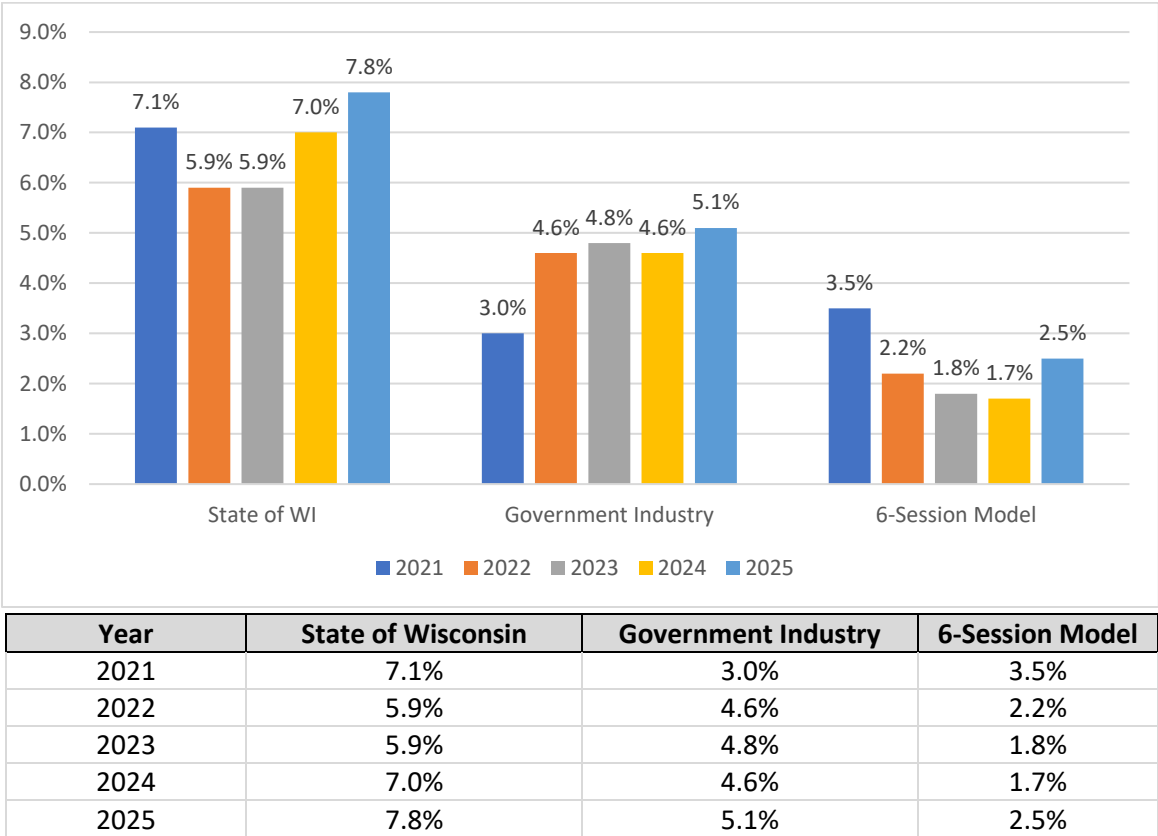
The State of Wisconsin has partnered with Acentra Health to provide free and confidential counseling and work-life support to State of Wisconsin employees and their household family members. Like the Well Wisconsin program, a network of designated EAP Coordinators across the State is tasked with promoting, sharing, and communicating about the EAP benefits and services within the agency throughout the year, with support from BEI and Acentra Health program management staff.

The State receives quarterly aggregate reports that detail EAP program utilization, primary presenting concerns, and user demographics. These data points identify program trends and inform strategic wellness plans and initiatives across the enterprise. It is important to note that in 2025, the state's EAP partner transitioned to a new reporting system. Due to this change, data related to presenting problems and user demographics are not directly comparable. As a result, 2025 data will now serve as the new baseline for ongoing measurement and trend analysis. Utilization, training, and critical incident stress management data were not affected by this change. Historical data can be reviewed in the previous annual reports.

Utilization

In 2025, EAP utilization was 7.8%, the highest in the program’s history. This rate reflects all individuals who accessed EAP services during the reporting period. The State’s utilization not only exceeds the national average of 4%, [as reported by Mental Health America](#), but also exceeds the utilization rates of other government entities and organizations using a comparable 6-session counseling model within Acentra Health’s Book of Business. Table 12 provides a detailed comparison. Overall, the State continues to see above-average EAP utilization compared to others offering similar services.

Table 12: Utilization Compared to Acentra Health Book of Business



Acentra Health also tracks broader EAP engagement through metrics such as engagement utilization and total lives touched. Engagement utilization offers a comprehensive view of employee interaction with the EAP, including the total number of counseling sessions, all management services, and critical incident stress management (CISM) cases, training participants, EAP orientation participants, CISM participants, health fair connections, and website activity. In 2025, the State engagement utilization was 44%, up from 32.4% in 2024. The total number of lives reached in 2025 was 15,626, a 40% increase from 2024. Together, these measures provide a more holistic understanding of how many employees connect with EAP services beyond core counseling support.

Training and CISM Utilization

EAP Coordinators and agency staff have access to multipurpose hours. Multipurpose hours can be used for EAP services, such as workplace training, conflict resolution, and critical incident stress management and debriefing sessions. Agencies are allocated 15 hours per 1,000 employees annually.

In 2025, state agencies collectively used 247 multipurpose hours for workplace training and development, representing a significant increase from 160 hours in 2024. This increase in use of training hours translated into broader reach, with 5,892 employees trained in 2025 compared to 5,755 in 2024.

Critical Incident Stress Management (CISM) is a structured approach to responding to, managing, and debriefing critical incidents in the workplace or beyond. In 2025, the total number of hours dedicated to CISM decreased from 151.3 in 2024 to 120. Despite this reduction in hours, more than 629 staff members were supported through CISM services, an increase from previous years, highlighting the continued demand and effectiveness of this support service. Table 13 provides detailed information on EAP utilization details from individuals, overall engagement, training, and CISM support from 2022 to 2025.

Table 13: EAP Utilization Detail

Enterprise Utilization Detail	2025	2024	2023	2022
EAP Cases	2,724	2,402	1,988	1,959
Management Consultation Cases	66	64	47	57
EAP Session Count	2,790	2,639	2,308	2,307
EAP Training Hours Utilized	247	160	212	159
Total # Training Participants	5,892	5,755	5,863	3,304
Critical Incident Stress Management (CISM) Hours	120	151.3	122	66.5
Critical Incident Stress Management (CISM) Participants	629	554	456	573
Total Lives touched	15,626	11,414	10,662	7,334
Total EAP Utilization	7.8%	7.0%	5.9%	5.9%
Engagement Utilization	44%	32.4%	31%	n/a

Primary Presenting Concerns

The core service offered through the EAP is short-term counseling, available to all state employees and their household family members. With mental health services in high demand, often with long wait times, EAP counseling is available within three business days to assist with mild to moderate mental health symptoms and work-life concerns.

In 2025, the average number of sessions for those engaging in EAP counseling services was 4 out of 6. According to Table 14, the top drivers of EAP utilization were work-life concerns, emotional well-being, and family problems.

Table 14: 2025 EAP Primary Presenting Problems

Primary Presenting Problem Group	Total
Work-Life	30%
Emotional	19%
Family Problems	12%
Organizational Services	10%
Job Related	8%
Other	6%
Information	6%
Stress	5%
Substance Abuse	2%
Suicide Ideation	1%
Domestic Violence	.5%
School Related	.3%

User Demographics

Understanding EAP user demographics provides insight into who is utilizing services and helps identify broad patterns in engagement. While the available data is more limited in assessing utilization across diverse employee groups, it still offers a useful snapshot of participation and can inform general outreach and engagement strategies.

While not directly comparable, 2025 EAP demographic trends align closely with historical patterns. The program continues to be used primarily by employees, with female employees twice as likely to use it as their male counterparts. This imbalance differs from overall workforce demographics, where gender distribution is closer to an even split and reflects broader EAP trends showing that men are generally less likely to seek support than women.

Age-related trends closely mirror the State of Wisconsin workforce. EAP utilization is highest among mid-career employees (ages 31-50), which aligns with this group representing 54.5% of the workforce.

Table 15 provides a breakdown of 2025 EAP utilization demographics by participant type, gender, and age.

Table 15: 2025 EAP User Demographics

Participant Type

Employee (Full-time)	77.9%
Supervisor, Manager, Director	8.3%
Spouse/Significant Other	5.3%
Child	5.2%
Family Member (other)	1.0%
Terminated/Separated	0.9%
Laid Off	0.2%

Temporary/Seasonal	0.1%
Retired	0.1%

Gender

Male	32.9%
Female	64.3%
Undisclosed	2.8%

Age

<18	4.3%
18-30	16.5%
31-40	30.0%
41-50	24.8%
51-60	18.7%
>60	5.7%

Trends and Opportunities

A thorough review of all programs and resources available in 2025 indicates a successful year of supporting employee well-being across the enterprise with collaboration between the Department of Administration, state agencies, Well Wisconsin, and the Employee Assistance Program. As we continue to see positive trends in employee well-being, there are still opportunities to improve support and efficiency in delivering services to state employers, employees, and their family members to enhance overall well-being.

As we look forward to 2025 and beyond, the following summarizes the observed trends and areas of opportunity:

Bureau of Equity and Inclusion

- Program and resource accessibility remain a top priority. BEI will continue to work with vendor partners to ensure that all wellness activities and resources meet accessibility standards and comply with all relevant requirements.
- While over 50% of supported agencies participate in the annual Wellness Champion Feedback and Development survey, BEI will explore opportunities to increase participation to help strengthen feedback and better inform program support efforts.
- 2025 was another successful year for offering enterprise-coordinated wellness learning opportunities. BEI will continue to build on this success, aiming to increase overall participation by 5% in the coming year.

State Agencies

- Along with agency partners, we will continue to explore further leadership engagement, dedicated time for wellness projects, and workforce well-being initiatives that address ongoing challenges faced by state employers.
- BEI will seek opportunities to expand collaboration, idea-sharing, and best practices to build on agency successes and support wellness champions and their committees in gaining and maintaining engagement in employee wellness.

- Time and burnout continue to be barriers for champions. In collaboration with agencies, BEI will continue to identify areas where ready-to-use resources, streamlined processes, and shared programming opportunities exist to support workload challenges.

Well Wisconsin

- Using communication and engagement trends from Well Wisconsin, BEI will continue to explore strategies to enhance the promotion and visibility of available programs and resources across the enterprise, ensuring that staff have a clear and holistic understanding of the well-being support available to them.
- Changes to the 2026 program will require expanded biometric screening capacity and enhanced communication surrounding incentive program updates. In collaboration with WebMD, BEI will regularly monitor program participation and screening appointment availability to ensure employees have access to options that best meet their needs.

Employee Assistance

- EAP utilization remains strong, reflecting ongoing awareness and use of available resources. With the transition to a new EAP contract on January 1, 2026, and the expansion of counseling sessions from six to eight visits, there is an opportunity to increase awareness and understanding of available services further to ensure employees fully utilize the enhanced supports.
- Mental health support remains a priority across the enterprise. In partnership with the EAP, we will continue to explore opportunities to support employees and managers through training, educational materials, communication resources, and other tools that promote awareness, early intervention, and overall workplace well-being.

These areas of opportunity will be considered as BEI develops enterprise initiatives and strategies in the coming years.

Resources and References

Bureau of Equity and Inclusion

- 2025 Wellness Champion Feedback and Development Survey

Well Wisconsin

- 2025 State of Wisconsin, State Agencies Review
- 2021 - 2025 Well Wisconsin Health Assessment Data
- 2019-2025 Well Wisconsin Participation Data

Employee Assistance

- 2025 Enterprise EAP Utilization Summary, Acentra Health
- Acentra Health Utilization Reports, 2021-2025