



*The Application of Core Technology
Strategies for Today's
Employee Assistance Professional*

October 26, 2005

VALUEOPTIONS

AGENDA

- Routine Case Interface
- Participant Resources
- Affiliate Resources
- EAP Core Technology
- High Profile and Special Cases
- Case Examples

Routine Case Interface

Largest percentage of callers

- Call the EAP because employee sees poster, brochure, or hears by word of mouth
- Self-identify an issue
- May perceive EAP as easier than accessing MHSA benefit
 - Quicker appointment
 - No co-pay
 - Confidentiality

Routine Case Interface (continued)

Referral to Affiliate

- Warm transfer or names given
- It is good practice to call member back within 24 hours
- Consultation with Care Managers
- EAP Focus
 - Evaluate work performance impact
 - Screen for substance abuse
 - Short-term problem solving
- Referral beyond EAP
 - Self referral – is it truly a conflict of interest?

Participant Resources

- **Legal/Financial Services**
 - Free 30-minute consultation
 - Reduced rate if attorney retained
 - Mediation
- **Work/Life Resources**
 - Parenting & Child Care
 - Elder or Adult Care
 - Education
 - Health & Wellness
- **Achieve Solutions Online Resource**
- **Community Resources**

Legal/Financial Services Summary

■ Legal

- Domestic
- Consumer
- Financial
- Elder Care
- Housing/Real Estate
- Auto
- Estate Planning
- Criminal Matters
- Governmental and Administrative

■ Financial

- Debt Problems
- Retirement Planning
- Family Budgeting
- Other Personal Financial Issues

■ Mediation

- Divorce & Child Custody
- Contractual & Consumer Disputes
- Real Estate & Landlord Tenant
- Car Accidents and Insurance Disputes

Work/Life Services Summary

Adoption

Adoption agencies

Legal assistance

Transitions for step-families

Infertility clinics

Child Care

Back-up care

Infant & toddler options

Child care centers

Summer care

Parenting

Discipline techniques

Talking with your teen

Developmental milestones

Special needs children

Education

K-12

Colleges & universities

Financing

GED/vocational

Adult Care

Finding services & care for older adults

Housing options

Caregiving issues

Aging

Older Relatives

Legal tools

Coping with disability

Caregiver support

Family care planning

Successful Aging

Home safety

Staying active

Adjusting to retirement

Volunteering and travel

Community Resources

Housing

Programs for children & adults

Government agencies

Support groups

Everyday Issues

Consumer education

Home repairs and services

Moving & relocation

Recreation

Health & Wellness

Stress reduction

Exercise & preventative health

Nutrition

Mind/body balance

Affiliate Resources

- Consultation with Clinical Care Managers / Supervisors
- Achieve Solutions Online Resource
- www.valueoptions.com

EAP Core Technology

- **Consultation with, training of, and assistance to work organization leadership seeking to manage the troubled employee, enhance the work environment, and improve employee job performance; and, outreach to and education of employees and their family members about availability of EAP services.**
- **Confidential and timely problem identification/assessment services for employee clients with personal concerns that may affect job performance.**
- **Use of constructive confrontation, motivation, and short-term intervention with employee clients to address problems that affect job performance.**
- **Referral of employee clients for diagnosis, treatment, and assistance, plus case monitoring and follow-up service.**
- **Consultation to work organizations in establishing and maintaining effective relations with treatment and other service providers, and in managing provider contracts.**
- **Consultation to work organizations to encourage availability of and employee access to employee health benefits covering medical and behavioral problems.**
- **Identification of the effects of EAP services on the work organization and individual job performance.**

EAP Core Technology – A Closer Look

- **Identification of employees' behavioral problems based upon job performance issues.**
- Provision of expert consultation to supervisors, managers and union stewards on how to take the appropriate steps in utilizing employee assistance policy and procedures.
- Availability and appropriate use of constructive confrontation.
- **Micro-linkages with counseling, treatment and other community resources.**
- The creation and maintenance of macro-linkages between the work organization and counseling, treatment and other community resources.
- **The EAP focus on employees' alcohol and other substance abuse problems offers the most significant promise of producing recovery and genuine cost savings for the organization in terms of future performance and reduced benefit usage.**
- The evaluation of employee success in EA utilization primarily on the basis of job performance adequacy.

High Profile and Special Cases

- **Chemical Dependency**

- Assessment & Consultation
- Motivational Counseling
- Primary Focus

- **High Risk Cases**

- Domestic Violence
- Child Abuse
- Suicide/Homicide

High Profile and Special Cases (continued)

- **Relationship with Employer**

- Request for Time Off
- Dysfunctional Worksite
- “Boss Needs EAP”

- **Think Switzerland**

- Maintain Neutrality
- You will be (mis)Quoted

Management Referrals

■ Positive Drug Screen

- Follow guidelines of DOT
 - Drug screen is accurate
 - Full assessment using MAST, AUDIT, SASSI or other recognized instrument
- Education is minimum recommendation
- Use and Misuse of 12 step referrals

■ Anger Management

- Coaching for Interpersonal Effectiveness
- Anger Management Group

Management Referrals (continued)

- Indicators of Alcohol/Drug Impairment
 - Absenteeism, Accidents
 - Full assessment using MAST, AUDIT, SASSI or other recognized instrument
 - Involve collaterals as necessary
 - Recognize tendency to minimize
 - Consult with Care Manager prior to making recommendation
 - Education generally is minimum recommendation

Achieve Solutions - Online Resource









Home
My Site
Tools & Resources
FAQs
Search

Centers

- Child Care & Parenting
- Depression & Anxiety
- Drugs & Alcohol
- Elder Care & Aging
- Events & Transitions
- Health & Wellness
- Legal & Financial
- Work & Personal Growth

Topics: A to Z

Español

Manager's Tools

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Friday's Feature



Frequently Asked Questions About Mammograms
This article addresses some of the most common questions women have about mammograms.

mammograms.

Spotlight Articles

- Actions to Take Before and After a Hurricane
- Choosing a Healthy Diet
- Tips to Protect Children From Environmental Threats
- Symptoms of Traumatic Brain Injury

News

- Risk Factors for Multiple Melanoma Skin Cancer Identified
- Violent Video Games Have Been Shown to Lead to Brain Activity Characteristic of Aggression
- Family Meals, Stories Boost Child Confidence
- Midlife Obesity May Be Associated With Risk of Dementia and Alzheimer's Disease
- Total Cholesterol Level Among U.S. Adults Continues to Decline

Resources

Provider Info & News

Click here to enter ValueOptions Provider Site



Hurricane Response

Member Assistance

Legal and Financial Information

ValueOptions PROVIDER LIST



CLICK HERE

October Poll

Which plan do you use when keeping track of your finances?

- Record what I spend
- Prioritize my spending
- Don't live above my financial means
- Set financial goals
- Other

Vote

View Results
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Case Examples

Conclusion

Thank you!