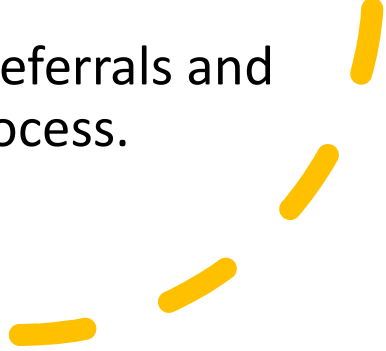


EAP 101 for Behavioral Health Providers



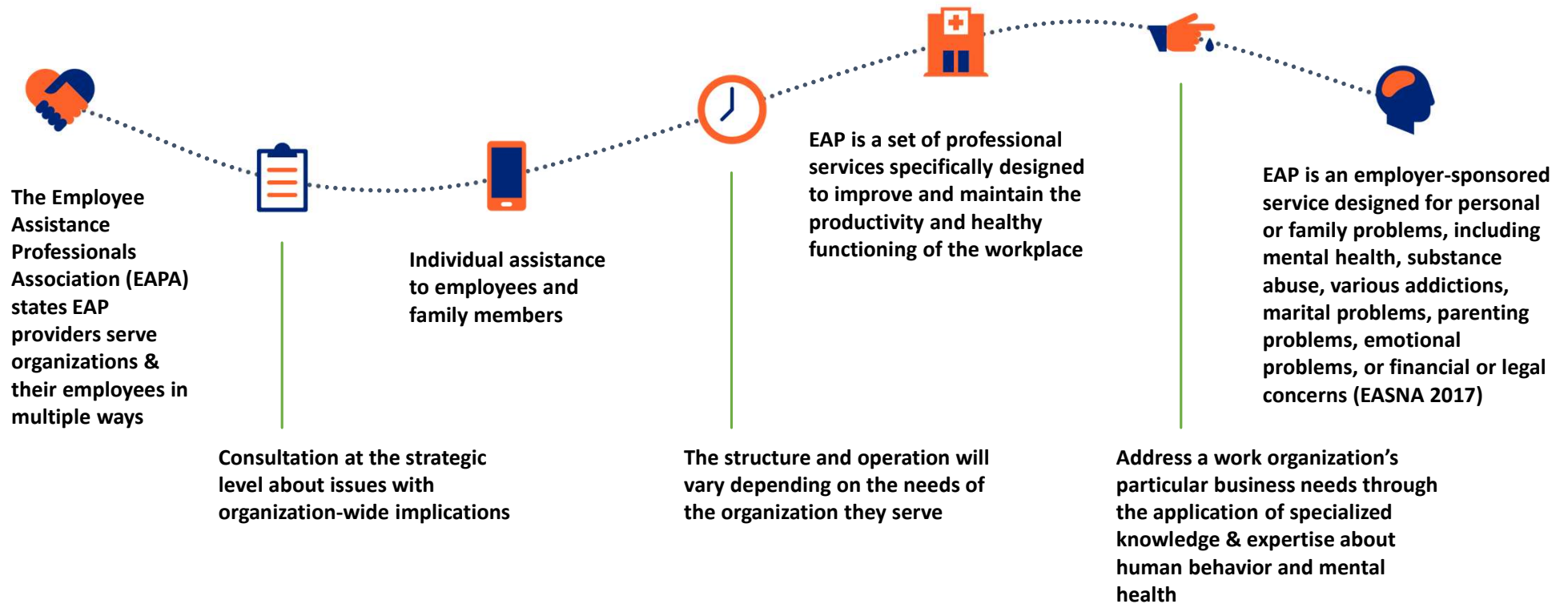
Learning Objectives

- Provide an overview of the EAP Field, EAP Core Technology, CEAP and EAPA standards and Code of Ethics.
 - Describe and clarify EAP Services, confidentiality and the inherent components of an EAP program.
 - Identify the role of the affiliate provider and how it contrasts with a behavioral health services role.
 - Describe the existing types of EAP referrals and define the management referral process.
- 

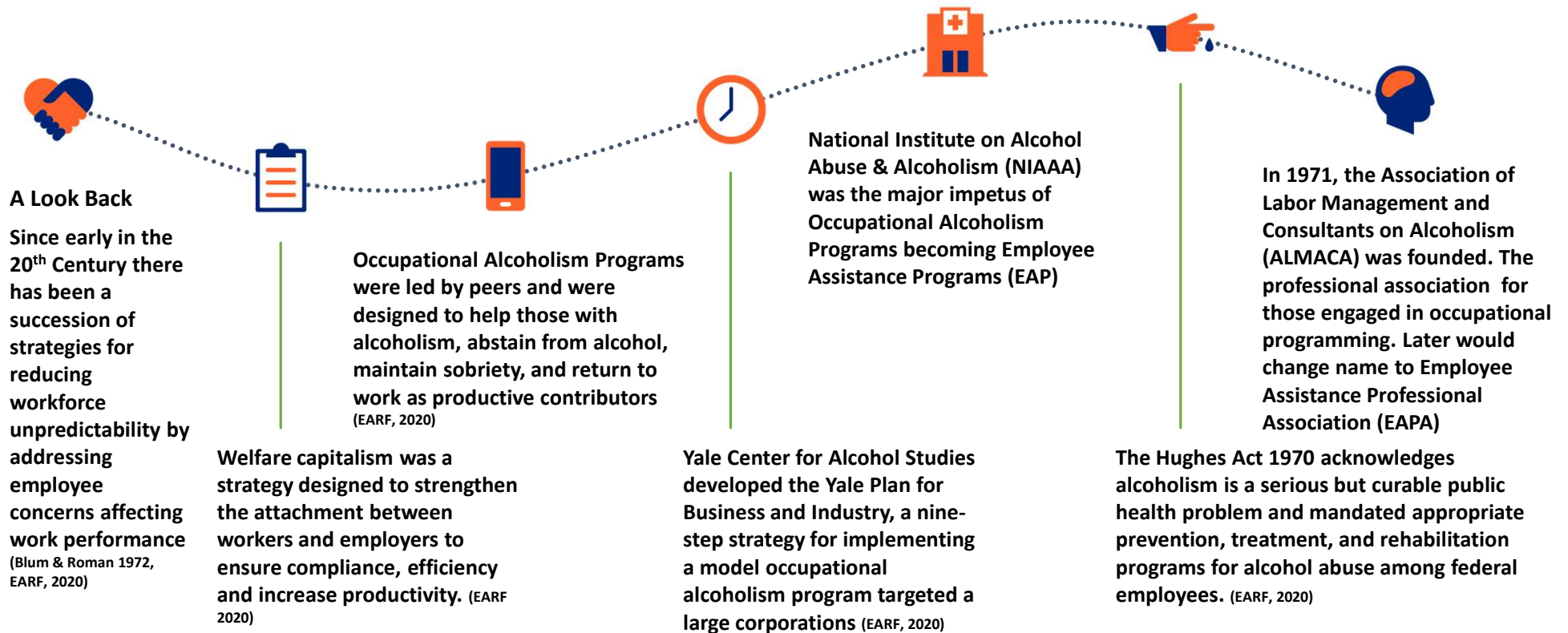


OVERVIEW OF EAP FIELD

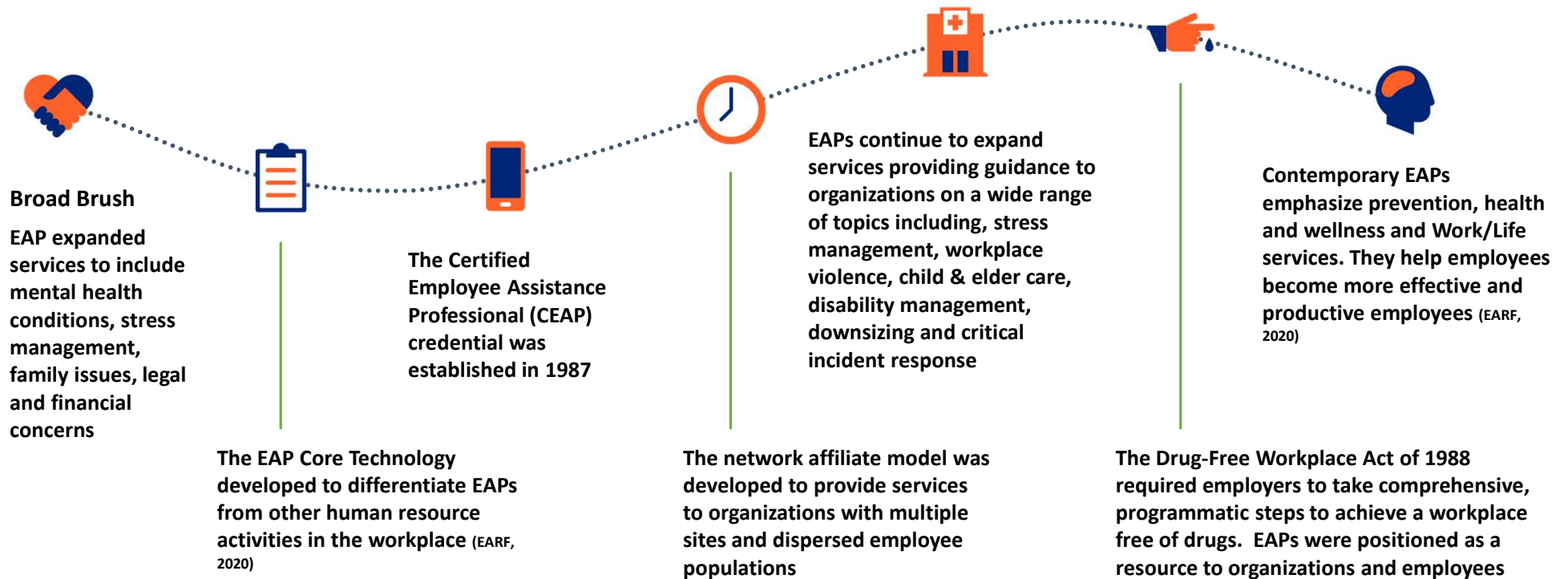
What is the Purpose of EAP?



History of EAP



Expansion of EAP services



Introduction to Core Technology

“Employee assistance program core technology” or “EAP core technology” represents the essential components of the employee assistance (EA) profession. These components combine to create a unique approach to addressing work-organization productivity issues and “employee client” personal concerns affecting job performance.”

2010 Edition EAPA Standards and Professional Guidelines for Employee Assistance Programs; Page 6





EAP CORE TECHNOLOGY

Consultation with, training of, and assistance to work organization leadership (managers, supervisors, and union officials) seeking to manage troubled employees, enhance the work environment, and improve employee job performance

Active promotion of the availability of EA services to employees, their family members, and the work organization

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, as well as case monitoring and follow-up services

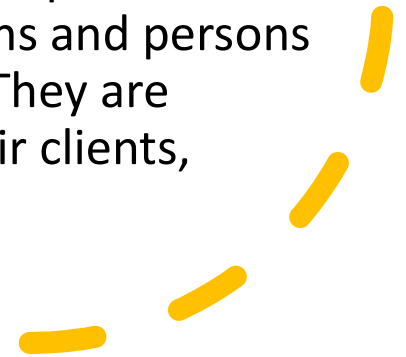
Assisting work organizations in establishing and maintaining effective relations with treatment and other service providers, and in

Consultation to work organizations to encourage availability of and employee access to health benefits covering medical and behavioral problems including, but not limited to, alcoholism, drug abuse, and mental and emotional disorders; and managing provider contracts

Evaluation of the effects of EA services on work organizations and individual job performance

Certified Employee Assistance Professional

- The Employee Assistance Certification Commission (EACC) oversees the certification for Employee Assistance Professionals
- Certified Employee Assistance Professionals (CEAP) are dedicated to enhancing the worth, dignity, potential, productivity and uniqueness of their clients be they individuals or organizations. They are committed to increasing knowledge of human behavior and organizational effectiveness through continuous efforts to improve their professional and personal growth and to recognize the need for continued training and education to prepare themselves to serve work organizations and persons of all ages and cultural backgrounds. They are concerned for the best interest of their clients, colleagues, and for society in general
CEAP Code of Conduct



Application of EAPA Standards for Affiliates

- The **2010 EAPA Standards and Professional Guidelines for Employee Assistance Professionals** is a blueprint for how to build and manage high quality, high functioning EAPs. Standards exist for guidance in all areas of an employee assistance program. Standard II defines the affiliate role:
 - Standard
 - The EAP shall assure that all affiliates understand and accept the policies, procedures and responsibilities associated with their role in the EAP
 - Intent
 - Affiliate providers often do not identify themselves as employee assistance professionals, but rather as therapists. They may be trained to perform only a portion of EAP services. Affiliates should be utilized only in roles for which they are qualified
 - Essential Component
 - The EAP must assure that all affiliates understand and accept the policies, procedures, and responsibilities associated with their role in the EAP




EAPA Code of Ethics

- “The Employee Assistance Professionals Association (EAPA) Code of Ethics provides guidance regarding ethical conduct for employee assistance professionals (EA professionals), and it defines the standards of ethical behavior for the benefit of their clients, both individual employees and employer organizations. The code applies to the EA professional’s activities and relationships with employees, employers, unions, employee assistance colleagues, professionals from other disciplines, the local community and society as a whole.”

EAPA Code of Ethics Aug 2009



Understanding Dual Relationships

- The unique “dual client” nature of employee assistance work can complicate ethical decision-making because the Employee Assistance (EA) Professional always has simultaneous client responsibilities to both the work organization and the individual employee or family member. (EAPA)
 - The EA professional manages multiple relationships with employees, family members, organizational leadership, union representatives, human relations professionals, occupational health professionals, security representatives, insurance carrier, community resources
- 



GENERAL OVERVIEW OF EAP SERVICES

Confidentiality

The EAP will never share personal records with employers or anyone else without written permission by the employee

The EAP adheres to Federal and State laws regarding confidentiality

Exceptions:

- When required by law
- Suspected child or elder abuse
- Threat of serious physical harm or self-harm
- Medical emergency
- Grave disability to the point of threatening well-being
- Written consent

Components of an EAP Program May Include

- Onsite/Internal/External/Hybrid Delivery Models
 - Service delivery model will vary depending on organizational need
- Substance Abuse Professional (SAP) Substance Abuse Expert (SAE) services
 - In adherence with Department of Transportation (DOT) & Nuclear Regulatory Commission (NRC) Federal Regulations
- Critical Incident Response Services (CIRS)
 - Support for organizations and their employees following a disruptive event
- Workplace Training Program
 - Addressing emerging trends and organizational needs
- Executive Coaching
 - Leadership development
- Disability Management
 - Understanding and applying the Americans with Disability Act (ADA) and reasonable accommodation
- Organizational Development Services
 - Policy development, Team building, employee relations consultation
- Wellness Programs
 - Work/Life Management, Health Coaching



Balance Work/Life



Confidential support at
no cost to employees



Employees & covered
family members may
attend a certain number
of face-to-face/telehealth
counseling session for
each problem per year



Eligible members can
access services 24/7 - 365
telephonically,
electronically or on-site if
available



Financial Services, and
Legal Services



Caregiving support,
eldercare, childcare and
pet care



Wellness articles,
podcast, resiliency, and
overall wellbeing

Balancing Work and Life Issues



Home Repairs

An EAP client is relieved to know that worklife services will help her put together a list of qualified professionals to fix her roof. It is one less thing the employee needs to stress about



Caregiving

An EAP client is overwhelmed by her elderly mother's need for in home care. WorkLife Services put together a list of qualified and available services tailored to her mother's specific needs. This support is valuable resource for the employee



Chronic Health Conditions

An EAP client has recently been diagnosed with diabetes. WorkLife services provided articles, nutritional information and technology support to the employee. This support helped the client better manage this new health condition



WorkLife services include a wide range of resources available to employees. The specifics of the programs offered is dictated by the company contract
While EAP does not pay for the services to be performed, they can save employees time by identifying qualified professionals

Virtual Access

Life, family, and relationships

Health and well-being

Education, work and career

Articles, discussion boards, videos, podcasts
webinars and newsletters

Employees can search for clinicians

Employees can access self assessments

Create personal plan for reducing stress and
reaching other goals



GENERAL OVERVIEW OF AFFILIATE ROLE

EAPA Standards and Professional Guidelines

EAP is a workplace-based program. EAPs improve and/or maintain the productivity and healthy function of the workplace by addressing a work organization's particular business needs through the application of specialized knowledge and expertise about human behavior and mental health. EAPs improve productivity by assisting employees in addressing the personal issues impacting their work performance.



Overview of the EAP Affiliate Role



Brief Counseling

An EAP affiliate is providing solution focused support to employees and their covered family members. The EAP is a health and wellness benefit that offers a limited number of sessions. If an employee needs additional care the provider can transition to behavioral health benefit or self pay



Clinical Skills and Resources

Most EAP affiliates are required to have a behavioral health clinical license, and no additional credentials are needed to take EAP referrals. However, the Certified Employee Assistance Professional (CEAP) is the recognized credential in the EAP field



Reimbursement

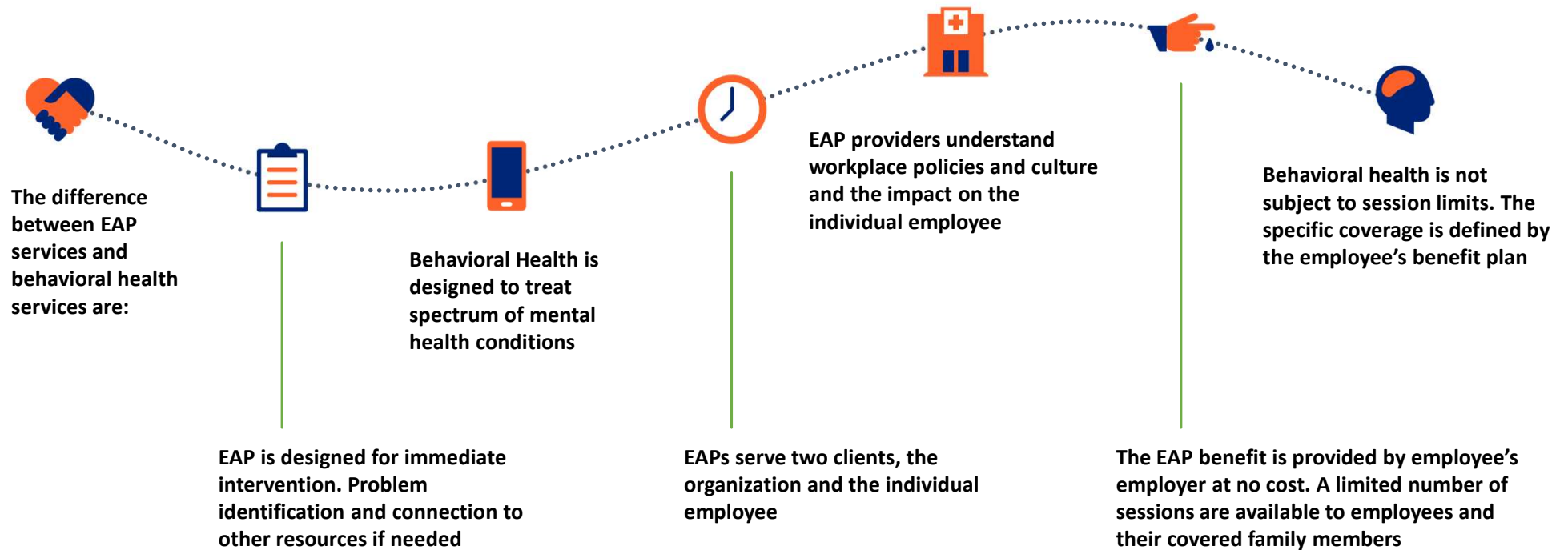
The EAP contracted rate is the same as for routine outpatient therapy services. The EAP is a benefit paid for by a member's employer. There is no copay to collect. Authorizations for EAP services are required prior to the first session and are initiated by the member. EAP claims can be submitted the same as for routine outpatient therapy



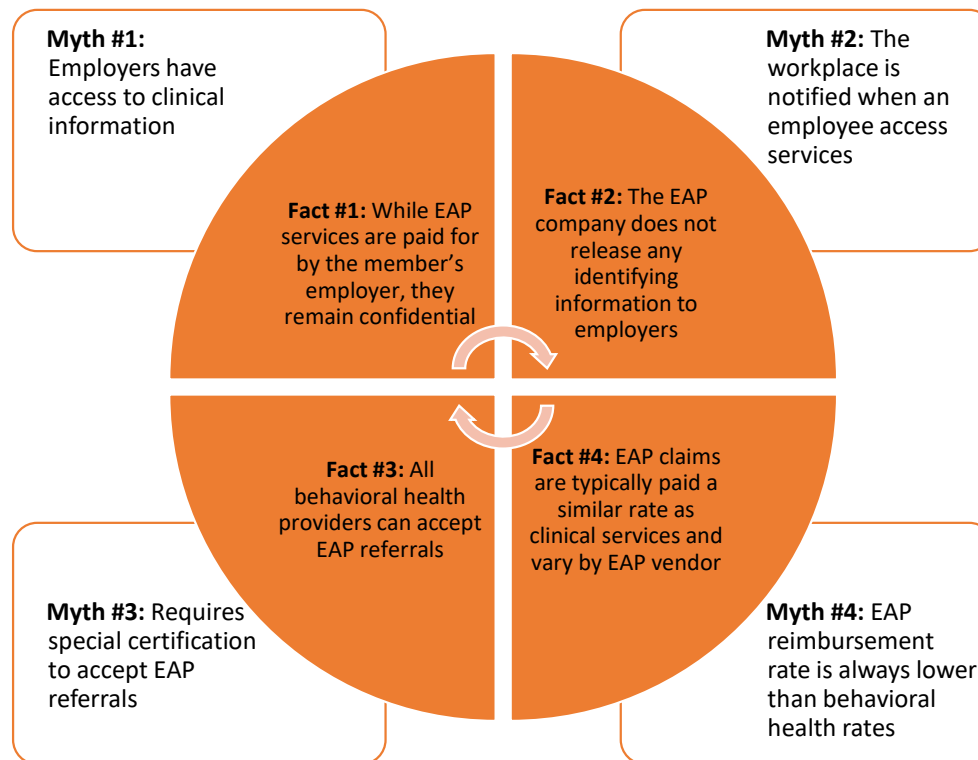
An EAP is a set of professional services specifically designed to improve and or maintain the productivity and healthy functioning of the workplace and to address a work organization's particular business needs through the application of specialized knowledge and expertise about human behavior and mental health

EAPA Standards and Professional Guidelines

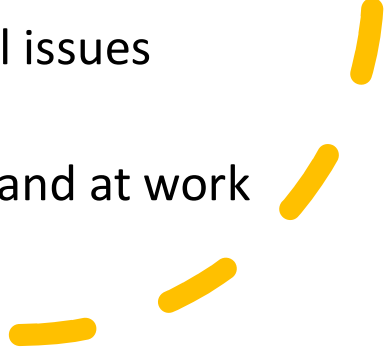
Difference Between EAP and Behavioral Health



MYTHS VS FACTS



Benefits of Being An EAP Affiliate

- Members get the care they need with no out-of-pocket expense. Members appreciate the EAP affiliate for providing clear actionable steps to take to reach a resolution to problems
 - Opportunity to work with a variety of people with a wide range of issues
 - Opportunity to understand the workplace dynamics and how it impacts an employee's mental health
 - Accepting EAP referrals builds practice and creates positive word-of-mouth referrals
 - Assists members in managing personal issues impacting their work
 - Improves overall functioning at home and at work
- 



TYPES OF EAP REFERRALS

Types of EAP Referrals

Formal

- Performance based issues, pattern of decline

Mandatory

- Egregious performance issue/policy violation
- Job jeopardy

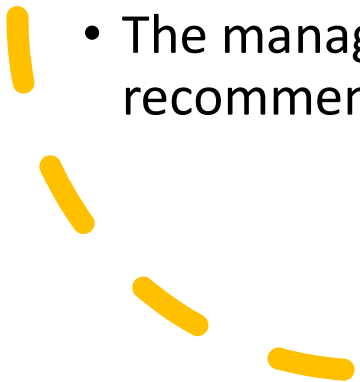
Regulatory

- DOT (Department of Transportation) (SAP) Substance Abuse Professional
- NRC (Nuclear Regulatory) SAE (Substance Abuse Expert)



Affiliate Role with Management Referral

- Consult with the referral source to clarify workplace concerns.
- Provider will offer earliest appointment available.
- Collaborate with the referral source on employee adherence to recommendations and progress in meeting workplace expectations.
- Generate and send required reports as dictated by federal guidelines.
- The management referral is closed once the employee has completed recommendations and the workplace is satisfied with progress



Closing Comments

All EAP services provided by EAP Affiliate providers are strongly rooted in the EAPA Standards and Professional Guidelines and Core Technologies

All EAP Affiliates seek to provide quality, work-based assistance to all eligible members in order to improve the productivity and healthy functioning of each workplace by providing short-term, solution-focused consultations

The EAP Affiliate should be familiar with and understand and accept the policies, procedures and responsibilities associated with their role in the EAP

Finally, thank you for serving as an employee assistance affiliate. The breadth and depth of the knowledge and skills needed to support employee clients, managers, and organizations is immense and valuable

References and Resources

*2010 EAPA Standards and Professional Guidelines for
Employee Assistance Programs*

Published by Employee Assistance Professionals Association;
4350 N. Fairfax Drive; Suite 410; Arlington, VA; 22203

2010 Edition

www.eapassn.org

[2010 EAPA Standards and Professional Guidelines](#)

[2009 EAPA Code of Ethics](#)

[Employee Assistance Professionals Association \(eapassn.org\)](http://www.eapassn.org)

Post Test

- EAP Affiliate providers are paid a different rate than behavioral health providers.
- True
- False
- The field of EAP was originally focused on assisting employees struggling with alcoholism but now includes a broad range of services addressing concerns impacting the workplace.
- True
- False
- EAP is considered a work-place based program which is intended to improve and/or maintain the productivity and healthy functioning of the workplace.
- True
- False
- Per the *2010 EAPA Standards and Professional Guidelines*, the EAP must assure that all affiliates understand and accept the policies, procedures, and responsibilities associated with their role in the EAP.
- True
- False
- Per the *2010 EAPA Standards and Professional Guidelines*, “EAP Core Technology’ represents the essential components of the employee assistance (EA) profession.”
- True
- False