

Management Training

How to Get the Most Out of Your EAP!



Objectives

- How are EAPs beneficial?
- EAP Basics
- What can my employees use the EAP for?
- What are my employees using the EAP for?
- How can I make the EAP more effective?
- **Case examples**

How are EAPs Beneficial?

Troubled employees:

- Increased absenteeism
- Decreased efficiency
- More accidents
- Low quality work

*AMA Handbook for Developing Employee Assistance and Counseling Programs
*Taryn F. Goldstein, Esq., American Compensation Association News, February 1998
*About EAPs™ www.eapa.com/whateaps.html. Accessed 2/13/02.

How are EAPs Beneficial?

Alcohol & Drug Users:

- 5 times more likely to file a workers compensation claim
- Incur 300% more health costs
- 1/3 less productive
- Absent from work 3 times more often than non-users

How are EAPs Beneficial?

Effects of Alcohol/Drug Use On Business:

- Loss of inventory
- Decline in quality of products/services
- Accidents (to self and other employees)
- Decline in company image and federal laws
- Violation of state and federal laws

How are EAPs Beneficial?

Impact of Domestic Violence on Business:

- Medical expenses from domestic violence total between \$5 and \$10 billion annually.
- Businesses lose another \$100 million in lost wages, sick leave, absenteeism and non-productivity due to domestic violence.
- Partners commit 13,000 acts of violence against women in the workplace every year.

How are EAPs Beneficial?



First Advantage

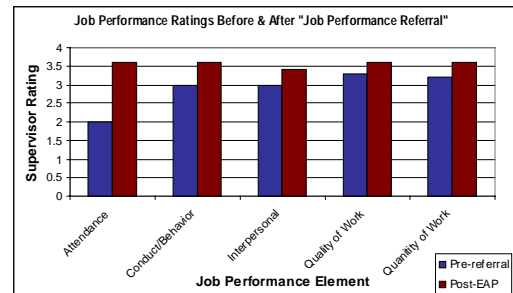
- Savings of \$5-\$16 for each \$1 spent
- Reduction in lost workdays, terminations, medical claims & psychiatric costs
- Improved retention rates, productivity and workplace relationships

*About EAPs." www.eapa.com/whateaps.html. Accessed 2/13/02.
 *Employee Assistance Programs Pay Off." www.warehousemag.com/features/wm0698sb.htm. Accessed 2/27/00.
 *Cost/Benefit Analysis Shows EAP's Value to Employer, EAPA Exchange, Nov-Dec 1998.

How are EAPs Beneficial?



First Advantage



*Hiatt, Hargrave & Palmertree. "Effectiveness of Job Performance Referrals" (1999). Employee Assistance Quarterly, Vo. 14 (4).

EAP Basics



First Advantage

- Confidential - strict compliance with state and federal laws
- Free - prepaid by the employer
- Professional - selection, credentials
- Voluntary



EAP Basics: Access



First Advantage

- 24 hour, 7 days/week, 800 telephone line
- Licensed/certified professionals answer your call
- Referral to local, licensed network counselor
- Face-to-face visits
- Crisis intervention



EAP Basics: Services



First Advantage

- Cover employee and eligible dependents
- Comprehensive assessment
- Short-term counseling if appropriate (up to **X visits**)
- Referral to community or private resource
- Follow-up
- Advocacy

Types of Problems Served



First Advantage

Relationships Marital Singles Sexual	Health AIDS Cancer	Conflicts Resolution Cultural Reorganization
Work/Family Occupational Personal Family Parenting Elder care Parent-child	Emotional Depression Anxiety Adjustment Grief Trauma	Addictions Alcohol Drugs Gambling Relationships Family Food
Workplace Downsizing Change	And Other Problems of Living...	

What can my employees use the EAP for?

Child and Family Services



- Practical assistance on:
 - *Childbirth and nursing*
 - *Adoption*
 - *Parenting skills*



What can my employees use the EAP for?

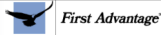
Child and Family Services



- Resources and referrals for:
 - *Childcare services for special needs*
 - *Daycare providers*
 - *Pre-schools*
 - *Camps*
 - *Support groups*
 - *Public and private schools*
 - *College selection*

What can my employees use the EAP for?

Child and Family Services

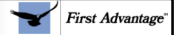


- Information packets available on:
 - *Choosing a nanny*
 - *How to choose a daycare center*
 - *Communication with an adolescent*
 - *Variety of child/adolescent parenting topics*



What can my employees use the EAP for?

Eldercare Services

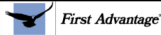


- Information packets available on:
 - *Care of the elderly*
 - *Care of the disabled adult*
 - *Healthcare appraisals*

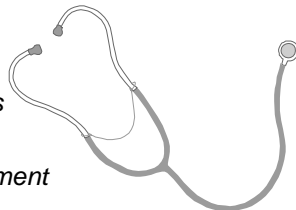


What can my employees use the EAP for?

Eldercare Services



- Referrals for:
 - *Home care*
 - *Nursing care*
 - *Nursing homes*
 - *Hospice*
 - *Case management*



What can my employees use the EAP for?

Eldercare Services

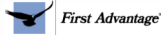


- Consultation available on:
 - *Health insurance*
 - *Legal issues*
 - *Housing concerns*
 - *Support services*
 - *Financial planning*



What can my employees use the EAP for?

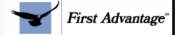
Legal Services



- Telephone consultation with licensed lawyer on:
 - Divorce
 - Annulment
 - Separation
 - Child custody disputes
 - Auto-related matters
 - Foreclosure and forfeiture

What can my employees use the EAP for?

Legal Services

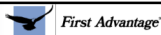


- Referral Services
 - Face-to-face consultation
 - Initial 30 minutes free
 - 25% discount rate from usual hourly rate



What can my employees use the EAP for?

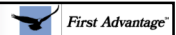
Legal Services



- Emergency telephone consultation
 - Available 24-hours a day
 - 7 days a week
 - For arrests/car accidents

What can my employees use the EAP for?

Legal Service Lawyers

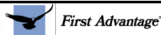


- Legal Services Lawyers will not consult on:
 - Work related issues
 - Second opinions
 - Third party questions
 - Issues regarding your private business



What can my employees use the EAP for?

Financial Services

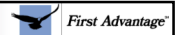


- Telephone access to financial counselors
- Assistance with issues such as:
 - Financial planning
 - Debt management
 - Investments
 - Taxes
 - Budgeting
 - Cash management
 - Insurance



What can my employees use the EAP for?

Financial Services



- Calls supplemented with written materials
- Investment counseling is provided by Certified Financial Planners
 - Advice given is strategic vs. tactical in nature
 - Counselors will not refer to financial planners or promote their own products

What can my employees use the EAP for?

Concierge Services



- Concierge Information Line provides employees with access to information on:
 - *Shopping: Where to find it -clothing, art, antiques, sporting goods, computers*
 - *Shopping Services: grocery, gifts, personal shoppers*
 - *Medical: hospitals, physicians, specialists, ambulance services, pharmacies, emergency information*
 - *Dining: cuisine, cost, neighborhood, specialties, latest reviews*

What can my employees use the EAP for?

Concierge Services



- *Entertainment: guides to movies, concerts, theaters, ballet, opera and more*
- *Nightlife: nightclubs, late night events, places to go for every taste at any hour*
- *General Services: painters, pet sitters or groomers, contractors, auto repairs, apartment brokers, translators, drivers, personal care, physical fitness, landscapers, carpenters, roofers, plumbers, electricians, home catering and more*

What can my employees use the EAP for?

Online Resources



ONLINE RESOURCES address a wide range of topics focusing on work/life, mental health and personal development including:

- Parenting/Children
- Finances
- Legal issues
- Health
- Helping aging parents
- Workplace issues
- Managing people
- International topics
- Emotional well-being
- Addiction and recovery

What can my employees use the EAP for?

Online Resources

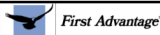


ONLINE RESOURCES are convenient, accessible and effective:

- *Self-assessments and quick quizzes*
- *Monthly newsletters*
- *Periodic seminars*
- *Financial calculators, worksheets & child/elder care locators*
- *Life articles, web links, quick tips, audio tapes and recommended reading*

Helping people help themselves

Online Resources

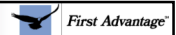


Online Log-on Instructions

1. Log onto the internet
2. Type <http://www.fadv.com/eapsap>
3. Click on Online Resources
4. Click on Click to Access Services

What can my employees use the EAP for?

Online Resources



Online Log-on Instructions Cont'd.

5. User ID = **XXX** (case sensitive)
6. Password = **XXX** (case sensitive)
7. Click on the "Enter" icon
8. Experiment, explore and have fun!

Anonymous access from your personal computer

What can my employees use the EAP for?

What are My Employees Using the EAP for?



- Insert Primary Presenting/Assessed Prob.from last 2 years
- Continue

The Role of the Manager



- To lead others in accomplishing goals:
 - Set direction
 - Manage resources
 - Provide tools
 - Provide feedback
 - Monitor performance

How can I make the EAP more effective?

Managers Are Key to Success



- Periodic reminders
- Management suggestions
- Supervisory referral
- **Mandatory referral (last chance agreement)**



How can I make the EAP more effective?

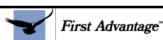
When to Contact the EAP



- Disturbing event / Critical incident
- Consultation for work related issues
- Initiate supervisory referral process

How can I make the EAP more effective?

Disturbing Event / Critical Incident

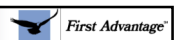


- Situations which disrupt the workplace and challenge the employee's ability to cope
 - Death or illness of a coworker
 - Victim of crime or violence
 - Natural disasters



How can I make the EAP more effective?

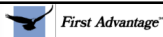
Actions after Event



- Immediate threat - notify police and/or security
 - Know company workplace violence policy
- Notify Human Resources of any incidents
- Contact First Advantage - We will arrange for onsite intervention and provide support and follow up services to employees

How can I make the EAP more effective?

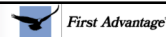
Recognize The Troubled Employee



- Attendance
- Performance
- Behavior
- Physical signs

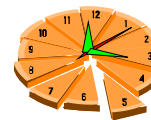
How can I make the EAP more effective?

Recognize Warning Signs:



Attendance

- Tardiness
- Extended lunch time
- Abuse of leave / Unscheduled leave
- "On the job" absenteeism
- Patterns of absenteeism
 - i.e. Mondays, Fridays, etc.



How can I make the EAP more effective?

Recognize Warning Signs:



Attendance

- Missing deadlines / Extended time needed to complete tasks
- Inconsistent work quality
- Work quality below expectations
- Difficulty following instructions
- Forgetfulness / Absentmindedness
- Job accidents
- Inability to learn from mistakes

How can I make the EAP more effective?

Recognize Warning Signs:



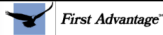
Behavior

- Verbal threats or assault
- Insubordinate
- Inability or unwillingness to cooperate
- Harassing and/or disrupting co-workers
- Complaints about employee from others
- Isolation/alienation from co-workers



How can I make the EAP more effective?

Recognize Warning Signs:

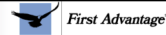


Physical

- Weariness, exhaustion
- Unusual untidiness
- Slurred or rapid speech
- Sleepiness (nodding)
- Unsteady walk
- Signs of physical violence
- Changes in appearance after lunch breaks

How can I make the EAP more effective?

What to Do:

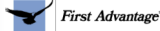


Supervisory Referrals & Suggestions

- Observation
- Written documentation
- Initial constructive interview
- Follow up interview

How can I make the EAP more effective?

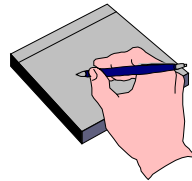
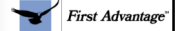
Observation



- Take responsibility for being aware of employee workplace behaviors
- Look for patterns of behaviors that affect the workplace
- Recognize that a problem exists

How can I make the EAP more effective?

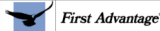
Written Documentation



- Absenteeism - **record of specific dates**
- Tardiness - **record of specific dates and times**
- Work mistakes, poor quality - **have specific examples**
- Poor work attitude - **list specific examples**

How can I make the EAP more effective?

Preparing for the Interview

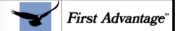


- Select a time and place (should be private but not isolated)
- Beware of own expectations
- Be consistent
- Bring written documentation
- Consult with First Advantage



How can I make the EAP more effective?

Initial Corrective Interview:

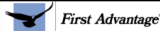


Supervisory Suggestion

- Review the history of the problem and why you are concerned
- Tell the employee that you are establishing a course of corrective action
- Clearly outline your expectations for job performance
- Be prepared for the employee's reaction; listen and refocus

How can I make the EAP more effective?

Initial Corrective Interview:



Supervisory Suggestion

- Describe all aspects of the course of action
- Present EAP as a resource, provide overview emphasizing confidentiality
- Indicate what next step in discipline process will be if expectations not met
- Set date for follow up meeting and express your confidence/support

How can I make the EAP more effective?

The Follow-up Interview



Supervisory Referral

- Review progress toward goals
 - *Compliment positive change*
 - *If no improvement, make supervisory referral to the EAP*
- Inform employee that you are making supervisory referral
 - *Provide EAP access information again*
- Consult with & notify EAP you are making a referral

How can I make the EAP more effective?

Supervisory Referral



- Upon accessing the EAP, employee will be asked to sign a release of information
 - *Without release, EAP will only reveal whether employee came to appointment*
 - *With release, EAP will provide compliance and attendance information*
- Continue to monitor performance, behavior and attendance

How can I make the EAP more effective?

Supervisory Referral



- If employee does not accept or follow through on referral
 - *The EAP is not a part of the disciplinary process*
 - *Consult with Human Resources*
 - *Follow company disciplinary process*

How can I make the EAP more effective?

The Mandatory Referral



- Dictated by company policy
 - *Always consult with Human Resources*
- Job termination or "last chance"
 - *Non-compliance with referral and recommendations is reason for termination*
- Releases must be signed
- Follow steps of interview process in coordination with Human Resources

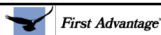
How can I make the EAP more effective?

Company Policy Issues



- XXXX

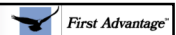
How to get the most out of the EAP



- Questions & Answers
- Case Studies



EAP Services



Available
24-hours a day
7 days a week

Call First Advantage
800.935.9551

