



EAP Accreditation:

Should my organization pursue it?

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Outline

1. What is accreditation? What is the history and background of EAP accreditation?
2. Which EAPs are accredited?
3. Why should our EAP pursue accreditation? What are the benefits?
4. What is the process of accreditation?
5. What are the costs – both financial and non-financial – to me, my staff, and our organization?
6. Is our EAP eligible for accreditation?



Outline

7. What are the standards? Are they applicable to our organization? What do they cover?
8. How were the standards created? Who was involved? What is COA's relationship to EASNA and EAPA?
9. How long does it take to become accredited? What is the timeframe?
10. How can I get involved in the accreditation process? And who are Peer Reviewers and Team Leaders?



Accreditation – History and Background

EAP ACCREDITATION AND STANDARDS DEVELOPMENT HISTORY*

1981 Association of Labor-Management, Administrators and Consultants on Alcoholism (ALMACA) committee drafts first *Standards for Employee Alcoholism and/or Assistance Programs*

1983 The Employee Assistance Society of North America (EASNA) is conceived. Group adopts a broad brushed approach to EAP rather than adopting core technology. Mission was to produce standards and an accompanying accreditation process.

1984 EASNA incorporates and begins to build a critical mass.

1985 Drs. Paul Roman and Terry Blum published a paper in which they identified the six components of EAP "core technology"

1985 ALMACA changes name to Employee Assistance Professionals Association (EAPA). EAPA develops CEAP credential.

1987 The Council on Accreditation (COA) releases its first service delivery section for organizations providing employee assistance services and begins to accredit organizations providing these services

1988 EAPA Board of Directors adopts a specific definition for an EAP and forms the Program Standards Committee

**This history was obtained from information provided by Edward Haaz, John Maynard, and Tim Stockert*



Accreditation – History and Background

EAP ACCREDITATION AND STANDARDS DEVELOPMENT HISTORY*

1989 Florida Occupational Program Committee establishes and field tests accreditation process leading to the accreditation of Honeywell in 1990

1989 EASNA convenes conference to create program standards

1990 EAPA Standards Committee publishes *EAPA Standards for Employee Assistance Programs*

1990 EASNA publishes its first book of EAP standards

1991 EASNA develops accreditation process and accredits its first EAP, Genesis EAP in Davenport, IA

1992 *EAPA Standards for Employee Assistance Programs, Part II: Professional Guidelines* is published

1994 EAPA publishes its *EAPA Glossary of Terms*

1994 EAPA's Accreditation Committee chooses CARF to help it facilitate an accreditation for its member organizations

1996 Publication of the *EAPA Guidelines for International EAPs*

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Accreditation – History and Background

EAP ACCREDITATION AND STANDARDS DEVELOPMENT HISTORY*

1996 EAPA's board votes not to pursue accreditation and to dissolve relationship with CARF Accreditation Committee dissolved. CARF continues to accredit EAPs on its own

1999 Latest revision of the *EAPA Standards and Professional Guidelines*

1999 EASNA partners with COA to administer EAP accreditation process. New standards developed with financial assistance from the US Substance Abuse and Mental Health Services Administration (SAMHSA)

2000 Standards and process are beta tested at 5 EAPs in the US and Canada (Magellan, Ceridian, EAP International, Centers for Medicare and Medicaid, and Bank of Montreal) and they also undergo extensive field comment

2001 New process (EASNA EAP Accreditation as Administered by COA) and standards (*EAP Standards and Self-Study Manual, 1st Edition*) are officially released

2002 COA renegotiates contract with EASNA to act as sole custodian of process and standards. Standards go through another process of field comment and feedback. Panels include representatives from: EAPA and EASNA; internal, external and combined programs; Canadian and the US EAPs; and public, private, and not-for-profit organizations.

**This history was obtained from information provided by Edward Haaz, John Maynard, and Tim Stockert*



Accreditation – History and Background

EAP ACCREDITATION AND STANDARDS DEVELOPMENT HISTORY*

2003 COA releases *EAP Standards and Self-Study Manual, 2nd Edition*

2002-2003 COA accredits 6 stand-alone EAPs in the US and Canada including the largest EAP in North America

2003 COA exploring accreditation of overseas EAPs

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COA and EASNA/EAPA

- Initially, accreditation was called “EASNA Accreditation as Administered by COA”
- In 2002, COA renegotiated contract to act as the sole custodian of standards and process
- EASNA is a supporting member of COA and “endorses” the standards
- COA is working with EAPA administration to “endorse” importance of accreditation
- Many of COA’s Peers, Team Leaders, Commissioners, Panel members, etc. are members of both associations



Accreditation – History and Background

- COA began accrediting EAPs in 1987. Currently, there are more than one hundred and fifty (150) EAPs that are COA accredited.
- Most EAPs that have been accredited under COA standards are a part of larger multi-service organizations.
- There are six stand-alone EAPs that are currently accredited under the *EAP Standards and Self-Study Manual, 1st Edition*.



Accredited EAPs

- Under the 1st Edition EAP Standards and Self-Study Manual (*for stand alone EAPs*)
 - BMO Financial Group EAP (formerly Bank of Montreal), Toronto, ON
 - Employee and Family Resources, Des Moines, IA
 - Genesis EAP, Davenport, IA
 - Interlock EFAP, Burnaby, BC
 - Magellan Behavioral Health, Columbia, MD
 - Warren Shepell Consultants Corporation, Toronto, ON
- Under the 7th Edition Standards and Self-Study Manual (*for multi-service organizations*)
 - Over 140 EAPs throughout the US and Canada



Accredited EAPs

- There are also 4 EAPs currently in the process of becoming accredited:
 - Ceridian LifeWorks, Eagan, MN
 - Government of Health Canada, Ottawa, ON
 - Johns Hopkins University, Baltimore, MD
 - Kelly, Luttmer, and Associates, Calgary, AB
- Recently received applications from 4 other EAPs in the UK, Canada, Puerto Rico, and the US Department of Defense
- CARF also accredits EAPs and has been doing so since the early 1990's



Benefits of EAP Accreditation

- Benefits of accreditation apply to multiple stakeholders including:
 - The EAP service provider;
 - The employee or end user who receives the EAP service;
 - The customer or host organization that is purchasing the service; and
 - The EAP field, itself.



Benefits of EAP Accreditation

- EAP Service Provider Benefits:
 - **Quality improvement mechanism**
 - **Risk management tool**
 - **Marketing opportunity**
 - Relief from regulatory entities
 - Financial incentives
 - Enhances credibility and integrity of the EAP



Benefits of EAP Accreditation

- Customer Organization Benefits:
 - **Simplifies process of choosing an EAP**
 - **Validation externally of EAP quality**
 - Ensures that EAP is a going concern
 - Provides confidential external accountability mechanism to report concerns
 - Ensures EAP's ongoing compliance
 - Enhances consumer confidence
 - Induces EAPs to get feedback from customer



Benefits of EAP Accreditation

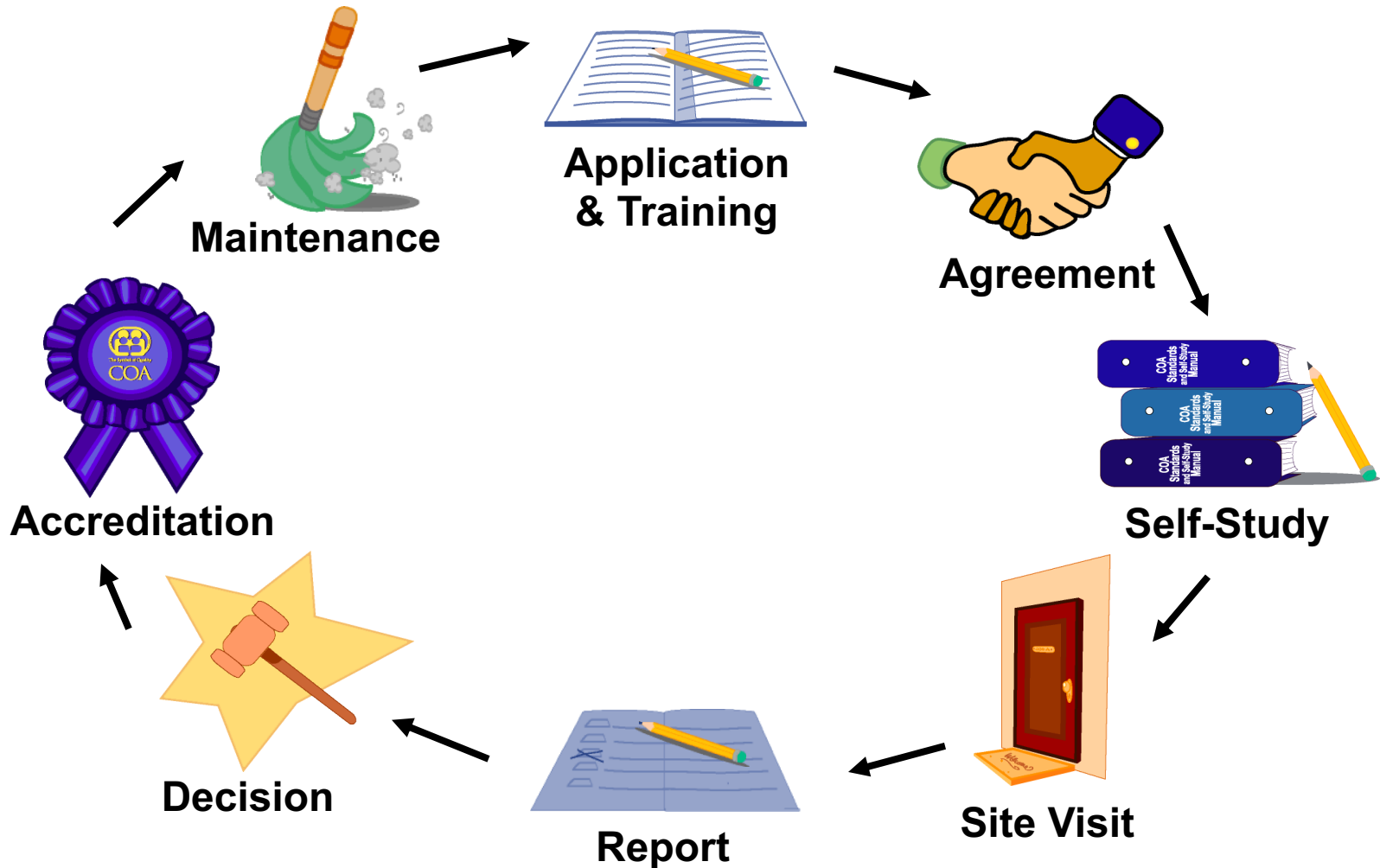
- Employee/End User Benefits:
 - **Indicates that the EAP has met the highest standards, particularly those related to the employee, such as:**
 - **Confidentiality and privacy**
 - **Legal compliance**
 - **Safety and security**
 - **Quality of service delivery**
 - **Builds consumer confidence**



Benefits of EAP Accreditation

- EAP Field Benefits:
 - **Helps standardize practices across the field reducing risk**
 - Enhances the credibility of the field
 - Provides objective outcome data

Process of Accreditation





Length of the Process

- Length of process can vary depending upon:
 - Size;
 - Scope;
 - Staff resources;
 - Level of compliance with the standards;
 - Familiarity with the accreditation process;
 - First time in the process;
 - Number of services that the EAP provides;
 - Leadership support from EAP management; and
 - Financial resources.
- Average time is between 9 and 14 months from time of application to accreditation announcement



Accreditation Fees and Costs

- Fixed Fees
 - Application, accreditation fee, site visit, and maintenance of accreditation
 - Kept to a minimum by utilizing Peer Reviewers
- Variable Costs
 - Cost of implementation
 - Do a pre-assessment of compliance
 - Decide cost of implementing standards



Eligibility Requirements

- The organization directly provides an EAP service as defined by in the EAP Standards and Self-Study Manual, 2nd Edition;
- The internal or external EAP has provided services to client companies for at least six (6) months at the time of application;
- The EAP holds all required licenses/certifications for its services; and
- It is sufficiently autonomous and independent to permit its review as a distinct legal entity.
- The EAP is providing the core technology in terms of services



EAP Standards, 2nd Edition

I. Administration and Management

- Legal; Board of Directors; Senior Management; CEO; and policies

II. Management of EAP Human Resources

- HR planning, organization and deployment; assessment and evaluation; accountability and performance review; and affiliates

III. Health and Safety

- Environmental quality; accessibility; safety codes; and emergency response

IV. Finance

- Planning; accountability; payroll; and management of investments

V. EAP Legal Liability

- Liability insurance; record-keeping; security of information; affiliate agreements; subcontractor agreements



EAP Standards, 2nd Edition

V. Contracts for EAP Services

- Agreements with organization; account management; and reports to organizations

VI. Quality Improvement

- QI infrastructure; evaluation of performance; internal monitoring; external audits; outcomes; QI with affiliates; feedback; information management; and corrective action

VII. Personnel and Affiliate Competence

- Competence of counselors and affiliates; and credentials

VIII. Staff Supervision and Training

- Consultation with staff and affiliates; supervision of non-clinical personnel; staff training and development; training content; and risk management training



EAP Standards, 2nd Edition

IX. Professional Practice

- Protection of rights; access to records; grievance procedures; confidentiality; releases; conduct of staff and affiliates; conflicts of interest; research protections; ethical considerations for the Internet and other technologies

X. Intake, Assessment, and Service Planning

- Access to services; intake process; assessment requirements; referrals; outreach; EAP staffing ratios; client records

XI. Service Delivery

- Prevention services; training of supervisors and union representatives; organizational development; CISM; Drug-Free Workplace; work-life; legal; information and referral/assessment and referral; short-term counseling; online and telephone modalities; and international



Standards Creation

- Combination of standards (COA, EASNA, EAPA standards)
- Convened panel of experts from the field
- Beta testing
- Field comment period
- Continual updates and revisions (Information from the field, site visits, etc.)



Getting Involved

- Peer Reviewer/Team Leader
 - Chief Executive Officers;
 - Executive Directors;
 - Senior Administrative and Clinical Staff;
 - EAP Faculty of Schools of Social Work and other Professional Schools; and
 - Retired Executives who continue to maintain an active role in EAP services.
- Peer Training prior to the EAPA Conference, Nov. 20 & 21
- EAP Advisory Board
- EAP Standards Panels
- Field Comment



Questions?

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