

EAP ASSOCIATION

EXCHANGE

AUGUST 1990

VOL. 20 NO. 8

Ideas For More Efficient Repairs

Achieving EAP
cost effectiveness
through
benefits redesign
and
client-specific
treatment

special
insert:
EAPA's
Publications
Catalog

Visit a Very Special Place for Troubled Teenagers



Be Our Guest Through the Magic of Video Tape.

- Tour our beautiful 42 acre campus located in the land of 10,000 lakes.
- Learn about our proven treatment programs which specialize in the most difficult disorders.
- Hear about our extensive individual counseling and group therapy sessions which distinguish us from most other programs.
- Visit several classrooms in the Wilson Academy, a fully accredited high school.
- Witness kids participating in social activities, visit a typical patient's room and join us in our cafeteria.
- Most of all, share in the warmth and caring of the over 300 Wilson Center staff members as they help teens through recovery.



THE WILSON CENTER
ADOLESCENT PSYCHIATRIC HOSPITAL

FOR YOUR FREE VIDEO, CALL (800) 328-4873, IN MINNESOTA CALL (507) 334-5561 FARIBAULT, MINNESOTA 55021

Client-Specific Treatment

AN OUTSIDE SPRING CALIPER, a three-point Phillips screwdriver, a 5/16-inch hex key wrench. In the repairman's workshop, these are among the precision tools that make specialized repairs. Similarly, BX cable sheathing, galvanized coupling and pipe strapping are materials used to make the repair. Both the tools and materials are task-specific.

Applying this analogy to the "workshop" in which EAP professionals ply their trade, the *tools* are provided in the benefits package. Generally speaking, the more tools (i.e. referral options) that EAP professionals have at their disposal, the more likely they are to make the most appropriate client referral. The *materials* for the repair are in the form of treatment providers proficient at providing the most client-specific treatment.

OUR FEATURE COVERAGE includes an article by EAP staff at Conoco Inc. about how the company has modified its benefits policy to afford counselors the greatest flexibility in making referrals. It is followed by a second feature about fully activating the power of the EAP referral by exploring the complete range of treatment providers and community resources. As EAPs consider whether to access the employer's benefits plan, "alternative" or "specialized" providers and resources may provide new solutions to client problems.

(The intent of the article is not to alter the assessment-and-referral concept by advocating the nontraditional or faddish: only to better serve the interests of both the client and work organization.)

WE HOPE this will be thought-provoking exercise. Employee assistance traditionalists might liken it to engendering the micro- and macro-linkages of the Core Technology. The avant-garde view would associate it with point-of-access managed health care. Either way, a fine-tuned client referral is sound EAP practicing.

WE ALSO USE this issue to reproduce EAPA's new Publications Catalog as a 12-page insert, and to showcase the services and products of vendors which use the *Exchange* as an advertising medium. Summaries appear on pages 37-38. We greatly appreciate their business, which helps to defray our publication costs.

Rudy M. Yandrick

EAPA'S BOARD OF DIRECTORS AND STAFF

EXECUTIVE OFFICERS

Tom Pasco, President
Tamara Cagney
 Vice President—Operations
Don Magruder
 Vice President—Administration
Marcia Nagle, Secretary
Pat Patrick, Treasurer

REGIONAL BOARD MEMBERS

Kevin Parker
 Eastern Region
Alpha Brown
 Mid-Atlantic Region
Boyd W. Sturdevant, Jr.
 Midwestern Region
Janet Deming
 North Central Region
Roger Wapner
 Pacific Region
Midgie Brawley
 Southern Region
Daniel C. Hearn
 Southwestern Region
James E. Lehman
 Western Region

William G. Durkin
 International Region Representative
Morris Golden

Canadian Regional Representative

COMMITTEE CHAIRPERSONS

Claire Fleming, Advisory to
EAPA Exchange
Jane Ollendorff, Annual Meeting
 Site Selection
Sally Lipscomb, Benefits
Jim Roth, Bylaws
Jack Dolan, Consultants
Jesse Bernstein, Development
Daniel J. Molloy, Education and Training
Gary Atkins, Ethics
John Hooks, Ethnic & Cultural Concerns
Thomas Murgitroyde, Labor
Barbara Feuer, Legislative and Public Policy
William O'Donnell, Membership
Mary S. Bernstein, Program Managers
Terry C. Blum, Research
Bradley Googins, Special Projects
Debra Reynolds, Standards
John J. Hennessy, Treatment
Joanne Pilat, Women's Issues

Daniel Lanier, Chairperson, Employee Assistance Certification Commission

STAFF

Thomas J. Delaney, Jr.
 Executive Director
Judith Evans, Associate Director
Rudy M. Yandrick, Editor

PUBLISHED BY:

The Employee Assistance Professionals Association, Inc.
 4601 N. Fairfax Drive
 Suite 1001
 Arlington, VA 22203
 Telephone (703) 522-6272

© 1990 by Employee Assistance Professionals Association, Inc. Reproduction without written permission is expressly prohibited. Publication of signed articles does not constitute endorsement of personal views of authors.

TABLE OF CONTENTS



COVER FEATURES

31

Designing Benefits to Flex Around Alternative Forms of Treatment

by Evelyn R. Malone, MA, and Robert B. Johnson, Ed.D.

34

Multiple Choices: EAP professionals can further managed care objectives by exercising their full range of referral options

by Rudy M. Yandrick

Also of interest:

37

The Special Products and Services of the Exchange's Advertisers

1990 NATIONAL ELECTION

7

EAPA Announces Slate of Election Candidates

Five national and 10 regional Board of Directors positions will be decided

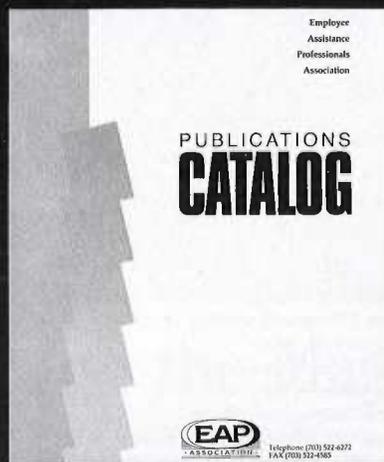
MORE 1990 NATIONAL CONFERENCE COVERAGE

10

Meet your Hosts From the Acadian and New Orleans Chapters!

Special-Interest Programs and Other Events

19



**Special Insert:
EAPA's Publications Catalog**

DEPARTMENTS

3 Editor's Comment

5 From the Executive Director

12 Public Policy

the Americans With Disabilities Act becomes law

14 Update on Certification

EACC encourages item-writing sessions

15 Regions and Chapters

reports on the Eastern Regional, European EAP Institute, and chapters in Virginia, the Huron Valley and the Pacific Northwest

39 EAP InfoTracks

Problems with utilization review lead to reforms by states

43 Conferences & Workshops

44 Index of Advertisers

46 The Business Page

EAP support staff: A neglected dimension of program development, by John F. Franz, Ph.D.

