

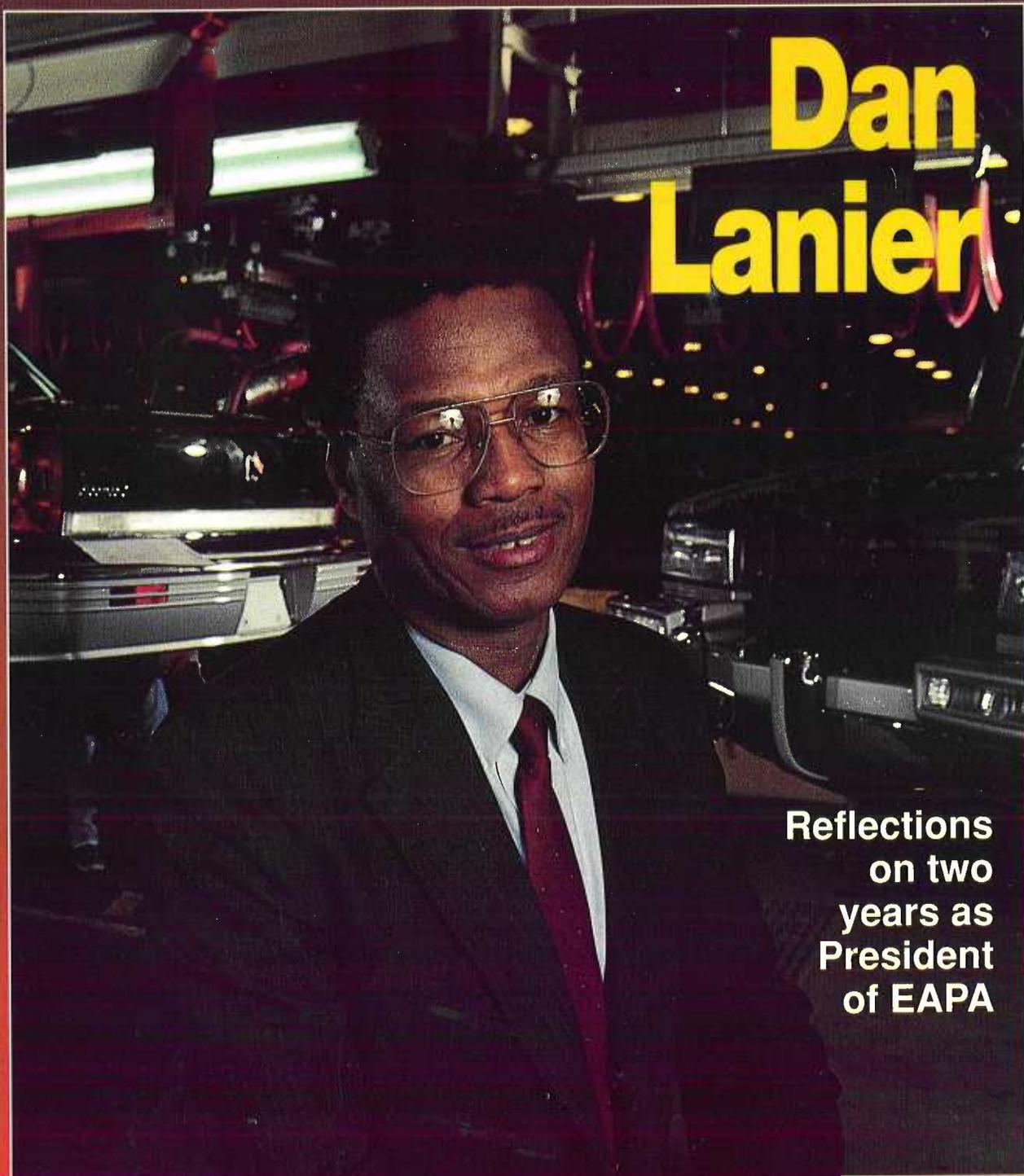
EAP ASSOCIATION

EXCHANGE

OCTOBER 1992



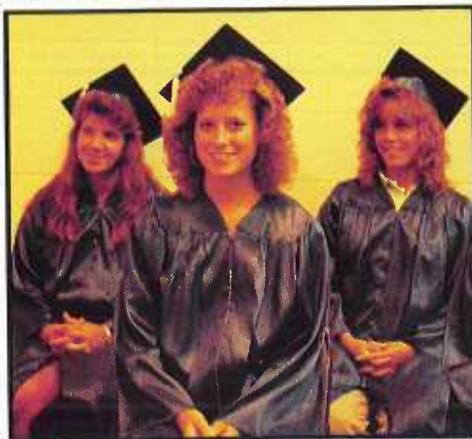
VOL. 22 NO. 10



**Dan
Lanier**

**Reflections
on two
years as
President
of EAPA**

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 therapy 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 Wilson Center staff members as they help teens through recovery.

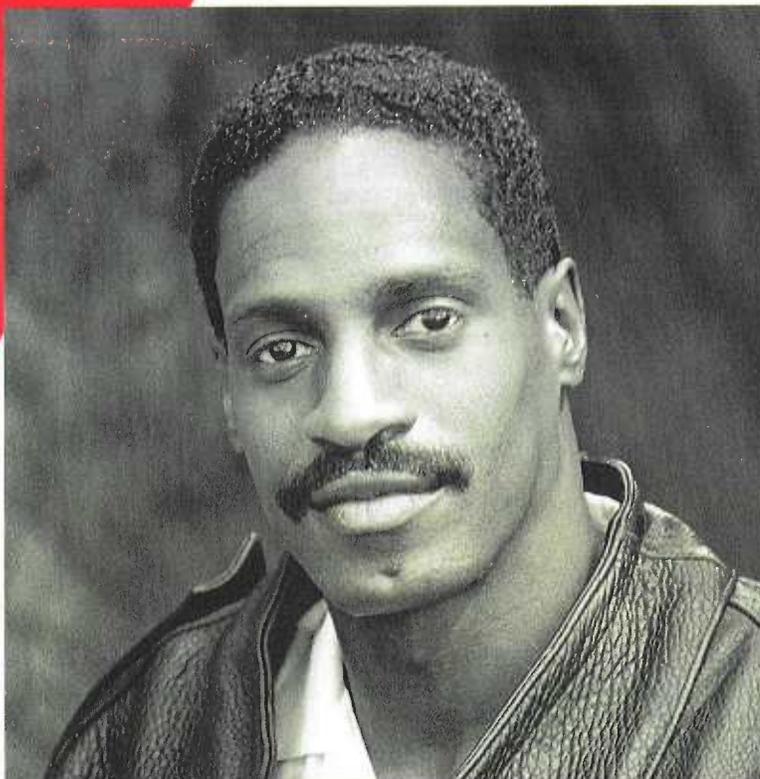


THE WILSON CENTER
ADOLESCENT PSYCHIATRIC HOSPITAL
and Residential Treatment Center

FOR YOUR FREE VIDEO, CALL (800) 676-5561, IN MINNESOTA CALL (507) 334-5561 FARIBAULT, MINNESOTA 55021

“Thanks to my EAP and Insight, my treatment was tailor made for me.”

Insight has worked with EAP's, employers, and insurance companies for over 26 years. In that time, we've helped manage the care of over 90,000 people. Insight's ratio of therapists to clients is one of the highest in the country, and our costs are lower than the national average. All of which is a result of our continuum of treatment services. Each client receives individualized care that meets their special needs. Let us show you how we can help manage your clients care by calling 1-800-441-5092. (In-state) 1-313-625-0400 (Out-state)



Insight

The Recovery People for 26 years

Alcohol, Substance Abuse & Mental Health Programs for individuals and families • Detoxification • Residential Care
Outpatient Services • Halfway House • Conveniently located throughout Michigan and Florida • Accredited by the
Joint Commission on Accreditation of Health Care Organizations (JCAHO).

EDITOR'S COMMENT

Confidence time

TO PARAPHRASE a popular advertising slogan, "Confidence is very contagious, don't you think?" Autumn is confidence time for EAPA, when its nationally elected leaders, committee members, chapter representatives, staffers and myriad other contributors gather for the EAP field's leading confab. The Annual Conference gives its two thousand or so participants the opportunity to revel in the year's accomplishments and plan for bigger and better things the following year.

Carrying on this venerable tradition, EAPA welcomes attendees of the 21st Annual Conference to Atlanta. We are—to use a word derivative—*confident* that for your time, energy and investment, you will be more than remunerated with a dynamic training program and entertainment tandem. The icing on the cake this year is that CEAPs can acquire up to 27 professional development hours!

TRANSITION HAS BEEN THE BYWORD in EAPA over the past year. In our lead interview article, outgoing president Dan Lanier, who presided over changes intended to prime EAPA for growth into a major association, reflects on goals he set when assuming the presidency in 1990 and takes stock of what has come to pass. He explains how EAPA is becoming more oriented toward membership services, more aggressive in seeking EAP development, more savvy in public policy, and more technologically capable.

science of the field, be sure to read the article on ethics and professional conduct beginning on page 13.

WITH THEIR TERMS OFFICE OF COMPLETED, many executive officers and regional Board members shown in the box below will not be serving on the Board during EAPA's 1992-94 term. Elected officials who will be passing their mantles onto others include Debra Reynolds, Kevin Parker, Greg DeLapp, Carolyn Stark, Janet Deming, Nancy Bailey, Cynthia Persico, Jim Lehman and Brenda Broughton. EAPA gratefully thanks them for their dedicated service!

IN THE LAST ITEM OF BUSINESS, many of our advertisers in this issue are also exhibiting in Atlanta. A line underneath their ads tells you their booth number, and they cordially invite you to drop by. The *Exchange's* advertising sales team of Bill and Lynn Murray will also be on hand, and prospective advertisers can meet face-to-face with them to discuss advertising plans for 1993. Your patronage is appreciated!

Rudy M. Yandrick

EXECUTIVE OFFICERS

Daniel Lanier, President

Donald W. Magruder

Vice President — Operations

Debra Reynolds

Vice President — Administration

Kevin M. Parker, Secretary

Pat Patrick, Treasurer

REGIONAL BOARD MEMBERS

Gregory DeLapp

Eastern Region

James O'Hair

Mid-Atlantic Region

Carolyn Stark

Mid-West Region

Janet Deming

North Central Region

Nancy Bailey

Pacific Region

Cynthia Persico

Southern Region

Charlie Durban

Southwest Region

James E. Lehman

Western Region

Vaughn Mosher

International Region

Brenda Broughton

Canadian Region

EAPA'S BOARD OF DIRECTORS AND STAFF

COMMITTEE CHAIRPERSONS

Irene Simonetti, Advisory to

EAPA Exchange

George Cobbs, Bylaws

Chuck Taylor, Consultants

Carl Tisone, Development

Muriel Gray, Education and Training

Tom Pasco, Ethics

Gary Malbia, Ethnic & Cultural Concerns

Jack McCabe, Labor

Miriam Aaron, Legislative and Public Policy

William Schleicher, Membership

John Gorman, Program Managers

Terry C. Blum, Research

Bradley Googins, Special Projects

Tamara Cagney, Standards

John J. Hennessy, Treatment

Joan McCrea, Women's Issues

Terry Cowan, Chairperson, Employee Assistance Certification Commission

STAFF

Michael L. Benjamin

Chief Operating Officer

Rudy M. Yandrick, Editor

Exchange Advertising Representatives

Bill and Lynn Murray

(312) 554-0931

PUBLISHED BY:

The Employee Assistance Professionals Association, Inc.

4601 N. Fairfax Drive

Suite 1001

Arlington, VA 22203

Telephone (703) 522-6272

© 1992 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.

The best strategy is often

Retreat

For over 150 years, the Brattleboro Retreat has offered employee assistance professionals specialized treatment options for individuals with psychiatric and addictive diseases.

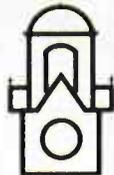
Just as no two people are exactly alike, no two cases are either. That's why the Brattleboro Retreat offers a unique treatment continuum that utilizes a full range of services, each of which can be tailored to the specific needs of an individual.

Our continuum of care includes inpatient hospitalization for psychiatric and addictive disorders, residential, partial hospitalization, intensive outpatient, intervention and traditional outpatient treatment.

We also have multiple treatment locations throughout New England so that the employees you assist can be conveniently cared for.

Call us at 1-800-345-5550

To learn more about our program options and how they can help the employees you serve, call us today.



**Brattleboro
Retreat**

A nonprofit hospital and treatment center • Affiliate of Dartmouth Medical School
75 Linden Street, P.O. Box 803, Brattleboro, Vermont 05302

TABLE OF CONTENTS

FEATURES

- 13** **A Question of Ethics**
Ethics has been said to be the exercise of taking what works in practice and determining whether it works in theory
by Michael L. Benjamin and Rudy M. Yandrick
- 16** **Reflections**
EAPA's outgoing President, Dr. Daniel Lanier, reflects on two years at the top rung
- 21** **EAPs in the Middle**
Treatment providers talk one language. Managed care providers talk and other. Here's how EAPs can bring about a satisfactory resolution.
by John Kelley
- 28** **An Innovative Behavioral Health Care Model**
Peer assistance can be a more effective means of intervention than supervisory referral. The Association of Flight Attendants EAP has been proving it since 1974.
by Barbara Feuer

Page 16



Page 21



Page 42



Page 60



- 42** **A commendable Trial Run**
The FOPC's Certification Pilot Project has provided EAPA with valuable baseline information for its program review process
by Teddy M. Kemp
- 48** **Process & Outcome Studies at Conoco and HAI**
- 50** **Practical Application**
Converting commitment to ethnic & cultural accommodation into EAP Action Plans
- 60** **Building an Integrated EAP-MBHC Program: The Behavioral Health Carve-Out**
by Jim Oher

DEPARTMENTS

4 Editor's Comment

7 From the C.O.O.

11 Special Memorandums

56 Film Reviews

Page 8

Atlanta

AT A GLANCE

To everyone attending EAPA's 21st Annual Conference, we bid you a cordial welcome to Atlanta! You are in store for one of the finest conferences ever presented to an EAP audience. The conference program, with the theme "Thriving in a Changing World," will have a stacked lineup of leading EAP professionals and renowned experts in related fields. Additionally, our entertainment and recreational agenda will nicely round out the five-day package. Here's a glance at the conference highlights.

FRIDAY, OCTOBER 30
The first day typically belongs to EAPA's many special interest groups. The

Professional Guidelines (2-4 pm).
Other groups meeting will include **OPCA** (8:30 am-5 pm), **DoD Contractors** (9 am-12 noon), and people from the **Petroleum Industry** (1-5 pm).

SATURDAY, OCTOBER 31
Bright and early (6-7 am), **Fun aerobics** will be held from Saturday through Tuesday. The **Opening Session** (8:30-10:15 am) will be capped by the predictions of Forecasting International's Dr. Marvin Cetron. Will EAPs continue to prosper? Stay tuned!

The Public Policy Forum

enforcement (6-8 pm), and **Railroad EAPs** (6-8 pm). Select EAPA committee meetings will also be held in the evening. The entertainment agenda kicks off in high style with the **Dessert Reception & Dance** (8-11 pm).

SUNDAY, NOVEMBER 1
Two concurrent educational tracks will run in the morning and one in the afternoon. The **President's Luncheon** (12:45-2:15 pm), hosted by outgoing President Dan Lanier, will follow. A **Mock Hearing** (4:15-6:15 pm) will present oral arguments before a federal judge on "The Safety of Many vs. the Rights of the Few." The Honorable James T. Trimble, Jr. presides.

Dr. Marvin Cetron

34 **Public Policy**
DoE regulations, the California public policy conference, and the federal government's small business conference

57 **Conferences and Workshops**

58 **Index of Advertisers**

Also of Interest

8 **Atlanta! At a Glance**

53 **EAP InfoTracks**

15 **Promotion of EAPA's 1993 Regional Conferences**