



E · A · P · A T R A I N I N G

PRESENTING A 2-DAY EAP TRAINING COURSE

The Elements of EAP: A Comprehensive Overview

The Employee Assistance Professionals Association (EAPA) is pleased to present this quality two-day training, taught by two of the pioneering professionals in the field, Brenda Blair and John Riley. It is divided into six modules covering the six core areas of EAP practice and will provide participants with state-of-the-art information on the foundation of employee assistance programming.

This course is especially valuable to:

- human resource practitioners
- nursing and medical professionals
- benefits managers
- those associated with the allied health fields

The Need

EAPA has recognized the need and desire of those professionals working with EAPs to augment their existing skills and educational experiences with state-of-the-art information about the field of employee assistance programming.

The Results!!

*Good pace! Excellent group dynamics!
Great handouts! Great presenters!*

These were among the comments from participants of the course's first two offerings in Portland, OR and Trenton, NJ. Of a possible 5.0, the overall evaluation score was an excellent 4.65!

The Goal

To develop, expand and refine EAP knowledge, skills and abilities, regardless of educational and work experiences and encourage active class participation and discussion, thereby enhancing the overall learning experience and the direct application of presented information to participants' work environments.

Unlike anything presented before, the new EAPA-sponsored training courses bear the endorsement of EAPA—the premier international association of employee assistance professionals, and the approval of EAPA's Education and Training Committee. EAPA's lamp-of-knowledge emblem is your assurance of a quality educational product representative of the EAP field.

Training Locations

- September 13-14, Rime Garden Suites, Birmingham, AL
- September 28-29, Somerset Inn, Troy, MI
- November 12-13, Disneyland Hotel, Anaheim, CA

To register or receive a training brochure contact:
Employee Assistance Professionals Association, Inc.
4601 N. Fairfax Drive, Suite 1001, Arlington, VA 22203; phone (703) 522-6272; fax (703) 522-4585

3
DATE S &
LOCATIONS LEFT!

Look for EAPA's five certificate courses brochure, coming to you in July 1993. The courses are: Recognizing Chemical Dependency; EAP as Organizational Consultant; Labor Issues for Non-Labor Personnel; Components of Psychological Problem Diagnosis; and Ethical Issues in Employee Assistance Practice.

EDITOR'S COMMENT

HAVING PROBLEMS accessing care for clients because you are dealing with managed care precert and case management? Try helping economically disadvantaged employees who lack or have inadequate benefits, whose only monetary notes are typically IOUs. EAPs tend to be established in large, capital-fortified organizations that regard employees as an *investment*, not merely a fungible part, a means to an end.

But EAPs are also common in industries having proportionally large numbers of marginally paid employees with little or no benefits, such as the hospitality industry, retail, and state and local governments. In other lines of work, most notably construction, employment is seasonal, and when workers are off the job, so are their benefits. Managed care is not an issue; finding care in the overburdened not-for-profit and public treatment and counseling sectors is.

Check our our feature coverage, which walks the other side of the EAP continuum.

IN OTHER COVERAGE, take stock of EAPA's comments to the U.S. Department of Transportation on its proposed alcohol testing regulations. The association asserts there are some deficiencies and oversights needing redressed. Also, be sure to respond to our Five-Minute FAXback

Other Side of the EAP Continuum

Survey on page 12. Sharing information about your research and program evaluation activities will be very helpful in shaping the research portion of the 22nd Annual Conference. In our coverage of regions and chapters, you'll read about the formation of the Native American Chapter and gay/lesbian issues that have impacted Denver.

ON A PERSONAL NOTE, my relationship with EAPA and the *Exchange* will be changing at the end of the month. At that time, I am embarking on a free-lance writing career, specializing in human resource and behavioral health issues. In this capacity, I will be a contributing writer to the *Exchange* and participating in project activity. Meanwhile, arrangements are being made for the uninterrupted editing and publication of the *Exchange*.

C.O.O. Michael Benjamin is using this opportunity to develop EAPA's public affairs activities, a sorely needed function at the EAPA Office. Interested members are welcome to respond to our classified advertisement for a public affairs director on page 5. More to come next month!

Rudy M. Yandrick

EXECUTIVE OFFICERS

Sandra Turner, President
George Cobbs, Vice President
Tamara Cagney, Secretary
Madeleine Tramm, Treasurer

REGIONAL REPRESENTATIVES

Vacant

Eastern Region
James R. O'Hair
Mid-Atlantic Region
Philip A. Hess
Mid-West Region
Jon Christensen
North Central Region
Carole A. Stevenson
Pacific Region
B.R. (Bob) Challenger
Southern Region
Janet Mug
Southwest Region
Robert A. Mines
Western Region
Aroon Shah
Canadian Region
Vaughn Mosher
International Region

EAPA's BOARD OF DIRECTORS AND STAFF

COMMITTEE CHAIRPERSONS

Irene Simonetti, Advisory to
EAPA Exchange
Bob Tank, Benefits
James M. Oher, Bylaws
Chuck Taylor, Consultants
Carl Tisone, Development
Thomas J. Elliott, Education & Training
Dan Lanier, Ethics
Gary Maltbia, Ethnic & Cultural Concerns
Jack McCabe, Labor
Miriam Aaron, Legislative & Public Policy
William Schleicher, Membership
John Gorman, Program Managers
Terry C. Blum, Research
Bradley Googins, Special Projects
Debra Reynolds, Standards
John J. Hennessy, Treatment
Joan McCrea, Women's Issues

John Burke, 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

© 1993 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.

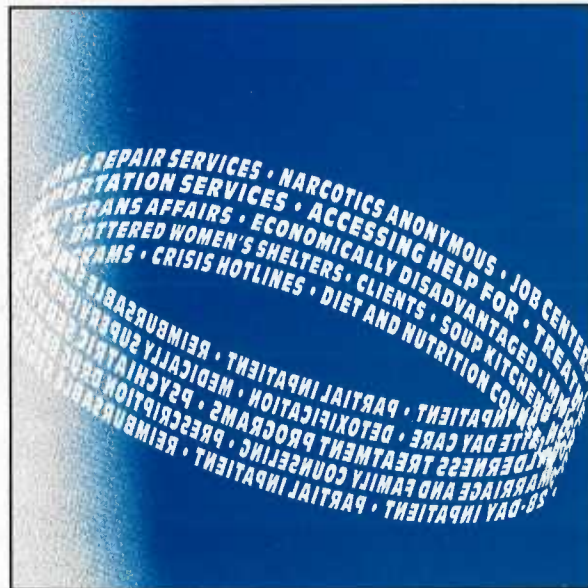
TABLE OF CONTENTS

COVER FEATURE

16 Strains in the Health Care Continuum—

Accessing care for employees who live on Hardscrabble Road is worlds apart from helping those on Park Avenue.

by Rudy M. Yandrick, editor



OTHER FEATURES

14 PROFILE: Madeleine Tramm

EAP Treasurer's Anthropology Training is Effective in Her EAP Consulting Practice

Finance Committee has brought spending on-line with strategic plan

26 EAPs in the Nuclear Power Industry: A Breed Apart?

Two Syracuse University researchers surveyed EAP coordinators of Edison Electric Institute companies. Here's what they found.

by Joseph R. Steiner and Barry L. Beck

PUBLIC POLICY

22 EAPA asserts need for revisions in proposed DoT regs

Tennessee passes EAP licensure law; has endorsement of state's 3 EAPA chapters

Capitol Hill staffers visit Arlington, VA EAP

DEPARTMENTS

3 Editor's Comment

5 From the C.O.O.

6 President's Message

8 Regions and Chapters

10 On the Labor Front

12 22nd Annual Conference and FAXback Survey

30 Film Reviews

31 In the Mailbag

32 EAP InfoTracks

34 Conferences and Workshops

35 Index of Advertisers

page 8



page 10



FROM THE C.O.O.

EAP Professionals as Case Managers

by Michael L. Benjamin
Chief Operating Officer

This issue of the *Exchange* takes an in-depth look at EAP service delivery—that is, case management—to economically disadvantaged employees. As I write this column on the EAP professionals' role as case managers, like Yogi Berra would say, it's déjà vu all over again! I presented a paper (which was later published) entitled "Case Management: Implications and Issues" at the New Hampshire Case Management Conference in 1979. The paper focused on the needs of persons with mental disabilities as well as understanding organizational developments, characteristics, and the nature of the service delivery system.

Clearly, case management is not a new idea. Case management, however, has gained increased popularity in the employee assistance field in recent years, particularly as a mechanism for accessing the service-delivery system in a cost-effective manner and to enhance the continuity of care provided to the client population. In 1979, I defined case management within the context of traditional casework. That is to say, case management functions most often included assessment, planning, linking, monitoring, advocacy and, sometimes, direct service delivery.

In reviewing the role of EAPs in their various settings, I have observed the following protocols for employee substance abuse cases: the EAP makes the assessment and referral; negotiates with the treatment provider on levels of care (e.g. inpatient, structured outpatient, day treatment) and length of treatment; conducts back-to-work conferences; and provides follow-up monitoring. Additionally, the EAP may see the beneficiary for short-term counseling and certify employee fitness-for-duty evaluations.

In mental health care, the EAP participates in the feedback loop by establishing treatment goals, monitoring

progress on the completion of treatment, determining ability to return to work and, afterward, handling problems after the return. The EAP also participates in continued care efforts.

The objectives of case management are essentially the same today as 14 years ago. Perhaps the most fundamental of these is to enhance the continuity of care provided to clients. In this regard, the services provided to an individual need to be comprehensive and coordinated, and the system must provide integrated services that are responsive to ongoing changes in the person's needs.

Other objectives frequently associated with case management are the enhancement of accessibility and accountability within the service system. Case management, with its provision of a designated provider to assist clients in negotiating the system, is intended to make services more accessible. Case management enhances accountability by designating a single person or agency as responsible for the overall effort of the system.

One final objective of case management is to enhance the efficiency of service delivery within the system. In today's parlance, this objective is equated with that of reducing costs for service delivery or providing cost-effective services!

Case managers are the most criti-

cal components in the case management system. They serve as the human link between the client and the system. As one of my colleagues wrote some years ago, "In collaboration with other providers, case managers ensure continuity of care to clients by ultimately determining the services, environments, providers and duration of service that will be of greatest advantage to the consumer." Thus, it is with great interest that I read in this issue of the *Exchange* what the EAP field says about case management!

In other business, after eight years with EAPA as master editor of the *Exchange*, Rudy Yandrick is leaving to pursue his career ambition as a freelance writer. Rudy was the first EAPA staff person whom I met during my interview process in St. Louis. I thought that if Rudy was the type of staff person working at the Association, then I would find it a pleasure to be associated with top-notch professionals. My assessment was correct! Rudy is capable, knowledgeable, efficient and will be missed in his capacity as editor.

Fortunately, we will not lose the experience that Rudy has gained over the years. As a feature writer to the *Exchange*, his expertise will continue to be shared with the employee assistance field. On behalf of the Association's staff, I wish Rudy good fortune in his next step forward. ❏

EAPA STAFF POSITION

CLASSIFIED ADVERTISEMENT

Editor/Communications Director

EAPA has a vacancy for a Public Affairs Director who will have broad responsibilities, including editor of *EAPA Exchange*. The position entails hands-on editing of the *Exchange*, including writing, oversight of production, and working with EAPA staff and professionals in the employee assistance field. Must be able to write press releases and have demonstrated knowledge in marketing and advertising. Must be familiar with desktop publishing.

Minimum of five years experience in writing/editing, layout and design, composition and/or working with media. Women, minorities and labor representatives are encouraged to apply. Knowledge of employee assistance programs is a plus. Send resume, salary requirements and work samples to: Public Affairs, EAPA Inc., 4601 N. Fairfax Drive, Suite 1001, Arlington, Virginia 22203. Resumes should be received by June 28, 1993. No calls please.

EAPA IS AN EQUAL OPPORTUNITY EMPLOYER