

# *Journal of* **Employee Assistance**

The magazine of the Employee Assistance Professionals Association

VOL. 40 NO. 2 • 2ND QUARTER 2010

## **Improving Treatment Outcomes through Drug Interventions**



Also inside:

The McDonnell Douglas  
Study: 20 Years Later

Telephonic Counseling and  
State Licensing Laws



Employee Assistance  
Professionals Association



# Journal of Employee Assistance

The magazine of the Employee Assistance Professionals Association

VOL. 40 NO. 2 • 2ND QUARTER 2010

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by *Fred Newman*

Many people with mental health conditions receive care in general medical settings. EAPs can help improve their treatment and decrease symptoms.

### **Telephonic Counseling and State Licensing Laws** 12

by *David A. Sharav, Ph.D., Renée Popovits, J.D., and Elizabeth Donohue, J.D.*

State laws differ on the need for EA professionals to be licensed if they provide telephone-based services to clients in other states.

### **EAP Cost-Benefit Research: 20 Years after McDonnell Douglas** 14

by *Mark Attridge, M.A., Ph.D.*

The landmark study of the costs and benefits of an internal EAP is still raising questions among current-day researchers.

## Features

### **The Economic Recession and Intimate Partner Violence** 17

by *Sheetal Ranjan, Ph.D., and Chitra Raghavan, Ph.D.*

Imbalances in the traditional roles of men and women can put women at risk of violence from men, and the current recession is exacerbating this risk.

### **The Evidence-based Practice Continuum in Employee Assistance** 20

By *Wolfgang Seidl, M.D., DipC., MBACP*

Describing our profession's knowledge base and proving its value will help establish employee assistance as a unique profession.

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*“The emergence of telephone counseling in EAPs raises compelling and complex questions related to its far-reaching value and its potential for liability.”*

“Telephonic Counseling and State Licensing Laws”

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# Building a Better Magazine

by Maria Lund, LEAP, LPC, CEAP



Maria Lund

In my previous column, I mentioned that the EAPA Communications Advisory Panel was developing a survey about the *Journal of Employee Assistance* and would post it on the EAPA Website. The goal of the survey was to solicit ideas on how the *Journal* can best meet your information needs and help you raise your level of professionalism.

As with many surveys, this one likely appealed to those who are most and least satisfied with the current format and content. As we reviewed the responses, several themes emerged that suggested future editorial directions. Below is a list of what we were asked to add:

1. Synopses of recent research;
2. Articles and/or columns devoted to EAP best practice;
3. More content from non-U.S. EA professionals and/or articles that touch on issues of global interest;
4. Information related to workplace and human resources issues;
5. Coverage of legal issues in EA practice;
6. Regular articles devoted to counseling topics; and
7. Information on how EA professionals can better make use of information technology.

On March 15, the advisory panel conducted a teleconference to discuss the survey results and develop recommendations for improving the *Journal*. Before delving into specific content considerations, we agreed that the *Journal* is really about the practice of employee assistance, whether in the running of the business or in the provision of services.

Having reached that conclusion, we discussed content enhancements. In response to the survey requests for

more information about technology, Marina London, EAPA's Website administrator, volunteered to write a regular column about communication technologies. Her first "Technology Trends" column, discussing social networking tools and their applications, appears in this issue on page 24. To satisfy the request for legal content, the committee has reached an agreement with Sandra Nye, author of the popular *Employee Assistance Law Desk Book*, to write a standing column about legal issues affecting EAPs and EA professionals. The column will make its debut later this year.

Several panel members are looking into ways to solicit research synopses to publish in the *Journal*; others are considering ways to encourage non-U.S. authors to write articles or to solicit more articles with global themes. I'll keep you posted about our progress in both of these areas.

In addition to these changes, the advisory panel agreed that the magazine should contain articles emphasizing both the business aspects of running an EAP (management, marketing, selling, product lines, and so on) and the provision of EAP services (best practices, counseling issues, work-life concerns, intervention, and so forth). We will be soliciting articles to fit these basic themes.

One of the more interesting suggestions was that we should launch a "Narrative Matters" section that features a first-person account from someone in the field. The narratives should say something insightful and provocative about the practice of employee assistance and the challenges that EA professionals face on a daily basis.

Finally, we talked about developing a section about EAP value that features

examples of actual programs and clients. We also discussed adding a column about industry trends and/or an annual "future trends" article.

As our discussion makes clear, we are committed to providing EA professionals—whether experienced practitioners or those new to the field, whether in management positions with large EAP providers or in affiliate roles—with a magazine they look forward to receiving and reading. If you have additional thoughts about how to improve the *Journal*, please contact me or any other member of the advisory panel. ■

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### EAPA Mission Statement

To promote the highest standards of practice and the continuing development of employee assistance professionals and programs.

The *Journal of Employee Assistance* (ISSN 1544-0893) is published quarterly for \$20 per year (from the annual membership fee) by the Employee Assistance Professionals Association, 4350 N. Fairfax Dr., Suite 410, Arlington, VA 22203.  
Phone: (703) 387-1000.

Postage for periodicals is paid at Arlington, Va., and other offices. POSTMASTER: Send address changes to the *Journal of Employee Assistance*, EAPA, 4350 N. Fairfax Dr., Suite 410, Arlington, VA 22203.

Persons interested in submitting **articles** should contact a member of the EAPA Communications Advisory Panel (see page 2) or the editor, Stuart Hales, by calling (703) 204-4601 or sending an e-mail to [journal@eapassn.org](mailto:journal@eapassn.org).

To **advertise** in the *Journal of Employee Assistance*, contact the advertising manager, Joan Treece, at (303) 242-2046 or [admanager@eapassn.org](mailto:admanager@eapassn.org). Send requests for reprints to [opsadmin@eapassn.org](mailto:opsadmin@eapassn.org).

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Editor: Stuart C. Hales  
Advertising Manager: Joan Treece  
Design: Thought Word & Deed